



Conversation Analysis on Repair in Zendaya and Andrew Garfield's Talk Show in Youtube Platform

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ABSTRACT

Repair in Conversation Analysis (CA) refers to the ways participants in a conversation deal with problems or difficulties in speaking, hearing, or understanding. Repair occurs when there's a breakdown in communication, such as a misunderstanding, mispronunciation, or when a speaker needs to correct themselves. It's a crucial mechanism that helps maintain the flow of conversation and mutual understanding. This research aims at finding types of repair and patterns of repair found in Zendaya and Andrew Garfield's Talk Show in YouTube Platform. The method used in this qualitative research is descriptive method as the focus of this research is on language and social phenomena. The results of the research showed that of 32 data found in Zendaya and Andrew Garfield's Talk Show, the types of the repair obtained respectively are 26 (81%) data on self-initiated self-repair (SISR), 3 (10%) data on self-initiated other-repair (SIOR), 2 (6%) data of other-initiated self-repair (OISR), and 1 (3%) data other-initiated other-repair (OIOR); whereas dealing with the repair patterns, they were only 9 patterns found in the talk show consisted of consisting of 5 (16%) data of replacing, 7 (22%) data of inserting, 1 (3%) data of deleting, 1 (3%) data of searching, 3 (9%) data of parenthesizing, 6 (19%) data of aborting, 6 (19%) data of recycling, 1(3%) data of reformatting, and 2 (6%) data of reordering, and 0 (0%) data on sequence-jumping in this data.

Keyword: *conversation analysis, repair, youtube platform, talk show, variety actors on actors*

INTRODUCTION

Conversation has become an important part of everybody's life as they speak to express their thoughts and feelings to their interlocutors. Conversation is also a way for socialised people to develop and maintain relationships with each other. Therefore, question and answer, opening and closing, offer and acceptance, offer and refusal become the part of a talk-in-interaction [1].

Since the late 1960s or early 1970s as principally was developed by principally by the sociologist Sacks and his close associates Emanuel Schegloff and Gail Jefferson (1992), conversation analysis has become the study of analysing conversational interactions, which deals with adjacency pairs, turn taking, and repair. There is much more going on in a conversation than just the use of language. Therefore, conversation should be understood as a set of practices in which each person can organise comments that fit a particular context. However, to make an understandable and comfortable conversation, both parties need to understand the sign of turn taking. It has role to manage the turn in a conversation to be interactive and successive [2].

In conversation, language is released spontaneously which may result in certain language phenomena occurred as this can lead to errors in speech. To overcome this problem, the concept of repair in conversation analysis is important. Schegloff et al., defines repair as a tool to fix conversational problems created by speakers or the source of the problem and state that repair deals with recurring problems in speaking, listening, and understanding [3]. Repair can also be initiated by speakers who repair their utterances (self-initiated repair) and can also be initiated by interlocutors (other initiated-repair). Then, repair can also end with the speaker solving the

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problem by repairing the utterance (self-repair) or the interlocutor solving the problem by repairing the utterance (other-repair). It also formulated ten repair patterns, namely: replacing, inserting, deleting, searching, parenthesising, aborting, sequence-jumping, recycling, reformatting, and reordering [3].

Through repair, conversation participants can clarify intentions, correct errors, or convey better understanding. This shows that conversation is not just about what is said, but also about how people interact with each other in a dynamic and responsive way. Thus, conversation is not only a communication tool, but also a complex social process that reflects the dynamics of human relationships. Through conversation, people can build, strengthen, or even damage their interpersonal relationships. Therefore, it is important for us to notice and appreciate its importance in our daily lives.

Various conversations or communication between speakers and interlocutors can also be found in a talk show. It is a genre marked by its confrontational nature, sitting at the crossroads of conversation and performance, blending the private with the public, the personal with the collective, and interpersonal exchanges with mass communication [4]. One of the talk shows where the phenomenon of repair in various conversations is found is the Zendaya & Andrew Garfield video on the Variety Actors on Actors YouTube platform. Actors on Actors is a segment where two famous actors interview each other and discuss their experiences in acting. The segment offers an in-depth insight into the creative process, challenges faced, and career journey of each actor. This conversation analysis provides a clearer picture of how they share their thoughts and experiences with each other, as well as how they refine and clarify their speech to ensure proper understanding.

Conversation Analysis

Conversation occurs when two people work with each other to introduce and maintain a single focus of attention in a shifting manner. Liddicoat (2022:1) states, "When people converse they engage in a form of linguistic communication, but there is much more going on in a conversation than just the use of a linguistic code". As a result, he believes conversation should be viewed as a set of practices in which people can organise appropriate comments in a given context [5]. With the above definition, conversational matters can be studied through Sacks' (2010) approach to conversation analysis.

Conversation analysis is the study of analysing conversational interactions, as stated by Van Dijk (1999), "CA has a special interest in naturally occurring talk, acknowledges the context-dependency of discourse, recognises the relevance of an interactional dimension of language, attends to sequential phenomena in text or talk and, in general, examines order and organisation of expression, meaning and action at several levels of analysis". Jefferson (1992) puts forward further that conversation analysis becomes a field that seeks to uncover and explain the complex details and unspoken knowledge involved in social interactions—knowledge that people intuitively grasp during conversations, even if they can't explicitly explain why things unfold as they do [6].

From this explanation, CA has a particular interest in naturally occurring speech, recognises the dependence of discourse context, acknowledges the relevance of an interactional dimension of language, attends to sequential phenomena in text or talk and, in general, examines the order and organisation of expression, meaning and action at several levels of analysis. The purpose of CA as assessed by Sacks (2010) is to understand the level of social order that a person divulges in everyday conversation. It also helps us to get closer and understand more how to make good interaction with specific, systematic and pedagogic [7].

While the basic concept of conversation analysis focuses on speech in conversation, the framework has gradually been extended to examine other types of speech such as medical and clinical interactions, lessons, and news interviews, as Mazeland says, "although the foundational work in CA focuses on talk in conversations, the framework has gradually been extended to research of other types of talk such as medical and clinical interaction, lessons, or news interviews" [8]. In addition, conversations can be found in newspapers, poems, stories, videos, or films.

Repair

Repair is a broader concept than simply observing and correcting incorrect and correct utterances in conversation, although such corrections are part of repair. Albert (1918) says that repair refers to the efforts made by participants in a conversation to resolve any problems that occur during the interaction, helping to ensure clear communication and preserve shared understanding. As in the thing to be repaired [9]. For instance, when a speaker uses the wrong word or cannot find the exact word to say and does not recognized who or what is being talked [10]. Liddicoat states, "Repair refers to the processes available to speakers through which they can deal with the problems which arise in talk. The idea of repair has already been raised several times in the preceding discussion, as repair is relevant to all levels of talk from the turn-taking system to sequence organization and preference [5]. All levels of conversation are potentially subject to difficulties and conversation as a self-regulating system needs to have available practices for dealing these." In addition, Schegloff et. al., defines repair as a tool to correct conversational problems created by speakers or sources of problems and states that repair deals with recurring problems in speaking, listening, and understanding [3]. As quoted by Amin, Gramkow (2001) says, "repair is not just an attempt to get things right but also trying to make thinking clear and explicit" [11]. Repair can provide additional insights into the way humans understand each other. As stated by Aitchison (2003:110) in Mazeland, this is because conversations do not always run mildly because people can not express everything properly or they make mistakes or the person they are speaking to makes a mistake and these breakdowns must be repaired [11]. Therefore, repair is employed to achieve a successful conversation [12]. It plays a vital role in achieving it, as it enables speakers to address and resolve issues that could otherwise hinder understanding and communication. Knowing how important repair in correcting conversation problem, this research, therefore, aims at finding not only the types of repair but also the patterns of repair used in a very well talk show called Zendaya and Andrew Garfield Talk Show on YouTube Platforms.

Types of Repair

Schegloff et. al., explained that repair occurs when the speaker fixes the problem, while the other person's repair occurs when the receiver fixes the problem [3]. He also explained that repair can be initiated and completed by the speaker who uttered the error during the conversation or by the interlocutor who heard it. Repair can also be initiated by the speaker who repairs his utterance (self-initiated repair) and can also be initiated by the interlocutor (other-repair) as long as the interlocutor hears it. Schegloff et. al., proposed 4 (four) different types of repair:

Self-Initiated Self-Repair

Self-initiated self-repair occurs when speakers speak and solve their own problems. This process shows the speakers' ability to correct themselves for the better communication.

For example:

[1] *Anna: oh so then he is coming back on **Thur-** on **Tuesday***

[5]

In the quotation above, Anna performs self-initiated self-repair (SISR). When Anna was speaking, she suddenly cut off her own words. Anna as the speaker realised that she made a mistake and took the initiative to solve it. She immediately said the answer and resolved the source of the problem of the word "Thur-" with the correct word "Tuesday".

Self-Initiated Other-Repair

Self-initiated other-repair occurs when the speaker initiates the problem in the conversation and the interlocutor resolves the problem. This process involves the speaker realizing the error in his/her speech, then the interlocutor providing the necessary repair or clarification to improve the communication.

For example:

[2] A: *Hey the first time they stopped me from selling cigarettes was this morning*

B: **From selling cigarette**

A: **From buying cigarettes.** *They said uh*

[5]

In the quote above, A said the wrong word. He did not realise it. B as the interlocutor started the repair by asking, "From selling cigarettes?" because he knew that the correct word was "buying". Afterwards, A corrected his utterance.

Other-Initiated Self-Repair

Other-initiated self repair occurs when the interlocutor initiates the problem in the conversation and the speaker resolves the problem. In this process, the interlocutor gives a signal, question, or hint that there is an error or mistake which is then captured by the speaker to make repairs. For example:

[3] B: *How long y' gonna be here*

A: *Uh- not too long. Uh just till Monday.*

B: *Till- oh yih mean like a week f' m tomorrow.*

A: *Yah.*

In the quote above, B starts the conversation. He asks A about his planned stay. A replies, "Uh- not too long. Uh just till Monday", which does not give the exact time. Therefore, B clarifies A's words by giving the exact time until when A will stay. Then, A confirmed B's words. [5]

Other-Initiated Other-Repair

Other-initiated other-repair occurs when the speaker and the interlocutor point out a problem and both resolve the problem. This process involves the awareness and initiative of both parties to correct the error or mistake that has arisen, thus achieving more effective communication.

For example:

[4] M: *Loes, do you have calendar?*

L: *Yeah.*

M: *Do you have one that hangs on the wall?*

L: *Oh you want one.*

M: *Yeah.*

In the conversation above, L does not understand this as a request, but as a question. She replied, "Yea" which shows that her understanding was not wrong. M asks again. Then, L understands the problem and corrects it, showing that he now has an understanding of M's question. [5]

Patterns of Repair

According to Schegloff in *Conversational Repair and Human Understanding* [13], there are 10 (ten) repair patterns that speakers use to deal with some source of presumed problems in an ongoing conversation or to change it in a consequential way. The following are the 10 (ten) repair patterns:

Replacing

Replacing occurs when the source speaker replaces one or more elements of the utterance. This element replacement can involve words, phrases, or sentence structures.

Inserting

Inserting occurs when the speaker as the source of the problem adds new elements, including words or phrases.

Deleting

Deleting occurs when the speaker as the source of the problem removes one or more articulated elements from what is said by speaker. It is done to correct errors or ambiguities that appear in the utterance. Deleting can be an important step in ensuring that the message is concise and free from distractions that could impede understanding.

Searching

Searching occurs when the speaker, as the source of the problem, struggles to find an appropriate term or substitute for a specific word, such as the name of a person, place, or object. This often happens when the speaker momentarily forgets or is unsure of the correct word. The speaker may pause, hesitate, or use filler words while mentally searching for the correct term.

Parenthesizing

Parenthesizing occurs when the speaker as the source of the problem adds a new element as a clause to complete the repair. The addition of this clause aims to provide additional explanation or clarification that helps clarify the message to be conveyed.

Aborting

Aborting occurs when the speaker as the source of the problem abandons the statement in progress, making it incomplete. This process can happen because the speaker realises a mistake that cannot be immediately corrected or because there is a change in the direction or focus of the conversation that makes the statement no longer relevant.

Sequence-jumping

Sequence-jumping occurs when the speaker as the source of the problem interrupts an ongoing utterance with something unrelated to the ongoing turn and sequence. Sequence-jumping may occur due to a sudden change in the speaker’s focus, a distraction, or a need to address something perceived as more urgent or relevant at that moment. This can sometimes lead to confusion or require additional repair to return to the original topic.

Recycling

Recycling occurs when the speaker as the source of the problem repeats some parts of the previous utterance. This process is done to clarify and emphasise the point to be conveyed.

Reformatting

Reformatting occurs when the speaker, as the source of the problem, modifies the structure or format of an utterance. This could involve changing the sentence structure, rephrasing the statement, or altering the way the information is presented.

Reordering

Reordering occurs when the speaker as the source of the problem rearranges the elements in the utterance process. It involves rearranging the order of words, phrases, or clauses to improve the utterance.

METHODS

This research uses descriptive qualitative method. In qualitative descriptive research, the research focuses on findings through observation and descriptive data [14]. This research is also closely related to existing social phenomena by describing thoroughly which can be explained in words, reporting observations obtained from reliable sources, and conducted in a natural setting [15]. In addition, this method also understands the context and dynamics that occur in certain social interactions or environments, and supports in-depth interpretation of the phenomenon under study. The object of research is the part that is the focus of the research itself. The research object used by the author is a conversation analysis that includes repair contained in a talk show video entitled “Zendaya & Andrew Garfield Actors on Actors”. This video is 33 minutes long. The way to get research data is to transcribe and classify Zendaya and Andrew Garfield’s conversation through the video by using Schegloff’s theory.

RESULTS AND DISCUSSION

From 32 data obtained in Zendaya & Andrew Garfield’s Talk Show, 4 types of repair are used, and the most dominant types of repair used is self-initiate self-repair (SISR) as in the following Table 1:

Table 1
Types of Repair found in Zendaya & Andrew Garfield’s Talk Show

No	Types of Repair	Frequency	Percentage
1	Self-initiated self-repair (SISR)	26	18%
2	Self-initiated other-repair (SIOR)	3	10%
3	Other-initiated self-repair (OISR)	2	6%
4	Other-initiated other-repair (OIOR)	1	3%
Total		32	100%

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Regarding patterns of repair found in Zendaya & Andrew Garfield’s Talk Show, from 10 patterns of repair available, they are only 9 patterns are used in Talk Show as sequence jumping pattern is not found as seen in Table 2 below:

Table 2
Patterns of Repair found in Zendaya & Andrew Garfield’s Talk Show

No	Patterns of Repair	Frequency	Percentage
1	Replacing	5	16%
2	Inserting	7	22%
3	Deleting	1	3%
4	Searching	1	3%
5	Parenthesizing	3	9%
6	Aborting	6	19%
7	Sequence Jumping	0	0%
8	Recycling	6	19%
9	Reformatting	1	3%
10	Reordering	2	6%
Total		32	100%

This research will analyze the data that has been collected to answer the research questions and achieve the research objectives. This chapter provides some analyzes based on types of repair and repair patterns.

Self-Initiated Self-Repair (SISR)

Andrew Garfield : *But then we get, I think both you and I have gotten to a very privileged position where we get to decide, and we get to have agency and choose, and I think it’s really, I find it important for myself to go, “Well, what am I called to? What am I actually, **do I need- do I have a choice in this?**”*
 Zendaya : *Right.*

(D17/TR1/RO1)

In the conversation above, self-initiated self-repair (SISR) occurs. At first, Andrew said, “do I need”. Realizing that his utterance was incomplete, he corrected it by stating it more clearly and specifically by saying, “do I have a choice in this?” to make it clear that he was emphasizing the importance of questioning their purpose in life and ensuring Zendaya understood his words better found in r.

The repair pattern of the conversation above is replacing, where the speaker as the source of the problem replaces one or many elements of the utterance. Andrew’s utterance of ‘do I need’ is incomplete. Initially, Andrew intended to ask what he should do. Realizing his mistake, he said another utterance to solve his problem. He replaces the phrase “do I need” to “do I have”. This change makes his question clearer and more specific, which helps the interlocutor understand his intent better.

Self-Initiated Other-Repair (SIOR)

Andrew Garfield : *But, like, it’s kind of wild, man. And I know it’s hard to receive those things, ‘cause you just do what you do, but for me to witness it, especially, I think it was episode five. What’s the name of episode? **“Stand Like a Hummingbird”?***
 Zendaya : *Yeah, it was **“Stand Still Like a Hummingbird”.***

(D1/TR2/RO2)

In the conversation above, self-initiated other-repair (SIOR) occurs. At first, Andrew was confused about the title of the episode in which Zendaya acted so well. Then, Andrew as the speaker tried to remember the title of the episode by asking and confirming it, “What’s the name

of the episode? ‘Stand Like a Hummingbird?’”. Zendaya as the interlocutor corrected him by mentioning the correct title.

The repair pattern of the above conversation is inserting, where the conversation participant adds a word or clause to his utterance. Andrew’s utterance “Stand Like a Hummingbird” is incomplete. Zendaya recognizes the correct title by adding the word “still”. The clause changes to “Stand Still Like a Hummingbird” and the problem is solved.

Other-Initiated Self-Repair (OISR)

- Zendaya* : *What was really funny, I think, about it is like, Tom was really nervous about you guys coming in.*
- Andrew Garfield* : *That’s so wild.*
- Zendaya* : *So nervous.*
- Andrew Garfield* : *He never let anything onto, pull those pants down. Get those calves. Get under, under wraps.*
- Zendaya* : *Under control.*
- Andrew Garfield* : *Yeah.*
- Zendaya* : *These crazy forearms*
(both laughs)
- Zendaya* : *Inside jokes.*
- Andrew Garfield* : *Wait, wat was that from, what was that? I forget what that was from.*
- Zendaya* : *It was a Toby one, and he was like, "Those crazy," because he trying to pull up the...*
- Andrew Garfield* : *These crazy forearms.*

(D1/TR3/RO9)

In the conversation above, other-initiated self-repair (OISR) occurs. At first, Zendaya has difficulty in conveying information clearly. In this section, Zendaya and Andrew talk about how nervous Tom was when the other actors came to the set of the Spider-Man film. Andrew asks Zendaya about their inside joke. Trouble started when Zendaya said, “It was a Toby one, and he was like, ‘Those crazy’, because he was trying to pull up the...”. She wondered what to say. Andrew as the interlocutor caught her point and solved the problem by saying, ‘Those crazy forearms’.

The repair pattern of the conversation above is reformatting. Reformatting occurs when the conversational participants modify the utterance format. The first utterance “Those crazy” contains the demonstrative “those” which refers to something that has been discussed previously. Then, he changes it to “These crazy forearms” where the conversational format changes to ‘these’ which refers to something that is now being discussed.

Other-Initiated Other-Repair (OIOR)

- Andrew Garfield* : *And then how many takes of that sequence did you go?*
- Zendaya* : *You know, just over and over again until we felt like we had it, and then we moved on to the next part, but it was a long day, 'cause that's like-*
- Andrew Garfield* : *That was one day?*
- Zendaya* : *It was one day of just fighting everyone, and you know, ...*

(D1/TR4/RO8)

In the conversation above, other-initiated other-repair (OIOR) occurs. At first, Zendaya as the interlocutor, mentioned that it was a long day and in her utterance she paused for a moment. After that, Andrew as the speaker, started the repair with a clarification question, because he felt that there was something that needed to be clarified or confirmed by Zendaya. Zendaya responded by clarifying the information given earlier.

The repair pattern of the above conversation is recycling. Andrew’s answer contains recycling, where Andrew repeats the information given by Zendaya by asking, “That was one day?”. Zendaya also repeated the utterance “one day” to clarify her utterance about how many times the scene was performed.

CONCLUSION

Based on the research results on the Zendaya & Andrew Garfield Actors on Actors talk show obtained based on Schegloff’s theory, the researcher found repair types and patterns. The

dominant of repair types is self-initiated self-repair (SISR) with 26 (81%) data, because the conversation participants in the event are aware of their own mistakes and tend to correct the mistakes themselves. Then, followed by 3 (10%) data of self-initiated other-repair (SIOR), 2 (6%) data of other-initiated self-repair, and 1 (3%) data other-initiated other-repair (3%); meanwhile, dealing the repair patterns, there are 9 repair patterns found in Talk Show consisting of 5 (16%) data of replacing, 7 (22%) data of inserting, 1 (3%) data of deleting, 1 (3%) data of searching, 3 (9%) data of parenthesizing, 6 (19%) data of aborting, 6 (19%) data of recycling, 1(3%) data of reformatting, and 2 (6%) data of reordering. One of the ten patterns that was found in the Talk Show was sequence-jumping.

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