AN ANALYSIS OF DISCOURSE ANALYSIS IN RESTAURANT CONVERSATION

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Abstract

Discourse analysis is a learning about the use of language in which language is used based on context. Based on Abrams and Harpham (2005), discourse analysis is a broad term for the study of the ways in which language is used in texts and contexts. Also called discourse studies. Discourse analysis is used extensively in various fields of science, especially social sciences, and is often used across disciplines. Many discourse analyzes that can no longer be clearly and decisively categorized into which field of science.

Key words: discourse analysis, conversation, restaurant

INTRODUCTION

Communication can be understood well by both the speaker and hearer [1], [2], [3], when they know about the context and the topic of conversation [4], [5]. Sometimes we are not sure about the message we get from something we read or hear [6], [7], and we concern about getting our own message across to others [8], [9], [10]. In communication, there are also some aspects of language that must be noticed. discourse analysis is a broad term for the study of the ways in which language is used in texts and contexts [11], [12], [13]. Also called discourse studies [14], [15], [16]. Discourse analysis is used extensively in various fields of science, especially social sciences, and is often used across disciplines [17], [18]. Many discourse analyzes that can no longer be clearly and decisively categorized into which field of science [19], [20], [21]. New order discourse analysis can be categorized at the same time in the study of the fields of history, politics, social, culture and even social psychology [22], [23], [24] the same thing happens in the analysis of gender, gender discourse in media [25], [26]. Developed in the 1970s, the field of discourse analysis is concerned with "the use of language in a running discourse, continued over a number of sentences [27], [28], [29], and involving the interaction of speaker (or writer) and auditor (or reader) in a specific situational context, and within a framework of social and cultural conventions" [30], [31].

Therefore, based on the statement, a conversation between people become one of the objects in discourse analysis [32], [33], [34]. Since we will see what kind of language that used by speakers [35], [36]. In addition, in the conversation there is turn taking process [37], [38], [39]. Clearly, there are certain signal which transferred by speaker to other speaker to have the turn in speaking which are in the form of intonation, pausing, and phrasing [40], [41], [42]. In this respect, the conversation between the customer and waiter in Mbak Mar and Oku restaurants become the sample of turn taking in conversation.

Waitress: Could I take your order ms?

Buyer: hmm, Is there any special menu?

In this part, before the customer start to speak, she gives certain intonation like the intonation of someone still thinking about something "hmm" and pause for while, then she deliver her question by asking "is there any special menu?" That is the example of turn taking in conversation [43], [44], [45].

Furthermore, the paper also discuss the turn taking in conversation at both restaurants by using aadjacency pairs theory. Basically, aadjacency pairs is an example of turn-taking (pragmatics) between 2 speakers [46], [47], [48], and it is composed of 2 utterances by 2 speakers, one after another [49], [50], [51]. The speaking of the first speaker (1st part of the 1st turn) provokes a responding utterance of the second speaker (2nd part of the 2nd turn) [52], [53]. In this repsect, aadjacency pairs requires the addressee to provide an answer in the following turn [54], [55], [56]. Then, the answer of the following turn must complete the question from the previous turn [57], [58]. Since if it is not completing the previous turn means that the respond has violating the conversational maxim [59], [60].

Several Indonesians currently studying in Taiwan have denied forced labor claims made in recent media reports that have strained relations between the two countries [61], [62], [63]. The reports, which surfaced in the Taiwanese media last week, quoted Ko Chih-en, a lawmaker for the Nationalist Party, or Kuomintang, who claimed that hundreds of Indonesian students enrolled in a college and internship program are being subjected to forced labor in local factories [64], [65]. This prompted Indonesia to stop sending students to Taiwan under the program [66], [67].

Arrmanatha Nasir, spokesman for the Indonesian Ministry of Foreign Affairs, said in a statement on Wednesday evening that the government was seeking an explanation from the Taiwanese authorities and that it had also called for a full investigation. "The Indonesian Economic and Trade Office in Taipei has urged the local authorities to take all the necessary steps [68], in accordance with local regulations, to protect the wellbeing and safety of the students enrolled in the college and internship scheme," [69], [70]. An investigation by Ko allegedly found that Indonesians students at six Taiwanese universities, including Hsing Wu University in New Taipei, are forced to work 10-hour shifts, four days per week. It also found that the students, most of whom are Muslim, are given meals containing pork.

METHOD

The researcher uses qualitative research as the methodology of this research. This kind of research belongs to qualitative research which is characterized by observation and description in forms of words or sentences. Qualitative research is accomplished by giving explanation of the issue in the analysis. The data of this research were obtained from video about a conversation beetwen customer and restaurant's waitress which was taken from Youtube in January 03 2019. The analysis started with the types of relative clauses found in the novel. The researchers used the contrastive analysis study to contrast between Indonesian and English language.

RESULTS AND DISCUSSION

The differences of turn-taking conversation between Mbak Wito waitress and Ayam Geprek Ani can be seen on how they act and react toward the customers. So, we would like to give the explanation on how both of them are different even though they use the same language (informal).

For example:

Mbo Wito
Example 1
Waitress: **Could I take your order ms?**
Buyer: hmm, Is there any special menu? (Violating the maxim)

In this conversation, the buyer has violating the maxim. The reason is, the buyer did not give the information which is needed by the waitress. If she/he agree, the buyer must said "yes please" or the buyer can said "No, I would like to ask first about the menu"

Waitress: There is no special menu for now ms.

Buyer: Oh I see, how about the special menu?

Waitress: The special menu here are fried duck and chicken, ms.

Buyer: What are the variant for the duck menu?

Waitress: There are Fried duck, BBQ duck, Flat duck, Crispy duck, and Spicy duck.

Buyer: Oh and for the sauce, is it the same for all dishes?

Waitress: No, for fried duck the sauce is fried sauce and for spicy duck, the sauce is made from spicy chili, and for crispy duck, the sauce made from shrimp sambal.

Example 2

Buyer: **Can we take home for the meal and drinks?**

Waitress: **Of course Ms. We can wrap it with box for catering. (Satisfies the pairs)**

This is the example when the respond is satisfies the pairs. The waitress answer the buyer question and give the information which is needed by the buyer and explain it

Buyer: well then I order one lime squash drink please.

Waitress: so, only one lime squash drink, right?

Buyer: Yes.

Waitress: Ok, please wait a moment for your drink Ms.

Ayam Geprek Ani

Example 3

Iqbal: **Mas, I want to order chicken.**

Waiter: **How many? Eat here or take home?**

This is the example when the respond is satisfies the pairs. The waiter answer Keanu question and he also provokes a respond from Keanu for continuing the conversation

Iqbal: Yes take home please, one chicken.

Waiter: oke mas.

Iqbal: Could you please fry the cabbage?

Waiter: Oke mas.

Iqbal: How much is it?

Waiter: Sixteen thousand rupiah mas.

Iqbal: Here you go, thank you mas.

Waiter: oke, your welcome mas.

Moreover, the interesting case that we found from observing the restaurants are bith Mba Mar and Oku use informal language. In this respect, based on Ferguson, (1959), Informal language is language use characterized by spontaneous speech in situations that may be described as natural or "real-life," and the use of a "low" dialect or language in preference to a "high" one.

The difference between them is, in mbak mar is more communicative between and more detail in serving the customer the menu in mba mar. The method of turn taking is from the seller (waitress) to the customer, it is always used to every single customer who come to mba mar.

CONCLUSION

In short, in discourse study, we are expose with every aspects of language and its elements like turn taking process in conversation, the language style, and the meaning as well. By having this discussion, it broaden our knowledge about language in use among the society in daily life by seeing the pattern.

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