

CHAPTER IV

DATA ANALYSIS

This chapter presents the data analysis, the interpretation and the result of the casual conversations among Indonesians and foreigners who are Libyan, German and Wales. It contains the topics which appear in the conversations and the functions of phatic communication between Indonesians and foreigners in the casual conversations.

4.1 Findings of Phatic Communication between Indonesians and Foreigners in the Casual Conversation

The first step before the researcher analyzed the topics, the different ways to sustain communication, the functions and interpreted Indonesians and foreigners' conversations, she had been segmented the dialogues into utterances. In the casual conversation, the utterances present the turns of the speakers.

In the Indonesians and foreigners' casual conversations, there are 383 utterances which had been produced. An Indonesian interpreter and a Libyan created 149 utterances, an Indonesian employee and a Wales produced 159 utterances, while an Indonesian student and a German created 75 utterances. Each group of utterances has phatic and non-phatic utterances. It can be shown in table 4.1 that gives details about the classification of phatic and non-phatic utterances.

Table 4.1 The Classification of Phatic and Non-phatic Utterances

No	The Conversation of	Number of Phatic Utterances	Number of Non-Phatic Utterances	Total Utterances
1	An Indonesian interpreter and a Libyan	62	87	149
2	An Indonesian employee and a Wales	63	96	159
3	An Indonesian student and a Germany	32	43	75

It can be seen in table 4.1 that an Indonesian interpreter and a Libyan produced 62 utterances of phatic communication and 87 utterances of non-phatic communication. An Indonesian employee and a Wales created 63 utterances of phatic communication and 96 utterances of non-phatic communication. Then, an Indonesian student and a German produced 32 utterances of phatic communication and 43 utterances of non-phatic communication. The couples of Indonesian interpreter-Libyan and Indonesian employee-Wales' conversations produced the highest number of phatic utterance because each speakers responded very well when the addressees asked questions or needed comments or even gave descriptions. This is purposed to create a good social relationship among them. In other hand, the couple of Indonesian student-German had more non-phatic utterances because each speaker did not respond well, especially by the Indonesian student. She did not give enough entail to respond what the German's topic. It is seemed on the conversation when she changed easily the topic after explanation by asking another topic while the first topic had not yet finished talking.

From the data, researcher also found certain topics which is used by the speakers since those are their first meeting. It was not found the using of some too privacy topics. They used most general topics to take interaction each other. The segmentation of the topics which is generally appeared can be shown in table 4.2 below.

Table 4.2 The Topics' Segmentation

No	Topics of Phatic Communication	An Indonesian Interpreter and A Libyan's Utterances	An Indonesian Employee and A Wales' Utterances	An Indonesian Student and A Germany's Utterances	Total
1	Country	44	31	32	107
2	Occupation	9	3	14	26
3	Business	0	22	0	22
4	Study	20	0	0	20
5	Family	20	0	0	20
6	Customer	0	17	0	17
7	Closing	6	9	2	17
8	Planning	6	10	0	16
9	Introduction	4	4	8	16
10	Domicile	0	15	0	15
11	Opinion	0	15	0	15
12	Food	12	0	0	12
13	Ability	10	0	0	10
14	Comparison	0	8	1	9
15	Duration	2	4	2	8
16	Hobby	0	0	7	7
18	Activity	2	0	4	6
19	Asking agreement	6	0	0	6
20	Movie	0	0	5	5
21	Politic	4	0	0	4
22	Partner	0	4	0	4
Total Utterances		145	149	75	362

It can be shown in table 4.2 that there are 22 types of topic which has been appeared. An Indonesian interpreter and a Libyan produced 145 topic utterances which are classified in 44 utterances about country, 9 utterances about occupation, 20 utterances about study and family, 6 utterances about closing, planning and asking agreement, 4 utterances about introduction and politic, 12 utterances about food, 10 utterances about ability, 2 utterances about duration and activity.

An Indonesian employee and a Wales produced 149 topic utterances which are classified in 31 utterances about country, 3 utterances about occupation, 22 utterances about business, 17 utterances about customer, 9 utterances about closing, 10 utterances about planning, 4 utterances about introduction, partner and duration, 15 utterances about domicile and opinion, and 8 utterances about comparison.

An Indonesian student and a German produced 75 topic utterances which are classified in 32 utterances about country, 14 utterances about occupation, 2 utterances about closing and duration, 8 utterances about introduction, 1 utterance about comparison, 7 utterances about hobby, 4 utterances about activity, and 5 utterances about movie.

It can be seen in table 4.2 that the highest total of the most topic appears in the conversations between Indonesians and foreigners is about country. Topic about country happened because they came from different country and it was their first meeting so they did not know before each other. They have different background and culture. That is why each speaker wanted to know about their each addressee by putting the topic country as the top topic.

In a conversation also can be found 11 functions of phatic communication which are included to sustain or keep the talk, to make chit-chat, to express solidarity, to express friendship, to express hospitality, to break the silence, to make gossip, to create harmony, to create comfort, to start the talk, and to express empathy. They can be seen in table 4.3 below.

Table 4.3 The Function of Phatic Communication Based on an Indonesian Interpreter and a Libyan, an Indonesian Employee and a Wales, an Indonesian Student and a German's Conversations

No	Functions of Phatic Communication	An Indonesian Interpreter and A Libyan's Utterances	An Indonesian Employee and A Wales' Utterances	An Indonesian Student and A Germany's Utterances	Total
1	To sustain or keep the talk	35	34	21	90
2	To make chit-chat	8	10	6	24
3	To express friendship	5	3	0	8
4	To break the silence	1	4	2	7
5	To express solidarity	3	2	1	6
6	To start the talk	2	2	1	5
7	To express hospitality	3	1	0	4
8	To make gossip	0	4	0	4
9	To create harmony	2	0	1	3
10	To create comfort	0	3	0	3
11	To express empathy	3	0	0	3
Total Utterances		62	63	32	157

It can be shown in table 4.3 that an Indonesian interpreter and a Libyan produced 62 utterances which are classified in 35 utterances are used to sustain or keep the talk, 8 utterances are used to make chit-chat, 5 utterances are used to express friendship, 1 utterance are used to break the silence, 3 utterances are used to express

solidarity, to express hospitality, and to express empathy, 2 utterances is used to start the talk and to create harmony, and no utterances are used to make gossip and to create comfort.

On the other hand, an Indonesian employee and a Wales produced 63 utterances which are classified in 34 utterances are used to sustain or keep the talk, 10 utterances are used to make chit-chat, 3 utterances are used to express friendship and to create comfort, 4 utterances are used to break the silence and to make gossip, 2 utterances are used to express solidarity and to start the talk, 1 utterance is used to express hospitality, and no utterance is used to create harmony and to express empathy.

The last conversation by an Indonesian student and a German produced 32 utterances which are classified in 21 utterances are used to sustain or keep the talk, 6 utterances are used to make chit-chat, 2 utterances are used to break the silences, 1 utterance is used to express solidarity, to start the talk, and to create harmony, and no utterance is used to express friendship, to express hospitality, to make gossip, to create comfort and to express empathy.

The highest total function of phatic communication in the conversations between Indonesians and the foreigners is used to sustain or keep the talk. It happened because the Indonesians actually tried hard to make their talk become longer and used phatic communication as a mean of sustaining their dialogues. Especially for Indonesian interpreter and Indonesian employee, they made the conversations more active than when conversation happened by the Indonesian student. It is signed from the three conversations that an Indonesian student's conversation is most using 'pause'

in the conversation. While, in the other hand, from the foreigner's speakers, the Wales used the more active speaker than the Libyan and the Germany. It can be seen from the Wales' conversation that he produced more questions than the other foreigner's speakers in order to keep the conversation longer.

Then, the smallest total function of phatic communication in the conversations between Indonesians and foreigners has been found in making gossip, creating harmony, creating comfort and expressing empathy. The each three types of phatic function above have only 3 utterances. The using of making gossip is founded in the conversation between an Indonesian employee and a Wales when they talked about her customer. The using of creating harmony has been found in the conversations between an Indonesian interpreter and a Libyan and an Indonesian student and a German where the speakers adapted their feedback with the addressees' feeling. It is done to keep the conversation running softly. Then, the using of creating comfort is founded in the conversation between an Indonesian employee and a Wales since they tried to clarify an agreement for something and to give praise as the feedback for what the first speaker was talking about. The using of expressing empathy is only happened in the conversation between an Indonesian interpreter and a Libyan where it produced expressions which showed sympathy to the addressee for what he was facing.

Based on the data, it can be revealed that number of phatic utterances which have been found in the conversations is smaller than non-phatic utterances. It is because phatic utterances is not contain of the topic. It just a small talk that has function to make communication run smoothly.

In related with the topics and its functions, topics have big influence in the conversations. People who do communication must have certain topics in order to maintain the conversation keeps running. Topic has its own function in phatic communication to sustain conversation and each function must be talking about certain topic. Topic and the functions of phatic support each of the components itself.

4.2 Discussing of Phatic Communication

4.2.1 Topics of Phatic Communication among Indonesian and Foreigner Speakers in English Casual Conversation

Every people have many ways to do conversation. One of them is by using appearing topics to keep the conversation run smoothly. Different topics are followed by different culture and background. It also happens to people who come from different world. But, there are some similar topics which generally obtain. The explanation can be explained as follows:

4.2.1.1 Country

This topic is the most commonly topic for people who do a conversation while they are coming from different country's background. The conversation of an Indonesian interpreter and a Libyan is shown in excerpt 1.

Excerpt 1

Turn	Speakers	Utterances
12	Krista	Oo.. I see. <i>Emm..well, you have lived here for one year and a half. So how do you feel to be..well, let's say...to believing in Indonesia?</i>
13	Roman	<i>Yeah, Indonesia is a great country. Emm, it's good to live in Indonesia because Indonesia has a lot of places and nice people. So that's it.</i>

It is shown in excerpt 1 that the topic about country arose when they discussed about Indonesia country and the people. This is started when Rista gave statement *well, you have lived here for one year and a half*. It means that Rista has been known that Roman has been lived in Indonesia for such time before. Then, she continued to ask his feeling living in Indonesia by saying *So how do you feel to be..well, let's say...to believing in Indonesia?*. It means that she knew if Roman was not Indonesian and Roman replied to tell her feeling about Indonesia by praising Indonesia country and the people.

Likewise the speakers above, an Indonesian employee and a Wales also used country's topic in their conversation. The conversation which shows the country's topic can be explained in the following details.

Excerpt 2

Turn	Speakers	Utterances
32	Eva	Which one if you prefer?
33	Will	== <i>Which country?</i>
34	Eva	== <i>Which country you prefer?</i>
35	Will	<i>Ow, I don't if all very different ya.. Seemgood things in every country.</i>

It is discovered in excerpt 2 that the topic about country arouse when Eva asking about which country did Will prefer to live by saying *Which country you prefer?*. Will responded answering if he saw good things in every country that he ever visited by statement *Seemgood things in every country*. From how Will answered the question, it can be seen that he did not give any differences among countries he ever visited. The country topic is focused on similarities about good things in every country.

It is also appeared in excerpt 3, from the conversation between an Indonesian student and a German.

Excerpt 3

Turn	Speakers	Utterances
24	Chris	<i>I likes.. I like..I really likes a big cities full of lif eya.. You know, I lived in Hongkong before and..</i>
25	Veti	<i>Yea..</i>
26	Chris	<i>And it's.. It's a big city and hongkong never.. People in Hongkong never sleep. I enjoy lived it. Em.. In Semarang it's.. After 10 o'clock it's quite boring ya..</i>

It is shown in excerpt 3 that the topic about country is appeared in different style. If in the first and second conversations before the topic comes by asking question, in an Indonesian student and a German above, the topic about country starts from the Chris's explanation about Hongkong which is one of cities in China by saying *I lived in Hongkong before*. Chris compared Hongkong and Semarang. He enjoyed living in Hongkong from statement *People in Hongkong never sleep. I enjoy lived it*. He thought that Semarang was a quite boring from statement *In Semarang it's..After 10 o'clock it's quite boring ya..*

From the three kinds of conversations above, it can be seen that topic about country must be appeared if the speakers come from different countries. They like to discuss about their countries, to compare countries and to find the information about the such countries.

4.2.1.2 Occupation

The topic about occupation is talking about a certain job that someone does regularly in order to earn money. Occupation is also one of the most commonly topic appeared for casual conversation in phatic communication since it is still a type of general topic. The conversation of an Indonesian interpreter and a Libyan will be shown in excerpt 4.

Excerpt 4

Turn	Speakers	Utterances
48	Krista	<i>Ow..Emm..aa.. the result of your study will affect your let's say your work? Have you..have you worked before.. before you take the this kind of research?</i>
49	Roman	<i>Yes. I've ever worked in my country.</i>
50	Krista	<i>Wha..what..What is your job there?</i>
51	Roman	<i>Environmental man.</i>

It can be seen in excerpt 4 that the topic about occupation is entailed from Roman's research result then run to talk about his job. It is started when Rista asked *Have you work before..before you take the this kind of research?*. Then, Roman answered that he has ever worked in his country as an environmental man in utterance turn 51.

Unlike the example above, an Indonesian employee and a Wales have another way to do conversation about occupation. The conversation can be seen in excerpt 5.

Excerpt 5

Turn	Speakers	Utterances
148	Eva	<i>So, how lo.. how is it the the work here, with the children, you teach for aa senior or...</i>
149	Will	<i>Oh, children, teenagers... college students... some old people, many many different. So, we usually teach yea all every different type of person. That's all many day.</i>

From the conversation in excerpt 5 above, it can be seen that Eva has been known about Will's profession since they took conversation in Will's workplace. This assumption is strengthened by Eva's sentence *how is the the work here, with the*

children, you teach for aa senior or... as Eva knew that Will was a teacher in a certain institution. So, Will explained about his work as a teacher. It can be seen in utterance turn 149 where Will taught all every different type of person everyday.

Another example of this topic reveals in excerpt 6 between an Indonesian student and a Germany. It will be explained below.

Excerpt 6

Turn	Speakers	Utterances
56	Veti	<i>What's your job?</i>
57	Chris	<i>In Job? My job? I'm an English teacher..at English First.</i>

From excerpt 6, the topic about occupation appeared in directly question which Veti asked to Chris by saying *What's your job?*. Chris answered the question completely by responding a statement *I'm an English teacher..at English First*. It means that the topic about occupation is still common topic for people who has no close relationship each other.

4.2.1.3 Business

Not really far from the topic about customer, the topic about business also sometimes appears for people who are workers. They speak about business because they share each of their own experience in their own profession. The example can be explained in excerpt 29 between an Indonesian employee and a Wales.

Excerpt 7

Turn	Speakers	Utterances
99	Will	<i>Are you in a business?</i>
100	Eva	<i>Ya.</i>
101	Will	<i>What business?</i>
102	Eva	<i>Aa..It's so freight forwarding.</i>

From the conversation in excerpt 7 about, it is really clear that Eva and Will were talking about business. Will directly asked about her job by asking *Are you in a business?*. Then, she answered about her business which can be seen from utterance *Aa..It's so freight forwarding.* A conversation about business is always interesting for people who live in it. By this topic, people can add partner, co-worker or customer.

4.2.1.4 Study

This is one of commonly topic to ask addressee about his or her education. The example for the using of this topic can be shown in the conversation between an Indonesian interpreter and a Libyan below.

Excerpt 8

Turn	Speakers	Utterances
28	Krista	<i>Ow, I see. Okay. (pause) Mm, I wanna ask you about..amm.. your..your study. You say..you said ..eh.. you came to Indonesia to study, right? Aa.. What is your major?</i>
29	Roman	<i>My major is environmental science.</i>

Based on the excerpt 8 above, the topic about study appeared when Rista asking about Roman's major in turn 28 *I wanna ask you about..amm.. your..your study.*

You say..you said ..eh.. you came to Indonesia to study, right? Aa.. What is your major?. Then, Roman answered by telling his major in study which can be seen in turn 29 *My major is environmental science.* The topic about study can definitely appear if speakers know the background of the addressee is a student. In phatic communication, this topic is allowed.

4.2.1.5 Family

The topic about family actually is closer than another topic for just a phatic or small talk. This topic is not really casual for people who have in first meeting. The conversation between an Indonesian interpreter and a Libyan which uses this topic will be shown in excerpt 9 below.

Excerpt 9

Turn	Speakers	Utterances
122	Krista	<i>Okay. Aa..may I ask about your family?</i>
123	Roman	<i>Yes. My family is big family. I have..yes.. I have seven brothers and the four sisters. All my sisters ismarried. And the I have just one brother is married and he lives in a Germany.</i>

It can be seen in excerpt 9 above where Krista was starting to have a deeper conversation about Roman's life. She directly asked about Roman's family. The appeared topic means that Krista was not just only a foreigner for Roman, but she was being to be his friend. This is signed by Roman's answer where he had willingness to explain about his family *My family is big family.I have..yes.. I have seven brothers and the four sisters. All my sisters is married. And the I have just one brother is married*

and he lives in a Germany. He felt okay to share about his family since it is still general information and not something too privacy.

4.2.1.6 Customer

This topic is usually for people who are workers or they are in a certain business. So, talking about customer is needed to enlarge their information or knowledge in business' experience. The example for the using of this topic can be seen in the conversation between an Indonesian employee and a Wales in excerpt 10.

Excerpt 10

Turn	Speakers	Utterances
94	Eva	<i>Ya. I have a customer aa.. He lives in London...</i>
95	Will	<i>Ya.</i>

It is shown in excerpt 10 that Eva, as an employee, started to tell about her customer by saying *Ya. I have a customer aa.. He lives in London.* Will gave a response by giving feedback *ya.* Hedid not give anactual answer, but he answered *ya* just as a sign that he was listening. Both Eva and Will are workers, it made them connected each other when one of them told about his or her customer.

4.2.1.7 Closing

This topic is included some wishes, saying goodbye or another signs to end the talk. The example of this topic can be found in conversation between an Indonesian interpreter and a Libyan below.

Excerpt 11

Turn	Speakers	Utterances
144	Krista	<i>I don't.. I don't wanna more ask about that. But, yea, I wish you good luck..and I hope you enjoy Semarang and enjoy Indonesia, and I hope your research will go.. will do well and.. and you, well I don't.. I don't ask you to come back. (laughing)</i>
145	Roman	<i>Yea!! (laughing)</i>
146	Krista	<i>But it's nice to have a chat with you today.</i>

In excerpt 11, the closing topic appeared where Rista told her wishes to Roman before she ended the talk. It can be seen in Rista's utterance *I wish you good luck..and I hope you enjoy Semarang and enjoy Indonesia, and I hope your research will go.. will do well*. It is a whole wishes after so many conversations happened between them. Both them responded with laughing means that they were in relax, friendly and enjoyable situation. This good situation is seen by Rista's utterance *But it's nice to have a chat with you today*.

In the conversation between an Indonesian employee and a Wales, it also describes closing the talk. It is explained as follows:

Excerpt 12

Turn	Speakers	Utterances
151	Will	<i>I have to teach now. (pointing to a class)</i>
152	Eva	<i>Oh, okay okay okay. It's okay. Thank you for aa your conversation...</i>

In excerpt 12, it can be found that closing topic is disclosed where Will told indirect speech *I have to teach now* while pointed his class as a sign to end the talk. Eva understood his sign, so she responded accepting to close the conversation by saying *Oh, okay okay okay. It's okay. Thank you for aa your conversation.*

An Indonesian student and a German has little different way to close the talk. The example can be explained in excerpt 13.

Excerpt 13

Turn	Speakers	Utterances
74	Veti	<i>Okay Sir, thank you for your time and thank you... (laughing)</i>
75	Chris	<i>Yes... My favor yea..</i>

It can be seen in excerpt 13 that Veti used thank you for closing the talk. She did not made some wishes to Chris or used another sign. She closed the talk directly by saying *Okay Sir, thank you for your time and thank you.* She laughed at the end to enlighten the atmosphere. Then, Chris accepted the closing by responded *Yes... My favor yea.*

4.2.1.8 Planning

The topic about planning usually arises when speaker wants to know about what addressee will do next. The example of the using of this topic can be shown by conversation between an Indonesian interpreter and a Libyan below.

Excerpt 14

Turn	Speakers	Utterances
112	Krista	I see. <i>By the way, I wanna ask you about aa.. your plan. For..aa.. I don't know..how long do you plan to stay in Indonesia?</i>
113	Roman	<i>Actually I don't know. It's depend of The God..aa.. until now I have plan to.. until I finish my study but we don't know about what will happen after that.</i>

It is discovered in excerpt 14 that the topic about planning arose when Krista asked about Roman's plan to stay in Indonesia *By the way, I wanna ask you about aa..your plan. For..aa.. I don't know..how long do you plan to stay in Indonesia?*. Roman answered telling his plan that he could not ensure his next planning after finishing his study by saying *Actually I don't know. It's depend of The God..aa.. until now I have plan to.. until I finish my study but we don't know about what will happen after that.*

It is also given another example between an Indonesian employee and a Wales' conversation in excerpt 15.

Excerpt 15

Turn	Speakers	Utterances
74	Eva	<i>Aa..Ow, how when will you plan to back to Wales?</i>
75	Will	<i>I'm going for visit next year.</i>

It can be explored in excerpt 15 that the topic about planning arose when Eva asked about Will's plan to back to Wales by giving question *how when will you plan*

to back to Wales? since she knew that Will was Wales man. Then, Will responded answering his planning to visit Wales next year by saying *I'm going for visit next year.*

The topic about planning is very casual and kind of general topic which sometimes appears to people to get a closer relation among them. It is about something that has not yet happened, but it will.

4.2.1.9 Introduction

Indonesians and foreigners start the talk by introduce themselves each other. It always happens for people who are in the first meeting. The topic Introduction is arouse by an Indonesian interpreter and a Libyan can be described in excerpt 16.

Excerpt 16

Turn	Speakers	Utterances
3	Krista	<i>What's your name?</i>
4	Roman	<i>My name is Omar.</i>

It can be inferred in excerpt 16 that the introduction was happenend between Krista and Roman because that was their first meeting. It is signed by Rista utterance *What's your name?.* Rista was asking Roman's name and Roman answered by giving his name through utterance *My name is Omar.* Introduction is very important to people who want to get next information from their addressee. It gives a comfortable feeling because introduction gives information about who the speakers are.

Moreover, an Indonesian employee and a Wales' topic can be explained in the following description.

Excerpt 17

Turn	Speakers	Utterances
1	Eva	<i>Yea..hallo, well I'm Eva. What's your name?</i>
2	Will	<i>Will.</i>

It can be seen in excerpt 17 that Eva met Will did an introduction because it was their meeting in the first time. Eva start to greet by saying *hallo* then she continued to ask name *What's your name?* to start an interaction to Will. The way to open conversation by doing introduction is used to invite Will to make a kind of the next talk.

Introduction topic also can be found in an Indonesian student and a German's conversation below.

Excerpt 18

Turn	Speakers	Utterances
5	Veti	<i>Okay. What's your name?</i>
6	Chris	<i>My name is Chris.</i>

It can be explained in excerpt 18 before having a talk, Veti made an introduction by asking her addressee's name. It can be seen through utterance *Okay. What's your name?* This question was responded positively by Chris because then he gave his name by saying *My name is Chris*. It means that Chris opened himself to have a next talk with Veti.

4.2.1.10 Domicile

The topic about domicile is very common for people, even in the first meeting. From the conversation between an Indonesian employee and a Wales can be identified in the following details.

Excerpt 19

Turn	Speakers	Utterances
41	Eva	Aa.. And aa.. <i>where you stay in Semarang?</i>
42	Will	<i>Srondol.</i>

It is able to be described in excerpt 19 that the topic about domicile is shown by Eva when she asked about where did Will live in Semarang through utterance *where you stay in Semarang?*. Will responded this question by answering a certain name of place in Semarang. He mentioned *Srondol*. Will did not feel difficult to answer the question because the topic about domicile is not something privacy.

4.2.1.11 Opinion

The topic about opinion can be kind of topic which asks about his or her knowledge and respond for something surround. This topic can be found in the conversation between an Indonesian employee and a Wales below.

Excerpt 20

Turn	Speakers	Utterances
61	Eva	<i>You like..you like the quite more?</i>
62	Will	<i>Yes, because it's too busy in town..</i>

From excerpt 20 above, it can be seen that the topic opinion comes when Eva asked Will's opinion about living in Semarang *You like..you like the quite more?.* Will did not like such a busy town. He preferred to live in a quite place *Yes, because it's too busy in town.* He liked a more privacy place. Asking someone's opinion is good for making next friendly relationship.

4.2.1.12 Food

The topic about food is not kind of intimate's topic which should appear in people who has special or deep relationship. Everyone can talk about food. It is included in casual conversation and it is very common topic in phatic communication. The example of the using of this topic can be revealed in the conversation between an Indonesian interpreter and a Libyan which will be explained in the following description.

Excerpt 21

Turn	Speakers	Utterances
57	Krista	<i>Wow, awesome. By the way, emm..what do you think about the food in Semarang? Aa.. Can you live with the food or do you cook or tell me about what you eat everyday?</i>
58	Roman	<i>Aa.. I eat a lot of kind of food. Emm.. I like Semarang food.</i>

The topic about food is clearly seen in excerpt 21 where Krista asked about how is Roman's opinion about Semarang food by utterance *what do you think about the food in Semarang?.* It is one of light topic in phatic which can be answered easily.

To respond the question, Roman answered that he liked Semarang food, *I like Semarang food*. It is included of a respond to respect the speaker because the speaker is origin Semarang girl.

4.2.1.13 Ability

The topic about ability is about someone's special capability in particular point. The conversation of an Indonesian interpreter and a Libyan can be identified in the following details.

Excerpt 22

Turn	Speakers	Utterances
9	Krista	One year and a half? Wow, that's long enough. <i>So, you have learnt how to speak Bahasa Indonesia?</i>
10	Roman	<i>Ee.. a little bit.</i>

It can be revealed in excerpt 22 that Krista continued her question where she knew that Roman has been lived in Indonesia for about one year and a half. She continued by asking about his Indonesian language's ability. It is shown with her sentence *So, you have learnt how to speak Bahasa Indonesia?*. By this question, Rista predicted that Roman has been able to speak Bahasa Indonesia. But, the prediction is not really true. It can be seen by Roman's answer *a little bit*. It means to speak Bahasa Indonesia is not easy for foreigner even he has been lived more than one year.

4.2.1.14 Comparison

The topic about comparison is to compare one thing to one another in many aspects. The example can be explained in excerpt 26 between an Indonesian employee and a Wales' conversation follows:

Excerpt 23

Turn	Speakers	Utterances
90	Eva	== <i>Better you stay here.</i>
91	Will	== <i>Better to stay here, nice and warm..</i>

The topic about comparison always be signed by the using of comparison words. From excerpt 23 above, the comparison topic is seen when there is a word *better*. Better is kind of comparative word. Eva and Will tried to compare the living condition between Europe and Indonesia. And both them agreed that living in Indonesia was better since Will stated that Indonesian was nice and warm, *Better to stay here, nice and warm...*

An Indonesian student and a German's conversation is not really different from an Indonesian employee and a Wales' conversation since both them used the same comparison between living in Europe and Indonesia. It can be revealed in excerpt 24.

Excerpt 24

Turn	Speakers	Utterances
29	Veti	Yea...
30	Chris	<i>And, over all em..life in Indonesia is a much better than in any European country..Or most European countries are em..not.. yea a lot of bad scenes I don't be life but over whole life living in Indonesia.</i>

It can be revealed in excerpt 24 that Chris was comparing living in Europe's countries and Indonesia. He had same opinion if *life in Indonesia is a much better than in any European country*. In this conversation, the topic was not appeared by a question sentence, but it flew naturally where Chris was sharing about the different condition to live in Europe and Indonesia.

4.2.1.15 Duration

Topic about duration is sometimes found in people's casual talk. This is a kind of small talk's topic which is commonly appeared. From the three conversations between Indonesians and foreigners can be found that the topic about duration is risen in the all the conversations. In excerpt 6 will show the talk of an Indonesian interpreter and a Libyan which is uses duration's topic, then it can be explained in excerpt 25.

Excerpt 25

Turn	Speakers	Utterances
7	Krista	Ow okay you study. Emm, <i>how long have you been in Semarang?</i>
8	Roman	<i>One year and a half.</i>

It can be stated in excerpt 25 that the topic about duration is risen when Krista asked about how long did Roman live in Semarang by giving question *how long have you been in Semarang?*. It is related about duration while Roman answered the question by giving statement *one year and a half*. The question was started since Krista knew that Roman was not Semarang's people. He was a new comer.

Then excerpt 26 presents the duration topic in the conversation of an Indonesian employee and a Wales. The conversation can be given in the following descriptions.

Excerpt 26

Turn	Speakers	Utterances
15	Eva	<i>How long you've been here?</i>
16	Will	<i>Aa..four years.</i>

It can be shown in excerpt 26 that the topic about domicile comes since Eva knew if Will is not Semarang origin. He came to Semarang as not his hometown. It accompanies Eva to start asking about how long Will has been in Semarang, *How long you've been here?*. Will responded by answering four years. The question which is started with words how long always means asking about duration.

The conversation about duration of a Indonesian student and a German which shows about duration also can be shown in the following descriptions.

Excerpt 27

Turn	Speakers	Utterances
17	Veti	<i>And then, since when you are here? I mean Indonesia.</i>
18	Chris	<i>I'm in Indonesia since amm.. April 12th, 2011..So, that more than one year.</i>

It can be shown in excerpt 27 that Veti asked about duration by questioning when Chris has been in Indonesia, *since when you are here? I mean Indonesia*. A question which mentions word since, it means that the question asks about time or

duration. Chris answered the question very clearly. He mentioned the date, month and year. Even, he explained then by telling *So, that more than one year*. Asking about duration is not a special topic in casual conversation. It is kind of general topic in phatic communication because it is not a kind of specific topic.

4.2.1.16 Hobby

Topic about hobby is quite general to everyone in every gender, every age or every social class. The example can be explained in excerpt 30 between an Indonesian student and a German.

Excerpt 28

Turn	Speakers	Utterances
31	Veti	<i>Yea. And then, what's your hobby?</i>
32	Chris	<i>My hobbies.. Ow, I've a lot of hobbies.. I.. I like aa.. sports..</i>
33	Veti	<i>Yea..</i>
34	Chris	<i>Football, basketball.. I do ikimo em.. I like airsoft</i>
35	Veti	<i>Airsoft gun</i>
36	Chris	<i>Uhum.. yea..</i>

It can be seen in excerpt 28 that hobby is the major topic between Veti and Chris. The topic is started with a question *And then, what's your hobby?* by Veti. Then, Chris started to mention his hobby, *I.. I like aa.. sports...* By the next turn, it can be found that Chris had more than one hobby. He liked football, basketball, doing ikimo and airsoft gun. He told about his hobbies easily because hobby is a light topic in casual conversation.

4.2.1.17 Activity

Talking about activity is general for people both have been known each other or not. It is a way to speakers to maintain the talk. By asking activity, speaker wants to have a good and deeper information about the addressee. In phatic communication, it is as a way to keep the talk run smoothly by create a friendship atmosphere between speakers. The dialogue of an Indonesian interpreter and a Libyan in having activity topic can be revealed as follows:

Excerpt 29

Turn	Speakers	Utterances
5	Krista	Oh Omar, <i>Where..ehm..What do you do in life, Omar?</i>
6	Roman	<i>Ehm..now, I'm study.</i>

It can be shown in excerpt 29 that Krista asked about Roman's activity in Semarang, where she knew that Roman is not a Semarang people, even he is not an Indonesian. She used a question sentence *What do you do in life, Omar?* to know more about what is his doing here. It is a way to arise a good friendship to save the talk run smoothly. To ask topic about activity is general in certain time.

The dialogue of an Indonesian student and a German which arises activity topic can be shown in the following description.

Excerpt 30

Turn	Speakers	Utterances
70	Veti	<i>I mean aa.. So, what do you do if you get bored?</i>
71	Chris	<i>What do...what do... what do I'm get bored.. Well, sometimes I go to cinema, watching movie...</i>

The activity topic is signed in excerpt 30 when Veti asked about what usually Chris did when he got bored, *So, what do you do if you get bored?*. Chris responded kindly by answer that he sometimes went to cinema to watch movie, *Well, sometimes I go to cinema watching movie*. This question sentence is happened as a sign that Veti wanted to know more about Chris daily activity. Veti was creating a friendly situation between her and Chris. The way of how Christ responded the question is shown that he agreed to create harmony between them.

4.2.1.18 Asking Agreement

It is used when speaker wants to talk about another topic or a permission for doing something. There are two parts in making asking agreement in these three conversations. They are explained as follows:

4.2.1.18.1 Opening

It is used to start making agreement. The example can be seen in conversation between an Indonesian interpreter and a Libyan below.

Excerpt 31

Turn	Speakers	Utterances
118	Krista	<i>Okay. Do you mind if I ask a little bit personal question?</i>
119	Roman	<i>Yes. Okay.</i>

It is expressed in excerpt 31 that Krista opened an agreement by asking Roman about how if she asked him a little bit personal question through utterance *Do you mind if I ask a little bit personal question?*. And Roman accepted her request. People can use this topic to keep their conversation safe from negative influence from asking or talking some topics which do not allowed by their addressees.

4.2.1.18.2 Closing

It is as a talk to close the part of topic conversation. The example conversation between an Indonesian interpreter and a Libyan can be revealed in the following details.

Excerpt 32

Turn	Speakers	Utterances
142	Krista	<i>Okay. Good. Wow, I think that's all the personal question.. (laughing)</i>
143	Roman	<i>Yea. (laughing)</i>

It can be inferred in excerpt 32 that Krista did agreement to close the topic about Roman's personal question by saying *Okay. Good. Wow, I think that's all the personal question.* And Roman agreed to end their personal conversation. He said *yea* which it means he accepted Rista's request about the closing topic.

4.2.1.19 Movie

Topic movie is almost same with hobby because watching movie is one of people's hobby. The example can be seen in conversation between an Indonesian student and a German in excerpt 33.

Excerpt 33

Turn	Speakers	Utterances
38	Veti	<i>What's movie do you like?</i>
39	Chris	<i>Ow.. I prefer especially action movies..</i>

It can be seen in excerpt 33 that Veti started the topic movie by asking about Chris's favorite movie, *What's movie do you like?*. Then, Chris answered by telling his favorite movie. This topic is very casual in phatic communication since this topic is not included by chatting something or someone's privacy. It is good for doing small talk.

4.2.1.20 Politic

Topic about politic sometimes appear for speakers who feel interest about it and know about such gossip in politic government. It can be seen in excerpt 34 which the conversation happens between an Indonesian interpreter and a Libyan.

Excerpt 34

Turn	Speakers	Utterances
73	Krista	<i>Ow, Malaysia..aa.. I see.. I see..Oo..by the way, I heard that Libya was occupied by the Italy.</i>
74	Roman	<i>Yes.</i>

From the example in excerpt 34 above, the topic about politic appears when Krista told that *I heard that Libya was occupied by the Italy*. It means that Kista had heard about the Libya political condition before. Kista seems like she had a statement about the Libya condition, but actually she was making sure about the information which she had heard before. Then, the Libyan made it sure by saying *yes*. From the way Libyan agreed for Krista's statement shows that for the phatic communication it is allowed to speak or discuss about politic. It is commonly topic which appears in casual conversation.

4.2.1.21 Partner

The topic about partner has function to know more about addressee community and friends. This topic can be stated in a conversation between an Indonesian employee and a Wales below.

Excerpt 35

Turn	Speakers	Utterances
67	Eva	<i>Aa.. You stay..Are you aa stay there alone or with your == friend here?</i>
68	Will	<i>== With my girlfriend.</i>

It can be clearly seen in excerpt 35 that Eva asked about Will's partner living in Indonesia, *Are you aa stay there alone or with your == friend here?*. And Will answered that he lived with his girlfriend, *== With my girlfriend*. Eva just guessed his partner living was his friend because it was a polite way to know the information. Will directly mentioned his girlfriend since it was very custom to western people even they

live in an unmarried couple in one house. The question about partner live is needed to know more about addressee's environment.

4.2.2 The Functions and Interpretations of Phatic Communication

Researcher analyzed the function of phatic communication based on an Indonesian interpreter and a Libyan utterances, an Indonesian employee and a Wales utterances and an Indonesian student and a German's utterances. The analyzing has been revealed in table 4.4.

The functions of phatic communication from the Indonesians and foreigners' conversations are presented and interpreted in the following descriptions.

4.2.2.1 To Sustain or Keep the Talk

It functions to keep something alive or existence. The conversation of an Indonesian interpreter and a Libyan can be identified in the following details.

Excerpt 36

Turn	Speakers	Utterances
6	Roman	<i>Emm..now, I'm study.</i>
7	Krista	<i>Ow okay you study. Emm, how long have you been in Semarang?</i>

It can be revealed in excerpt 36 when Roman told that he was in Indonesia for studying, Krista gave a feedback by explicitness of what Roman had told. Then, as sustaining the talk, Krista gave a next question about how long Roman had been in

Semarang. The utterance *emm* in the first question signs that Krista was in her effort to keep the talk going longer and she was thinking for the next topic. It is polite to avoid silence by changing the topic of conversation.

Meanwhile, an Indonesian employee and a Wales also produced the way to sustain or keep the talk. The conversation can be explained in the following details.

Excerpt 37

Turn	Speakers	Utterances
6	Will	Wales.
7	Eva	<i>Wales?</i>
8	Will	<i>You know?</i>
9	Eva	<i>Ya.</i>

It is shown in excerpt 37 when Will told about where he came from, Eva gave a feedback as a sign that she felt interested with the topic. It continued when Will got surprised if Eva knew about Wales. Here, Will and Eva sustained the talk naturally by enjoying and responded the talk in a good way each other. It means that both of them did not want to have silence while having interaction each other.

Likewise the two examples above, an Indonesian student and a German also used the way to sustain or keep the talk. The conversation which shows the function of sustaining the talk can be explained in the following details.

Excerpt 38

Turn	Speakers	Utterances
14	Chris	Yea. And then they can be quite rude ya also aa we also a fun but we have the different sentence a few month.
15	Veti	<i>Yea.</i>

It is discovered in excerpt 38 when Chris was telling about Germany, Veti gave feedback by saying *yea*. Her way to respond of what Chris was talking about is one of manner to sustain the communication. What Veti had responded is a sign that she tried to keep the talk running longer and it is a polite way to show that she was interesting and listening to Chris.

That functions are used to sustain or keep the talk alive by avoiding silence when speakers are talking, changing the topic discussion or giving expression as a sign listening the conversation. Giving respond is a good way to be polite, actually with foreigners who are in the first meeting.

4.2.2.2 To Make Chit-chat

It is used to be friendly to the person in an informal talk. There are three parts in making chit-chat. They are explained as follows:

4.2.2.2.1 Opening

It is used to start making chit-chat. The example of an Indonesian interpreter and a Libyan can be shown in the following explanation.

Excerpt 39

Turn	Speakers	Utterances
5	Krista	<i>Oh Omar, Where..em... What do you do in life, Omar?</i>
6	Roman	Ehm..now, I'm study.

It is expressed in excerpt 39 that Krista and Roman have just known each other. Then Krista started to make chit-chat by asking about what Roman did in life

and Roman mentioned that he was studying. Giving greeting and asking about activities are common topics in opening the talk which is shown to be caring with someone.

An Indonesian employee and a Wales has different way to make chit-chat in opening the talk. It can be seen in excerpt 40 below.

Excerpt 40

Turn	Speakers	Utterances
3	Eva	<i>Will?</i>
4	Will	Yes.
5	Eva	<i>And where are you come from?</i>
6	Will	Wales.

It can be revealed in excerpt 40 that Eva tried to opening the talk by showing to Will if she was interesting by repeated Will's name in question's intonation. Then she continued with a question where Will came from. Those are some ways to open the talk to foreigner who is in the first meeting by asking his or her name and which country he or she came from.

Then an Indonesian student and a German has another way to open the talk. It can be shown in the following description.

Excerpt 41

Turn	Speakers	Utterances
2	Chris	<i>Yea, good evening. How are you today?</i>
3	Veti	<i>Alright. And what about you?</i>
4	Chris	Uh, I'm actually fine because no student has appeared.

It is revealed in excerpt 41 that Chris, the German, opened the conversation first by asking Veti's condition. It showed that Chris felt interesting to have a conversation with Veti. Then Veti responded by answering telling her condition and starting to ask Chris' condition too. It means that Chris and Veti had the same interest to make communication at the moment. Asking condition is also one of many good ways to start opening a talk as a good communication must be started with general topic then run to specific topic.

4.2.2.2.2 Middle or Content

It contains a safe and unimportant topic. The example of an Indonesian interpreter and a Libyan can be revealed in the following details.

Excerpt 42

Turn	Speakers	Utterances
122	Krista	<i>Okay. Aa..may I ask about your family?</i>
123	Roman	Yes. My family is big family. I have.. yes.. I have seven brothers and the four sisters. All my sisters is married. And the I have just one brother is married and he lives in a Germany.

It can be inferred in excerpt 42 when Krista asked about Roman's family, she just made a chit-chat in the middle of the talk since she changed the topic from general which told about reseach and planning to more little bit personal topic which is about family. It is polite because to change the topic more specific, Rista asked about Roman's willingness first. And Roman gave a positif signal by directly explained about his family to Rista.

It is also found a content of making chit-chat in an Indonesian employee and a Wales' conversation. This can be stated in excerpt 43.

Excerpt 43

Turn	Speakers	Utterances
15	Eva	<i>How long you've been here?</i>
16	Will	Aa four years.

It can be shown in excerpt 43 that Eva made chit-chat in the middle of the talk by changing the topic where was started from home country of Will to how long Will had been in Indonesia. Eva as Indonesian asked that question because she knew if Will was not Indonesian and he was not in his country, Wales, so she made chit-chat in the middle of conversation to make conversation situation more friendly.

The researcher also found to make chit-chat in the middle or content of the talk in the conversation between an Indonesian student and a German. It can be seen in excerpt 44.

Excerpt 44

Turn	Speakers	Utterances
9	Veti	<i>Germany? Can you tell me about Germany?</i>
10	Chris	What do you want to know there?

It is revealed in excerpt 44 that Veti wanted to make chit-chat in the middle of conversation by asking to Chris to tell her about Germany. But, this question made

Chris felt little confused to explain, so he responded by asking the specific about what Vetri wanted to know about Germany.

4.2.2.2.3 Closing

It is used to end the talk or conversation. The example of ending the talk from an Indonesian interpreter and a Libyan's conversation can be shown in the following explanation.

Excerpt 45

Turn	Speakers	Utterances
146	Krista	<i>But it's nice to have a chat with you today.</i>
147	Roman	<i>Thank you so much.</i>

It can be seen in excerpt 45 that Krista closed the talk by giving praise if she felt very nice to have a chat with Roman, so then Roman said thank you as the response. It is a quite polite before closing a conversation to tell that the talk which just happened is very impression or nice. It is purposed to care the feeling if someday speakers meet, they already have good relation and it is easy to create more discussion. An Indonesian employee and a Wales also have an ending for making chit-chat. The example can be shown in the following description.

Excerpt 46

Turn	Speakers	Utterances
154	Eva	<i>Thank you for the information.</i>
155	Will	<i>Okay.</i>
156	Eva	<i>Thank you aa have a nice day and aa good aa have a good work.</i>
157	Will	<i>Okay. == Thank you.</i>

It can be revealed in excerpt 46 that Eva made closing by saying *thank you* and wish that Will had a nice day and good work. This is kind of positive way to close the conversation to avoid bad impression of speaker so they always have good relation since the first meeting.

The last one example of closing the talk can be found in the conversation between an Indonesian student and a German which is shown in following description.

Excerpt 47

Turn	Speakers	Utterances
74	Veti	<i>Okay Sir, thank you for your time and thank you. (laughing)</i>
75	Chris	<i>Yes, my favor yea.</i>

It can be seen in excerpt 47 that Veti also closed the conversation by saying thank you. Then Chris responded positively by answered *Yes, my favor yea*. Veti showed her thankful if Chris had spent his time to have a chat with her and made sure if the conversation did not disturb Chris' activity. It is also seen that Veti laughed in the middle of closing talk to create a comfort and friendly ending situation.

4.2.2.3 To Express Solidarity

It is used to show support ideas because they share opinions or aims. The example of an Indonesian interpreter and a Libyan can be explained in excerpt 48.

Excerpt 48

Turn	Speakers	Utterances
54	Krista	Aa.. I don't know what is the similar with in Indonesia. But it sounds difficult.
55	Roman	<i>Yea.</i>

It is expressed in excerpt 48 when Krista told about Roman's job was sounded difficult and Roman said *yea* as the answer, he was trying showing his feeling of solidarity to Krista which is shown with an agreement word means yes.

The different example of expressing solidarity also comes from the conversation between an Indonesian employee and a Wales. It can be revealed in excerpt 49.

Excerpt 49

Turn	Speakers	Utterances
112	Eva	Yes, I get aa I get a job.
	Eva and Will	(Both laughing)
113	Will	<i>Oh, this come yet.</i>
114	Eva	<i>Yea yea yea.</i>

It can be explained in excerpt 49 that Will responded Eva's statement before they both laughed. The way of how Will's response, is showed that he was trying to show his solidarity by giving a fresh and friendly feedback. It was kind of natural solidarity which produced naturally as a quick response of what his addressee's statement.

Then, the way to express solidarity can be found in the conversation between an Indonesian student and a German. It is expressed in excerpt 50 below.

Excerpt 50

Turn	Speakers	Utterances
22	Chris	Compare to compare to Jakarta ya. Compare to Jakarta ya..
23	Veti	<i>Ya, it's very..</i>

It can be seen in excerpt 50 that Veti agreed with Chris when Chris shared his opinion about Semarang which was compared to Jakarta. Veti expressed her solidarity to Chris' opinion by saying *yes*. Then, she wanted to add her opinion although it was cut when Chris continued his explanation of comparing Semarang and Jakarta.

People express solidarity by sharing wish, giving congratulation statement, adding suggestion or opinion, stating agreement for something, or stating sorry and thank you in informal or formal situation.

4.2.2.4 To Express Friendship

It is used to make friendly situation. Expressing friendship of an Indonesian interpreter and a Libyan's conversation can be stated in the following description.

Excerpt 51

Turn	Speakers	Utterances
47	Krista	Eaa..ow.. It sounds really difficult.
48	Roman	<i>Yaa..sounds difficult little bit.</i>

It can be explained in excerpt 51 that both Krista and Roman tried to be friendly each other by having a same opinion about Roman's study. Krista shared her understanding about Roman's study by told that his study was really difficult. Then

Roman replied his agreement with Krista's statement by saying *yaa...sounds difficult little bit*. Both them was trying to show friendship by giving understanding and agreement each other.

An Indonesian employee and a Wales' conversation has different way to express friendship in compare with an Indonesian interpreter and a Libyan's conversation. It can be revealed in excerpt 52.

Excerpt 52

Turn	Speakers	Utterances
13	Eva	<i>Ya, ee.. I'm correct.</i>
14	Will	Yes. (laughing)

It can be revealed in excerpt 52 that Eva tried to be friendly in more casual way. It it started when Eva guessed something then she knew that she was correct. Eva and Will were more active in expressing their friendly communication. It is seemed on Will when he responded Eva, he laughed in the end of his answer. Both of them were in a good communicative conversation.

Unlike an Indonesian interpreter and a Libyan's and an Indonesian employee and a Wales' conversation, an Indonesian student and a German did not produce the function of expressing friendship. It is not found the characteristic of expressing friendship in an Indonesian student and a German's conversation.

4.2.2.5 To Express Hospitality

It shares responsive and kind behaviour towards people. The conversation of an Indonesian interpreter and a Libyan can be shown in excerpt 53.

Excerpt 53

Turn	Speakers	Utterances
15	Roman	Ow, I visit a lot of place in Indonesia, many city..emm.. So, I know a lot of about the culture.
16	Krista	You know a lot about the cultures? <i>Wow..</i>

It can be inferred in excerpt 53 that the way to express hospitality has been given by Krista when Roman told if he visited a lot of places in Indonesia and he knew about the culture, Krista looked very surprised and directly showed *wow* expression. She expressed hospitality and appreciation to Roman by doing this *wow* expression. It is happened because Krista knew that Roman was not an Indonesian. And as not an Indonesian, Roman knew a lot about Indonesian's culture. This fact surprised Rista and she gave an hospitality.

Meanwhile, an Indonesian employee and a Wales also produced the function of expressing hospitality that can be shown in the following descriptions.

Excerpt 54

Turn	Speakers	Utterances
82	Eva	== You say you say you love Indonesia.
83	Will	<i>Yea yea it's not a place just to it's it's a quite easy life.</i>

It can be seen in excerpt 54 when Eva repeated about what Will said if he liked Indonesia, Will responded politely by telling *it's a quite easy life*. From how he

responded, he just showed his hospitality. He respected Eva who was an Indonesian by telling good about Indonesia.

4.2.2.6 To Break the Silence

It is used to make a talk in a quiet situation. The example from an Indonesian interpreter and a Libyan's conversation can be understood in excerpt 55 in the following description.

Excerpt 55

Turn	Speakers	Utterances
28	Krista	Ow, I see. Okay. (pause) <i>Mm, I wanna ask you about..amm.. your..your study. You say..you said..eh.. you came to Indonesia to study, right?</i>
29	Roman	<i>Aa.. What is your major?</i> My major is EnvironmentScience.

It is described in excerpt 55 that there was a pause after Krista said *okay* for some seconds. It is happened since both of them were lost of idea to continue the talk about the topic they wanted to discuss. Then, to crack the silence, Krista started to ask about Roman's major which he took in his study. She directly found a another topic to continue their conversation.

An Indonesian employee and a Wales' conversation is also found an expression of breaking the silence. It can be revealed in excerpt 56 as follows:

Excerpt 56

Turn	Speakers	Utterances
	Will	(make a sound)
39	Eva	<i>Good for me.</i>
40	Will	Yeah.
	Eva and Will	(both laughing)

It is revealed in excerpt 56 that Eva wanted to break the silence after Will made a sound by saying *good for me*. She tried to make a conversation when they got lost of idea to talk about. It is seemed that her effort to break the silence did not work efficiency because Eva just used statement and she did not create a new topic to continue their conversation. But, finally, the atmosphere was melted when both Eva and Will laughed at the end.

An Indonesian student and a German's conversation can be found different case of breaking the silence. It can be seen in following description.

Excerpt 57

Turn	Speakers	Utterances
55	Chris	Per month. In Indonesia, are you can get a similar flat floor seven million rupiahs per year so.. (pause)
56	Veti	<i>So, Hongkong is really expensive.</i> What's your job?

It can be revealed in excerpt 57 that the silence was happened when Chris was describing how expensive had a life in Hongkong. The silence was because Veti did

not give good respond for what Chris was talking about, so Chris lost topic of conversation. He chose to continue his statement about Hongkong is really expensive. Having a silence in the middle of conversation is commonly happened in making interaction among people. It can be solve if addressee can respond nicely by making comments or another ways to make it well in the middle of the talk.

4.2.2.7 To Make Gossip

It talks about other people or people's private lives. It is informal situation when there is no the third person in the talk. There are three stages to make gossip. They are mentioned in the following explanations.

4.2.2.7.1 Opening

It is used to start the gossip. The example from an Indonesian employee and a Wales' conversation which can be explained in excerpt 58.

Excerpt 58

Turn	Speakers	Utterances
93	Will	Yes yes. The economic situation in Europe is very bad ya.
94	Eva	<i>Ya. I have a customer aa he lives in London.</i>
95	Will	Ya.

It can be presented in excerpt 58 that making a gossip is opened by Eva when Will said if the economic situation in Europe was very bad. Eva directly remembered about her customer who lived in London which is a part city in Europe. She started to making gossip about her customer.

4.2.2.7.2 Middle or Content

It contains any kind of topics. They are about friends, business partners, politic, public figure, etc. From an Indonesian employee and a Wales' conversation can be explained in excerpt 59.

Excerpt 59

Turn	Speakers	Utterances
108	Eva	Ya. == <i>My customer.</i>
109	Will	== Maybe I maybe you can help me to find some something.

It can be seen in excerpt 59 that Eva still wanted to continue her story about her customer, but Will did not respond positively. Will had another topic if maybe Eva could help him to find something which related with Eva's business.

4.2.2.7.3 Closing

It is used to end gossip. An Indonesian employee and a Wales closed making gossip in excerpt 60 in the following details.

Excerpt 60

Turn	Speakers	Utterances
143	Eva	<i>And he also aa ever go to East.</i> Um, for Europe is near yea between French and == also Germany.
144	Will	== Yea yea, Europe is very close to other ya..

It can be seen in excerpt 60 that Eva had different way to close the gossip. She closed the gossip by saying *and he also aa ever go to East.* Then, she continued

another topic about the distance between French to Germany. This was the end of the gossip about customer. It was added that Will did not give any respond about the customer. He continued fastly to talk about countries in Europe were very close each other.

4.2.2.8 To Create Harmony

It states a peaceful existence. An Indonesian interpreter and a Libyan's conversation shows the function of creating harmony. It can be revealed in excerpt 61.

Excerpt 61

Turn	Speakers	Utterances
135	Roman	Ya, passed away. They already passed away.
136	Krista	<i>Okay, I'm sorry.</i> Amm, so you..you were arised by your other family or your sister or..

It can be explained in excerpt 61 that Krista showed her effort to create harmony by asking a sorry. When they was talking about Roman's family, in unpredictable condition, Roman's told that his parents already passed away. Krista as the addressee thought that she needed to say sorry to touch about the news. Then, Krista created a harmony by saying *sorry*.

An another way to create harmony can be found in the conversation between an Indonesian student and a German. It is revealed in the following description.

Excerpt 62

Turn	Speakers	Utterances
61	Chris	Sometimes, when if students you are late, I don't enjoy.
62	Veti	(Laughing) <i>Ow late, great aa..</i>

It can be seen in excerpt 62 that Veti arouse harmony by making a joke. When Chris told that he did not enjoy if his students were late, as a student, Veti did not feel good. To melt the situation, Veti created harmony in the conversation by making a joke and laughing so they could continue the conversation smoothly.

4.2.2.9 To Create Comfort

It shows pleasant feeling. From the conversation between an Indonesian employee and a Wales can be identified in the following details.

Excerpt 63

Turn	Speakers	Utterances
13	Eva	Ya, ee.. I'm correct.
14	Will	<i>Yes. (laughing)</i>

It is revealed in excerpt 63 that Eva guessed something and she was correct. She expressed happily. It motivated Will to give appreciation by saying yes then followed by laughing. This way is used to create comfort to the speaker since it is a polite manner to respond topic discussed.

4.2.2.10 To Start The Talk

It functions to start making a conversation or dialogue. The example can be explained in excerpt 64 from an Indonesian interpreter and a Libyan as follows:

Excerpt 64

Turn	Speakers	Utterances
1	Krista	<i>Hello, how do you do?</i>
2	Roman	<i>I'm fine, thank you.</i>

It is shown in excerpt 64 that Krista greeted Roman in their first meeting by asking his condition since Krista had not known yet any about Roman before. Then Roman replied by telling his condition. Expressing greeting by asking addressee's condition can be used to open or start the talk. It is used to express politeness that people want to talk about something or people just want to express greeting since people want to be considered as polite people.

It is not really far different from an Indonesian interpreter and a Libyan's conversation, an Indonesian employee and a Wales' conversation also describes a talk which shows a function of starting the talk. It is explained as follows:

Excerpt 65

Turn	Speakers	Utterances
1	Eva	<i>Yea..hallo, well I'm Eva. What's your name?</i>
2	Will	<i>Will.</i>

It is revealed in excerpt 65 that Eva and Will did their first meeting since they had not known yet before each other. Eva opened the talk by introducing herself and

then continued to ask her addressee's name. Will responded positively by telling his name. After they knew the name each other, they could have a next topic of talk easily. An Indonesian student and a German's conversation has another way to start their talk. It can be shown in excerpt 66 in the following detail.

Excerpt 66

Turn	Speakers	Utterances
1	Veti	<i>Sir.</i>
2	Chris	Yea, good evening. How are you today?

It can be seen in excerpt 66 that Veti started the talk by calling Chris' title *Sir*. Then Chris replied by greeting and continued asking Veti's condition. Starting the talk by mentioning his or her addressee is totally polite not only to start a talk but also if just only to greet when speakers meet on the way.

4.2.2.11 To Express Empathy

It is able to imagine and share feelings or problems. An Indonesian interpreter and a Libyan's conversation expressed empathy that can be shown in the following detail.

Excerpt 67

Turn	Speakers	Utterances
46	Krista	Eaa..ow.. <i>It sounds really difficult.</i>
47	Roman	Yaa..sounds difficult little bit.

It can be seen in excerpt 67 that Krista responded by feeling expression about, in this case, Roman's study. It is shown when she said *It sounds really difficult*. She

tried to express empathy to Roman to understand how difficult the major of study which he was taking. This is a general and polite way to show empathy to people who has been known before or people who are in the first meeting. From the conversation above, it was signed when Roman answered the same opinion with Rista, he meant that he accepted Rista's empathy expression positively.