

**CONVERSATION ANALYSIS OF THE INTERVIEW BETWEEN  
OPRAH WINFREY AND THE FOUNDER OF FACEBOOK MARK  
ZUCKERBERG**

**THESIS**

**Presented in partial fulfillment of the requirements  
For the completion of Strata 1 Program  
Of the English Language Department  
Specialized in Linguistics**



**By:  
PUTRA GIGIH PAMUNGKAS  
C11.2006.00758**

**FACULTY OF HUMANITIES  
DIAN NUSWANTORO UNIVERSITY  
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2012**

## **PAGE OF APPROVAL**

This thesis has been approved by Board of Examiners, Strata 1 Study Program of English Language, Faculty of Humanities Dian Nuswantoro University on August 15, 2012.

### Board of Examiners

Chairperson

First Examiner

Dra. Sri Mulatsih M.Pd.

Achmad Basari, S.S., M.Pd.

First Advisor  
As Second Examiner

Second Advisor  
as Third Examiner

Sunardi, S.S., M.Pd.

Setyo Prasiyanto C, S.S., M.Pd.

*Approved by:*  
Dean of Faculty of Humanities

Achmad Basari, S.S, M.Pd.

## **STATEMENT OF ORIGINALITY**

I hereby certify that this thesis is definitely my own work. I am completely responsible for the content of this thesis. Opinions or findings of others included in this thesis are quoted or cited with respect to ethical standard.

Semarang, August 15<sup>th</sup>, 2012

Putra Gigih Pamungkas.

## **MOTTO**

“Twenty years from now you will be more disappointed by the things that you didn't do than by the ones you did do. So throw off the bowlines. Sail away from the safe harbor. Catch the trade winds in your sails. Explore, Dream, Discover. ”

*(Mark Twain)*

“Fail faster, succeed sooner”

*(David Kelly)*

## **DEDICATION**

This thesis is dedicated to:

- My beloved parents Tjuk Soebagy and Murniasri
  
- My sister and brother: Nova Chandra Kristian and Lyla Desianawati
  
- My all nephews and niece Vicko, Vicky, Louise, and Daren.

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Finally, I do realize that due to my limited ability this thesis must have shortcoming. For this I welcome any suggestions and criticisms.

Semarang, 15 August 2012

The Researcher

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## ABSTRACT

This research entitled *Conversation Analysis of Interview between presenter Oprah Winfrey and facebook founder Mark Zukerberg*, has one objective that is to find out the type of conversation aspects found in the conversation. The study focuses on 4 aspects of conversation those are adjacency pairs, topic management, preference organization and turn – taking.

The main data of the research is a script of interview between presenter Oprah Winfrey and facebook founder Mark Zukerberg. The data were video and script which took place in a studio on September 24, 2010 and the duration was 8:02 minute. This video was downloaded from <http://lybio.net/mark-zuckerberg-oprah-winfrey/people/>. The video was transcribed into the script and found that there were 18 turns. Then it was analyzed based on theory by Paltridge about conversation analysis.

From the data, it was founded that there were 8 adjacency pairs that consisted of 1 pair of question – answer, 2 pairs of assessment – agreement, 2 opinions provide – comment, and 3 opinions provide – clarification. 3 topics were found in the conversation, all topics were initiated by the Oprah Winfrey and Mark Zuckerberg only follows.

Beside the adjacency pairs, there are 8 preference organizations in the data. The researcher wanted to describe the types of preference organization into two parts: those are preferred response and dispreferred response. The researcher only found 8 preferred responses and there was no dispreferred response founded in the data. Preference organization was founded in the data and consists of: Question - Answer 1 pair, Assessment - Agreement 2, Opinion Provide – Comment 2, Opinion Provide – Clarification 3 pairs. 18 turns were taken by speakers in the conversation, and each speaker took 9 turns.

**Key Words:** adjacency pairs, conversation analysis, preference organization, topic management, and turn taking.

# CHAPTER I

## INTRODUCTION

### 1.1 Background of the Study

Language is used as means of communication where people used it as a tool to express their ideas and wishes. According to Ramelan (1991: 8), “language can help man to express his ideas and wishes to another such as when people needs some helps, so that close relationship among member of the group can be carried out”. In our daily life, people always meet in social life and communicate each other, as communication is one of the ways to interact with others.

“Communication is a social activity which requires coordinated efforts of two or more individuals. Communication deals with social activity which involves more than one person. It usually occurs between the speaker and the hearer (receiver)”, Gumperz in Wardhaugh (1992:15). In other hand people need to make a conversation to share information with the others.

Conversations are the deal form of communication in some respects, since they allow people with different views on a topic to learn from each other. As a cited Fairclough (2001:9), a speech is an oral presentation by one person directed at a group. For a successful conversation, includes mutually interesting connections between the speakers or things that the speakers know.

To analyze conversation interaction between two people or more the appropriate theory was known as Conversation Analysis (CA). According to Schiffrin (1994: 232) “CA is like interactional sociolinguistics in its concern with the problem of social order, and how language both creates and is created by social context”.

In CA particular attention is given to everyday spoken interaction. As a student, the researcher also uses daily conversation interaction. For example: in the classroom, the researcher usually uses conversation interaction with the teachers. Conversation interaction will be used when the teacher start the class and make some games for the students. Sometimes, the teacher gives a question and the student responds it. In this case, they are doing the conversation interaction.

Within this study, the researcher would like to help people understand what people want to make particular language choices and what people mean with some theory of discourse. This is what discourse is able to help people explain the relationship between what people say and what people mean.

The discourse structure of conversation is generally less easy to predict than in many other genres. For example, conversations tend to be more open-ended and involved more shift in topic than is the case with some other genres.



The researcher employs the conversation between Oprah Winfrey and Facebook founder Mark Zuckerberg as the data of the analysis because the researcher thinks that there are some interesting topics which contain in this data. Some of the reasons are that the topic becomes a trending topic in the world when Facebook became one of the greatest social Medias in the world. Besides that, Oprah Winfrey is a talk show so it contains conversation interaction between the interviewer and the interviewee. In the other hand, there are a lot of conversations aspects in this talk show, so the researcher is encourage to analyze the Oprah Winfrey talk show as the primary data.

The researcher analyzed the data based on theory by Paltridge (2000: 81) to find out the conversation aspects and then specify the adjacency pairs (initiating-responding). Based on the theory by Paltridge, it can be found that there will be adjacency pairs existed in the conversation theory which contains pairs of question – answer, and other pairs of assessment – agreement / opinion providing. Then based on the theory proposed by Paltrige (2000: 81), it can be found that the combination of Identification Question – Comply and Inform – Acknowledge. Besides the adjacency pairs, there are several turns taken by both speakers in the conversation, the turns are taken by Oprah Winfrey and Mark Zuckerberg.

From the explanation above the researcher wants to analyze conversation between Oprah Winfrey and Facebook founder Mark

Zuckerberg using Conversation Analysis because the researcher thinks that CA could be the appropriate tool to analyze the data and there are some aspects which cannot be explained by any theory. There are some overages in CA which can be performed to support the analysis. It can be said that conversation analysis is the common theory to analyze conversation in social media. This research is entitled talk show between Oprah Winfrey and Mark Zukerberg which downloaded from <http://lybio.net/mark-zuckerberg-oprah-winfrey/people/>.

## **1.2 Statements of the Problem**

In this study, the researcher analyzes the data for some aspects of conversation interactions. From this study, the researcher elaborates some aspect of Conversation Interaction in this following question:

1. What types of Conversation Aspects are found in the interview between presenter Oprah Winfrey and facebook founder Mark Zuckerberg?
2. What are the elaborations of the aspects?

### **1.3 Scope of the Study**

In order to keep the research stay in track and focus on the matter of what the researcher tries to investigate, the scope of the study should be formulated. This can avoid the unnecessary or overlapping data analysis. The study of this research is focused on some aspects of conversation interaction those are:

1. Adjacency pairs, topic management, preference organization, and turn taking. The researcher used those aspects because they are most numerous in the data.
2. The analysis is focused on the utterances said by speakers of the dialogue between Oprah Winfrey and Mark Zukerberg.

### **1.4 Objectives of the study**

The researcher analyzes the dialogue for some aspects of conversation. Based on the explanation above, the objective of the study is as follow:

“To describe the type of conversation interactions which contain in the interview between interviewer and interviewee, in this case the researcher only focused on the presenter Oprah Winfrey and facebook founder Mark Zukerberg”.

### **1.5 Significances of the study**

The result of the study is expected to give contribution for the following person or institution:

1. The Researcher

This study is necessary for applying the theories of linguistics derived from the lectures during the time of the study. The researcher gets more knowledge about the conversation analysis

2. Readers

This research is expected to make the readers of this thesis know about aspects of conversation within a dialogue. The researcher wants to help the readers to understand more about conversation aspects.

3. Dian Nuswantoro University

It is expected that this research would be part of literature in the institution of Dian Nuswantoro University and helps other students in understanding conversational aspects.

4. Internet and Television viewers.

This thesis is not only existing on the internet, but also broadcast on television. The researcher's hope that the talk show audience better understand about some aspects are found in a talk show. So the audience can be more aware of conversation interaction.

## 1.6 Organization of the Thesis

The researcher organizes this thesis into five chapters to make reader easily understand the content. The organizations of the thesis are:

Chapter one is introduction, which discusses the background of the study, statement of the problem, scope of the study, objective of the study, significance of the study, and organization of the thesis.

Chapter two presents review of related literature and previous studies. In this chapter the researcher explains theories which are used to analyze the data. The theories are about definition of conversation, conversation analysis, some aspects of conversation. And also review on some previous studies that are used as references by the researcher of this thesis.

Chapter three contains research method, which involves research design, unit of analysis, source of data, technique of data collection, and technique of data analysis, research instrument, action plan, and indicator of success.

Chapter four depicts analysis of aspects of conversation and the adjacency pairs of conversation from the video that the writer took from the conversation between the presenter Oprah Winfrey and facebook founder Mark Zuckerberg".

Chapter five consists of conclusion and suggestion of the study.

## **CHAPTER II**

### **REVIEW OF RELATED LITERATURE**

This chapter contains the review of related literature, which describes some aspects of conversation interaction. In this chapter the researcher elaborates some theories of conversation as a basic of this research. Those are Adjacency Pairs, Topic Management, Turn taking, Preference Organization, Feed Back, Repair, and Opening Closing.

#### **2.1 Conversation**

Conversations are the ideal form of communication in some respects, since they allow people with different views on a topic to learn from each other. A speech, on the other hand, is an oral presentation by one person directed at a group. For a successful conversation, the partners must achieve a workable balance of contributions. A successful conversation includes mutually interesting connections between the speakers or things that the speakers know. For this to happen, those engaging in conversation must find a topic on which they both can relate to in some sense. Those engaging in conversation naturally tend to relate the other speaker's statements to

themselves. They may insert aspects of their lives into their replies, to relate to the other person's opinions or points of conversation.

According to Ciccourel as cited in Sciffrin (1994:232);

Conversation is a source of much of our sense of social order, e.g. it produces many typifications underlying our notions of social role. Conversation also exhibits its own order and manifests its own order and manifest.

Fairclough (2001:9) states “conversation is systematically structured, and that there is evidence of the orientation of participants to these structures in the way in which they design their own conversational turns and react to those of others.” Conversation consists of two or more participants taking turns and only one participants speaking at any time.

In most conversations, the responses are a spontaneous reaction to what has previously been said. In entertainment talk shows, however, the topics of conversation are often pre-scripted. Meanwhile, “interacting with other people is not just a mechanic process of taking turns at producing sounds and words but is rather to a semantic activity or a process of making meanings.” Eggin and Slade (1997:6)

Conversation is often classified into formal and casual conversation. Eggins and Slade (1997:19-20) classify conversation based on:

1. Pragmatic purpose: whether a conversation has a clear pragmatic or not
2. Number of Interactants Involved: whether multilogue or dialogue.

3. Degree of Formality: whether a conversation employs colloquial expression and humor or conducted in serious tone involving various expression of politeness. The approach to the analysis of spoken interactions known as Conversation Analysis (CA).

### **2.3 Conversation Analysis**

Conversation is mainly about talking. Conversation analysis is a linguistic discipline that mainly handles coherence and sequential organization in discourse, for example the opening and closing sequences (Levinson, 1983:286). The openings and closings of conversations were examined by its findings. It was observed in empirical studies how they are produced and understood. Recurring patterns were searched for and theory developed from them. Conversation analysis claims that the existence of certain mechanisms that guide our conversations (Levinson, 1983: 287). Conversations have two levels of organization: a local management system and an overall organization.

The overall organization contains the organization of topic talk other parts of conversations. In overall organization than the topic talk are the opening section and the closing section. Mean while, the local management system is the one that makes conversation works. According to Levinson, (1983: 297):



“A conversation can be defined as a string of at least two turns produced by different speakers. The mechanism that assures this is the one of turn-taking. At the end of turn-constructive units - these units are syntactic units like sentences the speaker can change. Such a point is called transition relevance place”.

This can mean that the turn-taking becomes an important part in a conversation. If a conversation is dominated by only one person that means the conversation doesn't refer to transition relevance place.

The term “Conversation Analysis” is to represent any study of people talking together, “oral communication”, or “language use”. Paltridge (2000:83) says that conversation analysis, ordinary conversation is the most basic form of talk and the main way in which people come together, exchange information and maintain social relations. Most of the time, conversation consists of two, or more participants taking turns. A turn is seen as everything one speaker says before another speaker begins to speak, and the term is called turn – taking, which is the basic form of organization for conversation. Some aspects of CA are learned in the following sub-chapter those are: Adjacency pairs, topic management, preference organization, and turn taking.

### 2.3.1 Adjacency Pairs

Adjacency pairs are a basic feature of conversation analysis that is very important for conversation openings and closings, as they are used in both of them. They can be characterized as paired utterances that are divided into a first pair part and a second pair part (Levinson 1983: 303).

The particular context and stage of the conversation, then, are important for assigning an utterance the status of a particular pair part, for example, 'Hello' can perform many different functions in a conversation. It can be a greeting, a summons as in '*Hello...anybody home?*', or a response to a summons, as in answering the telephone Richards and Schmidt in Paltridge (2000:88). Equally, '*Thanks*' could be a response to a statement of congratulation, a compliment, or an offer (Paltridge, 2000:88). Further, a pair of utterances may play more than one role in conversation. For example, the 'question-answer' pair in the example above could also be described as a 'clarification seek' followed by a 'clarification provide'.

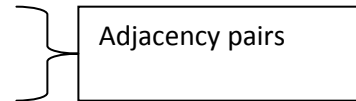
Richards and Schmidt as cited in Partridge (2000: 87) says that: "Adjacency pairs are utterances produced by two successive speakers in such a way that the second utterance is identified as related to the first one as an expected follow up". Some researchers have observed that whilst adjacency pairs are a normal feature of much everyday conversation, they tend to be rounded off by a third element in conversations of unequal power

distribution, such as those of doctor/patient, teacher/pupil, or parent/child.

For example:

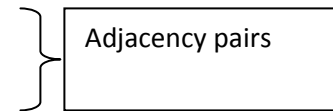
Doctor: Are you sleeping well?

Patient: No, not at all.



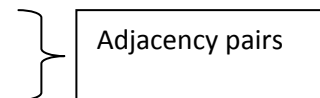
Teacher: What is the capital of Italy?

Pupil: Rome, Miss.



Parent: You've been playing in the mud again.

Child: I haven't.



The response may be preferred common adjacency pairs and typical preferred and dispreferred second parts. There are other kinds of adjacency pairs carried out by Paltridge (2000:91-99):

#### 1. Requesting - Agreement

Requesting is asking someone to do something which can be responded with acceptance or refusal.

e.g.:

A: "Would you mind to close the door?"

B: "Of course."

## 2. Assessment-agreement

Assessment can be formed into opinion seek or comment, which is asking another's opinion or agreement. It is responded with agreement or called opinion provide.

e.g.:

A: "What do you think about that kitten?"

B: "So cute."

## 3. Question-answer

Question can be formed into information seek, clarification seek, etc. It is about asking something to someone. It is responded with information provide, clarification provide, etc.

e.g.:

A: "Where do you live?"

B: "I live in London."

## 4. Compliment-acceptance

Compliment is the way of praising another person about something he or she has. It is responded with acceptance.

e.g.:

A: "What a nice cloth?"

B: "Oh, thanks."

5. Greeting-greeting

The way of saying hello and salutation

e.g.:

A: *"Hi!"*

B: *"Hello!"*

6. Leave taking adjacency pair

The utterances which is have purpose to end the conversation.

e.g.:

A: *"See you."*

B: *"See you"*

7. Complaint-apology

Complaint is utterances which indicate feeling unsatisfied about something. However, apology is the way to response the complaint, which expresses regretfulness.

e.g.:

A: *"This food is too salty."*

B: *"I'm sorry, sir. I'll give you another one."*

#### 8. Warning-acknowledgement

Warning is utterances to warn someone about something. While acknowledgement is statements which show that the warning is already acceptable.

e.g.:

A: *“Beware of the hole in the street.”*

B: *“Okay. Thank you.”*

#### 9. Blame-denial

Blame is utterances that express that someone is responsible about the mistake. Denial is statement to say that something is not true.

e.g.:

A: *“You lose the key, don’t you?”*

B: *“No. I don’t.”*

#### 10. Threat - counter-threat, etc

Threat is utterances that indicate the intension of harm. However, counter threat is utterances that express the defeat of someone’s threat.

e.g.:

A: *“You got to get out of here or I’ll call the security.”*

B: *“No, I won’t.”*

## 11. Offer-Acceptance

Offer is utterances which giving something to someone, it may be in the form of goods or services. Acceptance is response indicates that the offer is accepted.

e.g.:

A: *“Here is your book.”*

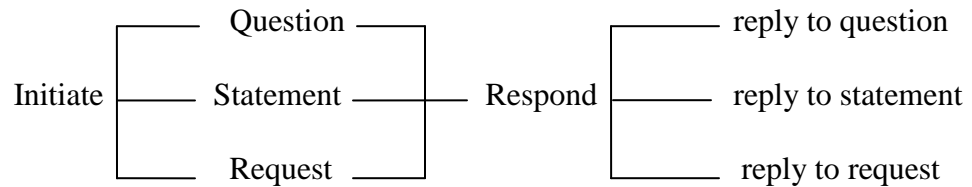
B: *“Thanks a lot.”*

These kinds of conversational rituals vary, however, from culture to culture. Just because someone is able to open and close a conversation in their first language does not mean that they will necessarily know how to do this in a second language and culture. The researcher also use the theory of Stenstorm for references if there are any difficulties to decide what types of CA in this thesis or another same researches which maybe can helping.

### **2.2.1.1 Initiating Act**

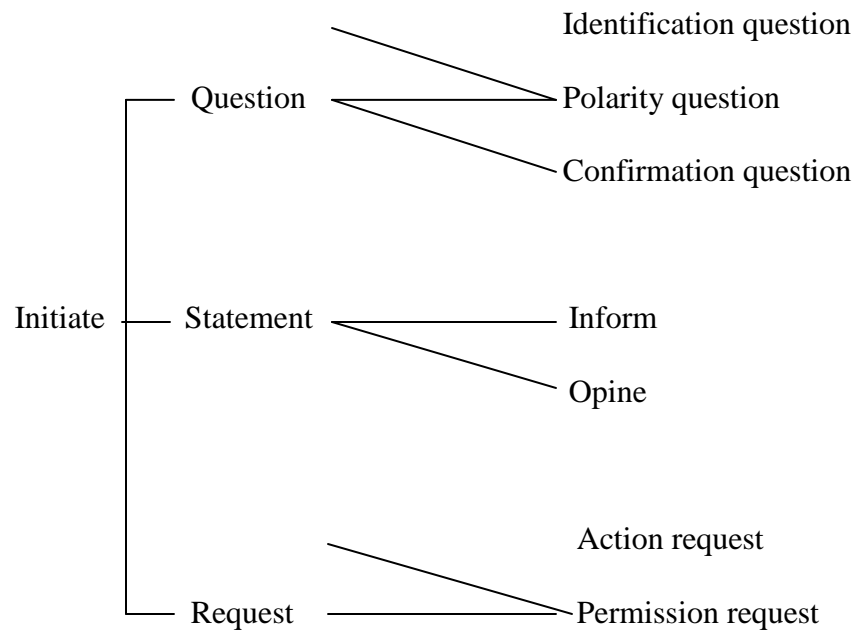
According to Stenstrom (1994: 39) initiating act is the signal of what the speaker wishes to open the exchange. Initiation can be in the form of making a statement, asking a question, and putting forward a request. Furthermore, initiation is expected to be replied to, answered, and accepted, and respectively. The basic initiating acts are statement, question and request in which all of them are expected to be responded

with reply, answer. To make it clearer, the writer puts the form as follows:



**Figure 2.1 Common Combination of Initiation – Responds**  
(*Strenstrom, 1994:102*)

However, there is more than one type of initiation and respond as well. The following part will talk about the subcategories of initiating and responding acts.



**Figure 2.2 Subcategories of Initiation**  
(*Strenstrom, 1994:103*)



### 2.2.1.1.2 Question

Question is the act of asking information or confirmation and expected to be answered. It can be sub classified according to the kind of answer.

#### 1. Identification question

Identification question are typically realized by an interrogative sentence containing a WH-word. Depending on which WH-word is used; the information required is either specifying or open-ended.

- *Who, where, which, and when* ask for specification

E.g. A: *Which is the room next to it?*

B: *ehh- the lecture seminar room*

Only very precise information will do the WH-word. If the question involves *what, why* and *how*, on the other hand, there are no restrictions on what kind of information and how much information can be expected.

E.g. A: *How did you get on at your interview?*

B: *oh – GOD. What an experience –I don't know where to start*

The answer on this example can be a long answer. A asks B to tell about B's interview and this is just like telling stories which need more than two or more than two sentences.

## 2. Polarity question

Polarity questions are typically realized by an utterance asking for a yes/no answer. However, there will not be indication that the questioner expects for a *yes* answer rather than *no* answer.

E.g. A: *are you available during daylight hours?*

The answer for this question is answered by yes or no only. It depends on the addressee whether the addressee is available or not. If the addressee is available, then, she or he will give a “yes” answer. However, if the addressee is unavailable, the, she or he will give a “no” answer.

## 3. Confirmation question

Confirmation question can be expressed in the tag question or a declarative utterance. It is expressing what the speaker assumes to be true and the speaker is inviting the addressee to confirm that his/her assumption is true, and still requires yes/no answer.

E.g. A: *John had a rest. Didn't he?*

The example shows that A is asking for a confirmation regardless A's assumption is true or not.

### 2.2.1.1.3 Statement

Statement is the act of supplying information and expected to be acknowledged. To state means to put into words. Statement is a very wide concept; nevertheless, the description will be restricted to two main variants.

#### 1. Inform

Inform presents neutral information. They are typically realized by a declarative utterance.

E.g. A: *I mean I I. The very first person I met before lunch was ...*

The utterances that A has produced are purely informative because

A tells the truth of the fact.

#### 2. Opine

Opine is expression of the speaker's personal opinion, his/her feelings and attitudes.

E.g. *I think to myself I don't care whatever they're sort of ....*

*Particular devoted or not. They're so lovely I think.*

In the example above, the very beginning, *I think to myself*, is the first clue that expresses the opinion. Moreover, *I think* in the last utterance emphasizes that this is a question of the speaker's opinion.

### 2.2.1.1.4 Request

Request is the act of asking the speaker to do something or to the addressee to do something and expect to be accepted. There are two categories of request, which are action request and permission request.

### 1. Action request

Action request is the act of telling somebody to do something

E.g. A: *could you give me another recommendation?*

B: *oh yes*

Action request is realized by interrogative, declarative, and imperative utterances.

E.g. Interrogative: *Could you give an example?*

Declarative: *I want you to get back as quickly as you can*

Imperative: *Give it to him!*

### 2. Permission request

Permission request is the act for a go a-head

E.g. A: *can I smoke in here David?*

B: *yes of course old fellow*

Permission request is also realized by interrogative, declarative, and imperative utterances like the action request does.

E.g. Interrogative: *May I read your message?*

Declarative: *I would like, if I may, to turn to two points.*

Imperative: *Let me finish*

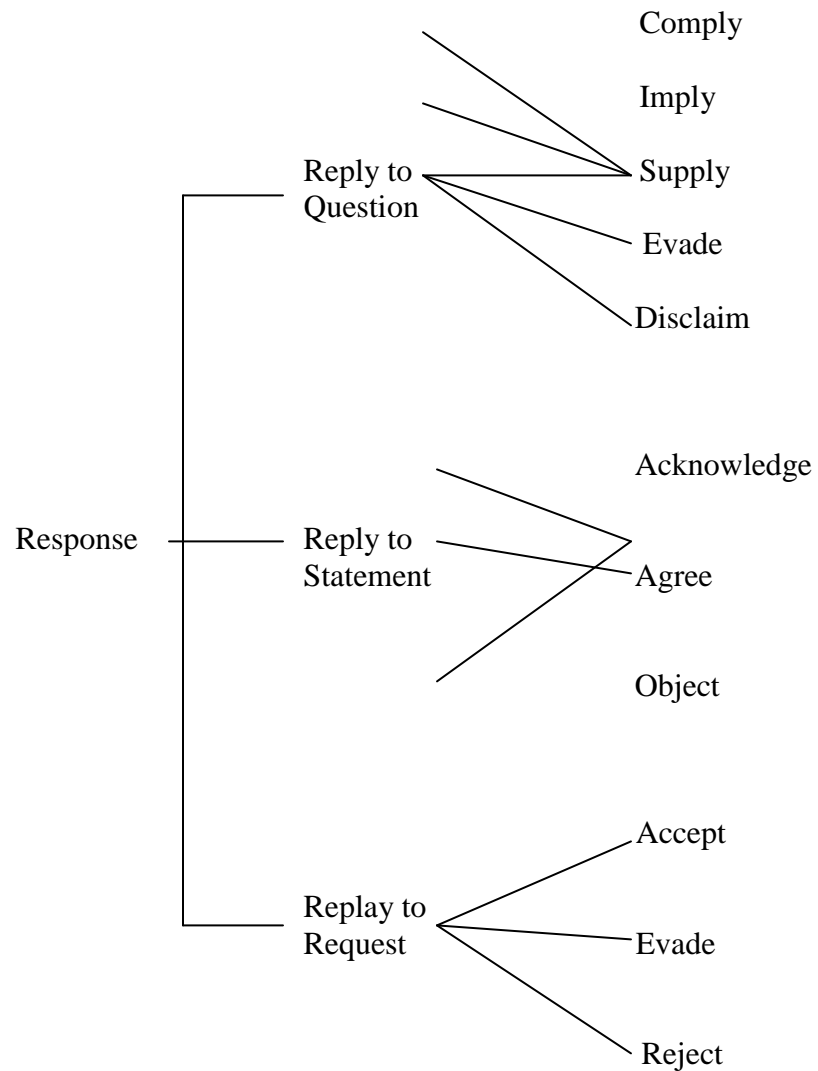
The fact that both categories of request can be answered by yes or no seems to indicate that they are basically polarity question. What decides the interpretation is only the actual situation. In the example *can I smoke here* can either ask whether it is possible to smoke or whether one is allowed to smoke. However, in the example *could you give me another recommendation* would probably be interpreted as asking for action in the first place, since *could you* is a conventional marker of request function.

#### **2.2.1.2 Responding Act**

In this case it can be both the broadcaster and the callers, produces an initiation, then, the addressee, the broadcaster or the callers, and is expected to respond to what the speaker has said before by producing a response.

According to Stenstrom (1984) responding act is the signal what the addressee wishes to continue or terminate the exchange. The way people respond is a result of what has been done in the initiating move. If the previous speaker made a statement, the addressee will have to respond to it by acknowledging, agreeing or objecting the statement; if s/he asked a question, the addressee will have to respond to it by complying, implying, supplying, evading or disclaiming the question;

if s/he made a request, the addressee will have to respond it by accepting, evading or rejecting the request from the speaker.



**Figure 2.3 Subcategories of Respond**  
*(Strenstrom, 1994: 118)*

### 2.2.1.2.1 Responding to Question

A question expects a proper answer. However, not all answers are 'proper' in the sense that they really answer the question. The following subcategories can occur from most to least appropriate.

#### 1. Comply

Comply is the only answer that answer directly and adequately to a question. All the others are not exactly or not all straight to the point. Thus, it can be said that comply provides no more and no less than information asked for.

E.g. *A: when is it?*

*B: four thirty tomorrow.*

The comply for this question provides no more and no less than the information asked for. In other words, it answers the question directly.

#### 2. Imply

Imply is the act of giving adequate information implicitly.

E.g. *A: do you want people to come to the registry office?*

*B: not many.*

Notice the example that it is possible to inter the direct answer from the imply *not many*, something like ‘yes I do but not too many’; its answer the question indirectly.

### 3. Supply

Supply is part of answer, which gives inadequate information. It does not really answer the question or does not give a clear answer. Moreover, the addressee tries to give other additional information that is not related to the question.

E.g. *A: was he a personal friend of yours?*

*B: mmm... well... eee...he used to be my tutor.*

In this case, B does not really answer the question, since he does not clearly state whether ‘he’ was personal friend as well as tutor. The information is beside the point. Such answer are typically introduced by *well*, often in combination with pauses, as in the example.

### 4. Evade

Evade is part of answer in which it is avoiding answering consciously.

E.g. *A: mm well have you any other suggestions?*

*B: well he didn't give me any.*



Rather than admitting that she cannot suggest anything B refers to a third person that is not present. In doing so, she avoids answering 'no'.

#### 5. Disclaim

Disclaim declares that the answer remains unknown.

E.g. *A: what happens if anybody breaks in and steals it? Are we covered or ...*

*B: mmm—I don't know quite honestly.*

After a moment of hesitation, B comes up with an answer that is honest and does not pretend to do so that is does not know about the problem.

#### **2.2.1.2.2 Responding to statement**

When a speaker makes a statement, she/he expects a reply signaling some kind of reaction. There are three subcategories of the reply, which are, acknowledge, agree and object.

##### **1. Acknowledge to inform and opine.**

Acknowledge is the signal that B accepts what A said as a valid contribution to the conversation. When A informs B of something, B is expected to show that she or he has received the

information. The most economical way of responding is using acknowledge, which is an extremely useful device, since it allows B to respond to without revealing whether she or he approves or disapproves of what she or he heard.

Acknowledge depends on the initiating act, whether the speaker. It means that the addressee is following the speaker's information. It also reflect B's attitude to what A said, more or less strongly.

E.g. 1. *A: he wants to get on with his Estonian*

*B: mm*

2. *A: I haven't got any marks*

*B: oh*

## 2. Agreeing to inform and opine

Agree is the indication that B approves what A means. If A just provides information, there is no need for B to do more than approve and let a go on, for example:

*A: .... I'm seeking if Methuen will stump up any money to cover the Man's time*

*B: Good ---*

In order the conversation runs smoothly, sometimes some kinds of additional explanation are needed rather than only saying one-

word of agree like good, absolutely, all right, or fine. Since conversation is a continuous give and take, B often acknowledges receipt of information and goes on like the example below:

*A: and they were naïve enough to ... be taken in*

*B: yes. This is the funny thing about academic.*

### 3. Objecting to inform and opine.

Object is the signal that B does not agree with A. it would be impossible to say that B agrees to everything A said. It would either give the impression that B did not have an opinion of her/his own, or that s/he either did not have anything to conversation, for instance:

*A: I always thought they got on well together both have strong wills.*

*B: yes but Milord... mmm strong-willed people have to take one another for better or worse. The same as people without strong wills.*

The indication that this example is objecting the statement is from the word “but”. The word but here shows that the addressee objects he speaker’s statement.

### 2.2.1.2.3 Responding to request

Request can be responded to by a positive responding act and a negative responding act. Accepting, being a positive action is no big problem. On the other hand, rejecting being a negative action, often requires tact and diplomacy.

#### 1. Accept

Accepting is an act that is fully satisfactory

E.g. *A: and also could you get some cheese please?*

*B: I'll get some. Yes.*

The word 'yes' here would have been a fully satisfactory answer; it is added for emphasis.

#### 2. Evade

Evade is unable to do what the speaker requests by giving the reason why, but not answering in plain words.

E.g. *A: could you see what's still to come Fanny. Cos I think they ... there are two performances of each one.*

*B: trouble is I don't regularly have a paper it doesn't get delivered. So I sometimes buy one and ...*

In this case, B wants very much to carry out what she is asked to do but is unable to execute for obvious reasons. She does not say so in plain words; however, instead she provides ‘the reason why’

### 3. Reject

Reject is the act of disagreeing what the speaker’s request. Usually, reject is often followed by a justification of giving the reason why. The example below is the situation that of rejecting a request from the speaker.

E.g. *A: can you pick your own trousers up?*

*B: no. I don’t think it’ll. Likely I’ve got this ... meeting at three thirty*

In this example, B rejects what A request and gives the explanation of why he cannot do A’s request.

### 2.3.2 Topic Management

Topic management is one of the important aspects of conversation. In doing the conversation, how the speaker maintain the topic is related to the social culture where the speaker appears. The speaker should not talk about topic thought as a taboo by the society. There is an effort to maintain the topic so it won’t change easily before another speaker follows the previous topic. As Nalasco and Arthur in Paltridge (2000: 94) point out:

Different cultures talk about different things in their everyday lives. Native speakers are very aware of what they should and should not talk about with specific categories of people in their own language, but the rules may be different in a foreign language. Both teachers and students need to develop a sense of 'taboo' subjects if they are to avoid offence.

According to the explanation above, it can be concluded that different countries means different cultures are also different styles of their speech. For example; if a country talks with older people in their way and they take them for granted. Perhaps the case will be different for the state B, if they use the language of country A to talks to older people, can be very rude language.

“Topic management also includes an awareness of how speakers deal with changes in a topic, how they maintain a topic, and how they repair the interaction when a misunderstanding occurs”, Burns and Joyce in Paltridge (2000:94).

The pressures on people to transmit relevant news are increased by the existence of the telephone; one no longer needs to wait until one meets friends or relatives nor does one need to make special or difficult journeys to pass on information. Sacks in Malcolm (1992:79) have a good example of this in a tape of a series of telephone conversations. A and B are friends; B works at local department store; A was driving past the store in the morning when she noticed an incident outside involving police cars; knowing it was B's day off,

she rang up to tell her the news, thus fulfilling her obligations of monitoring the world for her friend and reporting relevant events.

However, B has a second friend, who also works at the store, who did not ring up to tell her about it and whom she then rang to discover what all the commotion was about. This puts C in difficult position; she has been caught out failing to keep her friend informed and she takes the only possible way out, that of denying that what happened was newsworthy:

C: It was nothing, uh-in fact I didn't even say anything to Willy about it.

In other words, if she did not consider it worth telling her husband to whom virtually everything is newsworthy; it must have been significant event.

Thus there are certain things which one must say to particular people and certain things which are tell able if one happens to meet them. This leads on to the idea of reason for a call or visit; it is a basic assumption of all encounter that has some reasons for doing, and if there is no such a reason, people regularly feel the need to state this, *'I was just passing'*; *'I just felt like giving you a call'*.

Conversations tend to begin with the topic which is the reason for the encounter and then move on to other topics; though, of course, the association of 'reason for call' with 'first topic' can be exploited by producing a false reason for the call and introducing the real reason as just another topic later in the conversation.

### 2.3.3 Turn-Taking

In conversation, there is a situation when a speaker takes the chance to speak that is turn. Turn-taking gives a chance for speakers to do conversation smoothly, so there is no dominant speaker in the conversation. First speaker utters something which is then followed by another speaker. It may make a simultaneous conversation.

This is not an empirical fact because there are obviously many instances of short pauses and short overlaps, but rather a normative or observably oriented to feature of conversation; in other words, it is a rule used by conversationalists themselves. If more than or less than one party is talking, it is 'noticeable' and participants set out to 'remedy' the situation and return to a state of one and only one speaker. If the problem is more than one speaker, one of the participants usually yields the floor quickly,

Lori: *But that wz-Then you wentuh Fre:ds*

Ellen: *We we left-we left-*

Ben: *No. That's the time we left Fre:ds*

If the problem is silence, other speakers begin speaking, or indicate their intention to speak by noises like 'er' or 'mm'. In other words, turn to speak typically occurs successively without overlaps or gaps between them. Overlapping is dealt with by one speaker beginning his turn or simply indicating that his turn has begun and incorporating the silence into it (Levinson 1983: 299).



In conversations, there are norms for who talks, when, and for how long. The basic rule in English is that one person speaks at a time, after which they may nominate another speaker or another speaker may take up the turn without being nominated. There are a number of ways in which we can signal that we have come to the end of a turn, such as the completion of a syntactic unit followed by a pause. We can also use falling intonation and signals such as ‘mhm’, ‘yeah’, ‘so’, ‘or’, ‘anyway’ to do this. We may also signal the end of a turn through eye contact, body position and movement, or pitch and loudness. For example low pitch may indicate we are willing to give up our turn whereas maintained pitch may indicate we wish to hold it. Dalton and Seidlhofer in Paltridge (2000: 92)

#### **2.3.4 Preference Organization**

Another feature is the preference organization of second pair parts of adjacency pairs. It is closely related to linguistic markedness. Marked or in adjacency pairs: dispreferred utterances are structurally more complicated than unmarked or in adjacency pairs preferred ones. These complications consist in delays, prefaces like ‘well’ and accounts of why this utterance is made, (Levinson, 1983: 307).

Preference organization is a pair which gives freedom in responding to some first pair part, whether it is preferred or dispreferred one Paltridge

(2000: 90). There is, however, a certain amount of freedom in responding to some first pair parts, such as in:

A: That's a nice shirt. Compliment

B: Oh thanks. Accept

or

B: Actually...I don't really like it; have it for Christmas. Reject

Thus, some second pair parts may be preferred and others may be dispreferred, for example: an invitation may be followed by an acceptance (the preferred second pair part) or a rejection (the dispreferred second pair part) Paltridge (2000: 90). When this happens, the dispreferred second pair part is often preceded by a delay, a preface, and/or an account, for example:

A: Would you like to come to the movies on Friday? Invitation

B: Uhhh... Delay

I don't know for sure. Preface

I think I might have something on that night. Account

Can we make it another time? Rejection

**Table.2.2.4 Common Adjacency Pairs and Typical Preferred and Dispreferred Second Pair Parts**

First part	Second parts	
	preferred	Dispreferred
Request	Acceptance	Refusal
Offer/Invite	Acceptance	Refusal
Assessment	Agreement	Disagreement
Question	Expected Answer	Unexpected answer or non answer
Compliment	Acceptance	Rejection

(Brian Paltridge 2000:91)

Levinson in Malcolm (1995: 71) observes that dispreferred second parts are distinguished by incorporating a substantial number of the following features:

1. Delays: (i) by pause before delivery; (ii) by the use of preface (see b); (iii) by displacement over a number of turns via use of repair initiators or insertion sequences.
2. Prefaces: (i) the use of markers or announcers of dispreferred like Uh and Well; (ii) the production of token agreements before disagreement: (iii) the use of appreciations if relevant (for offers, invitations, suggestion, advice); (iv) the use of apologies if relevant (for request, invitations, etc);

(v) the use of qualifiers (e.g I don't know for sure, but ...); (vi) hesitation in various forms, including self-editing.

3. Accounts: carefully formulated explanations for why the dispreferred act is being done.
4. Declination component: a form suited to the nature of the first part of the pair, but characteristically indirect or mitigated.

### **2.3.5 Feedback**

Feedback shows how the listener responds to what is talking about by the speaker. Feedback can be done either verbally or non-verbally which is signaling response. Feedback also varies cross-culturally. For example, a common feedback token in Japanese is 'hi' which, taken literally, means 'yes'. However, in Japanese interactions the use of this feedback token does not necessarily mean agreement as 'yes' might in English, but rather, simply, 'I am listening to what you are saying', much as 'uh huh' might in English (Paltridge 2000: 95)

### **2.2.6 Repair**

Repair is a correction of what has been said by the speaker about the previous statement they said during the conversation. There are two types of repair, self repairs and other repairs (Paltridge 2000: 95). Self repairs are

repairs done by speaker about what has been said before. Nevertheless, other repairs are repairs done by another speaker as interlocutor. For example, we might correct what we have said (self repair) as in:

A: I'm going to the movies... I mean the opera.

Or the other person might repair what we have said (other repair):

A: I'm going to that restaurant we went to last week. You know the Italian one Ratalui?

B: You mean Ratatui, don't you?

A: Yeah. That's right Ratatui.

Repair organization describes how parties in conversation deal with problems in speaking, hearing, or understanding. Repair is classified by who initiates repair (self or other) and by who resolves the problem (self or other) as well as by how it unfolds within a turn or a sequence of turns.

### **2.2.7 Opening and Closing**

Opening and closing is an important part in conversation shown in pairs of utterances. According to Paltridge (2000: 86), "openings and closings in conversations are often carried out in typical ways." They are also context and speech-event specific. For example, how we open a conversation at the bus stop is very different from how we do it on the telephone. Openings and closings often make use of pairs of utterances (adjacency pairs), such as: 'Hi', 'How are you' and 'Bye', 'See you later', which are often not meant to be

taken literally. Closings are often preceded by pre-closings, such as: 'Okay', 'Good', statements such as 'Well, it's been nice talking to you' or 'Anyway, I've got to go now', and an accompanying fall in intonation.

## **CHAPTER III**

### **RESEARCH METHOD**

Research method is an important thing in a scientific research because whether the result of a research can be said as a scientific one or not depends on the way of choosing and using the method which is relevant with the research object. This chapter discusses research design, unit of analysis, source of the data, technique of data collection, and technique of data analysis.

#### **3.1 Research Design**

This research uses qualitative descriptive method as a research type. Qualitative method is a study, in which the researcher does not set out test hypothesis, but rather to observe what is present with their focus, and consequently the data are free to vary during the observation. Descriptive research is used in the literal sense of describing situation or events (Isaac and Michael, 1987:91).

By using the qualitative descriptive method, this study is intended to find and describe aspects of conversation within the conversation between Presenter Oprah Winfrey and Facebook founder Mark Zuckerberg.

### **3.2 Unit of Analysis**

The unit of analysis of this research is the turn in utterances produced by the speakers in the conversation. The speakers are the presenter Oprah Winfrey and Facebook founder Mark Zuckerberg.

### **3.3 Source of Data**

The primary data of this research is a video and script of the speakers between Presenter Oprah Winfrey and Facebook founder Mark Zuckerberg. Because the data contains another interview between Oprah Winfrey and Arne Duncan - U.S. Secretary Of Education and Oprah Winfrey and Mayor Cory Booker - Newark, New Jersey, so the researcher only analyzes the interview between Oprah Winfrey and facebook founder Mark Zuckerberg. The data which contains video and script which take place in a studio on September 24, 2010 and the duration is 8:02 minute. This video was downloaded from <http://lybio.net/mark-zuckerberg-oprah-winfrey/people/>



### 3.4 Techniques of Data Collection

There are some steps in collecting the data:

1. Finding the website for the data on the internet. The researcher searched on the internet from website that provided the script of the interview.
2. Downloading the data interview between Presenter Oprah Winfrey and Facebook founder Mark Zuckerberg from <http://lybio.net/mark-zuckerberg-oprah-winfrey/people/> Choosing part of the data which only contains conversation interaction between Oprah Winfrey and Mark Zuckerberg.
3. Watching the video of the data. The researcher took some time to watch the video of the interview to matching each word the script of data and the video.

### 3.5 Techniques of Data Analysis

After reading the script of the dialogue, some steps were conducted to analyze the data. Those steps are listed as below:

1. Reading the script. The researcher reads the script of the interview.
2. Classifying the data according to the conversation interaction aspects there are Adjacency pairs, Turn Taking, Preference Organization, and Topic Management using the theory from Paltridge.
3. Drawing conclusion.

## **CHAPTER IV**

### **DATA ANALYSIS**

In this study the researcher found some types of Conversation Analysis which contains of Adjacency Pairs, Topic Management, Preference Organization, and Turn Taking. This chapter describes the data analysis, the data was taken from a script of interview between the Presenter Oprah Winfrey and Facebook founder Mark Zuckerberg. The activity of coding/labeling only focuses on the turn produced by speakers under this study. The data are presented by using some analytical symbol by Eggins and Slade.

Turn number are shown by Arabic numerals, such as; 1, 2, 3, 4, etc. The speakers in the data, as it was stated above, were only two speakers. The interviewer is presenter Oprah Winfrey would be symbolized by letter “*O*”. And the interviewee was the founder of facebook Mark Zuckerberg, would be symbolized by letter “*M*”.

#### 4.1 Finding

The researcher found some types of conversation analysis, those are: Adjacency Pairs 8, Topic Management 3, Preference Organization 8, and Turn Taking 18. The most widely available in this research is turn-taking, and the least is the preference organization. This occurs because the study was conducted on two people who are doing conversations so that there are contains a lot of turn-taking. The data was labeling with table below:

**Table 4.1 Elements of Conversation Analysis**

No	Types of CA	$\Sigma$
1	Adjacency Pairs	8
2	Topic Management	3
3	Preference Organization	8
4	Turn Taking	18

According to the table above researchers wanted to describe the types of conversation analysis into several parts, which will be the main object in this study.

## 4.2 Adjacency Pairs

This part discussed about the adjacency pairs found in the data. The researcher analyzed the data by using the theory of adjacency pair according to Chimombo and Rosberry in Paltridge to categorize the data as generally.

**Table 4.2 Percentage of Adjacency Pairs**

No	Kind of Adjacency Pair	$\Sigma$	%
1	Question – Answer	1	12.5
2	Assessment - Agreement	2	25
3	Opinion Provide - Comment	2	25
4	Opinion Provide - Clarification	3	37.5
5	Total	8	100

From the table 4.2 above, it could be seen that there were pairs of conversation occurred in the data. It result that combinations of questions – answers had **12.5 %**, assessment – agreement had **25%**, Opinion Provide - Comment **25%**, and Opinion Provide – Clarification **37.5%** from all pairs. Why the researcher only found one question-answer because this is the differences between native and non native speakers when they interviewing someone. When non native speaker take the interview they will making a lot of question and hope that they

may have many information. But it is different when native speaker take the interview. They not only make a question but also more make statement or opinion. This is proper because they speak with their own language.

#### 4.2.1 Question – Answer

In the data here, either the interviewer or the interviewee did the confirmation to make sure that his assumption was true. Furthermore, the addressee, who responded to this question, gave an answer or information that was the answer to the question.

Turn 13-15:

Speakers			Pairs	
Turn		Utterance	First Part	Second Part
13	O	So, what did you wanna say about that?"	Question	
14	M	"Oh, well, I mean, its a movie, its fun, you know I mean, its um, you know, a lot of it is fiction, but even the film makers will say that. You know, they are trying to build a good story. You know, I'm not gonna promise you – I – this is my life, so, I know its not that dramatic."		Answer

15		<p>“The last six years have been a lot of coding and focus and hard work, but, maybe it would be fun to remember all this partying and all this crazy drama, so, who knows. Maybe it will be an interesting story.”</p>	Answer
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From the example, it can be seen that the interviewer tried to confirm about the movie to the interviewee, and not only giving a direct answer, but also the interviewee gave another information in which was the answer expected from the question asked by the interviewer.

#### 4.2.2 Assessment – Agreement

The speaker expressed his feeling, judgment or evaluation about certain events, people or objects. Moreover, the response to this combination was an agreement, stating that the addressee agreed to what the speaker’s opinion.

Turn 1-2;

Speakers			Pairs	
Turn		Utterance	First Part	Second Part
1	O	“Is he crazy! He needs to make this Public, so more people will join in and get money.” But you’re such a shy person and they have been talking about this for months and months and months and you wanted to remain anonymous and we talked you into coming on here. So thank you for doing it.”	Assessment	
2	M	“Yes.”		Agreement

From that example above, it can be seen that O makes an assessment to M by saying “*But you’re such a shy person*” and the interviewee was telling the interviewer that he accepted what the interviewer says about the entire thing that he has been doing by saying “yes”. Yes in here is that M agrees with O that he is the shy person.

## Turn 16-18

Speakers			Pairs	
Turn		Utterance	First Part	Second Part
16	O	“Ya. So but I would just like to say, that I know, you all have been planning this for a long time, originally we thought about making this announcement, ah, around September 10th and I said: “I’m not on the air.” So the fact that you’re doing it now, and wanted to remain anonymous, I really do appreciate you coming on and showing your face and stepping up with the 100 million dollar.”	Assessment	
17	M	“Well, what’s, its what’s best for Newark”		Agreement
18	O	Its what’s best for the kids.”		Agreement

From the example, it can be seen that the interviewer gave her word about M and says: *“that I know, you all have been planning this for a long time.....”*, it shows that O had an assessment to M about he



had a plan and skill to create one of the greatest social media in the world. Then the interviewee, indirectly agreed with that opinion for not saying “yes” or “no” but more giving a statement by saying “*well what’s, its what’s best for Newark*”, it shows that M agrees with O and O also agrees with M is statement that it was the best for newark by saying “*Its what’s best for the kids.*”

#### 4.2.3 Opinion Provide – Comment

This combination showed that the speaker told the addressee about certain events, state, or affairs. The addressee responded to the speaker’s information by agreeing to it. It can be seen from the excerpt below;

Turn 7 – 8;

Speakers		Pairs		
Turn		Utterance	First Part	Second Part
7	O	“Cameras have never been allowed here before. You’ll rarely find Mark at home, though. He spends as much as 16 hours a day here, at the company he founded eight years ago.”	Opinion Provide	

8	M	“The Company is around 1,600 people. And we serve about 500 million people.”		Comment
---	---	--	--	---------

From the example above, it can be seen that the interviewer told the interviewee about something that he heard then make an opinion that “*M spends as much as 16 hours at the company*”, the interviewee agreed and comment to that information. The word “*The Company is around 1,600 people, and we serve about 500 million people*” is the reason M spends as many as 16 hours a day at the company.

In the data, the speaker gave information about the event, personal experiences, state or affairs. Furthermore, it was responded by giving a clarification. It means that what the speaker had said was being accepted as a valid contribution to the conversation. This can be seen from the excerpt below;

Turns 9-10;

Speakers		Pairs		
Turn		Utterance	First Part	Second Part
9	O	“Today, one out of 14 people on the planet has a Facebook account.”	Opinion Provide	

10	M	<p>“Move fast, take risks, its okay to try big things, you’re better off trying something and having it not work and learning from that, than having not done anything at all. So, that philosophy is very deeply ingrained here.”</p>		Comment
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From that example above, it can be seen that the interviewer was telling the interviewee information and the interviewee accepted that information by acknowledging it. In turn 9, the interviewer gave opinion that “*she knew one out of 14 people on earth has a facebook account*”. Then the interviewer makes a comment by saying “*move fast, take risk, its okay to try big things.....*” That explanation looks like show to O that all the big things could be happened if we never give up and have strong principles.

#### 4.2.4 Opinion Provide – Clarification

The speaker informed the addressee about certain events, state or affairs. Furthermore, the addressee responded it by clarifying to the initiator. It can be seen from the excerpt below;

Turns 3 - 6;

Speakers			Pairs	
Turn		Utterance	First Part	Second Part
3	O	“Its morning in Palto Alto California, while most people are eating breakfast, the CEO of what might be the fastest growing company of all time is learning Chinese.”	Opinion Provide	
4	M	“Priscilla and I are going to China for a vacation at the end of year and she has some family there.”		Clarification

From that excerpt above, it can be seen that O as the interviewer was telling the interviewer information “*The CEO of what might be the fastest growing company of all time is learning Chinese.*” But M mentions that he and Pricilla only went to China on vacation and visit family, not to study there. That was clarifying that they just on vacation no more.

Turn 5-6:

Speakers		Pairs		
Turn		Utterance	First Part	Second Part
5	O	“Mark’s girlfriend Priscilla knew him long before his Facebook fame. They met on campus at a Harvard Campus party. Today, they live together in this modest home that they rent.”	Opinion Provide	
6	M	“This is just a study and this is the kitchen.”		Clarification

From that example above, it can be seen that O as the interviewer was telling the interviewer information *“Mark’s girlfriend Priscilla knew him long before his Facebook fame. They met on campus at a Harvard Campus party. Today, they live together in this modest home that they rent.”* M gives clarification to the O and says that *“This is just a study and this is the kitchen.”* M is shy to say what happened between him and Pricilla with say that was just a study. M means there is no special relationship at that time with Pricilla, and about the house which is actually one of luxury living just be compared like a kitchen.

The interviewee tried to clarify the statement said by the interviewer. He tried to give other information of what happened about him and Pricilla.

Turn 11-12;

Speakers			Pairs	
Turn		Utterance	First Part	Second Part
11	O	“Marks, road to Facebook started with a great education from public school, to boarding school to Harvard.”	Opinion provide	
12	M	“I started Facebook when I was in College at a great University and no doubt if I haven’t had that opportunity than I wouldn’t be sitting here today.”		Clarification

From the example above, it can be seen O says that “*Marks, road to Facebook started with a great education from public school.*” But mark straighten O opinion with make a clarification that “*M started Facebook when he was in College at a great University*”, when M was in Harvard University.

### 4.3 Topic Management

Topic management is one of the important aspects of conversation. In doing the conversation, how the speaker maintain the topic is related to the social culture where the speaker appears. The speaker should not talk about topic thought as a taboo by the society. There is an effort to maintain the topic so it will not change easily before another speaker follows the previous topic.

Here, the researcher found **3** topics in the conversation. O dominantly changed the topic than M in the conversation. O as the interviewer of the interview changed the topic of the conversation by giving question or statement and M only followed / responded to the question asked by O. The result of the topic management is presented in the excerpt below:

Here are the changes of conversation's topic that the researcher found in the data.

Turn 1, 2, 7, 8, 9, 10, 11, and 12 M and O discuss about facebook:

No.	Topic of Conversation	Speakers	Utterance
1.	M Activities when started a facebook.	O	“Is he crazy! He needs to make this Public, so more people will join in and get money.” But you’re such a shy person and they have been talking about this for months and months and months and months and you wanted to remain anonymous and we talked

			you into coming on here. So thank you for doing it.
2.		M	Yes.
3.	M and his employs had served about 500 million people with facebook account.	O	Cameras have never been allowed here before. You'll rarely find Mark at home, though. He spends as much as 16 hours a day here, at the company he founded eight years ago.
4.		M	The company is around 1,600 people. And we serve about 500 million people.
5.		O	Today, one out of 14 people on the planet has a Facebook account
6.		M	Move fast, take risks, its okay to try big things, you're better off trying something and having it not work and learning from that, than having not done anything at all. So, that philosophy is very deeply ingrained here.
7.	O talks about mark education during make a facebook.	O	Marks, road to Facebook started with a great education from public school, to boarding school to Harvard
8.		M	I started Facebook when I was in College at a great University and no doubt if I haven't had that opportunity than I wouldn't be sitting here today.



In the first, second, 7 turns until turn 12, O started the conversation by talking about the M experience of being one of the most important people in the world. O also talks about how M can create a facebook becomes one of the greatest social media in the world and then M gives many information which useful for audience.

In turn 3 O changed the topic from the previous topic to talk about M girlfriend. O gave her opinion about M relationship with Priscilla. M responded the topic in turn 4, then O and M responded each other until in turn 6.

Turn 3-6:

No.	Topic of Conversation	Speakers	Utterance
9.	Relation between M and Pricilla.	O	Its morning in Palto Alto California, while most people are eating breakfast, the CEO of what might be the fastest growing company of all time is learning Chinese.
10.		M	Priscilla and I are going to China for a vacation at the end of year and she has some family there.
11.		O	Mark's girlfriend Priscilla, knew him long before his Facebook fame. They met on campus at a Harvard Campus party. Today, they live together

			in this modest home that they rent.
12.		M	This is just a study and this is the kitchen.

In turn 13 - 17, O changed the topic by giving a question about an unauthorized movie that is coming out about M and Facebook. M think that what which happen is just not really happening in M life.

Turn 13-17:

No.	Topic of Conversation	Speakers	Utterance
13	The movies.	O	Some people, undoubtedly will be criticizing the timing of Marks announcement cause we know there is an unauthorized movie that's coming out about Mark and <b>Facebook</b> . So, what did you wanna say about that?
14		M	Oh, well, I mean, its a movie, its fun, you know I mean, its um, you know, a lot of it is fiction, but even the film makers will say that. You know, they are trying to build a good story. You know, I'm not gonna promise you – I – this is my life, so, I know its not that dramatic.
15		M	The last six years have been a lot of coding and focus and hard work, but, maybe it would be fun to

			remember all this partying and all this crazy drama, so, who knows. Maybe it will be an interesting story.
16		O	Ya. So but I would just like to say, that I know, you all have been planning this for a long time, originally we thought about making this announcement, ah, around September 10th and I said: "I'm not on the air." Source: LYBIO.net So the fact that your doing it now, and wanted to remain anonymous, I really do appreciate you coming on and showing your face and stepping up with the 100 million dollar
17		M	Well, what's, its what's best for Newark.

The examples above explained about how the interviewer O changes the topics of conversation. The topics was changed with 3 main topics, there are: talk about facebook, M relation with Priscilla, and about the movies. M as an interviewee react with gives an answer or opinion about what was O say.

#### 4.4 Preference Organization

Preference organization is a pair which gives freedom in responding to some first pair part, whether it is preferred or dispreferred. Preference organization not only become one of the important things when the speaker wants to agree or disagree what are the speaker opinions, but also makes both of the speakers can organize what will they say if accept or refusal a question.

Here, the researcher found 8 preference organizations in the conversation. The result of the preference organization is presented in the excerpt below:

**Table 4.4 Preference Organization**

No.	Preference	$\Sigma$
1.	Preferred Response	8
	<b>Total</b>	8

According to the table above researchers wanted to describe the types of preference organization into two parts, those are preferred response which explain how interviewee give a positive reaction or direct answer to the interviewer. In the other hand the interviewee also had an option to answer the question, statement, or assessment that interviewer gave. That was analyzing with description below:

**Table 4.5 Preferred Response**

No.	First Part	Second Part	$\Sigma$
1.	Question	Answer	1
2.	Assessment	Agreement	2
3.	Opinion Provide	Comment	2
4.	Opinion Provide	Clarification	3
<b>Total</b>			8

From the data above the researcher wants to describe first part and second part groups into some data examples below:

1. Question - Answer

**O:** So, what did you wanna say about that?"

**M:** "Oh, well, I mean, its a movie, its fun, you know I mean, its um, you know, a lot of it is fiction, but even the film makers will say that. You know, they are trying to build a good story. You know, I'm not gonna promise you – I – this is my life, so, I know its not that dramatic."

From the excerpt above, it can be seen that O as an interviewer giving a question "*what did you wanna say about that?*" to M as an interviewee and M answering a question from O with "*Oh, well, I mean, its a movie, its fun, you know I mean, its um, you know, a lot of it is fiction, but even the film*

*makers will say that.....*” M giving preferred response with answers the question according to what was asked.

The second example from the data is using difference part, which describing with excerpt below:

## 2. Assessment - Agreement

**O:** “Is he crazy! He needs to make this Public, so more people will join in and get money.” But you’re such a shy person and they have been talking about this for months and months and months and months and you wanted to remain anonymous and we talked you into coming on here. So thank you for doing it.”

**M:** “Yes”

From the excerpt above, it can be seen that O as an interviewer giving an Assessment “*you’re such a shy person and they have been talking about this for months and months and months and months and you wanted to remain anonymous and we talked you into coming on here.....*” to M as an interviewee and M giving an agreement with say “yes”. M giving preferred response with agreeing an assessment from O.

The researcher also has another example from the data, which describing with excerpt below:

## 3. Opinion Provide – Comment

**O:** “Cameras have never been allowed here before. You’ll rarely find Mark at home, though. He spends as much as 16 hours a day here, at the company he founded eight years ago.”

**M: “The Company is around 1,600 people. And we serve about 500 million people.”**

From the excerpt above, it can be seen that O as an interviewer giving an opinion “...*You’ll rarely find Mark at home, though. He spends as much as 16 hours a day here, at the company...*” and M preferred O opinion then response that opinion with make a clarification “*The Company is around 1,600 people. And we serve about 500 million people*”. That’s way M spend 16 hours in the company.

#### 4. Opinion Provide – Clarification

**O: “Its morning in Palto Alto California, while most people are eating breakfast, the CEO of what might be the fastest growing company of all time is learning Chinese.”**

**M: “Priscilla and I are going to China for a vacation at the end of year and she has some family there.”**

From the example above, it can be seen that O as an interviewer giving an opinion “*The CEO of what might be the fastest growing company of all time is learning Chinese.*” and M preferred about O opinion by saying: “*Priscilla and I are going to China for a vacation at the end of year and she has some family there.*” Its mentions that M and Pricilla was went to China only for vacation and visit Pricilla family, not to study there. That was clarifying O opinion about M.

#### 4.5 Turn taking

In conversation, there is a situation when a speaker takes the chance to speak that is turn. Turn-taking gives a chance for speakers to do conversation smoothly, so there won't be a dominant speaker in the conversation. First speaker utters something which is then followed by another speaker. It may make a simultaneous conversation.

In this part, the researcher would discuss about the turn taking occurred in the conversation. The result of the analysis is provided in the table below;

**Table 4.6 Turn taking in the interview**

<b>NO.</b>	<b>Speaker</b>	<b>Turn Taking</b>	<b>%</b>
<b>1</b>	<b>O</b>	<b>9</b>	<b>50</b>
<b>2</b>	<b>M</b>	<b>9</b>	<b>50</b>
<b>Total</b>		<b>18</b>	<b>100</b>

From table 2.1 above, it can be seen that O had same turns with M. O had 9 turns and M had 9 turn too. The total turns in the conversation were 18 turns.

In the conversation O acted as the interviewer and M as the interviewee. From the table above, O as the interviewer had changed to maintain the interview. Most of the O's turns were initiation to M's turns. Turn Taking can be defined into 2 ways, those are:



### 4.5.1 Turn taking system

1. The turns changed by giving nomination.

The turn change when O finished giving a question or opinion to M and O giving a clues or direction then wishes that M want to answer or giving response to O and M took his turn by providing answers O question or opinion. In excerpt below, is the example of how the turn changed from one speaker (O) to the other speaker (M);

**O:** *“Some people, undoubtedly will be criticizing the timing of Marks announcement cause we know there is an unauthorized movie that’s coming out about Mark and Facebook. **So, what did you wanna say about that?**”*

**M:** *“Oh, well, I mean, its a movie, its fun, you know I mean, its um, you know, a lot of it is fiction, but even the film makers will say that. You know, they are trying to build a good story. You know, I’m not gonna promise you – I – this is my life, so, I know its not that dramatic.”*

From the example above, O ended his turn by asking and giving a clue with saying, *“So, what did you wanna say about that?”* O hopes that M want to giving response about O question. So M started his turn by answering O’s question.

2. The turns changed without nomination.

The turn change when O finished giving a statement to M without giving a clue or direction to answer the question or opinion and M took his turn by providing opinion to O statement. In excerpt below, is the example of how the turn changed from one speaker (O) to the other speaker (M);

**O:** *“Today, one out of 14 people on the planet has a Facebook account.”*

**M:** *“Move fast, take risks, its okay to try big things, you’re better off trying something and having it not work and learning from that, than having not done anything at all. So, that philosophy is very deeply ingrained here.”*

From the excerpt above, O ended his turn by giving her statement without giving another clues or direct answer to M. Afterward M started his turn by giving response and makes an opinion to O’s statement.

## CHAPTER V

### CONCLUSION AND SUGGESTIONS

#### 5.1 Conclusion

After analyzing the data, the researcher concludes that from the analysis, the researcher found that there were 8 adjacency pairs. It was found that there were three combinations of common adjacency pairs by Paltridge. They were combinations of questions – answers had 12.5 %, assessment – agreement had 25%, Opinion Provide - Comment 25%, and Opinion Provide – Clarification 37.5% took most turns in the conversation because it was an interview in which the interviewer makes questions, assessment, and opinion then the interviewee answered them.

The researcher found 3 topics in the data. Only one speaker had chances to change the conversation topic and most of the topics were initiated by the interviewer. She changed the topics by giving questions or opinions to the interviewee. Over all, the interviewer change all the topic of conversation, and interviewee react with give an answer or opinion about what was O says.

The researcher found 8 preference organizations in the data. Researchers describe the types of preference organization into two parts; those are preferred response and dispreferred response. But the result is the researcher only found 8 preferred responses which consist of Question

– Answer 1 pair, O as an interviewer giving a question M giving preferred response with answers the question according to what was asked. Assessment – Agreement 2 pairs, O as an interviewer giving an Assessment to M as an interviewee and M giving an agreement. Opinion Provide – Comment 2 pairs, O as an interviewer giving an opinion M preferred O opinion then response that opinion with makes a clarification. And the last is Opinion Provide – Clarification 3 pairs, O as an interviewer giving an opinion then M preferred about O opinion.

There were 18 turns found in the conversation. The interviewer had 9 turns, and the interviewee also had 9 turns. At every turn the speakers got the time to make inquiries or statements. The interviewer mostly ended his turns by asking questions or makes opinions to the interviewee, indicating that he had finished his turn. Then the interviewee took his turns by answering or makes statements for those questions and opinions. Turn Taking defined into 2 ways: first is the turns changed by giving nomination and the second way are the turns changed without nomination.

## 5.2 Suggestion

Based on the research results, the researcher would like to give suggestions as follows;

1. To readers, it will be nice if they understand language they are using not only as spoken or written language but also its occurrences.
2. To those who want to conduct the similar research, they should read and understand the conversational aspects and its applications. So that it will be easier to analyze the data.
3. To Faculty of Humanities of Dian Nuswantoro University, it will be easier for the language students if there are plenty of references for the thesis writing.

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## APPENDIX 1

### Example of data labeling

Speakers	Turn	Utterances
<b>O</b>	<b>1</b>	“Is he crazy! He needs to make this Public, so more people will join in and get money.” But you’re such a shy person and they have been talking about this for months and months and months and months and you wanted to remain anonymous and we talked you into coming on here. So thank you for doing it.
<b>M</b>	<b>2</b>	Yes.
<b>O</b>	<b>3</b>	Its morning in Palto Alto California, while most people are eating breakfast, the CEO of what might be the fastest growing company of all time is learning Chinese.
<b>M</b>	<b>4</b>	Priscilla and I are going to China for a vacation at the end of year and she has some family there.
<b>O</b>	<b>5</b>	Mark’s girlfriend Priscilla, knew him long before his <b>Facebook</b> fame. They met on campus at a Harvard Campus party. Today, they live together in this modest home that they rent.
<b>M</b>	<b>6</b>	This is just a study and this is the kitchen.
<b>O</b>	<b>7</b>	Cameras have never been allowed here before. You’ll rarely find Mark at home, though. He spends as much as 16 hours a day here, at the company he founded eight years ago.
<b>M</b>	<b>8</b>	The company is around 1,600 people. And we serve about 500 million people.



<b>O</b>	<b>9</b>	Today, one out of 14 people on the planet has a <b>Facebook</b> account.
<b>M</b>	<b>10</b>	Move fast, take risks, it's okay to try big things, you're better off trying something and having it not work and learning from that, than having not done anything at all. So, that philosophy is very deeply ingrained here.
<b>O</b>	<b>11</b>	Marks, road to <b>Facebook</b> started with a great education from public school, to boarding school to Harvard.
<b>M</b>	<b>12</b>	I started <b>Facebook</b> when I was in College at a great University and no doubt if I haven't had that opportunity than I wouldn't be sitting here today.
<b>O</b>	<b>13</b>	Some people, undoubtedly will be criticizing the timing of Marks announcement cause we know there is an unauthorized movie that's coming out about Mark and <b>Facebook</b> . So, what did you wanna say about that?
<b>M</b>	<b>14</b>	Oh, well, I mean, it's a movie, it's fun, you know I mean, its um, you know, a lot of it is fiction, but even the film makers will say that. You know, they are trying to build a good story. You know, I'm not gonna promise you – I – this is my life, so, I know it's not that dramatic.
<b>M</b>	<b>15</b>	The last six years have been a lot of coding and focus and hard work, but, maybe it would be fun to remember all this partying and all this crazy drama, so, who knows. Maybe it will be an interesting story.

<b>O</b>	<b>16</b>	Ya. So but I would just like to say, that I know, you all have been planning this for a long time, originally we thought about making this announcement, ah, around September 10th and I said: "I'm not on the air." Source: LYBIO.net So the fact that you're doing it now, and wanted to remain anonymous, I really do appreciate you coming on and showing your face and stepping up with the 100 million dollar
<b>M</b>	<b>17</b>	Well, what's, its what's best for Newark.
<b>O</b>	<b>18</b>	Its what's best for the kids.
<b>O</b>	<b>19</b>	We'll be right back, we'll be right back.

## TRANSCRIPTION OF INTERVIEW

### Mark Zuckerberg – Oprah Winfrey

#### [Oprah Winfrey]

One hundred million dollars! (shouts with excitement)

#### [Oprah Winfrey - Voice Over]

Reading by the third grade plays a critical role for the child's success. So today, our friends at Target are doing their part to help. Right now, Target is handing out 1 million books, to children who need the most. Source: LYBIO.net Here's how you can help too, if one million people pledge to simply read.

#### [Commercial For Inside Edition ABC7 Chicago]

#### [Oprah Winfrey]

Mark Zuckerberg just announced that he is going to giving one hundred million dollar grant to The Newark Public Schools and I – I think this is so fascinating because last week, Cory Booker called me, The Mayor of Newark. Cory called and said: "Mark did not want to make this announcement public, that he wanted it to be anonymous." And I said: "Is he crazy!"

#### [Everyone]

(laughs)

#### [Oprah Winfrey]

"Is he crazy! He needs to make this Public, so more people will join in and get money." But you're such a shy person and they have been talking about this for months and months and months and months and you wanted to remain anonymous and we talked you into coming on here. So thank you for doing it.

#### [Mark Zuckerberg]

Yes.

#### [Oprah Winfrey]

Mark Zuckerberg founded one of the fastest growing companies in the world "Facebook" and says: "None of this would of been possible without his own great education." Here is a rare look inside, his very private life, shy, wanted to remain anonymous guy. Source: LYBIO.net

**[Oprah Winfrey - Voice Over]**

Its morning in Palto Alto California, while most people are eating breakfast, the CEO of what might be the fastest growing company of all time is learning Chinese.

**[Mark Zuckerberg]**

Priscilla and I are going to China for a vacation at the end of year and she has some family there.

**[Oprah Winfrey]**

Mark's girlfriend Priscilla, knew him long before his **Facebook** fame. They met on campus at a Harvard Campus party. Today, they live together in this modest home that they rent. Source: LYBIO.net

**[Mark Zuckerberg]**

This is just a study and this is the kitchen.

**[Oprah Winfrey]**

Cameras have never been allowed here before. You'll rarely find Mark at home, though. He spends as much as 16 hours a day here, at the company he founded eight years ago. Source: LYBIO.net

**[Mark Zuckerberg]**

The company is around 1,600 people. And we serve about 500 million people.

**[Oprah Winfrey]**

Today, one out of 14 people on the planet has a **Facebook** account.

**[Mark Zuckerberg]**

Move fast, take risks, its okay to try big things, you're better off trying something and having it not work and learning from that, than having not done anything at all. So, that philosophy is very deeply ingrained here.

**[Oprah Winfrey - Voice Over]**

Marks, road to **Facebook** started with a great education from public school, to boarding school to Harvard

**[Mark Zuckerberg]**

I started **Facebook** when I was in College at a great University and no doubt if I haven't had that opportunity than I wouldn't be sitting here today.

**[Audience]**

(claps)

**[Oprah Winfrey]**

Well, thank you for letting us inside your home.

**[Oprah Winfrey]**

Some people, undoubtedly will be criticizing the timing of Marks announcement cause we know there is an unauthorized movie that's coming out about Mark and **Facebook**. So, what did you wanna say about that?

**[Mark Zuckerberg]**

Oh, well, I mean, its a movie, its fun, you know I mean, its um, you know, a lot of it is fiction, but even the film makers will say that. You know, they are trying to build a good story. Source: LYBIO.net You know, I'm not gonna promise you – I – this is my life, so, I know its not that dramatic.

**[Everyone]**

(laughs)

**On LYBIO.net you can find - The Largest community of social networking with text-script-video blogging service. <http://www.lybio.net>**

**[Mark Zuckerberg]**

The last six years have been a lot of coding and focus and hard work, but, maybe it would be fun to remember all this partying and all this crazy drama, so, who knows. Maybe it will be an interesting story.

**[Oprah Winfrey]**

Ya. So but I would just like to say, that I know, you all have been planning this for a long time, originally we thought about making this announcement, ah, around September 10th and I said: "I'm not on the air." Source: LYBIO.net So the fact that your doing it now, and wanted to remain anonymous, I really do appreciate you coming on and showing your face and stepping up with the 100 million dollar

**[Mark Zuckerberg]**

Well, what's, its what's best for Newark.

**[Audience]**

(claps)

**[Oprah Winfrey]**

Its what's best for the kids

**[Oprah Winfrey]**

We'll be right back, we'll be right back

**Mark Zuckerberg – Oprah Winfrey Interview. The company is around 1,600 people. And we serve about 500 million people. [Oprah Winfrey]: Today, one out of 14 people on the planet has a Facebook account. [Mark Zuckerberg]:**

**Move fast, take risks, its okay to try big things, you're better off trying something and having it not work and learning from that, than having not done anything at all. So, that philosophy is very deeply ingrained here. Complete Full Script, Dialogue, Remarks, Saying, Quotes, Words And Text By Mark Zuckerberg Announces \$100 Million Grant On The Oprah Winfrey Show.**