

CHAPTER II

REVIEW OF RELATED LITERATURE

This research explains about the basic theory in answering what strategies are used in ending a conversation. For answering the research questions, the writer used three different theories about closing a conversation.

2.1 Theories of strategies in ending a conversation

The writer used strategies in closing a conversation by Stenstrom (1994). Closing technique theory by Wardhaugh (1985), and ending processes theory by Albert and Kessler (1976). From these theories the writer generated a theoretical framework of strategies in ending a conversation.

2.1.1 Theory of conversational strategies in ending a conversation

The writer used the conversational strategies by Stenstrom (1994) about how to close a conversation. According to Stenstrom, there are several ways to close a conversation or to indicate that the conversation is about to reach a closing section.

The first one is by using silent pause, which means that the speaker does not have anything else to say. When people initiate a topic talk, normally the other speakers will respond it either with an utterance or a verbal action. In using this silent pause or a very

minimal response, like “uhm”, the speaker seems to give no response to his or her partner.

Most closing sections consist of winding-up talk and polite phrase before the conversation is definitely called off and closed. Polite phrases are like “well then, thank for your attention”. In other situations, people often apologize when they want to close a conversation, especially if it is not them that start the conversation at the first time. “I’m sorry, I have another appointment right now, gotta go” is one example. Thanking and apologizing are parts of polite phrases. Winding-up talk also can be in forms of phatic talk. Phatic talk typically is questioning about health and commenting on the weather or personal matters. Sometimes, people use phatic talk to ask about something that they have already known about the question.

Speaker can also give reason, which means that she or he wants to close the whole conversation. Like “I have to go now”.

Stenstrom also giving several termination markers to indicate the end of a conversation, such as all right, OK, that’s it and there we are.

All the above are technically ways to terminate a conversation in a general situation. People can use them in their strategy of ending a conversation. Those ways offered by Stenstrom are more likely to stress on the technical markers in closing conversation.

2.1.2 Closing techniques theory by Wardhaugh

According to Wardhaugh (1985; p.156), closing a conversation is the same as terminating, and while people use an effort to their opening, they will also do the same to their closing. People do not just terminate a conversation and then leave the other party without explanation. There are some common indicators or signals that people try to give to their addressees whenever they want to negotiate a closing. There are some techniques in using these signals. How people use the closing techniques properly to close a conversation show their strategies in closing.

People can negotiate their closing by giving reason to leave. It is common that people want to give a good impression to their addressee by pretending they are reluctant to cease. Thus, speakers will give reasons or other conditions that make them cannot continue the conversation. For example " well, back to work, I have to go ". Sometimes the speakers can give their addressee's condition so that it is not his faults if they cannot continue the conversation, for example, " Please excuse me! But I'd better let you go. "

Then, the other way to negotiate a closing is by giving compliment serves as a comment on the whole conversation. For example, "it's been nice talking to you ", indicate that the speaker considers the conversation has reached the purpose and it is time to do something else.

Summarizing and also concluding the earlier topic mentioned can indicate that the speaker has nothing more to say and possibly want to negotiate a closing.

The next way to end a conversation is by giving dismissal formulas. This can act to dismiss the speaker or the other party. An example of dismissing the speaker himself or herself is “I’m sorry but I have to go, my next appointment is waiting”. Then, the example of dismissing the other party is “ You should get back to work, comeback this afternoon and we will talk again”.

Last technique in closing the whole conversation is by giving some ritual leave takings, either verbally or non verbally.

Non-verbal leave taking signals are diminishing eye contact, taking a distance, and leave taking behaviors

Diminishing eye contact shows the unwillingness of the speaker to continue the conversation and she or he also wants to tell other speaker that she or he would rather do something else. When a speaker keeps looking at his or her watch or the clock on the wall, this can be said that he or she diminishes his or her eye contact. Another example is if the speaker frequently looks at the view outside the window while having a conversation with other, means that he or she tries to avoid continuing the conversation by doing so.

The example of leave taking behavior is when the speaker gathers her or his belongings, and makes a dramatic shift of changing

position from sitting down to standing up. The leave taking behaviors mentioned indicate that the speaker wants to leave the conversation immediately or they reach the point of leave taking.

The leave taking itself can be done by taking a distance or moving away from the conversation, for example walking away.

Since a conversation is a cooperative activity, there must be an agreement of both party when the opening starts and when the closing should be done. If one party wants to end a conversation and insist on doing so while the other party still wants to prolong it, the ending will be hard to reach. The person who wants to close must notice that his or her addressee will consider him as a rude person if he just stops talking and leave.

Therefore, in situation like this, people cannot just force a closing even though they really have to leave with no other choices. Wardhaugh believed that people have to spend some minimal time in a conversation they have been entered. Thus, they also have to give at least any of pre closing routines before they close the whole conversation. He also gives the effective ways of closing a conversation when the other party insists on bringing up new topics so that the conversation can continue. These effective pre closing starts from the most polite or well mannered, like giving an excuse why the conversation has to end. When this way does not work, we can tell our addressee that the conversation is at an end. Still, if the second way

does not work and the addressee is still talking, we should just ignore what is said and hope that he will desist. The last one is the most offensive way for closing a conversation, but it can be the most effective one in the case like the above, which is taking a distance or leave the other party.

Wardhaugh's theory is concerned with face-to-face conversation, specifically the techniques mentioned are seeing through their functions or the speech act.

2.1.3 Ending processes theory by Albert and Kessler

Albert and Kessler (1976) find that closing a conversation is done in an order. The first one is by summarizing the content. By summarizing, the speaker tries to offer to bring the conversation to a close. Then it followed by justifying ending contact, like "I have another meeting". After that people usually express pleasure about each other, " nice to see you ". Making reference to the on going relationship or planning for future contact, " see you later", is done just before the terminating. Moreover, as a termination, people will give well wishes to their addressee, like "take care". This order in ending a conversation is one strategy that can be applied.

To conclude, the above theories mentioned can be put in the following table.

Table 2.1.4. The theories of strategy

Stenstrom (1994)	Wardhaugh (1985)	Albert and Kessler (1976)	Closing function
Using silent pause	Diminishing eye contact		Showing no desire to continue the conversation
	Shifting position		
	Making leave-taking behavior		
	Giving pre-closing expression		
	Summarizing	Summarizing	
Giving reason to stop	Giving reason	Justifying ending contact	Asking or giving reason to stop the conversation
	Giving dismissal formulas		
Apologizing	Giving compliment	Expressing pleasure	Maintaining a good relationship
Thanking			
Using phatic talk			
		Making reference	Keeping for a future contact
Using termination markers	Giving ritual leave taking	Wishing each other well	Terminating the conversation
	Taking a distance		

The above tables show many ways or techniques that can be used to end a conversation. Those ways or techniques have one function that is to close a conversation. Thus, the writer tried to make specification from this general function. Actually, the closing functions represented by those ways or techniques can be divided into five categories of closing functions.

The first category seems to deal with the unwillingness of the speaker to continue conversation. The speaker does not show any desire for the continuity of the conversation. Giving silent pause, presenting pre closing expression, shifting position, diminishing eye contact, making leave taking behavior, and summarizing belong to this category. Thus, the first closing function is to show lack of interest to continue the conversation.

The second category is about trying to ask or give an excuse to leave or stop the conversation. Justifying ending contact, giving reason to stop, can do this diminishing oneself, and dismissing other speaker from the conversation are ways to justify ending contact. In short, the second category of closing function is asking for or giving an excuse to leave the conversation.

Next, referring to Levinson (1983) that closing is not the ending of a relationship, maintaining good relationship also part of strategy that can be used in ending a conversation. Giving polite phrase and winding up talk are one way in maintaining relationship. Thanks, apologies, and compliments are part of polite phrases and giving compliment usually does expressing pleasure.

Making arrangement and making reference have a same function to keeping a future contact. This is strategy in ending a conversation to keep the relationship in the future or to provide an option to continue the conversation in future.

The last one is terminating. This functions as a final part of strategy by giving termination markers or elements, taking a distance, wishing each other well.

These five categories of closing functions may appear in strategy of ending a conversation either all five or just combination from some closing functions.

2.2 Theory of closing signals

Theory of closing signals is used to find out the closing signals made by speaking III Students of English Department at Muhammadiyah University of Gresik when they end a conversation.

2.2.1 Communication theory of closing signals by Hatch (1983)

The ending of conversation is things that have to be done. In doing this, the speaker do not just stop speaking. They need some signals to close the conversation. Such as, “well”, “ok”, and “ so” used with falling intonations. Pre closing signals are the signals given by each participant when he or she is ready to close the communication channel.

In order to end a conversation, the conversationalists usually use these kinds of signals to show their willingness to close the conversation. Closing signals are crucial in conversation because people will face difficulties to end the conversation if they do not have these signals.

2.2.2 Types of idiomatic signals of conversational endings

By Stockwell (2000)

The first one is a signal that is usually used for making an excuse, such as “better go” and “I’d better going right now”. These signals mostly occur with a word of “go” and its variation. The words “go” explain about the need to leave or stop the conversation.

Closing can appear in a single word signals for example “well”, “so”, “anyway”, “right”. These signals are pretty much the same as pre closing signals. Although, the signals only consist of one word, they carry a function to ask about the readiness to end the conversation.

The third type of signals is the future phatic, “ have a nice weekend” is example of the future phatic signals. This expression function to wind up the conversation by giving polite phrases before leaving.

The last type is the rendezvous strategy. The example of this signal deal with all kind of arrangement in the future, like “meet you outside the shop at 6”.

Types of idiomatic signals in ending a conversation by Stockwell seem to have relation with closing function. First type will mostly occur in second closing function, which is asking for, or giving an excuse to stop the conversation. The second type is used to express first closing function by asking possibility to close the conversation. Then, the future

phatic is used in third closing function of maintaining good relationship. The rendezvous strategy definitely is suitable in keeping future contact.

The writer used all these theories of closing signals to analyze what kind of signals used to end a conversation in open role-play conversation that the writer observed.

2.3 Theory of closing Section

The writer used theories of closing section to support the pre-analysis the research. These theories were helpful in identifying when the closing negotiations begin because the writer started the analysis from the first closing negotiation appeared.

2.3.1 Closing section according to Schegloff and Sacks

Schegloff and Sacks (1976) offer a closing section that consists of possible pre closing, pre closing, mentioning mentionable, closing and terminating.

Possible pre closing can be a pre closing if it is offered for the second time. Perhaps, in the first option, the other speaker cannot recognize it as an offer to close a conversation. While, pre closing is usually short and said in a raising intonation, e.g. ok, right, and all right. Mentioning mentionable is an optional part because in this part speaker' usually only check whether the message is clearly understood or they have to make arrangement to talk about it again.

Closing happens when the other accepts the offer of pre closing by the other speakers. Then, the final process is by terminating the whole conversation using terminal elements of goodbye.

A properly initiated closing section can contain much more than a minimal terminal exchange, including forward looking 'making arrangement' and backward- looking reinforcements and summaries of the conversation about to be closed.

2.3.2 Closing section according to Clark and French

Clark and French (1981) divide the closing section into three parts. The first one is topic termination. In this stage, both speakers are mutually recognizing that the topic discussion has been ended. Then, the speaker's can move into leave taking or reaffirming each other's acquaintance before breaking contact. This is a stage to affirm with the others that it is an agreeable time to end the conversation. After that they reach a contact termination or ending of the connection that was enabling the conversation.

2.3.3 Closing section according to Levinson

Levinson (1983; p.317) on the other hand, introduce closing section that consists of topic closing, pre closing, typing of the call, and terminating. Topic closing, according to Levinson is the end or the closure of a topic talk. The speakers can continue the conversation

by introducing new topic, or end the conversation by giving pre closing. Pre closing and terminating in Levinson are the same as Schegloff and Sack's pre closing and terminating. Pre closing often realized as tokens of *okay*, and is recognizable as potential initiations of closings otherwise closings could not be coordinated. Typing of the call is a stage where the speakers re-inform the reason of their calling. Terminating, then, is the final stage in a conversation.

To conclude the above theories, it can be put in the following table.

Table 2.3.4. Theories of closing section

Schegloff and Sacks (1973)	Clark and French (1981)	Levinson (1983)
	Topic termination	Topic closing
Possible pre closing		
Pre closing		Pre closing
(Mentioning mentionable)		Typing of the call
Closing	Leave taking	
Terminating	Contact termination	Terminating

From here, the writer used this guideline in identifying the beginning of closing section that is analyzed. Closing section usually starts from topic closing, pre closing, and closing until terminating. Leave taking in Clark (1981) is almost the same as closing in Schegloff and Sacks (1973). Therefore, her analysis began from topic closing (if any) or pre closing until terminating.