ABSTRACT

There has been little work done on coherence in regards to turn-taking procedures in chat rooms. By beginning to understand conversation analysis (CA) originating from Sacks and Schegloff (1973) as a systematic model of understanding verbal interactions, this thesis discusses how turn-taking in chat room though more complex than everyday ‘casual’ conversation is similar to ‘talk’

The claim that text only computer mediated communication (CMC) is incoherent due to limitations imposed by messaging systems on turn-taking and reference, yet its popularity continues to grow. In an attempt to resolve this apparent paradox, this study evaluates the posting done by chatters in chat room by computer mediated interaction, by surveying research on cross-turn coherence.

A two hour data was collected from the local chat room #Alamak and recorded. The recording was initially subjected to conversational analysis in order to distinguish the topic-units. Unique features were discovered as topics change among participants in line with on going conversation. Also in line with this work in terms of ‘conversation’ is a misnomer as it has been considered an exchange through speech. However, dialogue in an electronic milieu is very similar to conversation and speech, the only thing missing are the sound and sight (which is now possible) between participants.

This research focuses on conversation that is without the normal communicative cues of body language and voice. The methodology undertaken to analyse the data are conversational analysis (CA) and discourse analysis (DA)
ABSTRAK

Tidak banyak kajian yang telah dibuat mengenai prosedur ambil giliran (turn-taking) dalam bilik berbual (chat room). Apabila mulanya memahami analisis perbualan yang berasal dari kajian Sacks dan Schegloff (1973) sebagai satu model sistematik untuk memahami tindak balas pertuturan, tesis ini membincang tentang bagaimana ambil-giliran dalam bilik bual sempunya persamaan dengan ‘pertuturan’ walau bagaiman rumitnya kalau dibandingkan dengan perbualan ‘bersahaja’.

Walaupun tedapat tuntutan bahawa teks sahaja dalam komunikasi penganatara komputer (CMC) tidak koheren disebabkan pembatasan yang dikenakan oleh system mesej ke atas prosedur ambil-giliran dan rujukan, CMC terus menjadi popular dan berkembangdengan pesatnya di kalangan penggunaanaya. Dalam satu percubaan untuk menyelesaikan kenyataan yang bercanggah ini, kajian ini menilai skrip perbualan di kalangan pengguna CMC dalam bilik bual dengan kajian tinjauan ke atas koheren silang giliran (cross-turn coheren).

Data iaitu kandungan perbualan selama dua jam telah dikumpul dari bilik berbual tempatan #Alamak dan direkodkan. Rekod catatan ini pada mulanya tertakluk kepada analisis perbualan supaya topik unit dapat dikenalpasti. Terdapat cirri-ciri luarbiasa apabila tajuk perbualan bertukar di kalangan peserta-peserta yang terbabit dalam perbualan yang sedang berjalan. Dalam kajian perbualan ini terdapat juga prosedur
perbualan yang salah mengikut giliran pertuturan melalui perbualan. Walau bagaimanapun, dialog dalam satu milieu elektronik mempunyai persamaan dengan perbualan dan pertuturan yang tiada bunyi dan penglihatan (mungkin boleh berlaku pada masa kini) di antara peserta-peserta.

Kajian ini berfokus pada perbualan yang tidak mempunyai isyarat komunikasi yang biasa terdapat dalam perbualan biasa seperti suara dan bahasa jasmani (body language). Metodology yang digunakan dalam menganalisa data ialah teri analisis perbualan dan analisi wacana.
ACKNOWLEDGEMENT

The writing of this dissertation owes much to the following people who have provided me with help, guidance and support along the way.

My former Supervisor Datin Jamaliah Ali who has spent so much of her precious time in my work and also Puan Fauziah Kamaruddin who has helped and guided me to rewrite parts of the thesis, your patience in supervising my work will always be remembered.

My family members especially my husband, Kenneth Gomes, I thank him for his help, concern and encouragement throughout my journey and whose time I used and who was very understanding throughout the time I spent on completing my Master of English as a Second Language Degree programme. I am also greatly indebted to my brother-in-law, John for inspiring and guiding me thought the writing of this thesis. His unceasing advice, encouragement and patience have helped me during the course of completing this most challenging dissertation.

My friends, Amutha, Meena and Mukhtar Harun for assisting me in obtaining valuable research materials and to complete this search.

Finally, I would like to dedicate this work to my late mother, Winifred Ajuji who has passed away and always remembered for her intense encouragement and who spent a great deal of time in matters related to the advancement of my education here, in Nigeria and the United Kingdom.