

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 mempunyai persamaan dengan 'pertuturan' walau bagaimanapun rumitnya kalau dibandingkan dengan perbualan 'bersahaja'.

Walaupun terdapat tuntutan bahawa teks sahaja dalam komunikasi penganut komputer (CMC) tidak koheren disebabkan pembatasan yang dikenakan oleh sistem mesej ke atas prosedur ambil-giliran dan rujukan, CMC terus menjadi popular dan berkembang dengan pesatnya di kalangan penggunaannya. 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 ciri-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.

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