

**CONVERSATIONAL ANALYSIS OF TURN TAKING
AND ADJACENCY PAIRS IN THE 'MATA NAJWA'
TALK SHOW**

THESIS

Submitted in Partial Fulfillment of the Requirements for
Gaining the bachelor's degree of English Language Education



Organized by:

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MOTTO

“Maka sesungguhnya bersama kesulitan ada kemudahan.

*Maka apabila engkau telah selesai (dari satu urusan),
tetaplah bekerja keras (untuk urusan yang lain). Dan hanya
kepada TUHAN mu lah engkau berharap”*

(Q.S Al-Insyirah, 6-8)

*“Life can be heavy, especially if you try to carry it all at once,
part of growing up and moving into new chapters of your life
is about catch or release. What I mean by that is, knowing
what things to keep and what things to release. You can’t
carry all things, all grudges, all update on your ex, all
enviable promotions your school bully got at the badge fund
his uncle started. Decide what is yours to hold and let the rest
go.”*

-Taylor Swift

THESIS APPROVAL



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maka nilai bimbingan skripsinya adalah (.....2.0.....)

.....
Catatan khusus pembimbing:

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Dengan ini agar dapat digunakan semestinya.

Wassalamu'alaikum Wr. Wb.

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ABSTRACT

Title : **Conversational Analysis of Turn Taking and Adjacency Pairs in The 'Mata Najwa' Talk Show**

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Conversation is central to human communication, enabling individuals to exchange ideas, express emotions, and construct meaning. In media discourse such as talk shows, structured interaction—especially through turn-taking and adjacency pairs—helps maintain coherence and guide discussion. This study, conducted in an EFL context, analyzes the use of turn-taking strategies and adjacency pairs in the Mata Najwa talk show, focusing on interactions between Najwa Shihab (host) and Patrick Kluivert (guest). Using Stenstrom's (1994) turn-taking theory and Paltridge's (2000) adjacency pair theory, the study investigates how conversational mechanisms contribute to the discourse structure. The findings reveal that turn-holding was the most frequently used strategy, particularly through filled pauses and lexical repetition, suggesting Kluivert's efforts to maintain his turn—likely due to language constraints or the need for careful articulation. Najwa Shihab frequently employed turn-prompting, encouraging elaboration from the guest. Less frequent pairs include greeting–greeting and farewell–farewell, indicating the formal tone of the discourse. This study contributes to understanding media discourse structures and offers pedagogical insights for EFL learners. Recognizing turn-taking and adjacency pairs can enhance learners' conversational competence. Future research may involve comparative studies across various talk shows.

Keywords: *Adjacency pairs, Conversation analysis, Mata Najwa talk show, Turn-taking strategies.*

DEDICATION

In the name of Allah Azza Wa Jalla, the Lord of this world, the beneficent and merciful. This research is done because of many supports and motivation. With sincerity and humanity, I dedicate this thesis to:

- Beloved campus, UIN Walisongo Semarang especially
- Education and Teacher Training Faculty and English Education Departement.
- All of the lecturers who have educated and taught the writer.
- Beloved family who always spend their time to support the writer.
- All of friends who always give the writer solution and support to finish this thesis.

Thanks a lot, there is no word can express my gratitude but I pray may Allah multiply the best rewards for all your kindness.

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*Bismillahirrahmanirrahim,
Alhamdulillahirabbil'alamin.*

First of all, all praises belonged to Allah SWT, and without blessings and mercy, the writer could not accomplish and complete this thesis. Shalawat and salam always be delivered to our beloved prophet Muhammad SAW whom we hoped to give us Syafa'a in hereafter, Aamiin.

After going through many processes, I can finally finish my thesis under the title “Conversational Analysis of Turn Taking and Adjacency Pairs in The 'Mata Najwa' Talk Show”. This thesis was submitted as partial fulfillment of requirements in completing a Bachelor Degree of English Education Department, UIN Walisongo Semarang. The author realizes that this thesis would not be completed without any help, advice, support, and guidance from other parties or people around the author. Therefore, the author would like to express her deepest gratitude and appreciation to:

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I realized that this thesis is far from perfect. I need some suggestions from the readers to make it perfect. Hopefully, this thesis will be useful for readers and other researchers who conduct the same research. Amin...

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episode: “(EKSKLUSIF): Patrick Kluivert, Pelatih
Baru Timnas”

CHAPTER I

INTRODUCTION

This chapter contains the background of the study, research questions, aim of the study, scope and limitation and significance of the study.

A. Background of the study

Conversation is used in human social interaction where we can exchange ideas, express emotions, and negotiate meaning from one individual to another. It is a key tool for communication since it enables connections, experience sharing, and mutual impact. Paltridge (2000) ” stated that “conversation is the primary way to exchange information, negotiate, and maintain relations. People may communicate their ideas, feelings, and attempts to better understand one another through discussion, which fosters a shared environment beneficial to knowing one another. A conversation is an activity in which two or more individuals have talk with one another only with the purpose of socializing with others (Lina Pardede et al., 2021). Which means that it doesn't work if there's only one person. A key feature of a conversation is its interactive

quality, where each participant takes an active role in the exchange and adds to the dialogue. This participation involves not only speaking but also listening, understanding, and reacting to what others are saying.

A conversation is likely to be successful when there is a mutually engaging connection between the speakers or when the topics discussed are within the speakers' areas of knowledge (Marsella et al., 2023). The conversation itself should consist of a speaker and a listener, both of whom have their roles to take part in (Mudra, 2018). In a conversation, the roles of speaker and listener are distinct yet complementary, where each person understands when to speak and how to respond based on what has been said previously, a process referred to as turn-taking. Turn taking is the simultaneous exchange of speakers and listeners in a conversation (Rosanti & Rina Mulyani, 2023). since the speaker takes turns speaking, communication can be defined as the act of communicating (P. P. N. Sari et al., 2021). According to Stenström (1994). a turn is everything that the current speaker says before the next speaker takes over. This means that turn-taking begins when the first speaker starts the conversation and continues to hold his or her turn

while giving the next speaker the opportunity to respond or take over the dialog. Turn-taking ensures that participants alternate in their roles, allowing the conversation to proceed smoothly. For effective conversation, both participants need to be engaged with the topic and with one another. The speaker should communicate clearly and be mindful of how their message is understood, while the listener should remain attentive and responsive. This interaction helps keep the conversation lively and meaningful. Stenstrom (1994) also explains that the turn-taking process in conversations typically includes three primary strategies: taking the turn, holding the turn, and yielding the turn. First, taking the turn refers to when a speaker deliberately initiates their contribution to the discussion. Second, holding the turn occurs when a speaker continues their part in the dialogue, often because they need more time to get their message across or organize their thoughts without interruption. Lastly, yielding the turn describes the actions of a speaker who deliberately allows the next speaker to take over the conversation.

Conversations play a crucial role in both informal and formal settings, such as interviews, meetings, and events.

They can occur in written or spoken forms. Written conversations are usually found in media such as newspapers, invitations, poetry, songs, and stories, where ideas and information are conveyed through text. In contrast, spoken conversations happen in real-time interactions, whether in everyday life or within dialogues in films and videos, facilitating a spontaneous and direct exchange of information and emotions. Conversations, whether written or spoken, often follow specific patterns that guide how communication flows. These patterns are usually predictable, though they can sometimes be more complex and not always straightforward. This structured aspect of conversation is especially clear in what is known as adjacency pairs, sequences of exchanges like a question followed by an answer or a greeting followed by a reply. Coulthard (1985) explains that proximity pairs are sequences in a conversation consisting of a first part and a second part, which occur in a structured and automatic manner. Each response in this pair is preceded by a corresponding action from the initial speaker. For example, when the first speaker greets the second speaker, the second speaker's response is to return the greeting. Recognizing these patterns makes it easier to understand how conversations work, whether in everyday interactions

or more formal settings, and how they help ensure effective communication. Schegloff (2007) states that Adjacency Pairs are sequential turns of a speaker and a hearer whose speech can “be tracked from where they came from, what is being done through them, and where they might be going” during conversation. Furthermore, Richards and Schmidt as cited in Paltridge (2000) explain that adjacency pairs are utterances produced by two consecutive speakers in such a way that the second utterance is identified as related to the first speakers in such a sequence that the second utterance is identified as being related to the first utterance as an expected follow-up. This is also in line with Yule (1996) who says that adjacency pairs contain two parts and are formed by two speakers. It’s essential to highlight how these pairs contribute to the overall flow and structure of conversations. Adjacency pairs establish a predictable rhythm in dialogue, enabling participants to anticipate responses and promote smoother interactions. When one participant offers an initial utterance, the anticipated response ensures clarity and continuity, which is crucial for effective communication.

For effective interaction, communication in both formal and informal conversation needs to flow smoothly. However, achieving smooth communication can be challenging due to issues like interruptions, misunderstandings, or poor handling of dialogue. These disruptions can happen in different contexts, such as casual chats between friends, business meetings, or public discussions. If participants do not follow basic conversational norms, such as taking turns or responding appropriately, the flow of communication can become broken and confusing. In various social settings, especially in group discussions or debates, it is essential to understand how to take turns speaking properly. This helps ensure that everyone has the chance to share their ideas and contribute meaningfully.

Building on the discussion above, conversations serve as a foundation for human interaction, enabling individuals to share ideas, emotions, and perspectives while fostering mutual understanding. Through conversation, participants actively engage, navigating social dynamics that promote connection, empathy, and shared experiences. This interaction is not only about speaking but also involves careful listening,

understanding, and responding each person plays a distinct role, which requires the smooth alternation of turns to ensure clarity and continuity. In both informal settings, such as friendly exchanges, and formal ones, like interviews or meetings, a clear structure is often present to guide the flow of dialogue. Effective conversations rely on speaking turns and adjacent pairings, such as a question followed by an answer or a greeting greeted by a response, to ensure clarity and coherence. In informal conversations, these patterns may emerge naturally, allowing participants to intuitively share speaking turns. However, in formal settings, such as televised talk shows, these strategies are often more intentional and can reveal much about the communication style of both the host and the guests.

A talk show is one of the television programs that holds a unique appeal for viewers. This appeal arises from various aspects, including the way the host and guest interact in conversation, the host's interview style, and the guests' responses. Conversations in talk shows tend to flow naturally, even though some questions or actions may be planned in advance. Talk shows typically cover a wide range of topics such as lifestyle, economics, social issues, and education. Consequently, the interaction between the

host and guests often runs smoothly and feels enjoyable to the audience. The combination of formal and informal elements in talk show discussions makes it an interesting study material. one of the famous talk shows in Indonesia and will be analyzed by researchers from the Najwa Shihab YouTube channel. To analyze these conversations, there is a way to analyze discourse about interactions between parties, namely Conversation Analysis (Iswara et al., 2019). This study aims to analyze the turn-taking mechanisms and adjacency pairs present in the Mata Najwa talk show, a prominent Indonesian program known for its in-depth discussions and dynamic interactions. In conversations where multiple perspectives are presented, such as those on Mata Najwa, effective communication relies on participants adhering to conversational norms that guide speaking turns and expected responses. Given that this talk show frequently involves exchanges between the host and various guests, understanding the patterns of turn-taking and adjacency pairs becomes crucial for examining how the flow of dialogue is managed, how participants signal their turns, and how responses are structured to support coherence. This analysis of Mata Najwa provides insight into the strategies used by speakers to maintain interactional flow, allowing the audience to

observe the influence of structured dialogue in shaping public discourse and fostering productive communication in a complex conversational setting.

B. Reason for choosing the topic

There are several explanations why the researcher chose this subject to investigate. The following are the causes:

1. Turn taking and adjacency pairs are fundamental concepts in conversation analysis that help uncover how people manage communication in real-life situations. By studying these concepts, researchers can understand the structure of dialogue, how speaking turns are allocated, and how responses are constructed to maintain the flow of conversation. This understanding is crucial for identifying effective communication strategies across various contexts, including the media.
2. The Mata Najwa Talk Show provides a unique opportunity to analyze turn taking and adjacency pairs due to its dynamic format, where in-depth discussions and interviews take place. The show serves as an ideal example for studying real-life conversations, as the

interactions between the host and the guest often follow both structured and spontaneous patterns.

3. A special episode featuring Najwa Shihab and Patrick Kluivert was selected because English is used as the primary language in the conversation. This differs from most of Mata Najwa's episodes, which are conducted in Indonesian. By analyzing this episode, researchers can examine how language and cultural differences influence conversational strategies, particularly in turn-taking and responses.

C. Research Questions

The research questions were formulated as follows:

1. What are the turn-taking strategies used between speakers and listeners in the Mata Najwa talk show?
2. How are adjacency pairs patterned in the 'Mata Najwa' talk show?

D. Research Objectives

Based on the research questions, the objectives of this study were formulated as follows:

1. To analyze the turn-taking strategies used between speakers and listeners in the Mata Najwa talk show.
2. To describe and analyze the patterns of adjacency pairs in the Mata Najwa talk show.

E. Scope and limitations

The scope of this research focuses on Conversation Analysis (CA) an approach to studying social interaction and dialogue. CA examines how conversation is structured, with key elements such as turn-taking, adjacency pairs, and repair becoming the basic sequence organization. However, this research focuses on analyzing turn-taking and adjacency pairs in the conversation of talk show especially in the Mata Najwa talk show. Regarding the analysis of adjacency pairs, this study conducts the analysis types of adjacency pairs used in Mata Najwa talk show. As for turn-taking, this study analyzed the turn-taking strategies present in the Mata Najwa talk show. To analysis the types of adjacency pairs, this study uses Paltridge's (2000) theory, which includes the following adjacency pairs: Requesting-Agreement/Disagreement, Assessment-Agreement, Question-Answer, Compliment-Acceptance, Leave-Taking, Complaint-Apology, Greeting-Greeting, Warning-Acknowledgement, Blame-Denial, Threat-

Counter Threat, and Offer-Acceptance/Refusal. For analysing turn-taking, this study utilizes Stenstrom's (1994) theory about turn-taking strategies, which are categorized into three types: taking the turn strategy, holding the turn strategy, and yielding the turn strategy.

F. Significance of the study

This study aims to contribute both theoretically and practically, as follows:

1. Theoretically

This research can enrich EFL teaching with more understanding of conversational structures, especially in the context of turn-taking and adjacency pairs. By analyzing real conversations in media contexts such as Mata Najwa talk show, this research helps understand the structure of communication, and helps EFL learners understand social strategies in language to improve their ability to interact effectively in English.

2. Practically

a. For teacher

provides knowledge on teaching speaking and listening skills in the EFL classroom. Teachers can create activities that stimulate real-life dialogues,

encouraging students to practice interrupting politely, taking turns effectively, and responding to questions and statements in meaningful ways, all of which are key to building fluency in the interactions.

b. For students

The findings of this study can help them improve their speaking and listening skills. By understanding how native speakers handle ‘turn taking’ and ‘adjacency pairs’, learners can develop better control over their participation in English conversation.

c. For readers

This research can be a source of information on how effective conversations take place in the media and can motivate them to think critically about the content they consume.

3. Pedagogically

By examining structured interactions, this study helps students develop pragmatic competence, improving their ability to manage conversations, respond appropriately, and maintain fluency. In classroom settings, teachers can apply these findings to encourage interactive discussions, role-playing, and debate activities. The study also benefits students by enhancing their interviewing and public speaking

skills, offering a model for structuring conversations effectively. Additionally, it supports discourse analysis and sociolinguistics, helping learners understand media discourse and conversational dynamics. Beyond speaking skills, this research aids listening comprehension, enabling students to recognize turn-taking cues and speech patterns. It also fosters critical thinking in media and communication, allowing students to analyze how hosts and guests navigate conversations.

CHAPTER II

REVIEW OF RELATED LITERATURE

This chapter discusses previous research and theoretical review relevant to this research.

A. Previous studies

There is 1 thesis and 4 articles journal the researcher used related to the topic. The researcher also explains the gap in the research.

1. A previous study conducted by Nurhayati, Nur Maria, and Lilis Suryani (2020) titled "*Conversation Analysis of Adjacency Pairs on Ariel Wengroff's Conversation with Malala Yousafzai*" focused on analyzing adjacency pairs and preference organization in a conversation between Ariel Wengroff and Malala Yousafzai. The study utilized a qualitative descriptive approach, where the researchers analyzed the conversation transcript using Paltridge's (2000) theory of adjacency pairs. The analysis identified two main types of adjacency pairs: question-answer and assessment-agreement. The study also revealed 6 preferred responses which consisted of 2 pairs of

question – answer, 4 pairs of assessment – agreement, where the interviewee provided expected and preferred answers that maintained the flow of conversation. This research highlighted the importance of adjacency pairs in ensuring smooth conversational interactions, particularly in formal interview settings.

2. The study by Ashidiq & Sariyati (2022), titled "*Turn-Taking Strategies of Conversation in Warren Edward Buffet Interview on Squawk Box Business News*," examined the types of turn-taking strategies and how they were allocated during the interview with Warren Buffet. Using a descriptive qualitative method, the study analyzed the interview based on Stenstrom's (1994) and Sacks et al.'s (1974) frameworks. The findings revealed 62 instances of turn-taking strategies, with 45 data points categorized undertaking the floor, which included starting up, taking over, and interrupting. Additionally, there were 13 instances of holding the floor, and 17 instances of yielding the floor, including prompting, appealing, and giving up. Furthermore, the study analyzed how speakers selected turns, revealing that in 28 cases, the current speaker selected the next speaker, while in 34 cases, the next speaker self-selected. This research provides valuable

insights into how turn-taking is managed in formal interview settings, demonstrating the importance of conversational strategies for maintaining a smooth dialogue.

3. A previous study conducted by (Al-Farisi, 2023) titled "*Turn-Taking Strategies Used in The Daily Show with Trevor Noah*" focused on identifying and classifying the types of turn-taking strategies used in conversations on the talk show. Using Stenstrom's (2014) theory of turn-taking, the study employed a descriptive qualitative approach to analyze two videos from *The Daily Show* featuring conversations with Elliot Page and Daniel Kaluuya. The research identified three main strategies of turn-taking: *taking the turn*, *holding the turn*, and *yielding the turn*, with various subcategories under each. The study found 114 instances of turn-taking strategies across both videos, with 68 in the first video and 46 in the second. Notably, *lexical repetition* emerged as the most frequently used strategy in both videos. Additionally, some strategies, such as *meta-comments* and *prompting*, were absent in specific contexts. The findings highlight the structured yet flexible use of turn-taking strategies in managing smooth conversational flow in a talk show format,

providing valuable insights into linguistic patterns in media interactions. This research contributes to a deeper understanding of conversational dynamics and offers a basis for analyzing similar communication contexts in the future.

4. A previous study conducted by Junita (Siahaan, 2018) titled *"An Analysis of Adjacency Pairs in the Conversation between David Frost and Paul McCartney"* analyzed adjacency pairs and their communicative functions within a formal conversation. The study used a qualitative descriptive method, analyzing a 5-minute video of the conversation. Data were transcribed and examined based on Paltridge's (2000) theory of adjacency pairs and Jakobson's (1960) theory of communicative functions. The analysis identified two main types of adjacency pairs: question-answer (12 instances, 86%) and assessment-agreement/disagreement (2 instances, 14%). In terms of communicative functions, referential functions were the most dominant (74%), followed by phatic (16%), emotive (5%), and metalingual (5%) functions. The research concluded that question-answer pairs were the most frequent due to the interview's format, where the host sought information

and clarification, and the guest responded. This study highlights how adjacency pairs contribute to maintaining conversation flow and coherence in formal settings like interviews.

5. A previous study conducted by Dwi Permata Sari & Eva Meita Trisnawati (2023) titled "*An Analysis of Adjacency Pairs in Stephen Colbert and Chris Hemsworth's Interview on The Late Show*" explored the types of adjacency pairs used in the conversation between the host Stephen Colbert and guest Chris Hemsworth. The study employed a qualitative descriptive method, analyzing a 6:16-minute video of the interview using Paltridge's (2000) theory of adjacency pairs. The analysis identified 20 instances of adjacency pairs, with the most common types being question-answer pairs (55%) and assessment-agreement pairs (30%). Other types included greeting-greeting (5%), requesting-agreement (5%), and compliment-acceptance (5%). The results showed that question-answer pairs were predominantly used to gather information, while assessment-agreement pairs facilitated engaging dialogue and maintained conversational coherence. This study highlighted the role of adjacency pairs in creating dynamic and smooth

conversational exchanges in television interviews, offering valuable insights into the interplay of structure and spontaneity in media communication. It also emphasized the practical applications of adjacency pair analysis for improving conversational skills and strategies in language learning.

Based on the previous studies above, there are differences in focus and approach in analyzing conversation dynamics. Research by Nurhayati, Nur Maria, and Lilis Suryani (2020), Junita Siahaan (2018), and Dwi Permata Sari and Eva Meita Trisnawati (2023) used Paltridge's (2000) adjacency pairs theory to analyze interaction patterns, such as question-answer and assessment-agreement pairs in various interview contexts. In contrast, the studies of Yasa Ayatina Ashidiq and Ice Sariyati (2022) and Ahmad Hussein Al-Farisi (2023) used Stenstrom's (1994) theory to analyze turn-taking strategies. This study identifies turn-taking strategies, such as taking, maintaining, or giving up a turn, that are relevant in creating a fluent conversation. From the five studies, a gap was identified as they only focus on 1 analysis turn taking or adjancency pair, there are still few that

examine both together. As a form of innovation, this study combines both theories, namely Stenstrom's (1994) theory of turn-taking and Paltridge's (2000) theory of adjacency pairs. By combining these two theories, this research can explain how turn-taking strategies synergize with adjacency pairs to create a smooth flow of communication in a semi-formal context. The researcher also used Mata Najwa talk show as the object of research. Most of the previous studies were conducted on international formal interviews or foreign talk shows, as researched by Ahmad Husein Al-Farisi (2023) and Dwi Permata Sari (2023). In contrast, this study focuses on Indonesian talk show programs, which are unique in their communication patterns, both in terms of culture and conversational structure. Thus, this research not only enriches linguistic studies by integrating two theories but also contributes to the understanding of communication styles in the local Indonesian context.

B. Literature review

1) Conversation Analysis

Every human being needs communication to talk in interaction with another in daily life and to get

additional information. Talking about communication, one of the communication is conversation. Conversation is a basic form of communication in which two or more people exchange ideas, information, or feelings. Usually, one person speaks and the other becomes a listener. Conversation is also a bridge that allows us to build understanding and respond to various situations that arise in everyday life. In a variety of contexts, formal and informal, conversation is an important element that allows individuals to communicate in an effective and meaningful way. More than just talking, the conversation includes deeper processes, such as understanding the situation, adjusting the way of speaking to the context, and responding to verbal and non-verbal cues from the person you are talking to. Furthermore, Paltridge (2000) explained that conversation is the primary means through which individuals exchange information, engage in negotiation, and maintain relationships. Conversation not only serves as a tool for communication but also plays a crucial role in forming and maintaining social relationships. Through conversation, individuals can

explore new ideas, share experiences, and build trust in each other.

However, conversations don't always go smoothly. Sometimes, there are obstacles in communication, such as misunderstandings or unwanted interruptions, that can interrupt the flow of the conversation. In these situations, conversation participants often have to make adjustments or clarifications to ensure the message conveyed is understood correctly. To understand how conversation works there is a scientific discipline known as Conversation Analysis (CA) or conversational analysis. Conversational Analysis is an analysis of spoken interaction. According to Wooffitt (2005), Conversational Analysis is defined as the systematic examination of spoken interactions, focusing on how talk is constructed and interpreted within the context of everyday human communication. It involves all types of spoken interaction, not just everyday conversations with friends or people we know, but also talks in places like hospitals, schools, and the media. It is a way of studying how individuals navigate interactions in conversations, emphasizing the significance, coherence, and structured flow of

dialogue (Paltridge, 2000). In accordance with that, Psathas (1995) stated that conversation analysis is a field of study focused on everyday social interactions, utilizing systematic procedures as a method for examining these interactions. According to Cutting (2002), conversation analysis is an approach to exchange structure that examines discourse as a predetermined sequence. It begins with the theory of patterned units and demonstrates how individuals' speech aligns with this model, thus conceptualizing conversation as a product. Based on the foundation of Conversation Analysis (CA), we need to realize that this field focuses not only on understanding the mechanics of conversation but also on the social dynamics that accompany it. The way individuals interact in conversation can reflect broader social norms, existing power relationships, and prevailing cultural expectations. This shows that conversation is not just an exchange of information, but is also a reflection of a more complex social and cultural context. In addition, L. Mey (2001) emphasizes that conversation analysis studies how language is used in society within an open conversational environment. It investigates important questions such as who has the

right to speak, what is meant by a turn in the conversation, and the rules for taking, yielding, or holding the floor. This analysis also considers specific moments in a conversation that are most suitable for taking turns, along with another related aspect. Cutting (2002) states that conversational analysis is studying how the way speakers say, dictates the type of answer expected and that speakers take turns when they interact. Furthermore, CA spots the social process in which social context and linguistic are involved in the conversation (Schegloff, 2007).

Based on some of the opinions regarding conversation analysis stated by some experts above, it can be concluded that conversation analysis is the study that discusses the dialogues in social interaction. It focuses on the conversation between two or more participants who take turns. When the first speaker speaks before the next speaker, the turn begins. The first speaker creates or maintains a turn for the next speaker in this case. The next speaker must then comprehend or make sense of the first speaker's intent. Thus, conversation analysis is used to determine how participants understand and respond to one another during their

turns at speaking. Based on the definitions above, the author concludes that conversation analysis is an approach used to examine conversations, which humans use to communicate and interact with one another.

2) Turn Taking

Turn taking is a basic aspect of the study of conversation. In contexts where control is not predetermined, each individual has the opportunity to try to take control of the conversation. This control process is known as turn taking. It is evident that turn-taking is a fundamental way to organize conversations: one participant, A, speaks and then pauses; another participant, B, takes over, talks, and then pauses; thus, we achieve an A-B-A-B-A-B sequence of dialogue between the two participants (Levinson, 1983). Cooperation in conversation is managed by all participants through turn-taking. Hutchby & Wooffitt (1998) highlighted three basic principles of conversation: turn-taking occurs, generally only one person speaks at a time, and turns are taken with minimal pauses or overlap between speakers.

To grasp this concept, it's useful to look at the following example of turn-taking

A: "Have you finished your homework?"

B: "Not yet, I'm still working on the math problems."

A: "Do you need any help?"

B: "No, I think I've got it."

Turn-taking generally involves more than one person, with each speaker taking turns to produce their utterances one after the other. The exchange often happens smoothly, with minimal overlap, interruptions, or pauses between turns. According to Stenstrom (1994) a "turn" refers to everything a speaker says before the next person starts speaking. Turn-taking means that the current speaker allows the listener, who will become the next speaker, to respond to what has been said. This process repeats throughout the conversation (Levinson, 1983). According to Jacob (2001), a main aspect of conversation is that only one person speaks at a time—there must be one speaker, but not more than one at any moment. Lestari & Siti Nur Ainiah (2016) explain that turn-taking is the act of switching roles between the speaker and the listener. Turn taking, as defined above, is the process by which

participants in a conversation take turns speaking, ensuring that only one person speaks at a time. It is a fundamental aspect of organizing conversations, allowing speakers to alternate roles in a smooth and orderly manner. The concept emphasizes that conversation is cooperative, with speakers taking turns in a predictable sequence, usually without interruptions or long pauses. Essentially, turn-taking helps manage communication by regulating the flow of dialogue and ensuring effective interaction.

In a conversation, it is crucial for participants to manage their roles properly to ensure the dialogue runs smoothly. However, some people may struggle with this. For example, the listener might not fully understand what the speaker is saying, or the listener might take a turn before the speaker has finished. This can cause overlapping speech or make the speaker lose the flow of conversation. To avoid these issues, participants need to be aware of certain strategies that help them understand the rules and cues in a conversation. According to Stenstrom (1994), there are three fundamental strategies in the turn-taking system. These strategies include taking the turn, holding the

turn, and yielding the turn. By using these strategies effectively, participants can maintain a smooth flow of conversation and avoid misunderstandings or interruptions.

A. Taking the turn

When the conversation begins, it means that someone has the initiative to talk. The first speaker establishes the flow and focus of the conversation. Other participants then look for a suitable moment or cue to respond in turn. Of course, both the speaker and the listener must be cooperative. So, it makes conversation flow well. When a listener responds with a comment, answer, or reaction to the current speaker's questions, this action is known as taking the floor. In this situation, speakers can also express their feelings, such as showing agreement or disagreement according to their perspectives. This taking the turn happens all the time until there is no more conversation. Stenstrom explains that this process can be challenging because the responding speaker may not always be fully prepared. To manage this, Stenstrom categorizes turn-taking strategies into three types: starting-up, taking-

over, and interrupting. Each of these strategies is discussed in detail below.

a. Starting up

Starting up means the beginning of the conversation. One person will take the initiative to speak first. However, sometimes a speaker may not be well-prepared at the beginning of the conversation, making it difficult to start the discussion. There are two types of starting up strategies: hesitant starts and clean starts. When the next speaker is not entirely ready to begin the conversation, it is known as a hesitant start. In a hesitant start, most speakers don't immediately give up their turn but instead make use of filled pauses (e.g., əm, ə) and verbal fillers (e.g., well, I mean, you know) to maintain their turn. They indicate that the speaker has something to say but requires more time to organize their thoughts. For example:

B: Well, ə:m I mean that ə:m your suggestion sounds really good

It indicates that the speaker wants to express something but requires additional time to organize their thoughts, using verbal fillers (well) and filled pauses (ə:m).

On the other hand, when the speaker already knows about what they want to say because they have prepared, it is referred to as a clean start. Speakers often use an introductory device to begin their turn, even when no additional planning is required. Surprisingly, some speakers do this more frequently than others. One common way to start is with the word "well." For example:

A: Well, can you explain what happened during the meeting yesterday?

It appears that some form of initiation is needed. Alternatively, "well" serves as a device to make a connection. It also indicates that the speaker is trying to engage the listener's attention at the beginning of the conversation to keep it flowing.

b. Taking over

Taking over refers to a situation where, after the speaker finishes, the next person responds as a reaction to the previous statement (Stenstrom, 2014). Taking over involves uptakes or linkages. The uptake strategy takes place when the next speaker understands the previous speaker's message and thinks about it before replying. Uptakes are started with an appeler (ex: you know)

which will be continued with uptake (ex: yeah, oh well, ah, no, yes) by the next speaker. For example:

*A: But I got a telegram last ɔ:m. Friday
Saying that there was trouble afoot you know*

B: Yeah, trouble a leg anyway

From the example above, speaker A uses "you know" to give the turn to listener B. Then listener B directly answers the speaker A said, Uptakes without appeal

A: nobody knows about this secret

B: Oh that's right

It shows that speaker B uses an uptake Oh without an appeal from the speaker.

On the other hand, links are typically used to take over a conversation by responding to the previous speaker as a way of showing understanding or disagreement with the topic being discussed. Links are yet another method for seizing control. This technique is recognized by the use of conjunctions when speaking, such as and, but, so, and because. For example:

*A: Because you speak too quickly, I am
unable to understand your explanation.*

B: Okay, let me say that again.

c. Interrupting

Interruption happens when the next speaker suddenly cuts off the previous speaker's speech. This interruption typically occurs when the speaker thinks the previous speaker has finished, or because of a desire to speak while the other speaker is still talking, causing the interruption (Stenstrom, 2014). Furthermore, interruptions are categorized into *alerts* and *metacomments*. *Alerts* are used to attract other people's attention. An alert happens when a speaker interrupts another conversation with a louder voice to indicate that the speaker wants to tell something more interesting. Usually use the words: “hey”, “look”, and “listen”. For example:

A: Oh well that's very good if you can fool him just for an instant...

B: Listen to me.

(Listen forces A to stop speaking although he has obviously more to say)

Metacomments refer to situations where the speaker interrupts another person politely without disrupting the main speaker. Usually uses sentences such as:

- Can I just tell ...

- Can I say something about this
- Could I halt you there
- May I halt you
- Let me just ...

For example

A: am but more important than that.since it's really a matter of nomenclature

B: could I halt you there could I halt you there and answer that point first-

(Speaker B interrupts the previous speaker politely)

B. Holding the turn

Holding a turn means the current speaker wants to maintain control of the conversation and keep speaking. According to Stenstrom, Holding a turn is a situation where the speaker wants to speak but has difficulty deciding what to say next. They might need to pause and rethink their approach halfway through their turn. Holding the turn involves using one of four techniques: the filled pause, often known as verbal fillers, the silent pause, lexical repetition, and a new start.

a. Filled pause/verbal fillers

This strategy is used when the speaker halts the conversation but does not mean to let the other speaker take over, as they are organizing what to say next. However, the duration of filled pauses or verbal fillers cannot be overly extended, as the next speaker may assume it is their turn to speak. For example:

*A: And all this way done ə: by kind of letting - ə:
well really by just ə: sort of ə - starting from nothing*

(it shows that the speaker is trying to think what he/ she is going to say and it is only used in a short time)

b. Silent pause

A silent pause can act as a turn holder. This is a situation where the speaker takes their turn and tries to stop the listener from taking over by pausing briefly until the main speaker has completed their turn. The silent pause strategy is one way to maintain control of the conversation. Unlike the filled pause, this pause tends to be longer. A silent stop, or turnholder, is intentionally placed in a way that aligns with both grammar and meaning, signaling that the speaker has not finished and more is still to come. For example:

B: and THEN (0.4) the most creative ideas START

The speaker uses silent pauses (0.4) to hold the turn.

He/she needs a few time to think of what he/she will say.

c. Repetition

Lexical repetition is a technique used by a speaker to maintain control of the conversation by repeating previous words or phrases. This approach involves repeating single words, clause parts, or combinations. By using this method, the speaker can keep the conversation flowing and signal that they intend to continue speaking. For example:

Example:

*A: ... and he said well how old do you think this child?
--- and I didn't have a clue. It was a it was a. it was a it
was an Asian child.*

d. A new start

A new start is a technique used when the speaker cannot continue the conversation and decides to start again from the beginning. This method is often employed when the speaker struggles to advance the topic and is uncertain about how to express their ideas. Before resorting to a new start, the speaker may have used repetition, pauses, or verbal fillers in an attempt to organize their thoughts. Ultimately, the new start allows the speaker to reframe their

approach and continue the conversation by reintroducing the topic or idea. For example:

A: but I feel somehow. The sheer fact of not having to have, to have. This really sort of it's for one thing it does nark me that.....

The example shows how the speaker begins to repeat themselves and then decides to restart the sentence to organize their thoughts.

Sometimes, after talking for a while, speakers may forget what they intended to say. They try to articulate their ideas using repetition, pauses, and fillers. However, when these strategies don't work, they realize that restarting the conversation is the best solution to clarify their point.

C. Yielding the turn

Yielding the turn is when a speaker intentionally hands over the conversation to another participant, signaling that their part in the exchange is complete. This often occurs when the speaker wants to hear a response or reaction from others. It is a way of inviting the next speaker to take the floor and can be signified by asking a question, using a pause, or simply allowing the conversation to continue naturally.

This strategy, also called a counter-strategy, is commonly used when the speaker wants to hear the other person's thoughts or reactions. Yielding the turn without protest is a way of acknowledging that the speaker has finished their turn and is interested in hearing the next speaker's contribution. Techniques such as prompting, appealing, or simply giving up the floor can all be used to ensure the conversation moves smoothly.

a. Prompting

Prompting is a strategy used by the speaker to encourage the listener to respond, often by agreeing or offering their opinion on the topic at hand. This technique involves words or phrases that invite a reaction from the other person, such as apologies, greetings, invitations, offers, inquiries, or requests. By using prompting, the speaker signals a desire for feedback, ensuring the conversation moves forward. For example:

For example:

A: Hi, Steve!

B: Hi

A: Are you coming to the meeting tomorrow?

B: Yes, I'll be there.

(In this case, A prompts B with a question about the meeting, which requires a response.)

b. Appealing

The strategy of appealing involves the speaker signaling to the listener to elicit a response or feedback. This is commonly marked by the use of question tags such as "right?", "okay?", "all right?", or expressions like "you know" or "you see." These cues are designed to encourage the listener to provide some form of acknowledgment, agreement, or further comment. By ending their turn with such expressions, the speaker explicitly invites the listener to respond, indicating that feedback is expected. For example:

A: You finished the report, all right?

B: Yes, I did.

(In this example, speaker A uses "all right?" to seek confirmation from speaker B, prompting a clear response.)

c. Giving up

The "giving up" strategy happens when the current speaker realizes they have no more to contribute and decides to let the next speaker take their turn. This is often indicated by a long pause or silence, signaling to the other speaker that it is now their opportunity to speak. The speaker may feel they have finished their point or simply have nothing more to add, and therefore allow the conversation to shift naturally to someone else. This strategy helps maintain the flow of the conversation by providing a clear opening for others to engage. For example:

*A: If I if I work quite well I can do about (three) a day
-- ə:m -.*

*B: I didn't realize you were working so closely with
the CORPUS*

(Speaker A makes a final effort, signaled by ə:m but has to give up, and B takes over)

3) Adjacency pairs

Adjacency pairs are fundamental paired utterances that help create a structured flow in conversation. They consist of two parts: an initial utterance by the first speaker and a responsive utterance by the second speaker. This sequence creates an expectation for a response, helping the

conversation to move smoothly. According to Richards and Schmidt (in Paltridge (2000)), these pairs are produced by two successive speakers, with the second utterance closely related to the first, serving as its anticipated follow-up. Yule (1996), also describes adjacency pairs as two-part exchanges formed by different speakers, providing cohesion and a natural progression of dialogue. Schegloff (2007) supports this idea, defining adjacency pairs as single-turn exchanges between two speakers that establish a sequence. These paired utterances create a type of automatic conversational flow, guiding the interaction and enhancing the continuity of discourse. According to Levinson there are certain characteristics that characterize the basic minimal form of adjacency pairs. The characteristics are 1) the conversation occurs in a sequential, adjacent manner; (2) it involves at least two speakers; (3) it is organized into a first part and a second part; and (4) it is divided into specific types of pairs (Levinson, 1983). For example, a question generally invites an answer, a greeting expects another greeting and an invitation seeks either an acceptance or a refusal. This structure helps both speakers navigate the conversation smoothly by setting clear expectations for how responses should relate to preceding statements.

Based on the explanation above adjacency pairs are structured exchanges between two speakers in which the first part of the utterance creates an expectation for a related response, facilitating a natural flow in the conversation. These paired utterances function by linking the speaker's current statement to the expected response of the next speaker, as in the case of a question that anticipates an answer. This interactional pattern suggests that effective communication relies on the listener's understanding of the speaker's intent, ensuring that the response given is appropriate to the initial message.

Adjacency pair has various types of first pair parts and second pair parts. Based on Paltridge (2000) there are 11 types of adjacency pairs. Types of adjacency pairs will be described below.

Table 2.1

Types of Adjacency Pairs

No	First pair part	Second pair part
1.	Requesting	Agreement
2.	Assessment	Agreement
3.	Question	Answer
4.	Compliment	Acceptance

5.	Leave taking adjacency pair	Leave taking adjacency pair
6.	Complaint	Apology
7.	Greeting	Greeting
8.	Warning	Acknowledgement
9.	Blame	Denial
10.	Threat	Counter- thread
11.	Offer	Acceptance / Refusal

a. Requesting – agreement

Requesting involves asking someone to perform an action, typically prompting a response of either acceptance or refusal (Ali Haidar, 2017). In such exchanges, the speaker makes a request that is generally met with agreement or disagreement, depending on the listener's willingness. For instance:

A : "Can I borrow your book, please?"

B : "Yes, of course."

In this example, Speaker A requests to borrow Speaker B's book, and Speaker B's positive response indicates agreement. This type of adjacency pair highlights how a

request naturally sets the expectation for a supportive or opposing reply. Another example might include:

A : "Would you mind giving me your power bank?"

B : "Certainly."

Here, Speaker A's polite request is met with B's willingness, demonstrating the acceptance that often follows a request. In such interactions, requesting serves as a prompt for the listener to agree or decline, with the agreement signaling cooperation and support within the conversation.

a. Assessment – agreement

According to Paltridge (2000) stated that assessment can be formed into opinion. Moreover, assessment is a certain kind of evaluative act (Jurafsky & Martin, 2009). It can be interpreted that the first pair part is a question and then the second pair part will provide with opinion. Then, the preferred response of assessment is called agreement, and disagreement is a dispreferred response. Assessment can be formed into opinion seeking or comment, which is asking for another's opinion or agreement. It is responded with an agreement or called opinion provided. e.g.:

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

B: "So cute."

This utterance is produced by the people to express their feelings, judgments, perspectives, opinions, or evaluations about something such as people, events, or objects. The responses to the utterances might be agreement or disagreement. Here is another example:

A : I think, the Business may not be successful

B : Sorry. I'm not in line you.

In the conversation above, the speaker (B) disagreement with the opinion of the speaker (A) about the business they are talked.

b. Question and answer

Question can be produced into information explore, clarification seek, etc. for example asking something to someone. The information provided, clarification provided, etc. is the response to that. e.g.:

A: "Where do you live?"

B: "I live in London."

c. Compliment and acceptance

A compliment is the procedure of praising another person about something he or she has. Acceptance is the response. e.g.:

A: "What a nice cloth!"

B: "Oh, thanks."

d. Greeting and greeting

The technique of saying hello, welcome, or greeting. e.g.:

A: "Hi!"

B: "Hello!"

e. Leave and taking adjacency pair

This part has a purpose to end the conversation. e.g.:

A: "See you."

B: "See you."

f. Complaint and apology

A complaint is utterances that stipulate feeling dissatisfied about something. The response is an apology that draws sorrow.. e.g.:

A: "This food is too salty."

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

g. Warning and acknowledgement

This type is to alert anyone about anything e.g.:

A: "Beware of the hole in the street."

B: "Okay. Thank you."

h. Blame and denial

This expresses someone's responsibility for the misunderstanding. Denial is used to say that something is wrong. e.g.:

A: "You lose the key, don't you?"

B: "No. I don't."

i. Threat and counter-threat, etc

It indicates the intention of anguished. e.g.:

A: "You got to get out of here or I'll call the security."

B: "No, I won't."

j. Offer and Acceptance

It expresses permit something to someone, it can be goods or services. The response to the offer is acceptance. e.g.:

A: "Here is your book."

B: "Thanks a lot."

4) Talk Show

The talk show is a conversational discussion that discusses various aspects or topics. The talk show is a conversational discussion that discusses various aspects or

topics. Furthermore, a Talk show is a genre of television or radio program in which one person or a group of people discuss various topics led by a host. The conversations in these talk shows are every day spoken which creates the interaction between host and guests although some actions or questions have been planned previously. It takes place in a conversational media setting and the topic focuses on the theme that is created in the program. The purpose of the talk show is to give useful information as well as to entertain.

According to Jay Parrent (2003), from the earliest origins of television talk shows, their ability to impact society was already remarkable, and this influence only grew as they evolved in various genres and formats. A talk show typically features hosts and guests, with each playing a distinct role in the conversation. The host is responsible for maintaining the flow of the program, guiding the discussion, and ensuring the overall structure of the show. Meanwhile, the guests respond to the host's questions or statements, providing insights, opinions, or anecdotes that contribute to the dialogue. This dynamic interaction between the host and the guests not only entertains but also shapes public discourse, offering viewers a platform for

both entertainment and information. As the format has developed over time, it has become a powerful medium that reflects and influences societal trends and issues.

One of the most famous talk shows in Indonesia is hosted by Najwa Shihab, commonly known as the Mata Najwa talk show. This program is aired on television and also accessible through its YouTube channel, reaching a wide audience. The show frequently invites prominent public figures, including politicians, experts, and celebrities, to discuss various social, political, and cultural issues. In the context of conversational dynamics, Mata Najwa provides an intriguing platform to analyze turn-taking and adjacency pairs. The host, Najwa Shihab, plays a pivotal role in initiating and managing turns, ensuring a balanced and coherent discussion despite diverse viewpoints. Turn-taking mechanisms, such as overlaps, interruptions, and pauses, reveal the strategies used by both the host and guests to maintain or gain the floor. Adjacency pairs, such as question-answer or statement-agreement patterns, highlight the interactive nature of the conversation, reflecting how participants build coherence and navigate complex topics.

CHAPTER III

RESEARCH METHODOLOGY

This chapter presents the method which is used in this research. It consists of research design, research instrument, data sources, data collection, and data analysis.

A. Research design

In this study, qualitative research design was applied. The researcher used a descriptive qualitative method to describe how the process of turn taking and adjacency pairs strategy used in the Mata Najwa talk show based on Stenstrom's (1994) and Paltdridge's (2000) theory. Bogdan & Biklen (1992) explained that qualitative research is a research procedure that produces descriptive data in the form of words or writing the behavior of the people being observed. Using this method, the data would be collected to investigate and analyze the pattern of turn taking and adjacency pair. Furthermore, Qualitative descriptive research is used in this study because the data analysis refers to the quality or characteristic in the forms of words or sentences, not in the form of numbers or statistics (Creswell, 2007). This study examines the types of adjacency pairs and their expansions, along with the

strategies of turn-taking within a talk show setting, specifically in the Mata Najwa talk show during guest interviews. The research data consists of YouTube videos capturing conversational exchanges from the talk show. The purpose of this study is to gain a deeper understanding of adjacency pairs, and turn-taking strategies used in these interactions. To achieve this, a qualitative descriptive research method is applied, supported by a Conversation Analysis (CA) approach to explore talk-in-interaction phenomena. According to Wooffitt (2005), Conversational Analysis is defined as the systematic examination of spoken interactions, focusing on how talk is constructed and interpreted within the context of everyday human communication. This includes a detailed focus on adjacency pairs, their expansions, and turn-taking strategies in the exchanges between Najwa Shihab and her guests. Conversation Analysis is used to enable a thorough examination of conversational utterances and the strategies employed within the talk show.

B. Research instrument

The main instrument of this research used human instrument. The researcher herself is the instrument of this study because it is categorized as a qualitative method. The

researcher as the main instrument who participated directly in collecting the data and analysing the data in order to make the research process done easily, systematically, and completely. As stated by Moleong (2005) human instrument is used in research because only humans have the capability to understand the real condition of the research subject. To support the research process, the researcher also used additional tools, such as the internet to review related research, YouTube to obtain videos of talk shows, and transcription tools to capture and organize data effectively.

C. Data source

The data used in this research was in the form of videos talk show conversations taken from the official Youtube channel of Najwa Shihab. The data source of this research was taken from the video of “(EKSKLUSIF) Patrick Kluivert, Pelatih Baru Timnas” on the “Najwa Shihab” YouTube channel (<https://youtu.be/GaaulrpRX0?si=ke-eYzizNdaqH-y9>). The video was published on January 12, 2025, and had a duration of about twenty-one (21) minutes and forty-six (46) seconds. The subjects of the research were Najwa Shihab as the host and Patrick Kluivert as the guest star. Najwa Shihab was an Indonesian journalist and

Patrick Kluivert was a football coach from the Netherlands. From the data, the researcher analyzed and investigated the words, phrases, clauses, and sentences uttered by the host and the guest in the talk show. The mechanisms of turn-taking and adjacency pairs in talk shows were examined using the theories of Stenstrom (1994) and Paltridge (2000). These theories provided a structured approach to analyzing how speakers took turns and how paired utterances, such as questions and responses, shape the flow of interaction in the show.

D. Data collection

The researcher used the data by utilizing video and script from selected episodes of Mata Najwa Talk Show on January 12, 2025. The duration of the video was 21 minutes 46 seconds. There were some steps in collecting the data:

1. The researcher downloaded the Mata Najwa video episode titled “(EKSKLUSIF) Patrick Kluivert, Pelatih Baru Timnas” from Najwa Shihab YouTube channel.
2. After downloading the video, the researcher watched it multiple times. This step allowed for a closer examination of the interactions, particularly focusing on turn-taking mechanisms and adjacency pairs, and

helped simplify the analysis by identifying the utterances in detail.

3. After downloading the video, the researcher transcribed the video and created the script of the conversation between the host and the guest.
4. After creating the transcripts, the researcher classified the data by focusing on turn-taking strategies and the types of adjacent pairs used.

E. Data analysis

For the data analysis process, there were several processes carried out. This research follows the three main stages according to Miles dan Huberman's theory (2014), namely data reduction, data display, and conclusion drawing/ verification.

- **Data reduction**

The process begins with creating a transcript of the interview between Najwa Shihab and Patrick Kluivert. After that, the data is reduced by selecting relevant parts, such as turn taking patterns based on Stenstroom's theory (1994) and types of adjacency pairs according to Paltridge's theory (2000). Irrelevant data is eliminated to maintain focus on the analysis.

- Data display

At this stage, the reduced data is organized into tables or matrices to facilitate analysis. The table shows the types of turn taking used or the patterns of adjacency pairs. Excerpts from the transcript are also included to provide clear illustrations. This presentation helps the researcher systematically understand the conversation patterns.

- Conclusion

In this stage, the researcher explains the main findings, such as the types of turn taking strategies and adjacency pairs used. The conclusion directly answers the research questions and explains the patterns found in the context of the analyzed data. This stage also includes interpretations of the analysis results to provide a broader understanding, thereby addressing the research problems.

CHAPTER IV

FINDINGS AND DISCUSSION

A. Findings

In this chapter, the researcher presents the results of the data analysis. Turn taking strategies are discussed by using the utterances produced by both Najwa Shihab and Patrick Kluivert. However, the researcher only analyzes the conversation which contains turn taking strategies to make the researcher easier to analyze the data. During the analysis, the researcher uses the theory of turn taking strategies based on Stenstrom (1994) in which data are classified into three kinds of rules of turn taking strategies: taking the turn (starting up, taking over, interrupting), holding the turn (filled pauses/verbal fillers, silent pauses, repetition, a new start) and yielding the turn (prompting, appealing, giving up). The researcher analyzed adjacency pair by using the theory of adjacency pair according to Paltridge (2000). There are 11 kinds of adjacency pairs according to Paltridge (2000), but only four kinds of adjacency pairs were found in the data, there are greeting-greeting, question-answer, requesting- agreement, leave& taking adjacency pairs.

The talk show from the video is held in Mata Najwa studio. The video contains a conversation between Najwa Shihab and Patrick Kluivert. In the video, the host has prepared several questions for Patrick Kluivert about his role as the head coach of the Indonesian national football team. Patrick Kluivert is invited because his appointment as the new coach has drawn significant attention from the Indonesian public. As a former professional football player with experience at top clubs like Ajax, AC Milan, and Barcelona, his leadership is highly anticipated. Besides that, Patrick is eager to join in the talk show as an opportunity to address public curiosity about his appointment, explain his coaching philosophy, and share his plans for developing the Indonesian national football team amidst the challenges ahead.

In this part, the process of turn taking used by both Patrick Kluivert and the host in Mata Najwa talk show is discussed by using Stenstrom theory (1994) and Paltridge Theory (2000) for adjacency pair. While analyzing the data, the researcher used participant code, P as Patrick and N as Najwa. The data has been classified into each part of turn taking strategies, as follows.

1. Type of turn taking

The identified types of turn-taking strategies are listed below, with each type categorized in the following table.

A. Taking the turn

Taking the turn is when someone has the initiative to begin speaking and other participants then look for a suitable moment or cue to respond in turn. It must be cooperative between the speaker and the listener. This strategy is useful when the participant wants to take a chance to speak in a conversation. Taking the turn is divided into three types: starting up, taking over, and interrupting.

Table 4.1

Findings of taking the turn

No.	Taking the turn strategy	Data
1.	Starting up	
	a. Clear start	1
	b. Hesitant start	3
2.	Taking over	
	a. Uptakes	4
	b. Links	3
3.	Interrupting	
	a. Alerts	3

b. Meta-coments	-
Total	14

From the video that has been analyzed, the researcher managed to find a total of 14 data in the form of taking the turn strategies. The type of meta-comments was not found in the video. While the uptakes type is the most dominant type from video.

a. Starting up

Starting up is divided into 2 categories, namely; clean start and hesitant start. In this type, the researchers managed to find 1 type of clear start and 3 types of hesitant start.

1) Clear start

N : Patrick welcome to Indonesia

P : thank you very much

This speech occurred at the beginning of the conversation when Najwa welcomed Patrick to Indonesia. There was a clean start when Patrick responded immediately after Najwa had finished her sentence. He replied “Thank you very much” without any hesitation, overlapping, or interruption. Patrick's

response also signaled his acknowledgment of the welcome, reinforcing his engagement in the dialogue.

2) Hesitant start

N : “mhm uh.. I think you said that you've met Mas Eric Thohir a year ago in Qatar was it during the Asian cup was there a talk about the possibility of coaching or at that time”

P : “no no no”

This strategy is employed at the beginning of a conversation topic when Najwa asked Patrick about his meeting with Erick Thohir in Qatar and whether there was any discussion about the possibility of coaching. Najwa, while forming her question, used a hesitant starting up strategy by beginning her statement with the phrase “ mhm uh..” this hesitation stemmed from her awareness that she had the turn to speak but was still organizing her thoughts to structure the question properly.

N : “yeah um cuz uh the first two games we managed to get a draw against Saudi Arabia and Australia against Bahrain there was a controversy over the referee's decisions I don't know are you aware and familiar with that uproar during the controversy with the Bahrain game”

P : “I heard about it”

This strategy is employed in the middle of a conversation when Najwa asks Patrick about the controversy in the Bahrain game. As she begins her statement, she uses filled pauses such as “yeah um cuz uh..” before fully articulating her point. These hesitation markers indicate that she is still organizing her thoughts or deciding how to frame the question. In contrast, Patrick responds with a brief and direct statement “I heard about it”.

b. Taking over

Taking over is divided into 2 categories, namely: uptakes and links. The researchers managed to find 4 types of uptakes and 3 types of links.

1) Uptakes

N : so what excites you the most about the opportunity to coach Indonesian national team?

P : well I think that the quality of the players is enormously. I think that we have a very good chance to qualify for the World Cup and to be coach of a such a big country who are the the people are very crazy about football well that excites me more

This strategy was employed when Najwa asked Patrick about what excites him the most about coaching the Indonesian national team. Patrick proceeded to elaborate on his excitement about coaching a passionate football nation and their chances of qualifying for the World Cup. Patrick immediately took over the turn by stating “ : *well I think that the quality of the players is enormously..*” This demonstrates the uptakes strategy without an applier from the first speaker.

N : can I ask you something specific because for the past five years under Shin Taeyong the national team often utilize a three Defender formation yes you know with a 352 3421 pattern and you are known to favor more like 42 31 system am I correct?

P : well I'm familiar with all systems and I'm going to check um what's the best uh thing what suits this team but uh you're right I I like to play with four Defenders but it it depends um also uh what fits the best in the team

The exchange between Najwa and Patrick illustrates the uptakes strategy in turn taking. When Najwa inquires about Patrick's preferred tactical formation compared to his predecessor, Patrick takes over the conversation by saying “Well, I'm familiar with all

systems and I'm going to check ...” This also demonstrates taking over without appeal from the first speaker.

2) Links

N : Patrick welcome to Indonesia

P : thank you very much

*N : **and** thank you for sitting down with Mata Najwa*

In this data segment, Najwa welcomed Patrick to Indonesia, to which Patrick responded with a polite acknowledgment “*Thank you very much*”. The links strategy came into play when Najwa immediately followed up with “*and thank you for sitting down with Mata Najwa*”, this strategy is employed to maintain conversational flow by expanding on the previous statement rather than introducing an entirely new topic. The use “*and*” in Najwa’s turn acts as a cue to extend the discussion, ensuring continuity while reinforcing a sense of appreciation. This structured turn taking approach categorizes Najwa’s response as a take over type of link strategy, where the speaker strategically maintains control of the dialogue by seamlessly connecting ideas.

N : mhm do you have any comment any say about all the questions raised about the past the past Affairs

P : no no I don't have any explanation for this so and I don't I don't see to uh need to to answer these kind of questions

*N : **because** I understand that investigators did not find evidence of match fixings at all so that's another part of...*

P : exactly

This strategy occurs when Najwa first asks Patrick if he has any comments regarding past affairs. Patrick responds firmly with “*no, no I don't have any explanation for this, so and I don't I don't see the need to answer these kinds of questions*” Instead of shifting to a new topic, Najwa links her next turn by saying “*Because I understand that investigators did not find evidence of match-fixing at all...*”. This situation is in line with the understanding of the links strategy, which is marked by the mention of the word “*because*” at the beginning of the sentence as a connecting word to add comments from the previous speaker. Therefore, this response is included in the taking the turn strategy in the form of links.

c. Interrupting

Interrupting is divided into 2 categories, namely: alerts and meta-comments. The researchers managed to find 3 types of uptakes and 3 types, meta-comments type was found.

1) Alerts

*N : have you got a chance to watch the the games
and evaluate on the point and the weaknesses
that our national team is....*

*P : I saw the last two games yeah against Arabia
and and Australia*

This situation occurred when Najwa was in the middle of asking Patrick whether he had watched and evaluated the national team's performance. Before she could fully complete her question, Patrick suddenly interrupted by responding "I saw the last two games yeah against Arabia and and Australia." This interruption occurs as Patrick assumes he already understands the question and is eager to provide an answer. Here, Patrick uses an alert type interrupting strategy because he immediately cuts off Najwa's unfinished statement without permission.

N : mhm do you have any comment any say about all the questions raised about the past the past Affairs

P : no no I don't have any explanation for this so and I don't I don't see to uh need to to answer these kind of questions

*N : because I understand that investigators did not find evidence of match fixings at all so that's another **part of**.-*

P : exactly

This situation occurred when Najwa was explaining that investigators did not find any evidence of match-fixing. As she was about to complete her statement, she said “So that's another part of...”-“However, before she could finish her sentence, Patrick suddenly interrupted by saying “Exactly”. Here, Patrick uses an alert type interrupting strategy because she cuts off Najwa’s turn before she fully articulates her point. His interruption signals that he already understands and agrees with what Najwa is saying, prompting him to respond immediately rather than allowing her to finish.

N : the what happened in 2011 2012 um is it's not something that you want to clarify for yourself

P : no but don't have nothing to clarify

N :so you closed that chapter of your..-

P : I closed the chapter for sure

N : okay and now you're...-

P : thank you

N : heads on to the....-

P : of course

N : heads on to the next challenge

P : yes for sure

In the conversation above there are several interruptions made by Patricks. This situation occurred when Najwa was trying to conclude certain points in the conversation, but Patricks repeatedly interrupted before she could finish her statements. These interruptions reflect an alert type interrupting strategy, where Patrick assumed he already understood Najwa's point and responded before she had completed her sentences. The first interruption happened when Najwa began to say, "*so you closed that chapter of your...-*", but before she could finish, Patrick quickly cut with "*: I closed the chapter for sure*". Here Patrick preemptively responded, signaling that he was eager to confirm and move forward without waiting for Najwa to complete her statement. The second interruption occurred when Najwa started the sentence "*Okay and now you're...- "*

but Patrick interjected with “*Thank you*”. This abrupt response suggests that Patrick wanted to take control of the turn and possibly steer the conversation toward an ending, preventing Najwa from expanding on her point. The third interruption took place when Najwa attempted to say “*heads on to the....*” - “ but Patrick immediately responded with “ *of course*” . despite this, Najwa continued to complete her sentence, “*heads on to the next challenge*”, before Patrick confirmed with “*yes for sure*”. From the pattern of interruptions and the way Patrick answered, there is a strong indication that he didn’t want Najwa to explore further the topic. By interrupting quickly and giving short answers, Patrick seems to be trying to control the conversation to keep it within the boundaries he is comfortable with and avoid more in-depth follow-up questions.

2) Meta-coments

based on the videos that have been analyzed, the type of metacoments is not found

B. Holding the turn

The holding the turn strategy is divided into 4 types which consist of: filled pause, silent pause, repetition, and a new start.

Table 4.2*Findings of holding the turn*

No.	Holding the turn	Data
1.	Filled pause/verbal fillers	9
2.	Silent pause	1
3.	Lexical repetition	14
4.	A new start	1
	Total	25

The researcher found a total of 25 data from and all types were found in the videos, with the lexical repetition being the most dominant type.

a. Filled pauses and/or verbal fillers

P : not at all because I met Eric before that event okay and uh yes I I um I I met Eric in a AFC cup uh during uh um....(5s) last year was it last year yeah uh and we didn't speak about head coaching or something we just spoke about about football and we had a very good connection it

N : so when did the talk starts to get more serious

P : that was a few weeks months ago yeah not that reason

This situation occurred when Patrick was explaining the timeline of his meeting with Erick Thohir. As he tried to recall the exact event, he inserted multiple filled pauses such as “uh,” “um” and extended for 5 seconds before continuing his response. Patrick’s use of filled pauses and verbal fillers serves as a strategy to hold his turn while he organizes his thoughts. Instead of allowing Najwa to take over the conversation, these pauses signal that he is still in the process of constructing his response and has not yet finished speaking. This prevents interruptions and ensures that he retains control over his turn.

*N : well I think it is important to address because Indonesian football sadly has a very bad history with **um um...** (3s) match fixing yeah and especially we're now also still on a fight against uh online betting and I think it's crucial that all elements all stakeholders are all on the same front on this what's your take on that*

P : I agree with you

This strategy was employed when Najwa discussed the issue of match fixing and online betting in Indonesian football. As she was constructing her statement, she paused with “*um um...(3s)*” before continuing with

“match fixing yeah and especially we're now also still on a fight against...”. Najwa’s use of filled pauses “um...” from 3 seconds serves as a strategy to hold her turn while she gathers her thoughts. She appears to be thinking about how to articulate her statement properly, but by inserting verbal fillers, she prevents Patricks from assuming that her turn has ended.

b. Silent pause

*P : very positive always positive and um and and and things need to be very clear for the players because players need to have a few adjustments uh not to give too much information because if you give too much information uh um The Players need to think a lot and and I think that the things have to be very clear and the players need to know what they what they what they need to do and and also you know um the the **I say...(4d)** the settings the set pieces and everything they need to be very clear for them they know they need to know what they need to do on what moment so that's uh that's for me very very important*

This situation occurred when Patrick was explaining the importance of clarity for players in understanding strategies and set pieces. As he was trying to articulate his point, he paused with “*the I say...(4d)*” leaving a 4 seconds before continuing his explanation. This silent

pause is a strategic way for Patrick to hold his turn while he gathers his thoughts. Instead of allowing Najwa to take over the conversation, he maintains control over his turn by keeping the floor, despite not speaking for a few seconds.

c. Repetition

N : uh what do you think about the team's past performances in the World Cup Asian qualifier

*P : well that's what I said I think that they did a good job um the results **were were** good as well and that's why **they're they're** standing what they're standing now I think **the the** position is uh **is is** quite good with all the other countries the same amount of points and only um Australia and and Japan above us so **there there** are big opportunities*

This strategy occurred when Najwa asked Patrick about the team's past performance in the World Cup Asian qualifier. Patrick responded by stating that the team had done a good job, but while formulating his answer, he used lexical repetition multiple times. This can be seen in phrases such as "*the results were were good as well*", "*they're they're standing what they're*

standing”, “the the position is uh is is quite good” and “there there are big opportunities “. When responding to Najwa’s question, Patrick employed a holding the turn strategy specifically a type of lexical repetition. This is marked by the repetition of certain words and phrases within clauses which indicates that he was processing his response while ensuring that he did not lose his turn in the conversation.

N : can you share some of your evaluation

*P : well that's what I said I think the the quality of the team is good um everything of course **can can can go go** better and that's why I'm here to try and get the the level of the **of of** play to a higher level*

This situation occurred when Najwa asked Patrick to share his evaluation of the team. In his response, Patrick expressed his opinion about the team’s quality but repeatedly used certain words and phrases, such as *“the the quality”, “can can can go better” and “the the leel of the of of play”*. When responding to Najwa’s question, Patrick employed a holding the turn strategy specifically a type of lexical repetition. This is marked by the repetition of words like *“the the”, “can can can”, and “of of”*, which indicates that he was

organizing his thoughts while ensuring he maintained control of his speaking turn.

d. A new start

N : how would you.. how would your vision in distribution among coaches like what sort of like responsibilities among the assistant coaches what would you be what would your precise role would be how would you navigate all the team

P : Well I'm the coach who who the end decision of course um and everybody has his role so uh yeah I don't have to explanation what is one role we're one team so everybody can say what they what they want to say how they see the situation we discuss it and in the end I make the decision what's going to happen

This situation occurred when Najwa was trying to ask Patrick about the distribution of responsibilities among the coaching staff. At the beginning of her question, she hesitated and restarted by saying “*How would you... how would your vision in distribution among coaches.*” before restricting her question to make it clearer. Here, Najwa employed a holding the turn strategy specifically the “a new start” type. This is marked by her initial attempt to phrase the question, followed by a restart where she adjusted her wording

to ensure clarity. Instead of stopping or allowing Patrick to take over the turn, she restarted her sentence in a more structured way to maintain control of the conversation.

C. Yielding the turn

The final strategy, namely yielding the turn, is divided into 3 types: prompting, appealing, and giving up.

Table 4.3

Findings of yielding the turn

No.	Yielding the turn	Data
1.	Prompting	10
2.	Appealing	-
3.	Giving up	1
	Total	11

In this strategy, the researcher managed to find 11 data from video. The type of appealing was not found in the video. Prompting type is the most dominant type of yielding the turn from the video.

a. Prompting

N : so when did the talk starts to get more serious?

P : that was a few weeks months ago yeah not that reason

This strategy occurred when Najwa asked Patrick about when discussions regarding his coaching role became more serious. Here, Najwa uses a yielding the turn strategy specifically prompting. This is marked by her use of a question designed to elicit a specific response from Patrick. By structuring her turn as inquiry, she signals to Patrick that it is his turn to provide information.

N : on and off here okay, Patrick how familiar are you with the current state of the Indonesian football?

P : um well the not that familiar but I'm uh I disappoint as a head coach I'll be very often here in Indonesia to check the clubs check the players so I will be very familiar quickly

This strategy occurred when Najwa asked Patrick about how familiar he was with the current state of Indonesian football. Instead of continuing to speak herself, Najwa posed a direct question. This is marked by her use of a direct question aimed at encouraging Patrick to provide a specific response. By structuring her turn as an inquiry, Najwa signals that it is Patrick's turn to speak and share his knowledge or thoughts.

b. Appealing

Based on the video that has been analyzed, the researcher's type of appealing not found.

c. Giving up

N : what's your style usually in the locker room

P : what's My Style in the locker room

N : the locker room atmosphere because that's the thing that uh Mas Eric to here keep mentioning the importance of having a good positive atmosphere locker room atmosphere

This situation occurred when Najwa asked Patrick about his style in the locker room. After her question, Patrick responds with “*what's My Style in the locker room*” by trailing off like this, Patrick is using giving up in terms of yielding the turn. He doesn't immediately answer the question but instead signals that he is unsure or needs more time to formulate his response. He leaves the floor open for Najwa to either further clarify the question or to step in and assist him with additional context, which she does by mentioning Eric's emphasis on a positive locker room atmosphere.

2. Type of adjacency pairs

There are 11 types of adjacency pair based on Paltridge theory, namely: Requesting-Agreement/Disagreement, Assessment-Agreement, Question-Answer, Compliment-Acceptance, Leave-Taking, Complaint-Apology, Greeting-Greeting, Warning-Acknowledgement, Blame-Denial, Threat-Counter Threat, and Offer-Acceptance/Refusal.

Table 4.4

Findings of adjacency pairs

No.	Types of adjacency pairs	Frequency	Percentage
1.	Requesting-agreement	1	2,4%
2.	Assessment-agreement	-	-
3.	Question – answer	38	93%
4.	Compliment-acceptance	-	-
5.	Greeting – greeting	1	2,4%
6.	Leave & taking adjacency pair	1	2,4 %
7.	Complaint – apology	-	-

8.	Warning- acknowledgement	-	-
9.	Blame – denial	-	-
10.	Threat – counter threat	-	-
11.	Offer – acceptance	-	-
		41	100%

The data shows that there are only four types of adjacency pairs applied in the conversation between Najwa Shihab and Patrick Kluivert. Those four types are greeting-greeting, question-answer, requesting-agreement, and leave taking adjacency pairs. Although not all the types of adjacency pairs occurred in the conversation, but the types of adjacency pairs found in the selected video of interview Mata Najwa will be explained as follow.

1) Greeting- greeting

N : Patrick welcome to Indonesia

P : thank you very much

In the conversation above, there is an interaction between Najwa and Patrick, which creates an adjacency pair. It is seen from Najwa welcoming Patrick and Patrick responding to the greeting. Najwa, as the first speaker, greets Patrick by saying “*Patrick welcome to Indonesia*”, which serves as a formal and friendly greeting to make Patrick feel welcome. Following that, Patrick responds by saying “*Thank you very much*”, acknowledging the greeting and showing appreciation. So, the conversation in the interaction above between Najwa and Patrick is categorized into the type of greeting-greeting.

2) Question- answer

There are 38 adjacency pairs of question- answer type in the video. Some of these are described below

N : uh Patrick what do you anticipate will be your biggest challenge in um managing the team being the head coach of the national team?

P : well the biggest challenge is uh I think to to try and make the the players not individually but also as a team as a collective uh better and to uh to have uh the good results because that's the most important thing at the moment we play For finals who are coming in March and

in in in June and uh it's important to have direct results

The conversation happened in the middle of a discussion and the interaction between Najwa and Patrick creates an adjacency pair, which question-answer type. Najwa as the first speaker, asks the question: “*Patrick what do you anticipate will be your biggest challenge in um managing the team being the head coach of the national team?*”, and Patrick as the second speaker, responds with “*Well the biggest challenge is uh I think to to try and make the the players not individually but also as a team as a collective uh better and to uh to have uh the good results because that's the most important thing at the moment we play For finals who are coming in March and in in in June and uh it's important to have direct results*”. The data show the interaction between Najwa and Patrick is that categorized as question- answer, where Najwa’s question elicits a direct response from Patrick.

N : Okay then let's talk about your coaching philosophy what can you share us us that philosophy?

P : a philosophy that I like to play um offensive football but organized football um I like to be uh in ball possession and like to dominate the game so that's what I'm going to try to implement in this uh this fantastic team of players

In the conversation above, there is an adjacency pair in the question-answer form. Najwa, as the first speaker, asks Patrick about his coaching philosophy: “*Okay then let's talk about your coaching philosophy what can you share us us that philosophy?*”. Patrick responds by providing a detailed explanation of his philosophy: “*a philosophy that I like to play um offensive football but organized football um I like to be uh in ball possession and like to dominate the game so that's what I'm going to try to implement in this uh this fantastic team of players*”. In his response, Patrick outlines his preference for playing offensive and organized football, as well as his focus on ball possession and controlling the game. This exchange clearly fits the question-answer adjacency pair, where the question posed by Najwa directly prompts Patrick’s response, allowing him to share his coaching philosophy.

3) Requesting-agreement

N : stand stand behind the team. Can you say that in the in camera

P : stand behind the team

In the conversation above, we can identify an adjacency pair of the requesting-agreement type. Najwa, as the first speaker, makes a request “*Stand behind the team. Can you say that in the in camera?*” this request asks Patrick to repeat the phrase “stand behind the team” on camera, which implies that Najwa wants Patrick to give a direct and clear statement to the viewers. Patrick as the second speaker, responded by agreeing to the request to “*stand behind the team*”. By repeating the sentence, Patrick fulfills Najwa’s request and communicates the intended message to the audience.

4) Leave taking adjacency pair

N : thank you so much for talking to Mata thank you

P : thank you very much

In the conversation above, we can identify an adjacency pair of “leave taking adjacency pair” types. Najwa, as the first speaker, says “*Thank you so much*

for talking to Mata thank you". This statement is a form of leave taking where Najwa expresses gratitude for the conversation that has taken place and signals that the conversation will end soon. Patrick, as the second speaker responded with "*thank you very much*". By replying to the thank you, Patrick acknowledges that the conversation has finished and confirms that the conversation has ended. This interaction also marks the closure of the conversation. Najwa's thank you signals the end of the conversation, and Patrick's response reinforces this, effectively closing the conversation.

B. Discussion

This section classifies more about the results of the researcher's findings. In this study researcher focuses on the type of turn taking strategy which mostly used in Mata Najwa talk show especially the interview with Patrick Kluivert. In this talk show, Patrick Kluivert appears as the guest star in the Mata Najwa. Patrick is invited to this program as he has recently been appointed as the new head coach of the Indonesian national football team. Patrick Kluivert is a famous former soccer player who played for top European clubs such as Ajax, AC Milan, Barcelona, and Newcastle United. During his career, he has

been known for his exceptional goal scoring ability and tactical intelligence as a striker. After retiring from professional football, he turned to coaching and gained experience in various managerial roles. His appointment as head coach of the Indonesian national football team has attracted significant public attention, as soccer fans and enthusiasts are eager to see how he will lead the team. Presenting at the program was an exciting opportunity for Patrick to share his vision and future plans for the Indonesian national team. This talk show was categorized as a structured talk show as the host had prepared several questions related to Patrick Kluivert's career, coaching strategies, and expectations. His answers reflected his genuine thoughts and aspirations as he embarked on a new journey in Indonesian football.

In the interview between Najwa Shihab and Patrick Kluivert, the most frequently used in turn taking strategy is holding the turn, especially with the use of verbal filler and lexical repetition. On the other hand, the turn taking type with the least frequency is taking the turn. In the taking turn strategy, the part that appears the most is uptake because Patrick follows the flow of questions from Najwa well, so he does not need to comment on the flow of the conversation or interrupt. Patrick used uptake to show that he listened, understood, and agreed with the

direction of the conversation. In addition, metacomments did not appear at all because Patrick tended to follow the direction of the questions and the flow of the conversation that had been built by Najwa Shihab. He was more responsive than reflective to the conversational process. In addition, There is a reason why holding the turn dominates the most. The 14 occurrences of lexical repetition and filled pause/verbal filler that were mostly done by Patrick assumed that since he had just been appointed as the coach of the Indonesian national team, he had a high level of caution in speaking because he realized that every answer he gave would be analyzed by the public and the media. In addition, limited vocabulary or speaking style can also affect Patrick's actions. Because Patrick is not a native English speaker, there may be a pause in thinking about choosing words to convey his ideas. The point is that this action taken by Patrick is to maintain his turn to speak and avoid interruptions from the interviewer and ensure he has enough time to convey his thoughts. A new start here is part of holding the turn, which is rare because Najwa asks questions clearly and systematically, so Patrick can answer smoothly and does not make any sentence structure mistakes.

Then, on the yielding the turn strategy especially the prompting category, also often appears due to the structured nature of the

interview itself, where Najwa as the host is responsible for extracting information from the interviewee, namely Patrick Kluivert. This prompting often appears in the form of follow-up questions or questions that invite Kluivert to explain further. This shows that the host is very curious about Patrick Kluivert's vision and strategy as the new coach of the Indonesian national team. The use of prompting also reflects Najwa's interactive and dynamic speaking style. In some parts of the interview, when Patrick seemed hesitant or gave unclear answers, Najwa used this technique to encourage him to be more open. As a guest at a formal event, Patrick may prefer to invite the interlocutor to enter, rather than closing the conversation directly. This shows that the topic of conversation can determine the type of speech-making strategy used. The giving up strategy only appeared once because Patrick was initially confused by Najwa's broad and abstract question. He did not answer immediately but hung his sentence as a sign that he needed help or time. Najwa then provided additional explanation, so Patrick could continue his answer. After that, Najwa's question became clearer and more focused, so Patrick no longer felt the need to give up his turn to speak. Appealing did not appear at all because neither Patrick nor Najwa used appealing strategies such as "you know?", "right?" in their conversations.

In this research, the researcher found that filled pause/verbal filler, lexical repetition and prompting as a strategy of holding the turn and yielding the turn became the most frequent turn taking strategy in this talk show. Applying Stenstrom's theory, the researchers found that each type of strategy has its own role. Meanwhile, in the previous two studies taking the turn and holding the turn became the most dominant. This suggests that different forms of turn taking strategies have been used in talk shows and the use of turn taking in conversation is not universal and can vary.

The researcher also tried to determine the adjacency pairs used by the participants in the video interview conducted by Najwa Shihab and Patrick Kluivert, focusing on the dominant type of adjacency pair used by the participants. In this research, the researcher used Paltridge's (2000) theory to determine the most dominant type of adjacency pair. There are 11 types of adjacency pairs proposed by Paltridge (2000) including Requesting-Agreement/Disagreement, Assessment-Agreement, Question-Answer, Compliment-Acceptance, Leave-Taking, Complaint-Apology, Greeting-Greeting, Warning-Acknowledgement, Blame-Denial, Threat-Counter Threat, and Offer-Acceptance/Refusal. Out of 13 types of adjacency pairs, only 4 types of adjacency pairs are found in

the video talk show interview, namely Requesting-Agreement/Disagreement, Question-Answer, Greeting-Greeting, and Leave taking adjacency pairs. The most frequent type of adjacency pair is Question-Answer with 93% and Requesting-Agreement/Disagreement, Greeting-Greeting, and Leave taking adjacency pairs with 2.4% each. Question-Answer is the most dominant as every conversation that takes place in this video and this is not surprising given the interview format which relies heavily on question and answer patterns. In this interview, the main objective is to uncover Patrick Kluyvert's thoughts on his appointment as national team coach, his football vision and how he deals with public pressure. This question-answer pattern allowed Najwa as the host to direct the flow of the conversation and extract in-depth details from Patrick. In addition, the interview touched on controversial issues such as Patrick's past with soccer and the challenges he faced as a new coach so question and answer dominated to ensure that the answers given were authentic and clear. Najwa is also known for her critical style of speaking so she often asked follow-up questions to deepen Patrick's answers. And for the types of adjacency pairs that did not appear, such as Assessment-Agreement, Compliment-Acceptance, Complaint-Apology, Warning-Acknowledgement, Blame-Denial, Threat-Counter Threat, and Offer-Acceptance/Refusal in the video

reflect that the interview took place in a professional and structured situation, away from emotional confrontation or overly intimate conversations.

This study found that the most frequently occurring adjacency pair in the interview with Patrick Kluivert was Question-answer which appeared 38 times (93%). This dominance occurs because, in structured talk shows, the conversation is primarily controlled by the host, who asks questions that the guest must answer. In contrast, other adjacency pairs appear less frequently, namely Requesting-agreement, greeting-greeting, and leave-taking each appearing only once (2.4%) mainly due to their role in the formality at the beginning and end of the interview. Meanwhile, some adjacency pairs such as compliment-acceptance, blame-denial, and offer-acceptance did not appear at all. This absence is mainly due to the nature of the discussion focusing on Kluivert's role as a coach, rather than on interpersonal exchanges involving apologies, compliments, or offers. Thus, the adjacency pairs used in this interview are influenced by the structured format of the talk show, where the host holds greater control over the conversation by guiding it through a series of questions. The absence of certain adjacency pairs occurs because the interview does not involve topics that naturally elicit responses such as

apologies, warnings, or invitations. Instead, the interaction remains formal and focused on exploring Kluivert's coaching strategies and vision for the Indonesian national football team.

CHAPTER V

CONCLUSION AND SUGGESTION

In this section, the researcher provides a conclusion and suggestion based on the discussion in the previous chapter.

A. Conclusion

This study investigates turn-taking strategies in the Mata Najwa talk show interview between Najwa Shihab and Patrick Kluivert. The most dominant strategy identified was turn-taking, often seen through filled pauses/verbal fillers and lexical repetition, which was mainly used by Kluivert to structure his answers more carefully and also as a way to keep holding his turn. This choice was influenced by several factors such as vocabulary limitations and speaking style. Meanwhile, Najwa more often used prompting as a turn-taking strategy, which showed her active role in directing the conversation and seeking deeper responses. This study also found that turn-taking patterns can reflect power dynamics in conversation. In this interview, Najwa Shihab as the interviewer has a more dominant role in controlling the course of the conversation by using prompting strategies to extract

further information from the interviewee. Meanwhile, Patrick Kluivert as the interviewee more often uses the holding the turn strategy to ensure that he has enough time to deliver his answer without being interrupted. Thus, this study makes an important contribution to understanding how turn-taking strategies are used in the context of formal interviews.

Adjacency pairs in Mata Najwa talk shows are largely dominated by the question and answer pattern, which accounts for 93% of the total occurrences found in the interview between Najwa Shihab and Patrick Kluivert. This dominance is a direct reflection of the structured format of the show, where the host plays a central role in directing the flow of the conversation through a series of questions that aim to extract specific and in-depth information from the interviewee. Najwa's critical and investigative interviewing style also contributes to the frequent use of follow-up questions, which reinforce the question-and-answer pattern throughout the conversation. This format allowed the conversation to stay focused on key topics, such as Patrick's coaching vision, his appointment as a national team coach, and his strategies for dealing with

public expectations and pressure. Other types of adjacency pairs, such as Requesting-Agreement/Disagreement, Greeting-Greeting, and Leave-Taking, each appeared only once (2.4%) and served their specific purposes in formal interaction—either at the beginning or end of the interview. The remaining adjacency pairs proposed by Paltridge, including Assessment-Agreement, Compliment-Acceptance, Complaint-Apology, Blame-Denial, Threat-Counter Threat, and Offer-Acceptance, were not found in the data. Their absence indicates that the conversation did not delve into interpersonal or emotional exchanges, but rather remained professional, informative, and goal-oriented. Thus, the pattern of adjacency pairs in the Mata Najwa talk show is strongly influenced by its formal interview setting, where the host maintains conversational control and the content is centered around factual clarification rather than personal or emotional interaction.

B. Suggestion

Based on the findings of this study, there are several suggestions that can be given for further research as

well as for academics who are interested in the field of conversation analysis:

1. In the field of education, especially English language education
 - a. The application of turn-taking strategies in English language learning can help students in developing more natural and interactive speaking skills. Teachers can use the results of this study to teach how turn-taking strategies are used in various communication contexts, especially in discussions and debates.
 - b. In English classes, teachers can teach prompting and holding the turn techniques to students so that they are more confident in expressing their opinions and are able to maintain their turn in more complex conversations.
 - c. The use of interview simulation or talk show-based role-play can be an effective learning method to train students' communication skills by using various turn-taking strategies that have been analyzed in this study.

2. For the next researchers
 - a. This research focuses on analyzing turn-taking strategies and adjacency pairs in one interview episode in Mata Najwa. Therefore, future research is suggested to expand the scope by analyzing more episodes or comparing different types of talk shows to gain a more comprehensive understanding of interaction patterns in mass media.
 - b. In addition to using Stenstrom's (1994) and Paltridge's (2000) theories, future research can incorporate other theories in conversation analysis to get richer and deeper results.

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APPENDICES

Appendix 1. Script Mata Najwa episode: “(EKSLUSIF) Patrick Kluivert, Pelatih Baru Timnas”

- Najwa : Patrick welcome to Indonesia
- Patrick : Thank you very much
- Najwa : And thank you for sitting down with Mata Najwa
- Patrick : Of course
- Najwa : So what excites you the most about the opportunity to coach Indonesian national team?
- Patrick : Well I think that um the quality of the players is is enormously um I think that um we have a very good chance to qualify for the World Cup and to be coach of a such a big country who are the the people are very crazy about football well that excites me more
- Najwa : Mhm uh I think you said that you've met Mas Eric tohir a year ago in Qatar was it during the Asian cup was there a talk about the possibility of coaching or at that time?
- Patrick : No no no
- Najwa : Not at all
- Patrick : Not at all because I met Eric before that event okay and uh yes I I um I I met Eric in a AFC cup uh during uh um....(5d) last year was it last year yeah uh and we didn't speak about head coaching or something we just spoke about about football and we had a very good connection it
- Najwa : So when did the talk starts to get more serious

Patrick : That was a few weeks months ago yeah not that reason

Najwa : In November in December

Patrick : Uh exact exact that I don't know

Najwa : So the Federation approached you and then how was the back and forth of the discussions to finally getting the decisions that you said yes I accept the offer

Patrick : What was the well if somebody uh wants to speak first they come to my agent and then uh uh

Najwa : Were you surprised when the offer first came?

Patrick : Uh no well I was not surprised because I had different office as well on the table but um this was the most uh the nicest one for me personally because I like to Implement some things in in a new team and my my vision and and the vision of Eric came together and that was the the the match

Najwa : Mhm what was uh what were the main considerations what what's the thing that finally finally made you say yes I will

Patrick : No the whole the whole package was was uh was important and you know if if you speak about the opportunities and the things we can do together um as I just said that was a that was a match and also um the players that that now can Implement as well um it's it's it's you know it's only positive things so um that's why my my uh decision was uh not so difficult to take

Najwa : It wasn't a difficult decision

Patrick : No

Najwa : So you didn't lose any sleep over it

Patrick : No no no no no absolutely not

Najwa : Okay so uh you got a two-year contract with the Federation until 2027?

Patrick : Yes

Najwa : With an extension options what's the value of that contract?

Patrick : What's the value mhm well I think that the value I don't have to speak about the value but uh for me the value is important to um to coach a very big nation like Indonesia I'm really excited to uh to to put my the way the way I see football and the way to implement things on on on on this team um I see it very clear

Najwa : Are you planning to move and stay in Indonesia during the duration of the contract?

Patrick : Um not the whole time but I I'll visit uh Indonesia quite often

Najwa : Okay yeah but for the uh preparations up until March will you be staying here

Patrick : I will be coming up uh on and off here

Najwa : On and off here okay, Patrick how familiar are you with the current state of the Indonesian football?

Patrick : Um well the not that familiar but I'm uh I disappoint as a head coach I'll be very often here in uh in Indonesia to check the clubs check the players so I will be very familiar quickly

Najwa : Uh so if I if I ask you what areas of the national team that you think would need the most Improvement and how would you go about fixing them

Patrick : I mean the current national

Najwa : The current national team

Patrick : Well I think they uh in the in the past they did a good job um I think the coach Shin did a very good uh job with with the team and every every team can can become better and and that's what I'm going to try and do

Najwa : Uh what do you think about the team's past performances in the World Cup Asian qualifier?

Patrick : Well that's what I said I think that they did a good job um the results were were good as well and that's why they're they're standing what they're standing now I think the the position is uh is is quite good with all the other countries the same amount of points and only um Australia and and Japan above us so there there are big opportunities

Najwa : Yeah um cuz uh the first two games we managed to get a draw against Saudi Arabia and Australia against bahrain there was a controversy over the referee's decisions I don't know are you aware and familiar with that uproar during the controversy with the bahrain game

Patrick : I heard about it

Najwa : Do you have any take on that ?

Patrick : No I think that uh those those matches are already played so it's not convenient to to talk about this is better to talk about the the upcoming games and and focus on on those games

Najwa : Have you got a chance to watch the the games and evaluate on the point and the weaknesses that our national team is

Patrick : I saw the last two games yeah against Arabia and Australia

Najwa : Can you share some of your evaluation

Patrick : Well that's what I said I think the the quality of the team is good um everything of course can can can go go better and that's why I'm here to try and get the the level of the of of play to a higher level

Najwa : Uh Patrick what do you anticipate will be your biggest challenge in um managing the team being the head coach of the national team

Patrick : Well the biggest challenge is uh I think to to try and make the the players not individually but also as a team as a collective uh better and to uh to have uh the good results because that's the most important thing at the moment we play For finals who are coming in March and in in in June and uh it's important to have direct results

Najwa : The decision to replace shin taeyong as the head coach has caused a public debate here and also an uproar on social media are you aware of that well?

Patrick : I am aware of it of course because I'm not closing my eyes but you know this is uh a thing that um that happens in football you know uh decisions are made um I have a huge respect for for shintai what he did in the in the in the past five years he brought Indonesian football to a different level and now it's my time to uh to carry on what he what he implemented as a coach so much respect to to the coach

Najwa : Can you sense some of the heat

Patrick : Sorry

- Najwa : Did you sense some of the heat on social media on media it's such a big it's a big thing
- Patrick : It's a big country people are are crazy about football and that's that's fantastic of course and you know the heat on on on social media that's normal um if if you're you're passionate about football I think uh this is this is more than normal and and the people also love to go to the World Cup what what I also wants of course and and uh and the team as well so we we need to gather all the all the power and all the togetherness to to make uh to make this happen and everybody knows it it won't be easy but we are trying to do our best and and and go for the for the top
- Najwa : Yeah Indonesian fans are very passionate and vocal yes very passionate and focal especially on social media I I I was wondering if you knew there's a trending hashtag claver out even before you were formally announced and I think uh on your old Instagram post you have like tens of thousands of comments how do you plan to handle this immense pressure?
- Patrick : Yes you know what it is um I I only accept positive uh positive things and and if the people uh are having the hashtag it's it's a Pity because I didn't do nothing towards them and you know that's uh that's a thing that I hope that it will change but it's not a big uh issue for me personally but you know that's the thing that happens on social media
- Najwa : You don't take it personally
- Patrick : No because if I have to take it personally then I'm not done in I think a few few weeks so no I don't take it personally and uh I hope to to to change this This Moment quickly

- Najwa : Patrick people are saying that you were great as a player but you haven't gathered that much experience as a head coach is that a fair assessment
- Patrick : Um well I don't think so because I did uh I did a few uh very good things in football I I was head coach already for a few years on and off but um yeah people have always uh suggestions but you know again that's again a negative thought um me and my team are are ready to uh to do good things with uh with this uh very potential team and I think that's the most important thing I'm not looking at what people think, I need to show them the the different thing. me and my team are ready to uh to do positive things with uh with this Fantastic Team
- Najwa : So you you're determined to change some of uh skepticism from the public?
- Patrick : Um that's the that's what I need to do yeah I hope so yeah
- Najwa : I also want to clarify past news reports on your alleged involvement in football betting depths in 2011 2012 uh you recently were also a brand ambassador for our online betting site uh all this have raised issue for some Indonesian football fans here would you care to explain that
- Patrick : Well um I'm here to uh talk about football things and you know these kind of things um I don't give the attention to this
- Najwa : Well I think it is important to address because Indonesian football sadly has a very bad history with um um... (3d) match fixing yeah and especially we're now also still on a fight against uh online betting and I think it's crucial that all elements all stakeholders are all on the same front on this what's your take on that

Patrick : I agree with you

Najwa : Mhm do you have any comment any say about all the questions raised about the past the past Affairs

Patrick : No no I don't have any explanation for this so and I don't I don't see to uh need to to answer these kind of questions

Najwa : Because I understand that investigators did not find evidence of match fixings at all so that's another part of

Patrick : Exactly

Najwa : The what happened in 2011 2012 um is it's not something that you want to clarify for yourself

Patrick : No but don't have nothing to clarify

Najwa : So you closed that chapter of your

Patrick : I closed the chapter for sure

Najwa : Okay and now you're

Patrick : Thank you

Najwa : Heads on to the

Patrick : Of course

Najwa : Heads on to the next challenge

Patrick : Yes for sure

Najwa : Okay then let's talk about your coaching philosophy what can you share us us that philosophy

Patrick : A philosophy that I like to play um offensive football but organized football um I like to be uh in ball possession and like to dominate the game so

that's what I'm going to try to implement in this uh this fantastic team of players

Najwa : Do you think that would be would that suit the Indonesian team players the Indonesian national team

Patrick : Yes I think so yeah

Najwa : So it's total football Total Football

Patrick : Total Football yes

Najwa : Uhhuh yes uhhuh that would be interesting to watch and see

Patrick : I hope so and I think that is really interesting because we have those kind of players in the team I think

Najwa : Have you identified some of the players that you think will be uh the most suited to your philosophy

Patrick : At the moment what um what I see is that uh a lot of very skillful players it's really a team uh what I see and now it's it's to to you know get everything even more out of the individual player and also as a team mhm uh

Najwa : Can I ask you something specific because for the past five years under sintayong the national team often utilize a three Defender formation yes you know with a 352 3421 pattern and you are known to favor more like 42 31 system am I correct?

Patrick : Well I'm familiar with all systems and I'm going to check um what what's the best uh thing what suits this this team but uh you're right I I like to play with four Defenders but it it depends um also uh what fits the best in the team

- Najwa : And you will have uh four assistant coaches among others are Alex pastor and Danny Lanz have you worked intensively with them before Patrick
- Patrick : Um not intensively but I know their qualities and I think the qualities with with my quality and their quality um it makes a fantastic team so um I'm really eager to uh to start working very soon
- Najwa : How would you.. how would your fishion in distribution among coaches like what sort of like responsibilities among the assistant coaches what would you be what would your precise role would be how would you navigate all the team
- Patrick : Well I'm the coach who who the end decision of course um and everybody has his role so uh yeah I don't have to explanation what is one role we're one team so everybody can say what they what they want to say how they see the situation we discuss it and in the end I make the decision what's going to happen
- Najwa : What type of leader are you
- Patrick : What type of leader well um um (5d) I I'm an open-minded uh leader um I let everybody um in my in my uh coaching staff of course has um uh explained his vision and then I make the decision what's going to happen
- Najwa : Are you a straightforward kind of leader or you
- Patrick : I know what I want yes but um I am not like I'm I'm you know easy going person let me say it like this
- Najwa : And you will listen to people you will take up their advice

Patrick : Of course you need to listen uh to the to to my assistants but also to the players you have to listen what what what what kind of things they like and then you can you can build your your uh your specific strategic what what which way you going to go

Najwa : What's your style usually in the locker room

Patrick : What's My Style in the locker room

Najwa : The locker room atmosphere because that's the thing that uh Mas Eric to here keep mentioning the importance of having a good positive atmosphere locker room atmosphere

Patrick : Exactly

Najwa : So what's your style is going to be in the room

Patrick : Very positive always positive and um and and and things need to be very clear for the players because players need to have a few adjustments uh not to give too much information because if you give too much information uh um The Players need to think a lot and and I think that the things have to be very clear and the players need to know what they what they what they need to do and and also you know um the the I say...4d) the settings the set pieces and everything they need to be very clear for them they know they need to know what they need to do on what moment so that's uh that's for me very very important

Najwa : And of course you got this from your experience as a as a players in

Patrick : As a coach as well as a coach as well yes um

Najwa : What is your current assessment of the national team right now the compositions of the national team

Patrick : Like what

Najwa : Like the players the players the players specifically

Patrick : My composition mhm uh

Najwa : Your assessments of the current competitions of the national team have you look at the you haven't

Patrick : I haven't looked at it

Najwa : You haven't look at cuz right now I think Indonesian Garuda Squad is made up uh some from naturalized players uh many of them from the Netherlands and from the local players and some are asking whether will you will the new coach give more playing time to the local players in the next upcoming games

Patrick : From my point of view is that the local players are the the heart of of of the team and um of course you need to have the the the the right skills the right level and of course if you if you show your level uh the possibili is there of course um the strongest players in my eyes will will play and of course there's time for for the local players this is normal

Najwa : Um so if I ask is there any players that are caught your eyes stand out like a star players in the current national team has anyone caught your ears or your eyes

Patrick : Yes of course but there are many players

Najwa : Will you keep the Captain Jay idzez

Patrick : Of course as the

Najwa : As the captain team or will you have like an over there at the moment

Patrick : No no no issues to to change so he's for now he's still the captain

Najwa : He's still the captain

Patrick : Yes uh

Najwa : How about uh like Riski rido that's also one of the players uh who are now currently playing in the domestic League who plays for the Persija jakarta have you heard of the name, are you familiar with any of the local players that are now currently playing in the Indonesian domestic League or you haven't got a chance to

Patrick : Exactly I haven't got a chance but uh in a few in the coming few weeks uh I will I will visit and and look at them and and and and check them of course mhm

Najwa : Well you have a really big task ahead of us of course like um March 20 we will face a challenging away match against Australia and followed by a crucial home game against bahrain uh that's a really tight schedule what's the plan?

Patrick : Well the the plan is um to have direct impact and result that's the most important thing and um then in June we play uh with China and and Japan it's also very important so what I said is we play For finals and and we need to prepare ourselves very good and and and we have need to have direct result

Najwa : We need at least seven points

Patrick : Yes

Najwa : Realistically how many points can we get

Patrick : If we need seven points the realistically we need to have seven points so we go for minimum that we

Najwa : Four games to go like you say Australia, Bahrain, China, Japan seven points to go seven points with this big expectations from this crazy matad football fans in Indonesia

Patrick : I love it

Najwa : You love it you love the challenge

Patrick : Of course yeah or else I I I would have signed for the for the head coach I'm ready

Najwa : You're ready yes

Najwa : Okay so this would be my last questions uh apart of course from uh qualifying for the World Cup uh what can you offer for the Indonesian football in general

Patrick : What can I offer um um well (3D) I offer my my whole uh um philosophy of football but what I can offer is uh attractive football and for the long term I hope to build and Implement a way of playing

Najwa : Will you be responsible also for the development of the younger players like under 17 under

Patrick : Will be a part of the them

Najwa : You also be part of their development. okay so this would be the last questions I promise you what would you like to say to all Indonesian fans who um especially those who might not still be fully convinced that you are the right person to take charge of our national team

Patrick : I think that results need to uh need to prove this
and I hope that they're standing behind the team and
uh and cheer them up that's the only thing that I ask

Najwa : Stand stand behind the team. can you say that in
the in camera

Patrick : Stand behind the team

Najwa : Thank you so much for talking to Mata thank you

Patrick : Thank you very much

Najwa : Looking forward to the next game and the next
Adventures that we're going through together

Patrick : Appreciate it thank you very much

Najwa : Thank you Patrick thank you thank you

Appendix 2. Turn taking strategies

No	Conversation	Turn taking strategy			
			Taking the turn	Holding the turn	Yielding the turn
1	N : Patrick welcome to Indonesia P : thank you very much	Starting up	Clear start		
2	N : Patrick welcome to Indonesia P : thank you very much N : and thank you for sitting down with Mata najwa	Taking over	Links		
3	N : So what excites you the most about the opportunity to coach Indonesian	Taking over & yielding the turn	Uptake (without appealer)		Prompting

	national team? P : well I think that the quality of the players is enormously. I think that we have a very good chance to qualify for the World Cup and to be coach of a such a big country who are the the people are very crazy about football well that excites me more				
4	N : Mhm uh I think you said that you've met Mas Eric tohir a year ago in Qatar was it during the Asian cup	Starting up	Hesitant start		

	was there a talk about the possibility of coaching or at that time P : no no no				
5	P : not at all because I met Eric before that event okay and uh yes I I um I I met Eric in a AFC cup uh during uh um....(5s) last year was it last year yeah uh and we didn't speak about head coaching or something we just spoke about about football and we had a very good connection it N : So when	Holding the turn	Filled pause/verbal fillers		

	did the talk starts to get more serious P : That was a few weeks months ago yeah not that reason				
6	N : So when did the talk starts to get more serious? P : That was a few weeks months ago yeah not that reason	Yielding the turn			Prompting
7	N : Were you surprised when the offer first came? P : Uh no well I was not surprised because I had different office as well on the	Taking over & yielding the turn	Uptake		prompting

	table but this was the most uh the nicest one for me personally because I like to Implement some things in a new team and my vision and the vision of Eric came together and that was the match				
8	N : What were the main consideratio ns what what's the thing that finally finally made you say yes I will P : No the whole the whole package was was uh was was	Holding the turn		Repetiti on	

	important and you know if if you speak about the opportunities and the things we can do together um as I just said that was a that was a match and also um the players that that now can Implement as well um it's it's it's you know it's only positive things so um that's why my my uh decision was uh not so difficult to take				
9	N : On and off here okay, Patrick how familiar are you with the current	Yielding the turn			Prompting

	state of the Indonesian football? P : Um well the not that familiar but I'm uh I disappoint as a head coach I'll be very often here in Indonesia to check the clubs check the players so I will be very familiar quickly				
10	N : Uh so if I if I ask you what areas of the national team that you think would need the most Improvement and how would you go about fixing them P : I mean the	Holding the turn		Repetition	

	current national				
11	N : The current national team P : Well I think they uh in the in the past they did a good job um I think the coach Shin did a very good uh job with with the team and every every team can can can become better and and that's what I'm going to try and do	Holding the turn		Repetiti on	
12	N : Uh what do you think about the team's past performanc es in the World Cup	Holding the turn		Repetiti on	

	Asian qualifier P : Well that's what I said I think that they did a good job um the results were were good as well and that's why they're they're standing what they're standing now I think the the position is uh is is quite good with all the other countries the same amount of points and only um Australia and and Japan above us so there there are big opportunitie s				
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13	N : Yeah um cuz uh the first two games we managed to get a draw against Saudi Arabia and Australia against bahrain there was a controversy over the referee's decisions I don't know are you aware and familiar with that uproar during the controversy with the bahrain game P : I heard about it	Starting up	Hesitant start		
14	N : Do you have any take on that?	Holding the turn & Yielding the turn		Repetiti on	Prompti ng

	P : No I think that uh those those matches are already played so it's not convenient to to talk about this is better to talk about the the upcoming games and and and focus on on those games				
15	N : Have you got a chance to watch the the games and evaluate on the point and the weaknesses that our national team is...- P : I saw the last two games yeah against Arabia and	Interrupti ng			

	and Australia				
16	N : Can you share some of your evaluation? P : Well that's what I said I think the the quality of the team is good um everything of course can can can go go better and that's why I'm here to try and get the the level of the of of play to a higher level	Holding the turn & yielding the turn		Repetiti on	Prompti ng
17	N : Patrick what do you anticipate will be your biggest challenge in um managing the team being the	Holding the turn		Filled pause/ verbal fillers	

	head coach of the national team P : well the biggest challenge is uh I think to to try and make the the players not individually but also as a team as a collective uh better and to uh to have uh the good results because that's the most important thing at the moment we play For finals who are coming in March and in in in June and uh it's important to have direct results				
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18	N : The decision to replace shin taeyong as the head coach has caused a public debate here and also an uproar on social media are you aware of that well P : I am aware of it of course because I'm not closing my eyes but you know this is uh a thing that um that happens in football you know uh decisions are made um I have a huge respect for for shintai what he did in the in the in the past five	Holding the turn & yielding the turn		Repetiti on	prompti ng
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	years he brought Indonesian football to a different level and now it's my time to uh to carry on what he what he implemented as a coach so much respect to to the coach				
19	N : Did you sense some of the heat on social media on media it's such a big it's a big thing P : It's a big country people are are crazy about football and that's that's fantastic of course and you know	Holding the turn		Repetiti on	

the heat on on on social media that's normal um if if you're you're passionate about football I think uh this is this is more than normal and and and the people also love to go to to the World Cup what what I also wants of course and and uh and the team as well so we we need to gather all the all the power and all the togethernes s to to make to make this happen and everybody knows it it won't be easy but we				
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	are trying to do our best and and and go for the for the top				
20	P : Yes you know what it is um I I only accept positive uh positive things and and if the people uh are having the hashtag it's it's a Pity because I didn't do nothing towards them and you know that's uh that's a thing that I hope that it will change but it's not a big uh issue for me personally but you know that's the thing	Holding the turn		Filled pause/ verbal fillers	

	that happens on social media N : You don't take it personally				
21	N : Patrick people are saying that you were great as a player but you haven't gathered that much experience as a head coach is that a fair assessment? P : Um well I don't think so because I did uh I did a few uh very good things in football I I was head coach already for a few years on and off but um yeah people	Holding the turn & Yielding the turn		Filled pause/ verbal fillers	prompting

have always uh suggestions but you know again that's again a negative thought um me and my team are are ready to uh to do good things with uh with this uh very potential team and I think that's the most important thing I'm not looking at what people think, I need to show them the the different thing. me and my team are ready to uh to do positive things with uh with this Fantastic Team				
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22	N : I also want to clarify past news reports on your alleged involvement in football betting depths in 2011 2012 uh you recently were also a brand ambassador for our online betting site uh all this have raised issue for some Indonesian football fans here would you care to explain that P : well um I'm here to uh talk about football things and you know these kind of things	Taking over	Uptake		

	um I don't give the attention to this				
23	N : Well I think it is important to address because Indonesian football sadly has a very bad history with um um... (3s) match fixing yeah and especially we're now also still on a fight against uh online betting and I think it's crucial that all elements all stakeholder s are all on the same front on this what's your take on that	Holding the turn		Filled pause/ verbal filler	

	P : I agree with you				
24	N : Mhm do you have any comment any say about all the questions raised about the past the past Affairs P : No no I don't have any explanation for this so and I don't I don't see to uh need to to answer these kind of questions	Starting up	Hesitant start		
25	N : Because I understand that investigator s did not find evidence of match fixings at all so that's	Interrupti ng			

	another part of ... P : Exactly				
26	N : So you closed that chapter of your... P : I closed the chapter for sure N : okay and now you're.... P : thank you	Starting up	Interrupti ng		
27	P : A philosophy that I like to play um offensive football but organized football um I like to be uh in ball possession and like to dominate the game so that's what I'm going to try to implement in this uh	Holding the turn		Filled pauses/ verbal fillers	

	this fantastic team of players N : Do you think that would be would that suit the Indonesian team players the Indonesian national team P : Yes I think so yeah				
28	N : Have you identified some of the players that you think will be uh the most suited to your philosophy P : At the moment what um what I see is that uh a lot of very skillful	Holding the turn		Filled pause/ verbal fillers	

	players it's really a team uh what I see and now it's it's to to you know get everything even more out of the individual player and also as a team mhm uh				
29	N : Can I ask you something specific because for the past five years under sintaeyong the national team often utilize a three Defender formation yes you know with a 352 3421 pattern and you are known to favor more like 42 31	Taking over & yielding the turn	Uptake		Prompting

	system am I correct? P : Well I'm familiar with all systems and I'm going to check um what's the best uh thing what suits this team but uh you're right I I like to play with four Defenders but it it depends um also uh what fits the best in the team				
30	N : And you will have uh four assistant coaches among others are Alex pastor and Danny Lanz have you worked intensively	Taking over	Links		

	with them before Patrick P : um not intensively but I know their qualities and I think the qualities with with my quality and their quality um it makes a fantastic team so um I'm really eager to uh to start working very soon				
31	N : How would you.. how would your vision in distribution among coaches like what sort of like responsibilities among the assistant coaches what would	Holding the turn		A new start	

	you be what would your precise role would be how would you navigate all the team P : Well I'm the coach who who the end decision of course um and everybody has his role so uh yeah I don't have to explanation what is one role we're one team so everybody can say what they what they want to say how they see the situation we discuss it and in the end I make the decision what's going to happen				
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32	N : What type of leader are you? P : What type of leader well um um (5d) I I'm an open- minded uh leader um I let everybody um in my in my uh coaching staff of course has um uh explained his vision and then I make the decision what's going to happen	Holding the turn & Yielding the turn		Filled pause/ verbal fillers	Prompti ng
33	P : I know what I want yes but I am not like I'm I'm you know easy going person let	Taking over	links		

	me say it like this N : And you will listen to people you will take up their advice				
34	P : Of course you need to listen uh to the to to my assistants but also to the players you have to listen what what what what kind of things they like and then you can you can build your your uh your specific strategic what what which way you going to go N : What's your style usually in	Holding the turn		Repetiti on	

	the locker room				
35	P : What's My Style in the locker room N : the locker room atmosphere because that's the thing that uh Mas Eric to here keep mentioning the importance of having a good positive atmosphere locker room atmosphere	Yielding the turn			Giving up
36	P : Very positive always positive and um and and things need to be very clear for the players because	Holding the turn		Repetiti on	

players need to have a few adjustments uh not to give too much information because if you give too much information uh um The Players need to think a lot and and I think that the things have to be very clear and the players need to know what they what they what they need to do and and also you know um the the I say...4d) the settings the set pieces and everything they need to be very				
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	clear for them they know they need to know what they need to do on what moment so that's uh that's for me very very important				
37	P : Very positive always positive and um and and and things need to be very clear for the players because players need to have a few adjustments uh not to give too much information because if you give too much information uh um The Players	Holding the turn		Silent pauses	

need to think a lot and and I think that the things have to be very clear and the players need to know what they what they what they need to do and and also you know um the the I say...4d) the settings the set pieces and everything they need to be very clear for them they know they need to know what they need to do on what moment so that's uh that's for me very very important				
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38	N : You haven't look at cuz right now I think Indonesian Garuda Squad is made up uh some from naturalized players uh many of them from the Netherlands and from the local players and some are asking whether will you will the new coach give more playing time to the local players in the next upcoming games P : From my point of view is that the local players are	Holding the tun		Repetiti on	
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	the the heart of of of the team and um of course you need to have the the the the right skills the right level and of course if you if you show your level uh the possibili is there of course um the strongest players in my eyes will will play and of course there's time for for the local players this is normal				
39	N : How about uh like Riski rido that's also one of the players uh who are	Holding the turn		Repetiti on	

	now currently playing in the domestic League who plays for the Persija jakarta have you heard of the name, are you familiar with any of the local players that are now currently playing in the Indonesian domestic League or you haven't got a chance to P : Exactly I haven't got a chance but uh in a few in the coming few weeks uh I will I will visit and and look at them and and and				
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	and check them of course mhm				
40	N : Well you have a really big task ahead of us of course like um March 20 we will face a challenging away match against Australia and followed by a crucial home game against bahrain that's a really tight schedule what's the plan? P : Well the the plan is um to have direct impact and result that's the most important thing and	Holding the turn		Repetiti on	

	um then in June we play uh with China and and Japan it's also very important so what I said is we play For finals and and we need to prepare ourselves very good and and and we have need to have direct result				
41	N : You love it you love the challenge P : Of course yeah or else I I I would have signed for the for the head coach I'm ready N : You're ready yes	Holding the turn		Repetiti on	

42	N : Okay so this would be my last questions uh apart of course from uh qualifying for the World Cup uh what can you offer for the Indonesian football in general P : What can I offer um um well.. (3d) I offer my my my whole uh um philosophy of football but what I can offer is uh attractive football and for the long term I hope to build and Implement a way of playing	Holding the turn		Filled pause/ verbal fillers	

43	N : Mhm do you have any comment any say about all the questions raised about the past the past Affairs P : No no I don't have any explanation for this so and I don't I don't see to uh need to to answer these kind of questions N : Because I understand that investigator s did not find evidence of match fixings at all so that's another part of P : Exactly	Taking over	Links		
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Appendix 3. Types of adjacency pairs in Mata Najwa episode: “(EKSKLUSIF): Patrick Kluivert, Pelatih Baru Timnas”

No	Conversation	Type of adjacency pairs
1	N : Patrick welcome to Indonesia P : Thank you very much	Greeting & greeting
2	N : So what excites you the most about the opportunity to coach Indonesian national team? P : Well I think that um the quality of the players is is enormously um I think that um we have a very good chance to qualify for the World Cup and to be coach of a such a big country who are the the people are very crazy about football well that excites me more	Question & answer
3	N : Mhm uh I think you said that you've met Mas Eric tohir a year ago in Qatar was it during the Asian cup was there a talk about the possibility of coaching or at that time? P : No no no N : Not at all P : Not at all because I met Eric before that event okay and uh yes I I um I I met Eric in a AFC cup uh during uh um....(5d) last year was it last year yeah uh and we didn't speak about head coaching or something we just spoke about	Question & answer

	about football and we had a very good connection it	
4	N : So when did the talk starts to get more serious P : That was a few weeks months ago yeah not that reason	Question & answer
5	N : So the Federation approached you and then how was the back and forth of the discussions to finally getting the decisions that you said yes I accept the offer P : What was the well if somebody uh wants to speak first they come to my agent and then uh uh	Question & answer
6	N : Were you surprised when the offer first came? P : Uh no well I was not surprised because I had different office as well on the table but um this was the most uh the nicest one for me personally because I like to Implement some things in in a new team and my my vision and and the vision of Eric came together and that was the the the match	Question & answer
7	N : Okay so uh you got a two-year contract with the Federation until 2027 P : Yes	Question & answer
8	N : With an extension options what's the value of that contract?	Question & answer

	P : What's the value mhm well I think that the value I don't have to speak about the value but uh for me the value is important to um to coach a very big nation like Indonesia I'm really excited to uh to to put my the way the way I see football and the way to implement things on on on on this team um I see it very clear	
9	N : Are you planning to move and stay in Indonesia during the duration of the contract? P : Um not the whole time but I I'll visit uh Indonesia quite often	Question & answer
10	N : On and off here okay, Patrick how familiar are you with the current state of the Indonesian football? P : Um well the not that familiar but I'm uh I disappoint as a head coach I'll be very often here in uh in Indonesia to check the clubs check the players so I will be very familiar quickly	Question & answer
11	N : Uh what do you think about the team's past performances in the World Cup Asian qualifier? P : Well that's what I said I think that they did a good job um the results were were good as well and that's why they're they're standing what they're standing now I think the the position is uh is is quite good with all the other	Question & answer

	countries the same amount of points and only um Australia and Japan above us so there there are big opportunities	
12	N : Do you have any take on that ? P : No I think that uh those those matches are already played so it's not convenient to to talk about this is better to talk about the the upcoming games and and and focus on on those games N : Have you got a chance to watch the the games and evaluate on the point and the weaknesses that our national team is	Question & answer
13	N : Can you share some of your evaluation P : Well that's what I said I think the the quality of the team is good um everything of course can can go go better and that's why I'm here to try and get the the level of the of of play to a higher level	Question & answer
14	N : Uh Patrick what do you anticipate will be your biggest challenge in um managing the team being the head coach of the national team? P : Well the biggest challenge is uh I think to to try and make the the players not individually but also as a team as a collective uh better and to uh to have uh the good results because that's the most important thing at the moment we play For	Question & answer

	finals who are coming in March and in in in June and uh it's important to have direct results	
15	N : The decision to replace shin taeyong as the head coach has caused a public debate here and also an uproar on social media are you aware of that well? P : I am aware of it of course because I'm not closing my eyes but you know this is uh a thing that um that happens in football you know uh decisions are made um I have a huge respect for for shintai what he did in the in the in the past five years he brought Indonesian football to a different level and now it's my time to uh to carry on what he what he implemented as a coach so much respect to to the coach	Question & answer
16	N : Yeah Indonesian fans are very passionate and fcal yes very passionate and focal especially on social media I I I was wondering if you knew there's a trending hashtag claver out even before you were formally announced and I think uh on your old Instagram post you have like tens of thousands of comments how do you plan to handle this immense pressure? P : Yes you know what it is um I I only accept positive uh positive things and and if the people uh are having the hashtag it's it's a Pity because I didn't do nothing towards them and you know that's	Question & answer

	uh that's a thing that I hope that it will change but it's not a big uh issue for me personally but you know that's the thing that happens on social media	
17	N : Patrick people are saying that you were great as a player but you haven't gathered that much experience as a head coach is that a fair assessment P : Um well I don't think so because I did uh I did a few uh very good things in football I I was head coach already for a few years on and off but um yeah people have always uh suggestions but you know again that's again a negative thought um me and my team are are ready to uh to do good things with uh with this uh very potential team and I think that's the most important thing I'm not looking at what people think, I need to show them the the different thing. me and my team are ready to uh to do positive things with uh with this Fantastic Team	Question & answer
18	N : So you you're determined to change some of uh skepticism from the public? P : Um that's the that's what I need to do yeah I hope so yeah	Question & answer
19	N : I also want to clarify past news reports on your alleged involvement in football betting depths in 2011 2012 uh you recently were also a brand ambassador for	Question & answer

	our online betting site uh all this have raised issue for some Indonesian football fans here would you care to explain that P : Well um I'm here to uh talk about football things and you know these kind of things um I don't give the attention to this	
20	N : Mhm do you have any comment any say about all the questions raised about the past the past Affairs P : No no I don't have any explanation for this so and I don't I don't see to uh need to to answer these kind of questions	Question & answer
21	N : Okay then let's talk about your coaching philosophy what can you share us us that philosophy? P : A philosophy that I like to play um offensive football but organized football um I like to be uh in ball possession and like to dominate the game so that's what I'm going to try to implement in this uh this fantastic team of players	Question & answer
22	N : Do you think that would be would that suit the Indonesian team players the Indonesian national team P : Yes I think so yeah	Question & answer
23	N : Have you identified some of the players that you think will be	Question & answer

	uh the most suited to your philosophy P : At the moment what um what I see is that uh a lot of very skillful players it's really a team uh what I see and now it's it's to to you know get everything even more out of the individual player and also as a team mhm uh	
24	N : Can I ask you something specific because for the past five years under sintaeyong the national team often utilize a three Defender formation yes you know with a 352 3421 pattern and you are known to favor more like 42 31 system am I correct? P : Well I'm familiar with all systems and I'm going to check um what what's the best uh thing what suits this this team but uh you're right I I like to play with four Defenders but it it depends um also uh what fits the best in the team	Question & answer
25	N : How would you.. how would your vision in distribution among coaches like what sort of like responsibilities among the assistant coaches what would you be what would your precise role would be how would you navigate all the team P : Well I'm the coach who who the end decision of course um and everybody has his role so uh yeah I don't have to explanation what is one role we're one team so	Question & answer

	everybody can say what they what they want to say how they see the situation we discuss it and in the end I make the decision what's going to happen	
26	N : What type of leader are you P : What type of leader well um um (5d) I I'm an open-minded uh leader um I let everybody um in my in my uh coaching staff of course has um uh explained his vision and then I make the decision what's going to happen	Question & answer
27	N : Are you a straightforward kind of leader or you P : I know what I want yes but um I am not like I'm I'm you know easy going person let me say it like this	Question & answer
28	N : And you will listen to people you will take up their advice P : Of course you need to listen uh to the to my assistants but also to the players you have to listen what what what what kind of things they like and then you can you can build your your uh your specific strategic what what which way you going to go	Question & answer
29	N : So what's your style is going to be in the room P : Very positive always positive and um and and and things	Question & answer

	need to be very clear for the players because players need to have a few adjustments uh not to give too much information because if you give too much information uh um The Players need to think a lot and and I think that the things have to be very clear and the players need to know what they what they what they need to do and and also you know um the the I say...(4d) the settings the set pieces and everything they need to be very clear for them they know they need to know what they need to do on what moment so that's uh that's for me very very important	
30	N : You haven't look at cuz right now I think Indonesian Garuda Squad is made up uh some from naturalized players uh many of them from the Netherlands and from the local players and some are asking whether will you will the new coach give more playing time to the local players in the next upcoming games P : From my point of view is that the local players are the the heart of of of the team and um of course you need to have the the the the right skills the right level and of course if you if you show your level uh the possibility is there of course um the strongest players in my eyes will will play and of course there's time for for the local players this is normal	Question & answer

31	N : Um so if I ask is there any players that are caught your eyes stand out like a star players in the current national team has anyone caught your ears or your eyes P : Yes of course but there are many players	Question & answer
32	N : Will you keep the Captain Jay idzez P : Of course as the	Question & answer
33	N : As the captain team or will you have like an over there at the moment P : No no no issues to to change so he's for now he's still the captain	Question & answer
34	N : He's still the captain P : Yes uh	Question & answer
35	N : How about uh like Riski rido that's also one of the players uh who are now currently playing in the domestic League who plays for the Persija jakarta have you heard of the name, are you familiar with any of the local players that are now currently playing in the Indonesian domestic League or you haven't got a chance to P : Exactly I haven't got a chance but uh in a few in the coming few weeks uh I will I will visit and and look at them and and and and check them of course mhm	Question & answer

36	N : Well you have a really big task ahead of us of course like um March 20 we will face a challenging away match against Australia and followed by a crucial home game against bahrain uh that's a really tight schedule what's the plan? P : Well the the plan is um to have direct impact and result that's the most important thing and um then in June we play uh with China and and Japan it's also very important so what I said is we play For finals and and we need to prepare ourselves very good and and and we have need to have direct result	Question & answer
37	N : Okay so this would be my last questions uh apart of course from uh qualifying for the World Cup uh what can you offer for the Indonesian football in general P : What can I offer um um well (3D) I offer my my my whole uh um philosophy of football but what I can offer is uh attractive football and for the long term I hope to build and Implement a way of playing	Question & answer
38	N : Will you be responsible also for the development of the younger players like under 17 under P : Will be a part of the them	Question & answer
39	N : You also be part of their development. okay so this would be the last questions I promise you	Question & answer

	what would you like to say to all Indonesian fans who um especially those who might not still be fully convinced that you are the right person to take charge of our national team P : I think that results need to uh need to prove this and I hope that they're standing behind the team and uh and cheer them up that's the only thing that I ask	
40	N : Stand stand behind the team. can you say that in the in camera P : Stand behind the team	Requesting & agreement
41	N : Thank you so much for talking to Mata thank you P : Thank you very much	Leave taking adjacency pairs

CURRICULUM VITAE

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B. Education Background

1. MI ASY SYAFI'YAH 01 KARANGDAWA
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