

2. REVIEW OF RELATED LITERATURE

2.1. Main theories

There are two main theories in this research. The first main theory is the basic theory in answering what strategies are used in ending a conversation. For answering the research questions, the writer used three different theories about closing a conversation.

The second main theory is about closing signals. The writer limited the analysis into linguistic signals, which means it analyses the verbal signals in the conversations.

2.1.1 Theories of strategies in ending a conversation

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

2.1.1.1 Theory of Conversational Strategies in Ending a Conversation

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

The first one is by using silent pause, which means that the speaker does not have anything else to say. When people initiate a topic talk, normally the other speakers will respond it either with an utterance or a verbal action. In using this silent pause or a very minimal response, like “*uhm*”, the speaker seems to give no response to his or her partner.

An example of silent pause (or minimal response):

A: *...or is it a Dancer. I don't know it's got an enormous Belly...*

B: *M...*

(p.152)

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

For example, “*It’s gone very cold, hasn’t it?*”

“*Mm...it’s freezing.*” (p.149)

Obviously, both speakers know that the temperature is freezing. The speaker utters the question just as a winding up talk. Then, the speaker can give a reason to stop the conversation.

Speaker can also give reason, which means that she or he wants to close the whole conversation, like “*I have to watch the TIME Reynard on TV.*” (p.153)

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

All the above are technically ways to terminate a conversation in a general situation. People can use them in their strategy of ending a conversation. Those ways offered by Stenstrom are more likely to stress on the technical markers in closing conversation. Stenstrom believes that those can be used to end face-to-face as well as telephone conversations.

2.1.1.2 Closing techniques

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

closing. There are some techniques in using these signals. How people use the closing techniques properly to close a conversation show their strategies in closing.

People can negotiate their closing by giving **reason to leave**. It is common that people want to give a good impression to their addressee by pretending they are reluctant to cease. Thus, speakers will give reasons or other conditions that make them cannot continue the conversation. For example “*Well, back to work, I must be going, sorry!*” (Wardhaugh, 1985, p.156). Sometimes, the speakers can give their addressee’s condition so that it is not his faults if they cannot continue the conversation, for example “*Please excuse me! But I’d better let you go.*” (p.156).

Then, the other way to negotiate a closing is by **giving compliments** serves as a comment on the whole conversation. For example, “*It’s been nice talking to you*” (p.157) indicates that the speaker considers the conversation has reached the purpose and it is time to do something else.

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

The next way to end a conversation is by giving **dismissal formulas**. This can act to dismiss the speaker or the other party. An example of dismissing the speaker himself or herself is “*I’m sorry but I have to go, my next appointment is waiting.*” (p.157). Then, the example of dismissing the other party is “*You should get back to work, come back this afternoon and we will talk again.*” (p.157)

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

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

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

window while having a conversation with others, means that he or she tries to avoid continuing the conversation by doing so.

The example of **leave-taking behavior** is when the speaker gathers her/his belongings, and makes a dramatic shift of changing position from sitting down to standing up. The leave-taking behaviors mentioned indicate that the speaker wants to leave the conversation immediately or they reach the point of leave-taking.

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

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

Therefore, in situation like this, people cannot just force a closing even though they really have to leave with no other choice. Wardhaugh believed that people have to spend some minimal time in a conversation they have been entered. Thus, they also have to give at least any of pre-closing routines before they close the whole conversation. He also gives the effective ways of closing a conversation when the other party insists on bringing up new topics so that the conversation can continue. These effective pre-closing starts from the most polite or well mannered, like **give an excuse** why the conversation has to end. When this way does not work, we can **tell our addressee that the conversation is at an end**. Still, if the second way does not work and the addressee is still talking, we should just **ignore what is said** and hope that he will desist. The last one is the most offensive way for closing a conversation, but it can be the most effective one in the case like the above, which is **take a distance** or leave the other party.

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

2.1.1.3 Processes in Ending a Social Encounter (cited in Psychology of language, Caroll, 1999)

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

This order in ending a conversation is one strategy that can be applied.

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

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

The above tables show many ways or techniques that can be used to end a conversation. Those ways or techniques have one function that is to close a conversation. Thus, the writer tried to make specification from this general

function. Actually, the closing functions represented by those ways or techniques can be divided into five categories of closing functions.

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

The second category is about trying to ask for or give an excuse to leave or stop the conversation. This can be done by justifying ending contact. Giving reason for stopping, dismissing oneself, and dismissing other speaker from the conversation are ways to justify ending contact. In short, the second category of closing function is asking for or giving an excuse to leave the conversation.

Next, referring to Levinson that closing is not the ending of a relationship, maintaining good relationship also part of strategy that can be used in ending a conversation. Giving polite phrases and winding up talk are one way in maintaining relationship. Thanks, apologies, and compliments are part of polite phrases, and expressing pleasure is usually done by giving compliment. Then, the most common winding up talk appear in form of phatic talk

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

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

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

2.1.2 Theory of Closing signals

Theory of closing signals is used to find out the linguistic signals made by PCU students when they end a conversation.

2.1.2.1 Communication Theory of closing signals (Cited in Hatch, 1983)

The ending of conversations is things that have to be done. In doing this, the speaker do not just stop speaking. They need some signals to close the conversation. Goffman (1976) calls the signals to close a conversation as pre-closing signals, such as “well”, “ok”, and “so” used with falling intonations. Pre-closing signals are the signals given by each participant when he or she is ready to close the communication channel.

For example: E: Okay, so::

S: Yeh,

E: Yeh, so I'll call yuh tomorrow then

S: Okay mom, talk to you later.

E: bye.

S: bye.

This example shows the pre-closing and closing signals that can be used to end a conversation. “Okay, so” is a pre-closing signal, while “bye” is a closing signal.

In order to end the conversation, the conversationalists usually use these kinds of signals to show their willingness to close the conversation. Goffman (1976) claims that there is at least a universal set of communication signals in a conversation, including closing signals. They are the most important parts to make a conversation goes smoothly.

Closing signals are crucial in conversation because people will face difficulties to end the conversation if they do not have these signals.

2.1.2.2 Types of idiomatic signals of conversational endings

Stockwell, categorize the signals in ending conversations into four types of idiomatic signals.

The first one is a signal that is usually used for making an excuse, such as “better go”, “I've gotta go to the shop”, and “I'd better going right now.” These

signals mostly occur with a word of “go” and its variation. Then word “go” explain about the need to leave or stop the conversation.

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

The third type of signals is the future phatic. “Have a nice weekend” and “hope it goes well” are examples of the future phatic signals. Those expressions function to wind up the conversation by giving polite phrases before leaving.

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

Types of idiomatic signals in ending a conversation by Stockwell seem to have relation with closing functions. First type of signals will mostly occur in second closing function which is asking for or giving an excuse to stop the conversation. The second type is used to express first closing function (showing no desire to continue the conversation) by asking a possibility to close the conversation. Then, future phatic is used in third closing function of maintaining good relationship. The rendezvous strategy definitely is suitable in keeping future contact.

The writer used all these theories of closing signals to analyze what kind of signals used to end a conversation in 9 open role-play conversations that she observed.

2.2 Supporting Theories

Since the writer focused her research on the closing parts only, she also needed theories about closing section to recognize the beginning of the closing part in each conversation.

The writer used theories of closing section to support the pre-analysis of her research. These theories were helpful in identifying when the closing negotiations begin because the writer started her analysis from the first closing negotiation appeared. However, this closing section is not her main analysis.

2.2.1 Closing section according to Schegloff and Sacks (Cited in Ten Have, 2000)

Schegloff and Sacks (1973) in Ten Have (2000, p.22) offer a closing section that consists of possible pre-closing, pre-closing, mentioning mentionable, closing, and terminating.

Possible pre-closing can be a pre-closing if it is offered for the second time. Perhaps, in the first option, the other speaker cannot recognize it as an offer to close a conversation. While, pre-closing is usually short and said in a raising intonation, e.g. *Ok*, *Right*, and *Alright*. Mentioning mentionable, is an optional part because in this part speakers usually only check whether the message is clearly understood or they have to make arrangement to talk about it again. Closing happens when the offer of pre-closing is accepted by the other speakers. Then, the final process is by terminating the whole conversation using terminal elements of goodbye.

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

2.2.2 Closing section according to Clark and French

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

2.2.3 Closing section according to Levinson

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

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

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

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

CLOSING SECTION
Topic Closing (optional)
Pre-closing
Closing
Terminating

2.3. Related Studies

To support her research, the writer used studies from Dwi-Nugroho (1993) and Marlina (2001). Both studies have a significance to this research because they deal with closing conversations.

2.3.1 Terminating telephone conversations

Dwi-Nugroho's study observed the closing patterns of telephone conversations in Australian English and Bahasa Indonesia. It focused on the types of closing sequences, the initiator of closing exchanges, the length of closing, the pragmatics functions in closing and the linguistic realizations of the closing functions. The data of Dwi-Nugroho were taken from recording home telephone conversations from fourteen Australians and thirteen Indonesians and analyzed sixty-eight authentic and natural conversations in Australian English and fifty-seven in Bahasa Indonesia.

On the other hand, the writer focused on strategies and signals in ending a conversation. However, types of closing sequences from Dwi-nugroho helped the writer in recognizing the closing section or part that she wanted to analyze. Closing sequences in Dwi-Nugroho consisted of stages topic closing, pre-closing, closing, opening up, re-closing, and terminating. The writer focused on stages that contain closing initiations or negotiations. The opening up by the first speakers is not considered closing initiations or negotiations. Pragmatic functions are also useful in determining the categorization of theory for strategy in ending a conversation.

The writer took nine open role-play face-to-face conversations from nine respondents and three informants as her data. Stenstrom believed that the pattern in telephone conversation analysis and face-to-face conversation analysis do not show a great difference. Thus, the findings of one of them can be used to analyze the other and vice-versa.

2.3.2 Opening and Closing Signals Used by Pager Operators

Marlina's study is about opening and closing used by pager operators and message senders. In her study, she wanted to find out the opening and closing signals, and the pattern in opening and closing sequence used by the sender and pager operators. Marlina used Telephone Analysis theory by Schegloff (1968).

There is similarity in Marlina's study and the writer's research. However, the writer focused her study in closing conversation of face-to-face conversation. Esther wanted to find out the closing signals and closing sequence in telephone

conversations. Then, the writer wanted to know about the strategies and also the signals through the closing section.

The finding from Marlina's study shows that closing sequence consist of two main parts, pre-closing and closing. In this research, the writer used combination of Schegloff and Sacks (1973), Clark and French (1981), and Levinson (1983) theories that closing section consists of topic closing, pre-closing, closing, and terminating. However Marlina's findings have significance for this research in closing signals part. That pre-closing signals are applicable in bahasa Indonesia (since the writer took the data in bahasa Indonesia).