CHAPTER IV

ANALYSIS AND FINDINGS

This chapter is divided into three parts and each discusses the findings of the different issues based on the statement of the problems of the study. They are the types of opening patterns, the length of opening, and the patterns and the language used in the opening telephone conversations. The writer analyzed 100 telephone calls among which 50 were done by the male subjects and 50 by the female subjects. After the analysis, the writer found that all subjects mostly used **SA-I** types of pattern in opening telephone conversation. The results can be seen in the table below.

4.1. THE OPENING SEQUENCE OF TELEPHONE CONVERSATION

From the collected data, the writer found different ways and strategies in opening telephone conversation, no matter whether they are males or females. It can be seen in Table 1 and Table 2 below which show the various types of opening sequences in telephone conversations performed by those subjects.

Table 1. Types of opening sequence in male subjects

Speakers	Number of Conversations	T.O.P	Frequency
M – M	26	**SA-I**	26
M – F	24	**SA-I**	15
		SA-G-I	18
		SA-I-HAY	1
TOTAL			

It can be seen from the table 1 that 41 conversations of the male subjects used SA-I, while SA-G-I and **SA-I-HAY.** The writer found that SA-I type is mostly used by the speakers in telephone conversations. This type can be seen in the following example :

0	(ring)		
1	AI:	"Halo?"	*"Hello?"*
2	A :	"Halo, Alan ada?"	*"Hello, is Alan there?"*
3	AI.	"Apa?"	*"What's up?"*
4	A:	"Oh... Alan ya, yak apa kemaren?"	*"Alan, isn't it? What's going on yesterday:?--*

When the conversation openings happened between the male subjects, they always used the direct ways, i.e SA-I (Summons-Answer – Identification). After the Summon, which are signalled by the rings of the phone, the answerer **(A)** picks the receiver and always starts with "Halo?" (*"Hello.?"*). By this *"Hello.?"*, the caller (C) acknowledges that his call is on the line and therefore continues asking the being of the intended recipient , such as, "Halo, Alan ada?" *("Hello, is Alan there?"*). When A was the intended recipient, he mostly identified himself and asked who the caller was, for example, "Iya, siapa ya?" ("Yes, *who's speaking, please.?*"), "Iya, aku. Sopo iki?" *(Yes, it's me. Who is this?"*), or guessing the caller, such as "Sony tah?" (*"Sony,isn't it?"*). Sometimes, like in the example above, **A** had acknowledged C from minimal voice samples and so that A directly identified C or just asked his purpose of calling, "Apa?" *("What's up?"*). This opening pattern also happened if the male subject called a female receiver, such as in the opening below :

0		(ring)	
1	**A.**	"Halo?"	*"Hello?"*
2	C:	"Halo, Anton-nya ada?"	*"Hello, is Anton there.?"*
3	**A:**	"Opo'o, Cen?"	*"What's up, Cen?"*
4	C :	"Eh.. Ton, aku rasane ndak isa Sabtu."	*"I think I can not make it for Saturday, Ton."*

In the conversations happened between males and females, there was a variety of opening types : 33% of the conversation used SA-G-I type while 4% used SA-G-I-HAY type. Contrary to the male subjects, the conversations between males and females show more polite ways. It can be seen in the following example :

0		(ring)	
1	A:	"Halo?"	*"Hello?"*
2	C:	"Halo, selamat malam. Bisa bicara sama Anton?"	*"Hello, good evening. Can I talk to Anton, please?"*
3	A:	"Iya, ini Anton. Siapa ya?"	*"Speaking. who is this,?"*
4	*C* :	"Christin, Ton."	*"It's Christin."*

From the example above, we can seen that the caller (C) greets the answerer **(A)** with "Selamat malam." *("Selamat malam.")* and followed by looking for the intended recipient *("Can I Talk to Anton, please?')*.

On the other hand, the opening in the calls by the female subjects were more various as seen in the table below :

Table 2. The Opening patterns in female subjects

Speakers	Number of Conversations	T.O.P	Frequency
F – M	29	SA-I	22
		SA-G-I	*5*
		SA-G-I-HAY	2
F – F	21	**SA-I**	20
		SA-G-I	1
TOTAL,			*50*

Based on the research result in Table2. the conversations between female and male subjects are more various Although SA-I was still the highest frequency, other patterns were also used. **for** example, SA-G-I and SA-G-I-HAY. Both types can be seen in following examples

0		(ring)	
1	**W:**	"Halo?"	*"Hello?"*
2	I :	"Halo, selamat malam."	*"Hello, good evening."*
3	W:	"Ya.. mau cari siapa?"	*"Yes, whom are you looking for?"*
4	I :	"Wendy-nya ada?"	*"Is Wendy there?"*
5	W:	"Iya.. dari siapa?"	*"Yes, who's calling?"*
6	I :	Oh.. Wendy ya? Aku.. Ivon."	*"It's Wendy, isn't it? It's me, Ivon."*
7	**W:**	"Walah.. Ivon tah. Gayamu dengaren pake selamat malam, Von."	*"Ivon? What a surprise you greet me good evening."*
8	I :	"Yo.. gak popo sih.. disopani *protes."*	*--Well, it's polite, isn't it?"*
9	w	"(he..he..) Ya wis.. ya wis.. opo'o sih?"	***"Okay..okay..** what's **zip,?"***

The caller and/or the answerer greet to each other, for example, "Selamat malam" *("Good evening"*). It is reasonable because according to Trudgill in his book entitled An Introduction to Language and Society, it is known from linguistic research that in many societies the speech of men and women differs **(pp.78).** He also adds that social pressures will be stronger on women because of their greater status consciousness. On the other hand, there will also be pressure to continue using less prestigious non-standard variants as a signal of group solidarity and personal identity in men. These pressures, however, will be stronger on men than on women because of the concepts of masculinity current in our society. Men'sspeech will therefore be less 'correct' than that of the women

Another type is also applied in this different sex conversations, that is SA-G-I-HAY. The example can be seen as follows:

0		(ring)	
1	I:	"Halo?"	*"Hello?"*
2	R:	"Halo, selamat siang. Ivon-nya ada?"	*"Hello, good day. Is Ivon there?"*
3	I:	"Oh iya.. ini aku. Dari siapa ya?"	*"Ya, it's me. Who's speaking?"*
4	R:	"Aku.. Robin."	*"It's me, Robin."*
5	I:	"Heh.. dengaren kon telpon aku."	*"What's on earth you call me?"*
6	R:	"Iyo.. lagi kangen ae.."	*"I'm missing you, you know?"*
7	I:	"Alah.. gombal, pasti ada butuhne.."	*"You must need something from me.*
8	R:	"Nggak loh.. pengen tau kabarmu ae.."	*"No.. no, I just want to know how you are."*
9	I:	"Oh iya tah..?"	*"Oh yeah.?"*
10	R:	"Iya.. yak apa kabare s'karang?"	*"Of course, how are you doing.?"*
11	I:	"Yah.. biasalah..opo'o?"	*"So.. so, what's up?"*

Through this example, we can see another type which is rather different from the previous examples and it fulfills the phases in the telephone conversations because the sequence type is **SA-G-I-HAY.** "Halo?" (*"Hello.?"*), as the response to the summons, is followed by the greeting and identification sequences in Turn 2. From this identification sequence, we can see that both speakers have not seen each other for a long time which leads to the question about health and well-being (in Turns 10 and 11). By answering "Yah.. biasalah.. opo'o?" ("so..so.. what's up? '*), the subject here realizes that the conversation has arrived at the last stage of opening phase in telephone conversations. She, then, initiates a topic introduction by asking C's calling purpose in Turn 11.

From Table 2, we can see that similar to M-M conversations, almost all females in this category use SA-I type in telephone conversation openings.

However. there is 1 out of 21 conversations use SA-G-I type in which the conversation happens when the caller calls her friend in her office. The writer presents the following example in order to make the explanation above clearer. It is reasonable because most of the subjects have recognized the other speakers from the minimal voice samples.

0		(ring)	
1	S:	"Halo, selamat siang PT BES dengan Santi. Ada yang bisa saya bantu?"	*"Hello, good day. BES Company with Santi, can I help you?"*
2	D:	"Selamat siang, boleh bicara dengan Cenny?"	*"Goodday, can I talk to Cenny?"*
3	S:	"Tolong ditunggu sebentar + + + +"	*"Holdon a second, please."*
4	C:	*"Halo?"*	*"Hello?"*
5	S:	"Halo, Cenny? Kamu nanti sore jadi dateng ndak latihan?"	*"Hello, Cenny? Will you come to practice this ...?"*

From this example, we can see that it is possible for the three persons to get involved in a conversation They are the caller (C), the mediator (M), and the answerer **(A)** as the intended recipient In this conversation, M is the operator from P.T. BES, who serves as a filtering subject. Her job is to routinely answer the phones, which are not for herself, because she is not the person who is being called This condition frequently happens in almost ¼ parts of the whole conversations (23 out of 100 conversations, which means 23% of all telephone calls). In this three-person conversation, the caller will never get the intended recipient directly on the line but talk to the mediators first in order to get through. In this example, the conversation starts with, after **SA** sequence, greeting sequence "Halo, selamat siang ... (*"Hello, good afternoon."*) which is directly followed by the identification sequence "PT BES dengan Santi ... (*"BES*

Company with Santi."). After identifying the intended recipient to M, C is asked to wait for a minute or two (marked as **++++ -** long pause) so that M can get the intended recipient on the line. Then, after that long pause, ***C*** realizes that her call is already put on the line when she hears the answer "*Hello?*.. on the phone with different voice. From those minimal voice samples and the being of M, C is sure that the person who is on the line is the intended recipient and directly states her calling purpose in the form of a question in Turn 5.

From the explanation above, we can conclude that SA-I type was used the most in every type of subjects' conversations where the conversations are more direct. On the contrary, different sex of subjects used various types.

4.2. THE LENGTH OF OPENING SEQUENCE based on T.O.P

One of the questions in the statement of the problem is how long the opening takes place in telephone conversations. In this analysis, the writer discussed the length of opening telephone conversations based on the number of turns.

Schegloff states that a turn may contain anything from a single "mm" (or less) to a string of complex sentences (1968). The writer uses this statement as the basis for the calculation of turns.

Table 3. The Length of Opening Sequence in the Male Subjects

SPEAKERS	NUMBER OF TURNS & FREQUENCY													TOTAL CALLS
M-M (26)	No of Turns	2	3	4	5	6	7	8	9	10	11	12	13	26
	Frequency	II	III	~~IIII~~ IIII	III	II	II	II	II	I	-	-	-	
M-F (24)	No of Turns	2	3	4	5	6	7	8	9	10	11	12	13	24
	Frequency	-	~~IIII~~	II	II	III	IIII	-	III	I	II	-	II	

SPEAKERS	NUMBER OF TURNS & FREQUENCY															TOTAL CALLS
F-M (29)	No of Turns	2	3	4	5	6	7	8	9	10	11	12	13	14	>14	29
	Frequency	-	III	II	~~IIII~~ IIII	-	~~IIII~~ I	I	II	-	II	I	II	-	1	
F-F (21)	No of Turns	2	3	4	5	6	7	8	9	10	11	12	13	14	>14	21
	Frequency	I	II	III	~~IIII~~ I	-	II	~~IIII~~ I	-	I	-	-	-	-	-	

From the Table above, we can see that almost all male subjects used direct ways to open the telephone conversation. It can be seen from the number of turns that tends to be few turns. In this same-sex conversations, which have one type of opening pattern **(SA-I),** the turns used vary from 2 to 10 turns. From 26 conversations, there are 9 conversations which use 4 turns. The example can be seen as follows :

0		(ring)	
1	**A:**	"Halo?"	*"Hello?"*
2	W:	"Halo, bisa bicara sama Acang?"	*"Hello, can I talk to Acang?"*
3	**A:**	"Iya, ini siapa?"	*"Yes, who's speaking?"*
4	W:	"Oh.. Acang ya? Cang, yak apa kasete?"	*"Acang, isn't it? What about the cassettes?"*

Mostly, all male subjects have recognized the other speakers from the minimal voice samples (from simple *"Hello?"*). That is why the opening phase in the telephone conversations does not last for such a long time that it only consists of 4 turns at the most and most of the topic initiation is stated in Turn 4. In the example above, after the summons were answered (from simple *"Halo?"*), C asked the well being of the intended recipient in Turn 2 (*"Halo, bisa bicara sama Acang?"*). Then, after **A** ackowledged himself, C came to the body of the conversation by initiating his calling purpose in Turn **4.**

When the openings happened between the males (as the *callers*) and the females subjects (as the *intended recipient*), the number and frequency of turns are almost the same as in the males' openings. However, the turns being used range from **3** to **13** turns in which **3** turns are used at the most. The example of ***3*** turns is presented as follows :

0		(ring)	
1	Al:	"Halo?"	*"Hello?"*
2	A :	"Annie?"	*"Annie, isn't it?"*
3	Al:	"Opo'o, Fred ?"	*"What's up, Fred?"*

It can be seen from the example above, the caller knew that the receiver was actually the intended recipient and so that the receiver towards the caller When they had acknowledged each other, the intended recipient directly asked the caller's calling purpose in Turn 3

Below is the example of an opening of 13 turns :

0		(ring)	
1	M:	"Halo?"	*"Hello?"*
2	S :	"Halo, malam."	*"Hello, good evening."*
3	M:	"Malam."	*"Good evening."*
4	S:	"Bisa bicara dengan Wenny?"	*"Can I talk to Wenny, please?"*
5	M:	"Darimana ya?"	*"From who?"*
6	S:	"Sony."	*"Sony."*
7	M:	"Sebentar tak panggilno."	*"Wait a minute, please."*
8	S:	"Iya." ++++	*"Okay."*
9	W:	"Halo?"	*"Hello?"*
10	S:	"Wenny?	*"Wenny?"*
11	W:	"Iya, kenapa Son?"	*"Yes, What's up, Son?"*
12	S:	"Eh, sorry ya aku telpon malem-malem."	*"Sorry for calling you this late."*
13	W:	"Oh.. nggak papa, kenapa Son?"	*"It's okay. What's up, Son?"*

From the example above, the caller and the answerer greeted each other and then followed by asking the intended recipient. The answerer here was not the intended recipient but just a mediator When hearing the second *"Hello?"*, the caller wanted to make sure that the person who actually the one he was looking for by uttering her name (*"Wenny?"*) After this identification sequence

successfully achieved, they came to the body of the conversation by asking the caller's calling purpose.

It can be seen from Table **4,** the numbers of turns mostly used by female callers and male receivers were 5 turns. However, there was I conversation that used 23 turns. Both examples were presented below :

0		(ring)	
1	L:	"Halo?"	*"Hello.?"*
2	R:	"Bisa bicara sama Lina?"	*"Can I talk to Lina, please?."*
3	L:	"Iya, aku. Siapa ya?"	*"It's me. Who's this?"*
4	R:	"Ronny, Lin."	*"It's Ronny."*
5	L:	"Oh.. opo'o, tugase wis mari?"	*"I see. Wha't up? Have you finished the assignment"*

Both the caller and the intended recipient in the telephone conversation opening above used direct ways. The caller directly asked the being of the intended recipient in Turn 2 when she realized that her call was already put on the line (*"Halo, Wandy-nya ada?"*). Then, in Turn 3, the answerer who was actually the intended recipient asked the caller's identity which was responsed with the completion of the identification sequence (*"Aku, Lina."*). Finally, in Turn 5, he asked her calling purpose.

0		(ring)	
1	I:	"Halo?"	*"Hello?"*
2	T:	"Halo?"	*"Hello?."*
3	I:	"Ya?"	*"Yes?"*
4	T:	"Tolong dengan Ivan ya?"	*"With Ivan, please?"*
5	1:	"Dari siapa?"	*"From who?"*
6	T:	"Dari temennya."	*"A friend of his."*
7	I:	"Ya mesti wae, ndak mungkin musuh. Sopo sih?"	*"Of course, it can't be his enemy. Who's this ?"*
8	T:	"Oh.. iki Ivan yo?"	*"I see. It's Ivan, isn't it?"*
9	I:	"lyo, sopo sih iki?"	*"I am. Who's this ?"*
10	T:	"Alaa.. mosok lali ambek **aku."**	*"Have you forgotten me ?"*
11	**I:**	"Sopo sih, perasaan aku ndak nduweh	*"Sorry, I think I don't have a*

		konco sing suarane elek koyok ngini "	*friend whose voice is bad as this."*
12	T:	"Oh.. nguenyek yo, mosok ambek idolane lali rek."	*"You have forgotten your idol then."*
13	I:	"Heh.. idola? Vivian Chow lak-an."	*"My idol? It must be Vivian Chow then."*
14	T:	"Oh.. sing pasti lebih keren teko Vivian Chow."	*"Well.. more fungky than her, I think."*
15	I:	"Wih.. iya tah ? Tersanjung rek aku ditelpon."	*"Is that so? I'm so blessed being called."*
16	T:	"Iyo sih, ngono lali ambek aku."	*"Of course, you are."*
17	I:	"Ehm.. iki Lisa yo?"	*"Well, it's Lisa, isn't it?"*
18	T:	"Lisa sopo maneh? Idola baru yo?"	*"Who's Lisa? New idol?"*
19	I:	"(he.. he..he) Iyo sih.. sopo sih iki? Ayo ngomongo, tak tutup Iho telpone."	*"Yes .. who's this ? Come on or I hang up the phone!"*
20	T:	"Tak bel lagi."	*"I call again."*
21	I:	"Ayolah serius, sopo sih iki?"	*"Come on, who's this?"*
22	T:	"Aku, Tina."	*"It's me, Tina."*
23	T:	"Oh.. ketek sitok iki. Gak gelem ngomong ket mang. Opo'o telpon?"	*"Oh, it's you. Why do you call?"*

The longer opening from the telephone conversation above happened because the intended recipient kept teasing the caller that he pretended not recognizing the voice of her (from Turn 5 *to* Turn 21). Then, the opening was finally completed when the intended recipient asked the caller's purpose of calling in Turn 23.

When the telephone conversation openings happened between female subjects, 5 and 8 turns were mostly used. The example of 5 turns is presented as follows :

0		(ring)	
1	L:	"Halo?"	*"Hello?"*
2	I:	"Halo, bisa bicara dengan Lidya?"	*"Hello, can I talk to Lidya?."*
3	L:	"Opo'o, Von?"	*"What's up, Von?"*
4	I:	"Lidyatah?"	*"Lidya, isn't it?"*
5	L:	"Iyo, opo'o?"	*"Yes, what's up?"*

Both females in the telephone conversation openings used direct ways. After identifying both identities, they just needed five turns to come to the topic initiation

In the case of **8** turns, most conversations happened between **3** persons You can see the example as follows :

0		(ring)	
1	M:	"Halo?"	*"Hello?"*
1	L:	"Halo, Evelyn-nya ada?"	*"Hello, is Evelyn there?"*
2	M:	"Darimana?"	*"Where from?."*
3	L:	"Lina."	*"Lina."*
4	M:	"Sebentar nik ya."	*"Wait a moment, please."*
		++++	
5	E:	"Halo?"	*"Hello?"*
6	L:	"Evelyn?"	*"Evelyn?"*
7	E:	"Iya, opo'o Lyn?"	*"Yes, what's up Lin ?"*
8	L:	"Eh, aku tolong ajar ono Intermediate II."	*"Could you teach me Intermediate II, please?"*

There were six conversations used **8** turns like the example above. However, almost all of them were three-person conversation. It means that they involved three persons in opening the telephone conversation. From the example above, M functioned as the filtering subject whom the caller asked her help to put the intended recipient on the line.

4.3. PATTERNS AND THE LANGUAGE USED IN OPENING TELEPHONE CONVERSATIONS

Schegloff (1968) says that there are 'four-basic parts of phone conversation openings': summons-answer sequence, identification sequence, greeting sequence, and how-are-you sequence. In this analysis, the writer explains

each of these four sequences based on the collected data. **and** it is presented in the following table :

Table 5. P: terns and Language Used in Opening Tel hone Conversations

SEQUENCE	PATTERN	EXAMPLE
SA	Ring - **A:** Hello? - **A:** Hello+(Grecting)+(Name)+Can I help you? - **A.** *Yes?*	*"Halo?"* *"Halo, selamat siang. PT. BES dengan Santi. Ada yang bisa saya bantu?"* *"Ya"*
I	LIR - (Hello)+is+(Name)+there? - (Hello)+Can I **talk** to+(Name)? - *(Hello)+with+(Name)+please)?* - (Hello)+(Greeting)+Is+(Name)+there') - (Hello)+(greeting)+can I talk to+(name)? Mediator's Case "From who?" "Wherefrom?" Failure in Recognizing the Other Speaker	*"Cari Excel-nya ada?"* *"Halo, bisa bicara dengan Gunawan?"* *"Halo, bisa dengan Anton?"* *"Selamat malam, Fenny-nya ada?"* *"Selamat siang, boleh bicara dengan Lenny?"* *"Dari siapa?"* *"Darimana ya?"* *E: "Halo?"* *S: "Evelyn-nya ada?"* *E: "Opo'o, Shier?"* *S: "Oh.. Evelyn tah?"* *E: "Iya.. opo'o?"*
G	- (Hello)+good morning/afternoon/evening - Goodafternoon/evening - Greeting+ Identification (seeaboveinLIR)	*"Halo, Selamat pagi"* *"Selamat malam"* *"Halo, Selamat siang. Ivon-nya ada?"*
HAY	HAY Responses - "Fine." - "So...so..." - "Yeah... nothing special"	*"Gimana kabarmu sekarang?"*

4.3.1. Summons-Answer Sequence (SA)

In **SA** sequence, the ringing of the telephone represents the summons and the answer(s) being used by the answerer as the response(s) to those summons vary. From the data, the writer can categorize the answers into **3** types. Among the threee types of answers, the first one *("Halo?")*was the most frequent answer being used by the answerer. The second type strongly supported Schegloffs statement (1968) which states that identification sequence can be directly grouped into the SA sequence because we sometimes, in answering the summons, take the first opportunity to identify ourselves to the callers *("Halo, selamat siang. P.T. BES dengan Santi, ada yang bisa saya bantu?" = "Hello, good day. BES Company with Santi. Can I help you?").* Finally, *"Ya"* here also has the same meaning as *"Halo.?-* in the first type.

4.3.2. Identification Sequence (I)

In this second phase of telephone conversation openings, the writer divided the analysis into three parts: "Looking for the intended recipient" (LIR), "Mediator's case", and "Failure in recognizing the intended recipient".

Concerning about the first part, we know that in every phone conversation, the caller has the 'job' to ask for the being of the intended recipient. In the same-sex telephone conversation opening, the first three types of LIR sentences used by the callerin which the first type was mostly used. However, there was something different in the mixed-sex conversations. In almost all male-female conversations, the identification sequence was sometimes used together with the greeting

sequence in the forms of LIR sentences although there were also **some** who directly asked the being of the intended recipient without greeting **first** Fiinally. there were two types of LIR sentences used by all females in the same-sex telephone conversation openings in which the first type *["Helko + **Is** . (name) + there.?")*was mostly used by the callers.

In the Mediator's Case, there were three persons involved as the speakers. Each of them was functioned as the caller (C), the mediator (M), and of course, the intended recipient (IR). In this kind of conversation, the callers would never get the intended recipients directly on the line. They had to talk first to the mediator who picked and answered the phone in order to get through. After identifying the intended recipient *to* the mediator, the caller was asked to wait for a minute or two so that the mediator could get the intended recipient on the line. This mediator is not the person who is called but who (routinely) answers the phone, for instance, the secretaries. They function as the filtering subjects for the callers to get through the intended recipients. From the data, the writer found two types of sentences used by the mediator in asking the caller's identity, *"From who?* -and *"Where from "*

"Failure in recognizing the other speaker" here means that one speaker (no matter he/she is the caller or the intended recipient) fails to recognize or identify the other speaker although the first one has initiated his or her calling purpose to the other. The example can be seen as follows :

(Phone ringing)

0		(ring)	
l	E:	"Halo?"	*"Hello?"*
1	**S:**	"Evelyn-nya ada?"	*"IsEvelyn there.?"*
2	E:	"Opo'o, Shier?"	*"What's**up,** Shier,?"*
3	S:	"Lho..Evelyn tah?"	*"Is thisEvelyn?"*
4	E:	"Iya.. opo'o?""	*"Yes, what's **up?"***

From the example above, it can be seen that the caller failed to recognize the other speaker as the intended recipient. On the other hand, the caller did not directly initiate her calling purpose instead of ensuring that the answerer was actually the intended recipient. Then, in Turn *5,* the intended recipient asked the caller/s calling purpose for the second time.

4.3.3. Greeting Sequence (G)

Although there were not much variations in the Greeting sequence that only some males and females, as the callers, greeted the people who picked and answered the phone, the was one part the writer found rather different. From the data, the writer found two sequences that were used together in one turn: Greeting and Identification sequences. From the example in Table ***5***, the callers greeted first and directly asked the being of the intended recipient.

4.3.4. How-Are-You Sequence (HAY)

One of the sequences that is included in the opening phase of telephone conversations is HAY sequence. In this sequence, one of the speakers has the first opportunity to ask the health and well-being of the other speaker. Then, the other

speaker has to respond back and sometimes ask the same question to the first speaker. From the data collected, this **HAY** sequence was marked by *"Gimana kabarmu sekarang?"*.