

PHATIC EXPRESSION IN DAILY CONVERSATION AT PT.SMOE INDONESIA: A DISCOURSE ANALYSIS

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Abstract

The writer aimed to find out the way PT. SMOE Indonesia use phatic expression in daily conversation and which type of phatic expression they frequently use. The writer collected data by recording conversation performed by employees and transcribed those conversation into written form. Qualitative method was employed to analyze utterances in daily conversations of employees at PT SMOE Indonesia. The writer also found that 85% phatic expressions used are other-oriented type which means employees tend to give special attention for other. The writer suggests further research with large number of data from several company to examine the use of phatic expression use in daily conversation in Batam.

Keywords: discourse analysis, phatic expression, daily conversation.

Background of the Research

The five functions of language are related closely to how meaning of a word, phrase, or sentence is used for certain purposes i.e. to give information to the listener and reader, to express ideas of the speaker and writer, to add aesthetic meaning of the speaker and writer, to direct the listener and reader, and to open communication channel. Malinowski observed that in some types of communicative interaction (e.g. greeting, gossiping) the situation in which the conversational exchange takes place consists in, and is largely created linguistically.

In this type of communication linguistic expressions fulfill a social function. They establish an atmosphere of sociability and personal relationship between people in a sense of being positive understanding with each other) through overcoming silence. While the phrase phatic expression is closely associated

with ritualized aspects of social interaction, the more recent expressions phatic communication and phatic speech lay greater emphasis on the function of conversational exchanges described as phatic.

The study of phatic expression may fall in several disciplines such as semantics, pragmatics, sociolinguistics, and discourse analysis. In this study, the writer would like to examine phatic expression in terms of discourse analysis perspective. Discourse analysis deal with the use of language particularly and practically. Instead of examining the sentence structure, the writer would like to observe phatic expression, as explained earlier, as medium to establish channel of communication among group of people. For sure, the study of discourse can be separated from the relation among people that is not always in equal state. By means, the way to speak to a superior is not as same as the way

to inferior. Hymes in Stockwell (2002: 46) marks this as context of an utterance occurs.

In this research, the writer observed the use of phatic expression in an international company, namely PT SMOE Indonesia. The writer chose this topic because phatic expression is a part of daily conversation. More over, social circumstances which are multi-race, multi-culture, and multi-social-status, in the company encourage the writer to observe the usage of phatic expression in daily utterance.

In order to give focus for this research, the writer limit the study on the form of phatic expression used, the function of them in daily conversation, and also the frequency those expression occur in daily conversation at SMOE Indonesia.

Theoretical Framework

One of research on the occurrence of phatic expression was performed by Lomborg (2011). He observed the occurrence of phatic expression in social media, which in this case is personal blog. He found that actually the guests that have strong connection with blog's owner would express more phatic expression. Other research on phatics expression performed by Cruz (2003). He elaborated the three types phatics expressions. In this paper, he offered some guidelines to improve the extant Relevance Theoretic (RT henceforward) approach to phatic utterances. He argues that these utterances may achieve an optimal level of relevance because of the interaction of cultural metarepresentations about the relation between their use and the different politeness systems interlocutors can establish. As a result of this, hearers may obtain contextual effects about their social relationship with their interlocutors, which results into a better appraisal of the social reality in which they interact.

Discourse analysis is the branch of conversation analysis (CA) study, and the

object of discourse analysis, writing, conversation, and communicative event are variously defined in terms of coherent sequences of sentences, preposition, speech act, or turns-at-talk. Term discourse refers to the wide range which in this case is hard to be defined. Discourse is derived from Greek word "discurre" which means "running around". It also means as strong reasoning activity used in debate or speech.

Study about discourse is related to language that human used, either spoken or written. Purwoko (2008: 5) defined discourse as a formal form of verbal expressions in speech or writing or as process or power of reasoning. The speaker's target is the listener, while the writer target is the reader. In speaking and in writing we strongly demanded to make the target understand what we say. Therefore, the speaker or writer must have ability in arranging the words. The writer makes an assumption that a discourse analysis is the analysis based of the conversation the assumption is refers to the statement that mention the range of things that count as "appropriately" say able and meaning able, in term of (oral or written) words, symbol, images, and things, at a given time and place, or within a given institution, set of institutions, or society, in regard to a given topic or theme (example schools, women's health, smoking, children, prison etc). The writer uses theory Gee (1999:37)" Term of discourse is conversation". Based on theory discourse analysis from Gee, the theory from Coulthard (1985:165) Concluded that acquisition of discourse also analyzes the conversation, based on the structure of the conversation.

Jacobson in Leech (1990: 40-2) states there are five functions of language. The first is informative function that means language is used to share information. The conceptual meaning is predominant in this function. Expressive function is used to express its originator's feelings and attitudes. Swear words and exclamations are the most obvious examples of this. Affective language is clearly all-important. Directive Function aims to

influence the behavior and attitudes of others. Aesthetic function can be defined as the use of language for the sake of the linguistic artifact itself, and for no ulterior purpose. And the last is phatic function that taken after Malinowski's term "phatic communication" is the function of keeping communication lines open, and keeping social relationships in good repair. In British culture, talking about the weather is the well-known examples. "Hi, everyone! It's a good day, isn't it?"

The term 'phatic' (from Greek *phátos*: spoken) was originally used in the phrase 'phatic communion' which was coined by Bronisław Malinowski (Leech: 2004: 155). Malinowski examined that in some types of communicative contact the circumstances in which the conversational exchange takes place consists in happens linguistically. In this type of communication linguistic expressions fulfill a social function rather than bear a directive or any other function of language. They establish feeling of sociability and personal empathy between people in a sense of being in positive relationship with each other through overcoming silence.

While the phrase phatic expression is closely connected to scrutinize aspects of social interaction, the more recent expressions of phatic put greater emphasis on the function of conversational exchanges. Malinowski coined phatic for communicative acts that fulfill an exclusively social function, that is, acts that serve to confirm 'ties of union,' such as the more or less formal inquiry about one's health, remarks about the weather, or comments about trivial matters (Bussman, 1996: 886).

Jakobson (in Leech, 2003:155) distinguishes the phatic function of language as its use to focus on the channel of communication itself, rather than on the information conveyed by the language code. He points out that expanded phatic conversations sometimes occur in the communication process. At this point, various ways of opening and ending conversations, as well as maintaining them are described as phatic. Phatic expression make use of back-

channel devices such as 'uh-huh' or 'hmmm'. Laver in Stockwell (2002) takes up Malinowski's views and examines in some detail the connection between the relative social status of the interlocutors and the appropriate choice of linguistic expression in a phatic exchange.

Generally, to arrange the words in writing or speaking, author or speaker insert discourse markers. Discourse markers common in both written and spoken. Discourse markers are words and phrases used in speaking and writing to 'signpost' discourse. Discourse markers do this by showing turns, joining ideas together, showing attitude, and generally controlling communication. This is very important, because the with Discourse markers an article will be seen logically and would be clearly accepted by the target.

Stockwell also notes that phatic expressions are normatively emotionally uncontroversial, expect a positive response, and expect a non-committal response. Furthermore, Laver in Stockwell (2002: 24) distinguishes three types of phatic expression. Neutral: the expression toward weather, condition, etc such as "It's a beautiful day, eh? Self-oriented: the expression aims to the speaker such as "I'm bored, how about you?" Other-oriented: the expression aims to the hearer such as "You look wonderful today".

These are ways of showing status by orienting comments to oneself, to the other, or to the general or prevailing situation (in England this is usually the weather). Self-oriented phatic expressions are personal to the speaker: "I'm not up to this" or "My feet are killing me". Other-oriented expressions are related to the hearer: "Do you work here?" or "You seem to know what you're doing". A neutral expression refers to the context or general state of affairs: "Cold, isn't it?" or "Lovely flowers". A superior shows consideration in an other-oriented expression, as when the Queen says to the factory worker: "It must be jolly hard to make one of those". The inferior might respond with a self-oriented expression, like "Hard work, this". On the surface, there is an

exchange of information. In reality there is a suggestion and acceptance of a hierarchy of status. The factory worker would be unlikely to respond with, "Yes, but it's not half as hard as travelling the world, trooping the colour, making a speech at Christmas and dissolving Parliament." The word phatic means of or relating to words used to convey polite mood, rather than meaning; for example, "You're welcome" is not used to convey its literal meaning but is said only as an automatic polite response to an expression of thanks.

SMOE is a fully owned subsidiary of SembCorp Marine Limited (SCM). As an EPCIC service provider in the energy industry, SMOE offers oil and gas companies a complete range of solutions to meet their production needs. It operates a strategic marine hub in Southeast Asia with wholly owned and alliance yards in Singapore, Indonesia, Brazil, India, Middle East China and USA. The international atmosphere encourages the writer to examine the use of English in daily conversation for in PT SMOE, the employees are from various cultural background and yet they use English for daily conversation.

The writer summarized the theoretical framework as illustrated in picture 2.1. The writer began with discourse analysis as a part of language study. Then, the writer differentiated two types of discourse that may occur which in this case are written and spoken. The discourse, as elaborated by Leech (1990: 40-2), exhibits the function of language which in this case is phatic function. Finally, the writer classifies types of phatic expression based on Laver in Stockwell (2002: 24) (which are neutral, self-oriented, and other-oriented).

Method of the Research

There are many ways for the researcher to find the answer of the research problem. They are methodology qualitative and methodology quantitative, mixed method and etc. In this research, the writer applied the methodology quantitative. According to Kisno (2012:24), "Quantitative research is the systematic empirical investigation of social

phenomena via statistical, mathematical or computational techniques. The objective of quantitative research is to develop and employ mathematical models, theories and/or hypotheses pertaining to phenomena." This paper does not use a pure quantitative method. This paper uses a descriptive formulation of the problem. According to Sugiyono, (2013:35) descriptive formulation is a formulation of the problem with respect to the question of the existence of an independent variable, either only one or more variables (variable that stands alone).

Based on the formulated question of the research, the present writer recorded and observed utterances expressing phatics and transcribed those utterances into written form. Afterward, the present writer chose some of the utterances that maintain phatic expression. Then, those utterances were going to be separated into the classification of phatic expression based on their use. Thus, the writer not only analyzed phatic expression textually but also contextually. By means, in this research, the writer considered the interaction among interlocutors as they maintain social bond through phatic expression.

The existence of the data for the research is very essential because the data were analyzed before they are drawn to the conclusion. Before the data is analyzed, it was sorted to get valid data in order the result of the research considered to be valid and up to date. Since the important information of the respondent, the researcher should be smart to decide the population and sample of the research.

According to Sugiyono (2002) in Riduwan (2008:10) Population is general area which consists of object or subject which meet the certain quantity and characteristic decided by the researcher to be researched and drawn to the conclusion.

While according to Bailey, 1994:83 in a book of Prasetyo, Jannah, 2011:119, Population is the whole symptom unit which will be researched. On the contrary sample is a part of the population in the research. Therefore

sample must be considered as presumption towards the population not population itself.

Base on the explanation above population is an object or subject lies in certain area which meet the requirements related to the research conducted by the researcher. Population in this thesis is conversation made by employees at PT SMOE Indonesia. Total population of this research is 32 conversations.

Sample is part of the total characteristic which belong to the population or sample is part of the certain population which become the object of the research. (Sugiyono,2004:73). A sample is a smaller group of members of a population selected to represent the population. In qualitative research sample is not defined as respondent.

In this research the writer used purposive sampling technique. According to Sugiyono (2008) purposive sampling is a sampling technique data sources with particular consideration of the sources of the data considered most knowledgeable about what to expect, making it easier for researchers to explore the social object or situation that is being studied. Particular consideration here defined as the data that has certain things inside as requirement to conduct the research. For this research, the writer took 22 conversations from 32 because of the quality of the recording.

The writer collected the data directly from employees of PT SMOE Indonesia by recording their utterances and also observing the interlocutors of those utterances. Firstly, the writer recorded candidly daily conversation in PT SMOE Indonesia and transcribed those utterance into written form. The writer also observed the conversation occurred to gain knowledge on interlocutor interaction. By means, the writer used any contextual evidence to support the analysis of phatic expression in daily conversation at PT SMOE. After the utterances were obtained, the writer selected some utterances that maintain phatic expression and analyze their forms and practical function instead of maintaining social

bond. The writer, as mentioned previously, made note related to the interaction among interlocutors in the conversation.

This research employed descriptive quantitative, thus, it used description and statistical concluding remark about phatic expression. The collected data were textually analyzed with discourse analysis, particularly on phatic expression, and it is focused on the form and the practical function as well as interaction among interlocutor within the utterances.

Discussion

In this part, the writer would like to elaborate the data analysis from previous subchapter. Based on the data analysis, the writer classify the use of phatic expressions in daily conversation at PT. SOME. There are 93 phatic expression found in daily conversation at PT. SMOE based on the collected and transcribed data. Most of the expressions are classified as other-oriented type that occur 79 times. The rest of the expression shown less occurred. Neutral phatics expressions occurred 5 times and self-oriented occurred 9 times. Therefore, other-oriented phatic expression is the most frequent phatic expression used in daily conversation at PT. SMOE Indonesia. The writer drawn a table that shown the frequency of phatic expression found in the analyzed data.

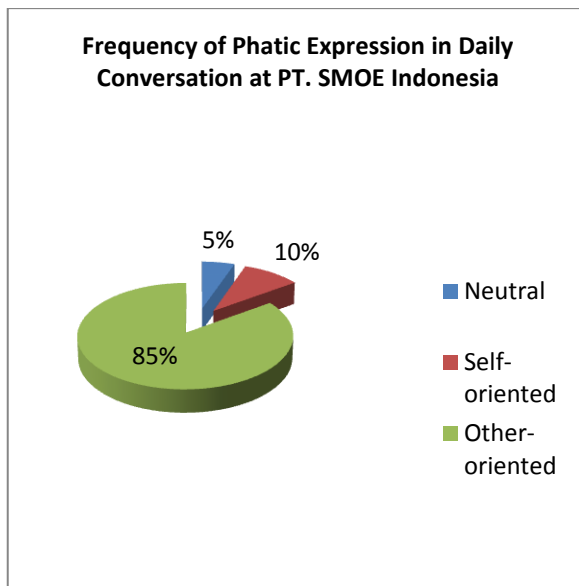
No	Type of Phatic Expression	Occurence	Frequency
1	Neutral	5	5%
2	Self-oriented	9	10%
3	Other-oriented	79	85%
Total		93	100%

Table 1 Frequency of Phatic Expression

Basically, the function of phatic expression is to maintain social bond among

interlocutors as stated in chapter two. However, in the analyzed data, the writer found that phatic expression can be functioned as an opening and closing mark for conversation in official conversation as seen in the most of analyzed data. Meanwhile, for the casual conversation, phatic expression is used to enhance sociability of interlocutor as seen in data 10, 11, 18, 20, 21, and 22.

By seeing the most frequent phatic expression found in daily conversation at PT SMOE Indonesia, the writer deduce that employee and higher officials at the company try to establish a strong social bond among them. This might occur because they maintain the same goal in a particular communion



Picture 1 Frequency of Phatic Expression in Daily Conversation at PT. SMOE Indonesia

Conclusion

Having analyzed the phatic expressions found in daily conversation at PT SMOE Indonesia, the writer concluded:

The employees of PT SMOE Indonesia frequently use the three types of phatic expression in daily conversation which are

neutral, other-oriented, and self-oriented. They use the phatic expression in opening and closing official conversation in form of greeting and gratitude.

The functions of phatic expression in formal conversation is to open and close official conversations by using greeting and gratitude which are included as other-oriented phatic expression. Meanwhile, in casual conversation, it functions to maintain close social relation among employee. Generally, as theoretically mentioned, phatic expression is used to maintain social bond in a particular group of people.

The most frequent phatic expression uttered by employees in daily conversation at PT SMOE Indonesia is other-oriented with 80 occurrence or 85%.

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