

# CHAPTER 1

## INTRODUCTION

### 1.1 Background of the Study

In the past, people might need weeks to inform something to their relatives or colleagues through letters, especially when they live so far from each other. The farther the distance between the sender and the receiver, the longer the time taken to deliver the letter. If letter was too long, there was another alternative. People might send their message through telegraph. It was way faster than letter. However, the cost was also way more expensive. If sending message using letter was cost for its distance, sending message through telegraph was cost doubled. The first was for the distance covered, and the second was for how many letter characters. It makes people use telegraph only for an important matter.

Things are not the same as it was in the past. Internet has created many differences in the way people communicate to one another. It makes the communication run faster and more efficient. When people need to inform something, they can use e-mail. It is so fast. If in the past it may take days or even weeks to receive their messages, it takes only around a minute to receive the messages through e-mail.

Even now, the process of sending messages becomes more and more practical because of the chatting application. People use it if they need to send short message. In Indonesia, one of the reasons behind chatting's popularity is the presence of smartphones, especially WhatsApp. Before its presence, chatting was commonly

done via computer. People used some applications like Yahoo Messenger and MSN Messenger to chat. However, there is a popular chat platform called WhatsApp.

Chatting through WhatsApp is actually the same as when people chat using Yahoo Messenger (YM). The only different thing is that using Yahoo Messenger, people usually need to use computers. They need to turn on a computer, wait for the computer to boot, and finally can chat. While if they want to use WhatsApp, they just need to open the application on their phones. It is faster and more practical.

Like in other kinds of communication, chatting is also bound to some certain sequences. Yule (1996) explained that there were automatic sequences, adjacency pairs, which consisted of greeting patterns, compliment turns and request-acceptance/ rejection sequences in the way people communicate. Actually that was the theory for the conversational actions. However, chatting can be considered as the written form of conversational action. Unlike e-messaging, chatting has a fast turn between the doers. It shows that in chatting, people still need to have an adjacency pair process. They need to greet and do other steps as well to make the chat runs smoothly.

In this research, the writer analyzed the adjacency pairs applied by the WhatsApp users when they are chatting to other people. The analysis did not only go on person to person chat, but also go on person to group chat. It is interesting to see the difference that may appear when people do those two kinds of chatting. The writer is interested in using WhatsApp chatting platform in her research because it is one of the most popular application in Indonesia.

## **1.2 Field of the Study**

The field of this study is Conversation Analysis.

## **1.3 Scope of the Study**

In this research, the writer analyzed the adjacency pairs used in person to person and person to group chat in WhatsApp chatting application.

## **1.4 Problem Formulation**

In this research, the writer formulates problems related to the adjacency pairs, as follows.

What are the differences of the adjacency pair applied between person to person and person to group chat?

## **1.5 Objectives of the Study**

Based on the problems formulated above, the writer has two main goals in her research, as follows .

To find out the differences of the adjacency pair applied between person to person and person to group chat.

## **1.6 Significance of the Study**

The writer hopes that this research will be useful and give a deeper understanding about pragmatics especially about the adjacency pair that commonly applied in WhatsApp chat. By knowing the adjacency pair, the

readers can understand that there are some sequences needed to be followed to make the chatting process run smoothly.

## **1.7 Definition of Terms**

The terms used in this research can be defined as follows :

1. Chat

Traditionally chat means a friendly conversation however it can also be seen as the internet exchange of messages (Kačmárová, 2003).

2. Adjacency pair

The two-relatively-ordered turns which can be differentiated to first pair part or Fs which initiate some exchanges and second pair part or Ss which give response like answer or reject (Schegloff, 2006)