



TURN-TAKING FEATURES IN TONI TALKS: A CONVERSATION ANALYSIS

Bena Jane I. Bearis¹, Given A. Parayno², Elaine Mae G. Tormes³ Filmor J. Murillo⁴
College of Arts and Sciences, Camarines Sur Polytechnic Colleges¹, College of Arts and Sciences, Camarines Sur Polytechnic Colleges², College of Arts and Sciences, Camarines Sur Polytechnic Colleges³, Camarines Sur Polytechnic Colleges⁴
chabelitapmolina@gmail.com

Abstract

This study is developed in order to determine the turn taking features in Toni talks to the use of conversation analysis. This study sought to answer two main questions: (1) What are the turn taking features that are observed in Toni talks under the life story and political theme category, (2) What are the similarities and differences of the turn taking features in the selected Toni talk's episodes? To answer the research questions, the researchers used qualitative research design and in order for the data to be transcribed, the researchers utilized the Jefferson transcription system or the Jeffersonian transcription (2004) to yield the result of analysis. In conclusion, turn taking features such as mention, overlap, interruption, back channel, taking the floor/starting up, yielding the floor, and holding the floor was observed in this study as well as the features that was mostly utilized among the seven (7) turn taking features and how this substantiate the following Toni talks interviews. Results also explicated several key factors that motivate the utilization of the features, the similarities and differences of the chosen interviews, and the specific implications of the features in the course of the interviews.

Keywords: Conversation analysis, Interview, Talk show, Toni Talks, Turn taking features

submit date: March 2023 accept date: March 6th 2022 publish date: March 20th 2023

Correspondence author: Bena Jane I. Bearis, Camarines Sur Polytechnic Colleges, Philippines. E-Mail: chabelitapmolina@gmail.com

Doi:



Journal SIGEH licensed under a [Creative Commons Attribution-ShareAlike 4.0 International License](https://creativecommons.org/licenses/by-sa/4.0/).

INTRODUCTION

Human interaction as defined as a process of information exchange that is based on alternating and generally brief bursts of information. According to Pontillas, M. S. D. (2020) the English language has been considered as a skill since it is the Universal language that we are using. Since it is difficult to speak and listen at the exact same time, humans have already mastered the coordination where someone needs to wait for their turns to start speaking in a conversation when someone is still currently speaking.

A dialogue's foundation is turn-taking. It happens when one person listens while the other speaks in a conversation. The roles of listener and speaker are

shifted back and forth as a discussion progresses, establishing a circle of discourse. People can recognize the flow of ideas in a discussion they are engaged in by taking turns, which is one of the aspects of spoken languages that should be studied. This is the manner that a decent discourse takes place. This element of discourse is present in any type of conversation and is observed through conversation analysis, a model proposed by Schegloff, Sacks, and Jefferson in 1974 which was developed to apply to the ethno methodological study of talk-in interaction.

While turn-taking features and their roots have been studied primarily by conversation analysis (CA) scholars for some decades, studies in the related literature were mainly invested in studying about clinical and news discourse, and classroom lessons. CA over the years showed that interruptions brought by different turn-taking features in discourse affects the mood, the theme, the ideas, the turns, and the overall course of interaction. Turn taking has been one of the foundational principles in a conversation to get an interaction, and CA as well as CA scholars over the years started analyzing recorded conversations under broadcast media such as courtroom discussion and political interviews leaving the genre of talk shows, which is thriving these days, not totally explored.

Datareportal (2021), states that 97.2% of internet users that have access to the platform, the platform that is popular in social media in the Philippines is YouTube, that leads to the YouTube's popularity and availability, the researchers used this height of popularity to select a well-known talk show of Toni Gonzaga, the Toni Talks which is close to the Filipinos' heart to analyze.

Toni Talks is a YouTube talk show that started in 2021, where celebrity guests are interviewed which would often shed new light on the image of the artist. People are drawn more into contents that would make their moods shift and the turns in a conversation are basically what make this shift happen. Filipinos are mostly drawn into shows that intrigue them — shows they can relate to and are being talked about. Filipinos consider a show a good show if it made them laugh, cry, and touched their hearts, and that is what makes Toni Talks close to every viewer's heart. This show is also informative and entertaining in many ways due to the topics

each episode touches which makes it interesting not just for various viewers but also for the researchers.

Studies and related literature in the talk show genre is limited and this encourages the researchers to explore more on the features of turn-taking in talk shows specifically on the turn distributions, initiators, and strategies being used. As researchers, this study is sought to determine the turn taking features that are present in a YouTube talk show interview in the place of Toni

Talks — how turns happens, the features that arises, what initiates them in a discourse where protocols for prompt and flow is being observed, and how turn-taking would be managed by the host and the guest and how it sums up to the course of interaction. This study is only limited to the analysis of the selected episodes of Toni Talks which are available in YouTube. Toni Talks is a YouTube series of in-depth interviews Toni Talks was chosen among all the YouTube talk shows in the Philippines by the researchers because it is one of the fastest-growing YouTube channels in the Philippines, Toni Talks was ranked fourth in Top Content Creators in the Philippines for 2021, and the host of the show is Toni Gonzaga, an award-winning TV host and dubbed as the Ultimate Multimedia Star in Philippine entertainment. For the sake of analysis, this study includes the complete episode of the interview. However, the

Researchers decided to just transcribe specific parts of the show that exhibit the features of turn- taking, rather than the entire episode. Factors such as gender, socioeconomic status, and level of views are not considered in this study. CA emphasizes on language as a social action instrument, as well as its way of conducting analyses based on the characteristics of participants' own behavior. Direct interaction between individuals, according to conversation analysts, is the origin of sociality. As a result, when evaluating data, conversation analysis excludes other factors (Hoey & Kendrick, 2018). The use of records for naturally occurring interactions is a key aspect in CA, naturalistic data are preferred. Moreover, this study is centered on the observation and analysis of the turn-taking features and strategies presented in the said YouTube interviews.

METHOD

The nature of this study topic and the problem of the study determine the research approach or plan (Denzin and Lincoln, 2005). As a result, an investigation's study method should be viewed as a tool for tackling the research problem. Qualitative research approach was chosen as the methodology due to the reason that indulges to the interpretation and understanding of meaning as well as the intents that flaunt the human communication. According to Denzin and Lincoln (2005), qualitative research, is a holistic research method that involves an interpretative, naturalistic approach to topic matter. The fact that qualitative approach is so diverse, that the researchers can gain a comprehensive understanding of the subject. Instead of being explanatory, qualitative research aims to be exploratory and descriptive (Ferreira, Mouton, Puth, Schurink & Schurink, 1998). Despite that the qualitative approach is descriptive, the researcher can provide a narrative of the participants' experiences, which can either confirm or refute the study's theoretical assumptions (Meyer, 2001). The descriptive portion of qualitative research allows readers to comprehend the significance of the experience, the unique character of the problem, and the impact of the problem (Meyer,2001).Data was collected in the YouTube channel of Toni Gonzaga. The next paragraphs provide justification for using Toni Talks as the data source. The researchers used the conversation analysis as a method of analysis of this study.

RESULT AND DISCUSSION

The goal of the study determined the turn-taking features that are present in a YouTube talk show interview in place of Toni Talks—how the turns happened, what features arise, what initiates them in a discourse where prompt and flow protocols are observed, and how turn-taking would be managed by the host and guest, and how it sums up to the course of interaction. The study covered the following research topics in order to better understand the turn-taking features in Toni Talks: the turn-taking qualities that are seen in Toni Talks with a categorical aspect of a life story as well as political implications and the second one is the similarities and differences of the turn-taking features Toni Talks. The main

objective of the research is to uncover turn-taking characteristics in interviews from Toni Talks, a YouTube chat show. The researchers present the existing turn-taking features in three (3) episodes of Toni Talks in this section. Interruption, Taking the Floor, Yielding the Floor, Overlap, Mention, Back channel, and Holding the Floor are the seven characteristics of turn-taking. Each segment and episode of Toni speaks will feature two or more sample extracts from the researchers. In addition, the researcher will offer the number of occurrences of the Turn-taking characteristics. Each feature's function and implications are also discussed.

Toni Talks first episode, “The Demons Baron battled” is a life story of Baron Geisler that focus on his life realizations and confessions. This episode is 23 minutes and 47 seconds long and was released on April 4, 2021. The first episode delves into life of Baron from the lowest point of his life, his rehab life, to his issues and his role as a child, father and a husband. And how God change him and also his realizations on what he is now.

Toni Talks' second episode, "How Joy Mendoza Forgave the Seven Men Who Raped Her," has a forgiveness life story concept. This episode is 27 minutes and 55 seconds long and was released on May 23, 2021. The second episode delves more into Joy Mendoza's life story, focusing on how she was able to forgive the worst people who had given her the most traumatic experiences of her life, reflecting on the worst part of her life that taught her the true meaning of forgiveness.

The episode of Toni Talks entitled “The Greatest Lesson Bongbong Marcos Learned from His Father” is a life story which revolved more on the patriarchal and political aspects of life. The 29-minute episode released on September 13, 2021 was centered on how Bongbong Marcos viewed Ferdinand Marcos Sr. as a leader, a mentor, and as a father. The interview was more on the lessons and legacy that Bongbong’s father left him and how the influence of his father built him including the issues that surrounds them and how they handle all of it as a family, and with him, who was molded close to his father as a politician.

Features	Episode 1		Episode 2		Episode 3		total		Rank
	#	%	#	%	#	%	#	%	
Taking the Floor	10	23.25%	8	15.69%	9	19.15%	27	19.14%	1
Interruption	5	11.6%	15	29.41%	6	12.8	26	18.44%	2
Yielding the Floor	5	11.6%	9	17.65%	9	19.15%	23	16.31%	3
Holding the Floor	6	13.95%	9	17.65%	8	17.02%	23	16.31%	3
Back channel	7	16.28%	7	13.72%	5	10.63%	19	13.48%	4
Overlap	5	11.6%	3	5.88%	7	14.9%	15	10.64%	5
Mention	5	11.6	0	0	3	6.38%	8	5.67%	6
	43	30.5%	51	36.17%	47	33.3%	141		

Note: Existing turn-taking features in Toni Talks.

on the worst part of her life that taught her the true meaning of forgiveness.

The episode of Toni Talks entitled “The Greatest Lesson Bongbong Marcos Learned from His Father” is a life story which revolved more on the patriarchal and political aspects of life. The 29-minute episode released on September 13, 2021 was centered on how Bongbong Marcos viewed Ferdinand Marcos Sr. as a leader, a mentor, and as a father. The interview was more on the lessons and legacy that Bongbong’s father left him and how the influence of his father built him including the issues that surrounds them and how they handle all of it as a family, and with him, who was molded close to his father as a politician.

The table above shows the number of occurrences of turn-taking in 3 episodes of Toni Talks. The table shows the number of occurrences of turn-taking in episode 1 shows that taking the floor has the most occurrence (10) followed by back channel (7), holding the floor (6), and interrupting, yielding the floor, overlap

and mention with 5 occurrences each. In episode 2, interrupting has the number of occurrence (15) followed by yielding and Holding the floor with 9 occurrences. Then taking the floor (8), back channel (7), overlap (3) and mention that has 0 record of occurrences. In episode 3, taking the floor and yielding (9) has the most occurrences. Followed by holding the floor (8), overlap (7), interrupting (6), back channel (5) and mention (6) with the least occurrences. According to (Goffman, 1955) turn-taking were considered to be a communication mechanism that involves a set of behaviors, conventions, and procedural rules that serve to guide and organize the transmission of communication that was also possessed by the episodes of talk show presented.

In the three (3) episodes of Toni Talks, there were a total of 141 occurrences of turn-taking features. Taking the floor was found to be the most common, with 28 occurrences that shows how speakers' desire the conversation to get off to a nice and straightforward start. Following then, there were 26 interruptions, demonstrating that Toni Talks episodes always have interesting topics that drive speakers to speak up. A talk show's goals are to convey a message to its viewers that lead speakers to hold the floor and yields the floor 23 times. And the appearance of this feature demonstrates speakers' desire to whoever is watching that the story that was shared will give an impact and lesson. With 19 occurrences, back-channel ranks fourth. This feature indicates that both speakers employed paralinguistic languages to acknowledge the openness and closeness of their communication. The occurrence of back channel in a conversation shows how can speaker and listeners connect freely not just by talking but also by their actions. With 15 occurrences, Overlap ranked fifth indicating that a host of talk show made studies on the guest, but only to a limited extent, as they let their guests to open and share their stories freely in each episode. Finally, mention with 8 occurrences demonstrates that both speakers are attentive to the one using the turn that there are 8 occurrences of mention in the three episodes of Toni Talks.

The Turn-taking feature 'Taking the Floor' is utilized in all the episodes of Toni Talks. However, "The Demons Baron Battled" uses it 10 times (23.25%), whereas "How Joy Mendoza Forgave the Seven Men Who Raped Her" has 8 or a

percentage of 15.69%, and "The Greatest Lesson Bongbong Marcos Learned From His Father" has 9 number of occurrences and 19.15%.

The turn-taking feature 'Interruption' is utilized in all three episodes of Toni Talks. In the video, "The Demons Baron battled" has 5 and 11.6% occurrence. "How Joy Mendoza Forgave the Seven Men Who Raped Her " used it 15 times (29.41%)" and "The Greatest Lesson Bongbong Marcos Learned from His Father" with 6 and 12.8%. The similarity of using interruption to support speakers' claim implies that the other speaker has a knowledge prior to the topic. However, the use of interruption to block the idea by the speaker implies that the other speaker is more interested on the deeper information.

The turn taking feature 'yielding the floor' is utilized in all three analyzed videos of Toni Talks. In the interview, "The Demons Baron Battled" has a total of 5 occurrences (11.63%), "How Joy Mendoza Forgave the Seven Men Who Raped Her has a total of 9 occurrences (17.65%) and lastly, in the interview "The Greatest Lesson Bongbong Marcos Learned From His Father" there are a total of 9 occurrences of the specified feature which is equivalent to 19.15%.

The similarity of yielding the floor shows affirmation as one's turn had to be given up for the other to continue speaking. This where the phases of successive turns that created in two ways: (a) this an listener attempts to take the turn in the absence of yielding signal by the speaker or (b) wherein the speaker highlight the yielding signal, that results that an auditor asks to take his turn, and the original speaker then continues to claim his speaking turn (Duncan, 1972). Further, the fact that video number 1 used yielding the floor to sympathize implies agreement and continuity of the topic that surrounds the conversation.

The turn taking feature is utilized in all three analyzed videos of Toni Talks. In the interview, "The Demons Baron Battled" has a total of 6 occurrences (13.95%), "How Joy Mendoza Forgave the Seven Men Who Raped Her has a total of 9 occurrences (17.65%) and lastly, in the interview "The Greatest Lesson Bongbong Marcos Learned From His Father" records a total of 8 occurrences of the specified feature which is equivalent to 17.2%.

The turn-taking feature 'Back Channel' is utilized in all the episodes of Toni Talks. However, "The Demons Baron Battled" uses it 7 times (16.28%), whereas "How Joy Mendoza Forgave the Seven Men Who Raped Her" has 7 or a percentage of 13.72%, and "The Greatest Lesson Bongbong Marcos Learned From His Father" has 5 number of occurrences and 10.63%.

The turn-taking feature 'Overlap' is utilized in all videos. However, "The Greatest Lesson Bongbong Marcos Learned from His Father" uses it 7 times (13.72%) compared to 5 and 11.6% of "The Demons Baron battled" and "How Joy Mendoza Forgave the Seven Men Who Raped her" with 3 and 6.38%.

The turn-taking feature 'Mention' is utilized in the two episodes of Toni Talks. However, "The Demons Baron Battled" uses it 5 times (11.63%), whereas "The Greatest Lesson Bongbong Marcos Learned From His Father" has 3 or 6.38 percent, and "How Joy Mendoza Forgave the Seven Men Who Raped Her" has none.

The last interview, however, was the most formal among the three selected and analyzed interviews. This is due to (1) interview 3 does not only revolve around life story but also touches on politics which is a controversial issue, (2) the interviewer and the interviewee's age is another factor that indicates formality affecting the features that were used, and (3) the topics tackled in the last interview can be sensitive to other audiences. The turns were also decided by certain factors which motivated the usage of the features. Topic nomination (Mayuuf, 2017), adjacency pairs (Hutcbay, 2008), attributable silence (Levinson, 1983), and gaps and lapses (Bolden, Mandelbaum, & Wilkinson, 2012) motivated turn taking features such as mention, taking the floor/starting up, holding the floor, and yielding the floor. Paralinguistic cues (Mayuuf, 2017) on the other hand motivated the usage of back channeling such the production of sound, nodding, shrugging, and shaking of the head as a form of affirmation and/ or negation. Interruptions and overlap was found out in this study to be motivated according to the topic being talked about and/or the mood surrounding the conversation. All three of the interviews somehow dealt with sensitive topics, however, very few interruptions and overlap were caused by restrictions or constraints within the interview or the topics that were

prevented to be talked about which can be sensitive to some audiences and which may cause a huge controversy.

CONCLUSION

The chosen YouTube talk show is designed to invite guests that are inspirational and some who happened to be controversial at some point and to sit with them for a talk that advocates inspiration, life story and life lesson. Three interviews were chosen in this study and three interviewees with different life stories, beliefs, standpoint, and opinions to which also determined what turn taking features and how they were used in the course of the interview.

1. The chosen interviews were also categorized into two main themes—the life story and political theme category. Through the thorough transcription and analysis, the researchers observed the utilization of the turn taking features such as mention, interrupting, taking the floor/starting up, yielding the floor, overlap, back channeling, and holding the floor in the interviews. a) The study affirms that turn taking features are common occurrences in communicative interactions particularly between interviewer and interviewees. Under life story theme, one interview was seen to utilize all seven turn taking features while the other exemplified the usage of the turn taking feature mention or mentioning. However, b) The interview under the political category utilized all seven features in the entirety of the discourse.

2. The chosen interviews displayed similarities as it all used the turn taking features and missing a feature or two did not affect the course of the conversation. The study affirms that the theme of the conversation and the relationship between the communicators may affect the utilization of the features. Emotions also influence the utilization of turn taking features which may be the result of the relationship of the communicators and their degree of interest toward the topics being discussed. There are also occurrences of the floor respectfully given or taken to yield response in a discourse and there are also instances where the features negate and affirms which either contributes or interrupts the conversation.

The differences that observed are the number of turns and how the turn taking features varied in each of the interviews. This study affirms that the features

that will be used does not only depend on the flow of the conversation, but also depends on a particular situation if the participants in a conversation are aware on how the turns can be managed. Being overwhelmed in a subject manner also motivates the features that can be use and this instance can either make the turns and features' exchange and usage fleet or slow down. The exchange of turns, queries, response, flow of ideas, and subject manner in a discourse are found out to determine the turns and the usage of the features in a conversation. The complete utilization of all the features and missing a feature or two in discourse does not totally ruin a conversation. The employment of the features shows respect of each of the speaker' turns to speak and listenership which can help to the accuracy and level of smoothness of any conversation.

THANKS FOR

Thank you so much to Mr. Gali Alrajafi who always supports us in writing and publishing this article.

REFERENCE

- Bolden (2012). Pursuing a Response by Repairing an Indexical Reference. DOI:10.1080/08351813.2012.673380.
- Denzin, N. K., & Lincoln, Y., (2005). The Sage Handbook of Qualitative Research (3rd Edition). London: Sage, 2005. 1288 pp. ISBN 07619 2757
- Ferreirra,M., Mouton, J., Puth, E., & Schurink, WJ. (1998) Introduction to qualitative research methods. Pretoria: HSRC, 1988.OCLC: 123758761
- Hoey, E. M. & Kendrick, K. H. (in press). Conversation Analysis. In A. M. B. de Groot & P. Hagoort (eds.), Research Methods in Psycholinguistics: A Practical Guide. Wiley Blackwell.
- Hutchby & Woofit (2008). Conversational Analysis (2nd Edition). Cambridge, UK: Polity press.
- Levinson, S. (1983). Pragmatics. Cambridge: Cambridge University Press.
- Meyer, M. (2001). Between Theory, Method, and Politics: Positioning of the Approaches of CDA.
- In R. Wodak, & M. Meyer (Eds.), Methods of Critical Discourse Analysis (pp. 14-32) DOI: 10.4135/9780857028020.d4
- Mayuuf, H.H. (2017). A Contrastive Study of Turn-Taking in English and Arabic PoliticalInterviews.
- Mustikaningtyas et al. (2019) Analyze Turn Taking in Talk Show About Education For EveryoneOn Channel Youtube. Project: Professional Journal of English Education. ISSN 261
- Pontillas, M. S. D. (2020). Reducing the public speaking anxiety of ESL college students through popsispeak. 3L, Language, Linguistics, Literature, 26(1).