

ABSTRACT

Maurelia, Bunga Melssa. 2025. Conversation Analysis of Turn-Taking Mechanisms in 911 Murderer Confession Calls. Thesis. Supervisor 1: Eka Dyah Puspita Sari, S.Pd., M.Hum. Supervisor 2: Moh. Imam Subuhi, S.S., M.Hum. Examiner: Ika Maratus Sholikhah, S.S., M.A. Ministry of Higher Education, Science, and Technology, Universitas Jenderal Soedirman, Faculty of Humanities, English Department, English Literature Study Program, Purwokerto.

This research aims to identify and analyze turn-taking mechanisms in murderer confession conversations during 911 emergency calls, focusing on the strategies used and exploring how the two most dominant strategies function within these interactions. Using a qualitative approach, data were collected from five 911 call transcripts obtained from a selected video on the *True 911 Calls* YouTube channel, featuring murderers as callers. The transcripts were transcribed using Jefferson's (2004) transcription system and analyzed through Stenström's (2014) framework of turn-taking strategies. The findings reveal that the speakers employed three main categories of turn-taking strategies: taking the turn (which includes starting up, taking over, and interrupting), holding the turn (silent pauses, filled pauses, and lexical repetition), and yielding the turn (prompting strategies, appealing strategies, and giving up strategies). Among these, taking the turn emerged as the most dominant strategy, followed by holding the turn and yielding the turn. Uptakes (31.71%), as the most dominant strategy within taking over, plays a crucial role in maintaining conversational flow and providing emotional reassurance. Meanwhile, prompting strategies (22.52%), the second most dominant, guides the interaction towards obtaining vital information. Other strategies, such as filled pauses and lexical repetition, are also frequently used, while strategies like meta-comments are absent, indicating a focus on clarity and efficiency in emergency situations. Overall, the research demonstrates that turn-taking mechanisms in 911 calls are dynamic, adaptive to emotional pressure, and reflect the complex interaction between callers and dispatchers.

Keywords: *Conversation Analysis, Emergency Calls, True 911 Call, Turn-Taking Mechanisms, Turn-Taking Strategies.*

ABSTRAK

Maurelia, Bunga Melssa. 2025. *Conversation Analysis of Turn-Taking Mechanisms in 911 Murderer Confession Calls*. Skripsi. Pembimbing 1: Eka Dyah Puspita Sari, S.Pd., M.Hum. Pembimbing 2: Moh. Imam Subuhi, S.S., M.Hum. Penguji: Ika Maratus Sholikhah, S.S., M.A. Kementerian Pendidikan Tinggi, Sains, dan Teknologi, Universitas Jenderal Soedirman, Fakultas Ilmu Budaya, Jurusan Sastra Inggris, Program Studi Sastra Inggris, Purwokerto.

Penelitian ini bertujuan untuk mengidentifikasi dan menganalisis percakapan yang berfokus pada *turn-taking mechanisms* (mekanisme pengambilan bicara) melalui analisis strategi pengambilan giliran bicara yang digunakan dalam percakapan pengakuan pembunuh pada panggilan darurat 911, serta mengeksplorasi bagaimana dua strategi yang paling dominan berfungsi dalam percakapan tersebut. Dengan pendekatan kualitatif, data dikumpulkan dari lima transkrip panggilan 911 yang diperoleh dari satu video terpilih di kanal YouTube *True 911 Calls* yang melibatkan pembunuh sebagai penelpon. Transkrip dianalisis menggunakan sistem simbol Jefferson (2004) dan kerangka teori strategi pengambilan giliran bicara dari Stenström (2014). Hasil penelitian menunjukkan bahwa para penutur menggunakan tiga kategori utama strategi *turn-taking*: *taking the turn* (yang mencakup *starting up*, *taking over*, dan *interrupting*), *holding the turn* (*silent pauses*, *filled pauses*, dan *lexical repetition*), serta *yielding the turn* (*prompting*, *appealing*, dan *giving up*). Di antara ketiganya, *taking the turn* menjadi kategori paling dominan, disusul *holding the turn*, dan *yielding the turn*. Strategi *uptakes* (31,71%) dalam *taking over* berfungsi menjaga kelangsungan percakapan dan memberikan dukungan emosional. Sementara itu, *prompting strategies* (22,52%) membantu operator mengarahkan interaksi untuk mendapatkan informasi penting. Strategi lain seperti *filled pauses* dan *lexical repetition* juga banyak digunakan, sementara strategi seperti *meta-comments* tidak ditemukan, mencerminkan kecenderungan untuk mengutamakan kejelasan dan efisiensi dalam situasi darurat. Secara keseluruhan, penelitian ini menunjukkan bahwa mekanisme pengambilan bicara dalam panggilan 911 bersifat adaptif dan sensitif terhadap tekanan emosional, serta mencerminkan dinamika interaksi antara penelpon dan petugas.

Kata Kunci: Analisis Percakapan, Mekanisme Pengambilan Giliran, Strategi Pengambilan Giliran, Panggilan Darurat, True 911 Call.