

**ENGLISH AT WORKPLACE: A STUDY OF STAFF AND VISITORS
INTERACTION AT MONEY CHANGER**



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ENGLISH AT WORKPLACE: A STUDY OF STAFF AND VISITORS INTERACTION AT MONEY CHANGER

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ABSTRACT

This research aims to (1) discover the interaction structure between staff and visitors at money changer, and (2) to discover the linguistic features of the interaction structure between staff and visitors at money changer. The research was conducted in BMC money changer Senggigi in which the population was the staff and visitors at the money changer. 5 staffs and 14 visitors became the sample of the research. The data were collected through recording, and then were transcribed and analyzed qualitatively. From research findings, it was discovered that the interaction structure between staff and visitors at money changer were opening section, substantial section, and closing section. The opening section consist of greeting-greeting, substantial section consist of stating purpose, counting, signing, exchanging, and transferring, and the closing section consist of the final closing. Then the linguistic features of the interaction structure between staff and visitors at money changer that the researcher found were grammar, vocabulary, expression, and intonation. The linguistic feature in the opening section that the researcher found were the greeting expression, and long vowel intonation. Then the linguistic feature in the substantial section of the interaction structures between staff and visitors at money changer that the researcher found were the simple present tense, exchanging vocabulary, the rising tone of the intonation, and imperative sentence. Last, the linguistic feature in the closing section of the interaction structure between staff and visitors at money changer is the leave taking expression.

Keywords: Interaction structure, linguistic features.

**BAHASA INGGRIS DALAM DUNIA KERJA: PENELITIAN TENTANG
INTERAKSI ANTARA KARYAWAN DAN PENGUNJUNG TEMPAT
PENUKARAN UANG**

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ABSTRAK

Tujuan dari penelitian ini adalah untuk mencari struktur interaksi antara karyawan dan pengunjung ditempat penukaran uang, dan mencari bentuk kebahasaan yang digunakan dalam interaksi antara karyawan dan pengunjung tempat penukaran uang. Metode dari penelitian ini adalah Descriptive. Penelitian descriptive ini melibatkan 5 karyawan dan 14 pengunjung tempat penukaran uang BMC di Senggigi. Beberapa penemuan dari penelitian ini adalah: 1) Struktur interaksi antara karyawan dan pengunjung tempat penukaran uang ada bagian pembuka, bagian inti, dan bagian penutup. Dalam bagian pembuka terdiri dari struktur salam, dan pengenalan. Dalam bagian inti terdiri dari mengemukakan tujuan, penghitungan, penandatanganan, penukaran, penyerahan. Bagian penutup terdiri dari penutupan. 2) bentuk kebahasaan yang digunakan dalam struktur interaksi antara karyawan dan pengunjung tempat penukaran uang adalah tata bahasa, kosa kata, intonasi, serta bentuk ekspresi. Dalam bagian pembuka, terdapat ekspresi pembukaan dan intonasi huruf vokal yang panjang. Dalam bagian inti terdapat penggunaan tata bahasa bentuk waktu sekarang, kosa kata penukaran, kenaikan intonasi, dan kalimat perintah. Dalam bagian penutup terdapat ekspresi berpisah.

Kata kunci: struktur interaksi, bentuk penggunaan kebahasaan

1. INTRODUCTION

Language is the institution whereby humans communicate and interact with each other by means of habitually used oral-auditory arbitrary symbols see Hall, Robert, A, 1964 in Altun Mustafa, 2015. Language is the medium to interact and communicate with another people. There are seven functions of language, language as the emotional expression, language as the social interaction, language as the power of sound, language as the control of reality, language as the recording the facts, language as the instrument of thought, and language as the expression of identity see David Crystal, 2003. Language as the emotional expression is the way to express our emotion. It commonly happens when we want to express our happiness or sadness and also to express a depression. Language as the social interaction is the way to communicate and interact with another people. By interact and communicate we build a social relationship with another people. Language as the power of sound is the term that cannot be separated from each other. When the term of sound appear without language, the sound will be meaningless, because when a spoken language appear the speaker bring a power of expression or gesture which is make it become more meaningful. Language as the control of reality is the medium to communicate with God. Language as the recording of the facts is the medium of stating the fact that occur in every aspect of life. The fact can be stated in a spoken or in written. Language as the instrument of thought is the way to state our idea or thought. Language as the expression of

identity is the way to know someone's identity from their language. Their accent can be used to analyze and to know someone belong to some society.

The process of communication and the interaction use a language. There are millions language in the world. One of them is English, which has been used as the international language. English as the international language is the language that people used in all over the world to communicate with each other. English as the international language can affect the economic aspect and it is built the economic relationship by interact and communicate in some quite way with another people. English as international language play important role in economic expansion. The economic expansion here is close related to the manner or the way of someone's interaction among the people at workplace. English in workplace is one of components needed in a job, especially at tourism industry. English as international language has been played important role in interacting people, such as the staff and visitors interaction at money changer.

Based on the functions of language above, Language had been became very important thing way to interact with another people. Language cannot be separated from interaction and communication. When the terms of language appear, the terms of communication and interaction appear as well.

Language as the social interaction built a block of society and exchange two or more individuals. By interacting with another people, people design rules, institutions, and systems within which they search to live, like in a staff and visitors interaction at money changer. When a visitors needs to exchange their money, there will be an interaction between the staff and the visitors.

Interaction is the collaborative exchange of thought, feeling or ideas between two or more people resulting in reciprocal effect on each other (Broam, 2001). The interaction that occurs among the staff and the visitors happens in a conversation. In the conversation there are some conversation structures such as opening, content, and closing. On that structure there are linguistic features as well. Linguistic feature is some distinctive aspects of a linguistic unit, especially a grammar, speech sound, and vocabulary item that serves to distinguish it from one another at the same type (Oxford Dictionaries). The current situation nowadays, the technology has been raised rapidly. The development of the technology has been influenced every aspect of life, one of them is the development of smart phone which is used by the people to capture and share some place where they exist. It makes the world more transparent. Another people will find it easier to know what happened and how some places look like. That situation has influenced the development of the tourism industry in Lombok, which has increased the tourist attraction. As the impact of that situation, many public places that support the tourism industry have been built by the government or investor. One of them is the money changer company. Money changer is the place that can help people to exchange their money from one currency to another. In addition, the development of the tourism industry also affects the people to master English as the international language. One of the ways to come up on English mastery especially at workplace is by investigating the interaction structure and the linguistic feature of the interaction between staff and visitors at money changer.

2. LITERATURE REVIEW

Conversation structure is the systematic sequences of talk where there are some meaning parts in every single talk in which it talks mean to the structure of the talks. The structure of the talk must be varies from one to another it depends on the conversation take place. The conversation in everyday talk may different from the conversation in the money changing company. The example of everyday conversation may occur in the telephone conversation. The telephone conversation belongs to a general class of interchanges in which social activity consists of talking. The structure of the telephone conversation (Sachs and Schegloff, '70s) are, the opening section, the substance section, and the closing section. The opening section consists of summons-answer, greeting-greeting, display for recognition or identification. The substance section consists of topical organization. The closing section consists of the organization ensuring coordinated exit (wolska, Magdalena. 2007)

Relate to the conversation structure among the staff and visitors interaction, there are four linguistic features which can be use to analyze the study:

1) Grammar

Grammar is the rules of conducting every word into sentence or utterance. Without grammar the sentence or the utterance may be come strange and meaningless. Grammar makes the sentence and the utterance be meaning full sentence or utterance. There are four grammatical units of English grammar, they are: word, phrase, clause, and sentence. Word is a group of alphabet that has meaning, i.e. study, book, clever, beautifully. There are eight word classes, they are: verb, noun, adjective, adverb, preposition, determiner, pronoun, and

conjunction. Phrase is a group of two words, like beautiful girl. It classes are consists of verb phrase, noun phrase, adjective phrase, adverb phrase, and prepositional phrase. Clause is a group of phrase. Sentence is a group of clause that consists of some element that makes it more meaning full. The sentence elements are: subject, verb, object, complement, and adverbial.

2) Vocabulary

Vocabulary is the group of word which has meaning of each word. For most of second language learner, vocabulary play important role in understanding the meaning of the word they have read or heard. The important of vocabulary also impact the reader, when someone read a passage but they do not know the meaning of the word, they will not understand the content of the word. To help the beginner and the reader, they can look at the context where that word standing.

3) Expression

Expression is one of the linguistic feature in which the purpose is to encourage the communication activity especially in a conversation. The expression usually use in the beginning of the conversation like “well” not only in the beginning of the conversation but also when the speaker will start to speak they sometimes they use that expression. The use of expression is to show the speaker’s confident and believe, beside that most people use that expression to show their hesitancy when they talk about something that they not really understand. In addition the use of expression also to help the speaker when they are still thinking of what they will say or state to the listener or another speaker.

4) Intonation

Intonation is the placement stress of a sounds production. It helps the student in learning the variation of the sounds production and to determine the meaning of the words given in the sounds production. The spelling of some words may same, but they have a different meaning, so on thus situation the important of intonation take it place. The important of the intonation not only limited on that case. But the learner also can learn how the stress of some words may differ based on the speaker. Intonation is not the only linguistic device for which pitch is recruited by languages; many languages use pitch to distinguish words. In languages around the world as diverse as Thai, Hausa (Nigeria), and Mixtec (Mexico), words are distinguished not only by vowels and consonants but also by the use of one of a limited set of distinctive pitch patterns or heights on each syllable. Such languages are called tone languages. A number of other languages, such as Swedish and Japanese, make a more limited use of pitch to distinguish words (F. Nolan, 2002)

3. RESEARCH METHOD

In this research, the researcher used descriptive research design as a method. The researcher took the staff and visitors at money changers as the population of the research. Then the researcher took 5 staffs and 14 visitors as a sample of the research. In this research, the researcher used recording and note taking as a method of collecting data. According to Nazir in Merliana 2012, recording is used to record the conversation among the respondents. The researcher used a recorder when the people involved in the conversation or when they told something to another person.

There are five techniques of data analysis, first identification, it is to differentiate between the interaction in the recording data that produced by the staff or visitors. Second transcription, a transcription of the data recorder was the second step on this study. The researcher transcribed the data of the interaction between the staff and visitors at money changer. The researcher used the software transcription to transcribe the data recorder. Third classification, classification was done after the analysis of the data using the conversation analysis in order to classify the structure of the interaction and the linguistic feature that appear as well. Fourth description, the researcher described the result of the data from the identification, transcription, and the classification of the data recorder. Last explanation, explanation was the last step in analyzing the data. The researcher explained the identification, transcription, the classification, and the description of the data analysis. The explanation of the data analysis used the conversation analysis.

4. PURPOSE OF STUDY

The aimed of this study is to investigate what are the interaction structure between staff and visitors at money changer and to investigate what are the linguistic feature of the interaction structure between staff and visitors at money changer.

5. RESULTS

The Interaction Structure between Staff and Visitors at Money Changer.

There are three structures of the interaction between staff and visitors at money changer, first the opening section, substantial section, and the closing section. The opening section consists of summons-answer, greeting-greeting, display for recognition or identification. See Sacks and Schegloff (1970) telephone conversation in Wolska Magdalena (2007). Extract 1 is a conversation between a staff and a visitor of BMC money changer in Senggigi. The staff is a man, while the visitor is a man.\

Extract 1

Staff: <i>Hello sir</i>	(Greeting1 + Display 1)
Visitor: <i>Hi::i</i>	(Greeting2 +Acknow1+ Display 2)
Staff: <i>How are you:</i>	(Greeting3 + Acknow2)
Visitor: <i>Fine thank you</i>	(Greeting4 + Acknow3)
<i>How about you</i>	
Staff: <i>Go:od thank you:</i>	(Greeting5+Acknow4)

In the opening section, the researcher found the greeting-greeting structure and the display of recognition/recognition acknowledgement structure. In the greeting-greeting structure, the researcher found the greeting structure, the display of recognitions structure, and recognition of acknowledgement structure that the speaker used in the conversation.

Substantial section consists of topical constraints see Sacks and Schegloff (1970) in Wolska Magdalena (2007). Substantial section is the body of the conversation which consists of the topic. The substantial section structured by the

topical constraints. Extract 3 is a conversation between a staff and a visitor at money changer.

Extract 3

Staff : (Ozy)	(Stating Purpose)
Visitor: Aa::: (ozy:) yeah:	(Responding)
Staff : <i>How much</i>	(Purposing)
Visitor : <i>One: fifty</i>	(Responding)
Staff : <i>one hundred and fifty yeah</i>	(Purposing)
Visitor: <i>yeah</i> ↑	(Responding)
Staff : <i>Nine thousa:nd nine</i>	(Counting)
<i>Hundred sixty: yeah</i> ↑	
Visitor: <i>Yeah</i> ↓	(Responding)
Staff : <i>One milli:on four</i>	(Counting)
<i>Hundre:d ninety four yeah</i> ↑	
Visitor : <i>Yeah</i> ↓	(Responding)
Staff : <i>Your name</i> ↑ <i>and sign here</i> ↓	(Signing)
Visitor: <i>Thank you</i>	(Responding)
Staff : <i>Thank you</i> ↑	(Responding)
<i>Wait a moment yeah.</i>	(Confirming)
Visitor : <i>Thank you</i>	(Responding)
Staff : <i>Here sir</i>	
<i>I check</i> ↑ <i>once again</i>	(checking)
Visitor: <i>Yeah</i> ↑	(Responding)

Staff : *one, two, three, four, five, six,* **(Counting+Exchanging)**

Seven, eight, nine, ten, one million

Visitor : *yeah*↑ **(Responding)**

Staff : *One, two, three, four, hundred* **(Counting+Transferring)**

And four thousand ↓ *thank you*↑

Visitor : *Thank you* **(Responding)**

The substantial section of the interaction structure between staff and visitors at money changer is the main body of the conversation. Then it is structured by the topical constraint see sacks and schegloff (1970) in Wolska Magdalena (2007). The interaction structure between staff and visitor at money changer are the purposing, checking, counting, exchanging, signing, and transferring. The purposing structure consists of the purpose of the visitor in order to change money. Then the checking structure is the interaction structure that consists of the confirmation and respond of the interaction.

The counting structure is the interaction structure that consists of the number counting. The exchanging is the interaction structure where this step as point of the interaction between staff and visitors at money changer, it consist of the number of money.

The signing structure is the interaction structure where the topic is about the confirmation of the exchanging. Then the last is the transferring structure, it's consist of the money transferring topic.

The following extract is the closing section, the last structures of the interaction between staff and visitors at money changer. The closing section consists of the organization ensuring coordinated exit.

Extract 5

Staff: Thank you very much

(Final Closing1)

Visitor: *Your welcome*

(Final Closing2)

Based on the researcher’s finding, closing section of the interaction structure between staff and visitors at money changer consist of the final closing. The final exchange consists of the leave taking expression which indicates the closing of the conversation.

Figure 4. The structure of staff – visitors money changer interaction.

No	Standard Pattern of Interaction	Subsection of Interaction	Examples of Expression
1	Opening section	Greeting	Hallo/Hi
		Recognition displaying/ acknowledging	Hello/Hi
2	Substantial section	Stating the purpose	I want to change Malaysian Ringgit.
		Counting the money	One, two, three, four, five, six, seven, eight, nine, ten one million

			one hundred yeah
		Signing documents	Please sign over here and name over here.
		Exchanging Money	Excuse me, two million seven hundred and sixty second.
		Transferring the Money	One, two, three, four, five, six, seven hundred sixty second
3	Closing section	Expression of leave taking	Thank you

The Linguistic Features of the Interaction between Staff and Visitors at Money Changer

Based on the researcher's finding, the linguistic feature of the interaction structure between staff and visitors at money changer that appears in the opening section is the greeting expression. Greeting expression belong to the expression section, where most speakers use the greeting expression both in the first extract and second extract, as shown in the following:

Extract 7

Greeting1 + Display 1

Staff: *Hello* .

Greeting2 + Display 2

Visitor: *Hello*

Greeting3 + Acknowledge

Staff: *Hello* : ↓ .

The intonation section appears as well in the opening section, where the speaker mostly speaks in the long vowel 'o' such as in the greeting word "hello" above.

Based on the researcher's finding, the linguistic features of the interaction structure between staff and visitors at money changer that appears in the substantial section are the grammar section, the vocabulary section, and intonation section. In the purposing structure the researcher found the grammar section, vocabulary section, and intonation section. The researcher found that most speakers used the simple present tense in the purposing structure. The simple present tense belongs to the grammar section.

The researcher also found the vocabulary section in the purposing structure. The vocabulary section in the purposing section is number vocabulary, where most visitors speak about number of money that he/she wants to change. In addition, the researcher found the currency vocabulary in the purposing structure. In the purposing structure, most speakers used long vowel in the intonation section.

In the checking structure, the researcher found the vocabulary section and the intonation section. The vocabulary appears in the checking structure is the transaction vocabulary, where the speaker used the word "check" in the checking structure. Then the intonation section of the checking structure is the rising tone of the voice.

In the counting structure and the exchanging structure, the researcher found the vocabulary section, where most speakers used number vocabulary in the counting structure and the exchanging structure.

In the signing structure, the researcher found the speaker used the imperative sentence to ask someone to do something. It's belongs to the grammar section. In addition, the researcher found the intonation section, where the speaker used the long vowel in the signing structure. The researcher also found the vocabulary section, where the speaker used the transactional vocabulary in the signing structure. In the transferring structure, the researcher found the vocabulary section. Mostly, the speakers use the vocabulary of number in the transferring structure as shown in the following:

Extract 8

Stating Purpose	Visitor: <i>I: want to change Eur : o</i>
Responding	Staff : <i>yes</i> ↑
Stating Purpose	Visitor: <i>five hundred</i>
Responding	Staff : <i>yes .</i>
Stating Purpose	Visitor: <i>five hundred twenty.....please</i> <i>[laughter]</i>
Responding	Staff : <i>[ye : s] < it's o: kay</i>
Checking	Staff : <i>I'll check yeah .></i>
Responding	Visitor: <i>yes, yes</i>
Counting	Staff : <i>one, two, three, four, five, six,</i> <i>seven, f : ive hundred .and twenty</i> <i>yeah</i>
Responding	Visitor: <i>yes</i>

Exchanging	Staff: <i>Forty thr:ee...seven million four hundred seventy seven six hundred..</i>
Confirming	<i>Yes</i>
Signing	<i>Please you s : ign here and your name here .</i>
Confirming	<i>Yes sign here .</i>
Checking	Staff : <i>↑I check yea : h</i>
Responding	Visitor : <i>o : kay</i>
Transferring	Staff : <i>seven million four hundred and seventy seven .</i>
	<i>Seventy:</i>
	<i>Seven million</i>
	<i>Seven million four hundred seventy seven</i>
Responding	Visitor: <i>thank you</i>

4.2.3 Closing Section

Based on the researcher's finding, the linguistic feature of the interaction between staff and visitors at money changer is the expression section. The researcher found the leave taking expression in the final closing section as shown in the following:

Extract 9

Final closing1	Staff: <i>[laughing] th:ank you</i>
Final closing2	Visitor: <i><u>thank</u> you very much</i>

6. CONCLUSION

Based on the result of this study, it can be concluded that:

There are three main structures of the interaction between staff and visitors at money changer. The interaction structure between staff and visitors at money changer are the opening section, the substantial section, and the closing section. The opening section of interaction structure between staff and visitor at money changer are greeting and display of recognition/recognition acknowledgment. Then the substantial section of the interaction structure between staff and visitors at money changer are purposing, counting, signing, exchanging, and transferring. The closing section of the interaction structure between staff and visitors at money changer is the final closing.

The linguistic features of the interaction between staff and visitors at money changer that the researcher found were grammar, vocabulary, expression, and intonation. The linguistic feature in the opening section of the interaction structure between staff and visitors at money changer that the researcher found were the greeting expression, exchanging vocabulary, and the long vowel intonation. Then the linguistic feature in the substantial section of the interaction structure between staff and visitors at money changer that the researcher found were the simple present tense, the numbering and the transactional vocabulary, the rising tone of the intonation and imperative sentence. The linguistic feature in the closing section of the interaction structure between staff and visitors at money changer is the leave taking expression.

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