

AN ANALYSIS PHATIC COMMUNICATION IN MOVIE CLIP  
“ENGLISH CONVERSATION 81” ON YOUTUBE  
BY ENGLISH CONVERSATION

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**Abstract:** In communication, we need a phatic communication to create a good relationship with the person we're talking with. Phatic communication is small talk or *chit-chat*. It has a purpose, to create good social relationship, to keep in touch in communication, but sometimes the conversation doesn't have any specific information to share with others. The purpose of this study is to analyze the phatic communication in "English conversation 81." In this study, a descriptive-qualitative method was used. The authors have identified 8 data categories and 12 examples in "English conversation 81" based on the results and discussion.

**Keywords:** *communication, phatic communication, English conversation 81 (2021) movie clip*

## RESEARCH BACKGROUND

Phatic communion is an interesting field of research. Phatic communication, or small talk as it is more commonly known, is conversation held purely for the purpose of conversing. This type of informal talk does not focus on a specific functional topic or action that has to be discussed. (Rachmat Kriyantono, 2014)

In communication, we need a phatic communication to create a good relationship with the person we're talking with. Phatic communication is small talk or *chit-chat*. It has a purpose, to create good social relationship, to keep in touch in communication, but sometimes the conversation don't have any specific information to share with others. (Rahmi Rahmadini, Edwar Kemal, Dian Noviani Syafar, 2017)

Knowing the situation's context is crucial to our understanding of language since language cannot be comprehended without understanding the context of the situation. According to Trudgill (1974: 84), a single speaker will employ various linguistic variety in various contexts and for various goals. Phatic communion is an example of a language variety that draws influence from the social situation as well as the speaker's personal qualities, such as age, sex, and social class. It is in dissociable from the situation's background. As a result, the researcher additionally examines the situational context of the dialogues used by the characters in the film.

Communication between people requires language. When communicating, they attempt to keep the lines of communication open, but occasionally this results in awkwardness or silence. Language is an extremely crucial tool for building and maintaining relationships with other people. It is not just a way of exchanging information. To keep this dialogue going, some utterances are necessary. Although they are brief, these statements have the power to interrupt

awkward silences. Later on, the discussion is still going on, and the discomfort-inducing tension gradually dissipates.

Since a movie is the study's subject, conversation analysis is the main method for gathering data. The process of gathering data through conversation analysis, also known as CA, involves analyzing the conversation as it is being recorded. In this study, the researcher examines the different types of phatic communion that the characters use in their communication and determines why they do so in light of the circumstances in which it occurs. What degree phatic communion utilized in discourse can maintain the dialogue? It also includes the participants in the conversation and their relationships with one another. When two people first meet, they typically start out by exchanging phatic utterances like "How are you?" and other greeting phrases before moving on to more serious subjects. The reason the researcher chose this film is that the characters frequently used phatic phenomena to keep the conversation going. (Hakim, 2012)

## RESEARCH METHOD

This study used a descriptive qualitative research design. A qualitative method is defined by (Bogdan and Taylor in Pickens, 2004:299) as research procedures that result in descriptive data, people's own or spoken words, and observable behavior, in this case utterances. This indicates that descriptive study described the phenomenon without offering a solution. Just the phenomenon was described. The researchers in this study utilized a descriptive method and a qualitative approach to characterize the phenomenon. Purposive sampling was used to select the sample for a study that meets specified criteria, ensuring that the sample chosen is in line with the study's goals.

Additionally, according to (Sudaryanto, 2008:23), the term "descriptive" has a connection to the field of language studies known as "descriptive language." This indicates that descriptive research is based on facts or phenomena that the speaker has observed firsthand. The research's findings were presented in the form of descriptions rather than through statistical methods.

## RESULT AND DISCUSSION

The purpose of this research was to identify words or conversations that contain phatic communication, as well as to determine the category and function of the dialogue presented in the movie clip "English Conversation 81." After examining the video on YouTube and evaluating it, it was found that there were 8 data classifications of phatic communication in the movie clip "English conversation 81".

### Phatic Communication found in the movie clip "English conversation 81"

#### A. Breaking the silence

##### Excerpt 1 (greetings)

Emily	:	"Lucille <b>how are you?</b> "
Lucille	:	"hi, I'm good. How are you? "
Emily	:	"I'm fine. A bit tired maybe. This week we have a lot of work to do"

The situation above shows that Lucille was calling Emily. Emily starts the conversation on the phone with Lucille with saying “how are you”. In phatic communication it is category of chit chat or small talk. Lucille responded with “hi, I’m good. How are you?” She asked back to Emily to having a chit-chat. The purpose of asking question of “how are you” is to breaking the silence and it is a good question for the first conversation or to start the conversation with the person we are talking with.

### Excerpt 2 (mentioning name)

Albert : “Hey Adriana!”

The situation above shows that Albert just want to say hallo or greeting with Adriana by calling her names “hey Adriana!” to breaking the silence when Albert entry the café while Adriana was calling her mom on the phone. Phatic communication that has been use by Albert is mentioning name in order to breaking the silence.

### Excerpt 3 (Commenting on something obvious indirectly)

Archie : “are you interested in travelling?”  
Emily : “yes. I am. I love travelling!”

The conversation above shows the moment when Emily addicted to something on Archie’s hand, the book, instead of saying “Amazing” to breaking the silence between the situations of both. Archie doing something indirectly asking her a question by saying “are you interested in travelling?” to break the silence after Emily doing something directly before by saying “amazing”. It doesn’t always have a specific information about the conversation.

### Excerpt 4 (Commenting on something obvious directly)

Emily : “Amazing”  
Archie : “who? I mean what”  
Emily : “Egypt! What an incredible place”  
Archie : “yes it’s Fascinating”

The conversation above shows the moment when Archie reads the book he brought from out of nowhere. While Emily was making the tea for him she addicted to the book he read instantly she said that the picture was amazing “Egypt! What an incredible place” shows that she is interest with the book. Phatic communication that she did is commenting on something instead of directly by saying “amazing” in order to break the silence between both of the situation with stranger.

## B. Small Talk or Chit-Chat

### Excerpt 5

Girl : “Emily, it says here that tonight there is the opening of the new cocktail bar Honey lounge In Holborn”  
Emily : “yes. I know. It’s the very same bar as in Greenwich Village on Bleecker Street. Terrific!”

The conversation above shows the moment when the girl found a newspaper and it has information about grand opening of “Honey Lounge bar” in Holborn. The girl read the news to Emily in order to get a small talk about what is the new in the city while Emily was making a drink. She just make sure and having a chit chat with Emily instead of saying “yes, I know....” They used a phatic communication in order to have a good relationship between Emily and the girl by having a chit-chat.

### C. Keep talking

#### Excerpt 6

Emily : “Do u know Lucy, martini is more than just a cocktail. Its American icon and preferred drink of such luminaries as franklin d Roosevelt. Jack London and earnest Hemingway. Its celebrate the American dream”

Lucy : “yes and Winston Churchill like it too.”

The conversation above shows the moment when Emily was making a cocktail for their mom that will be arrived at home for a minute. Emily was making cocktail instead of telling Lucy about American dream drink. Then Lucy responded with the statement agreement by saying “yes and Winston Churchill like it too”. Emily tells her history in order to keep the conversation going, in order to be freely and to avoid awkward moment.

#### Excerpt 7

Archie : “why do you like travelling so much?”

Emily : “oh a for a million reasons first of all because it’s fun and interesting to see the way people live in other countries and I think it’s important to have new experiences to expose yourself to other cultures”

The conversation above shows the moment when the conversation between Emily and Archie almost ended, Archie asking the question instead about Emily “why do you like travelling?.” In phatic communication this is in order to keep the conversation going and to be freely to have a less tension between Emily and Archie.

### D. Expressing Solidarity

#### Excerpt 8

Girl : “I have to meet him in 20 minutes. **God help**”

Emily : “**calm down**. You can’t go on an empty stomach. Let me make u a quick snack to take away and you can eat it on your way there”

The conversation above shows expressing solidarity in phatic communication based on the conversation by the word “god help” then Emily was trying to make her feel safe due to she is nervous. A guy will pick her up for the first date. The girl doesn’t know what to do on that moment. She feels confused and afraid then finally Emily was trying to calm down her, don’t want to take her down instead of grab some snack before she going on date.

## E. Expressing politeness

### Excerpt 9

Ellie : " : "it's still raining. **Oh sorry**. I see that you are busy."

The conversation above shows the moment when Albert entry to the café instead of greetings to Adriana by saying "hey Adriana!", but she was busy calling her mom. Albert feels disturb them instead of saying "sorry". Phatic communication that used is expressing politeness. Saying sorry to anyone they are talking to and to show manners in conversation.

## F. Creating comfort

### Excerpt 10

Girl : "Ham and cheese sounds good. Or maybe something sweet. I don't know"

Emily : "**are you okay?**"

Girl : "well. I'm little nervous. I have a date!"

Emily : "wow I see. Anyone I know?"

In phatic communication, the function of creating comfort is to make others comfort when they share anything. Either speakers or listeners can create it in interaction, to feel freely and enjoy the moment between speakers and listeners. It can be seen while the girl confused about the menu to take an order. Emily noticed then ask her "are you okay" in order to make the conversation going to creating comfort due to to share anything that she want to be share with her.

## G. Expressing friendship

### Excerpt 11

Emily : "**you're so sweet**"

In phatic communication, the function of expressing friendship is to serve a feeling of friendly relationship to acquaintances or friends. It can be while Emily saying "you're so sweet" to girl who wants to help her to switch position because Emily have to go to make a call with travel tour on vacation next week. The words "you're so sweet" express friendship between the girl and Emily in other word of "thank you for helping me" instead giving appreciation of being barmaid".

## H. Expressing empathy

### Excerpt 12

Emily : "**I have to go right now, can you take my place for a while?**"

Girl : "**sure**"

Emily : "the travel agency called me a view minutes ago I have an amazing deal for a package tour. Listen to this: business class flight to Sydney plus 20 days car for rental for a very low price. This offer is expired today. So I have to pay a deposit to assure the reservation."

In phatic communication, the function of expressing empathy is to make people understand their feelings, empathy aims to demonstrate attentiveness by feeling what others are feeling. It can be

seen from the statement “I have to go right now, can you take my place for a while?” it means Emily needs help because she have to make an appointment with the travel tour for vacation in Australia due to she was overworked and she needs a break. And the girl was expressing empathy to her on that case. She feels empathy because Emily is really needs vacation for real.

## CONCLUSION

The purpose of this research is to identify a word or phrase that uses phatic communication. Following the collection of the data from the expression, the data was analyzed using phatic communication strategies to evaluate which strategy was most frequently used. According to the research's research findings and conclusions, the authors have discovered and analyzed 12 examples of categories of phatic communication from "English conversation 81" that belong into eight different data classifications. The first is breaking the silence (It contains four, there are: greetings, mentioning names, commenting on something obvious it could be directly and indirectly). The second is small talk or chit-chat (the author found out only one example) that used by speakers and listeners. The third is keep talking (It containing two example). Next, expressing solidarity (authors only found one example). Next, expressing politeness (authors only found one example). Next, creating comfort. (Authors only found one example). Next, expressing friendship (authors only found one example and the last one is expressing empathy (authors only found one example). The category that often used in “English conversation 81” is phatic communication of breaking the silence. The authors found out four of example, there are: greetings, mentioning names, commenting on something obvious it could be directly and indirectly

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