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CONVERSION ANALYSIS OF SPEECH ACTIVITY IN INTERVIEW SITUATIONS

Abstract

This scientific paper is dedicated to the analysis of conversions in speech activity in the context of interviews, with a focus on the dynamics of interaction between interlocutors. Conversation analysis views speech acts not only as a sequence of utterances but also as a dynamic process that includes elements such as pauses, interruptions, and topic shifts. The paper examines key elements such as pauses, interruptions, topic manipulations, and non-verbal components, as well as their impact on the structure and flow of interviews. The research results show that pauses and interruptions play a significant role in controlling the pace of the conversation, while topic shifts are used as a strategy to avoid uncomfortable questions or to delve deeper into certain aspects of the topic. The importance of considering these elements when conducting and analyzing interviews, opening new perspectives for research in linguistics and sociolinguistics.

Keywords: interaction, conversion, language communication, context, debate, content, communication.

Introduction

An interview is a conversation to gather information. The interview includes an interviewer who asks questions and an interviewee who answers these questions. The interview can be conducted during a meeting or by phone. In addition, today in interviews, the internet is a means of communicating without meeting participants in person. An interview is a technique that people use when they need to carefully collect information about opinions, thoughts, experiences from their lives. The interview is effective if it is associated with questions of the topic, a complex questionnaire and thorough research. The audience is more effective through face-to-face conversations than through written or telephone conversations, which means that face-to-face conversations are more effective. In addition, the interview is an important way to gather basic information that includes verbal communication between the researcher and the participant. Interviews are usually used in the development of questionnaires, as well as in research and descriptive studies. There are a number of completely unstructured ways of interviewing, in which the participant is allowed to freely talk about anything, where the participant's answers are limited to answers to direct questions. The quality of the data collected during the interview will depend on both the design of the interview and the qualifications of the interviewer. If someone has received clinical training and is used to working with patients, then this is sufficient training for conversations with patients and others for research purposes. Although there are some areas that are relevant in terms of the basic communication skills required, it must be recognized that other skills are required to conduct research. The interview is compiled from two main parts, which are interviews in journalism and interviews in sociology. First of all, in journalism, the main purpose of the interview is to get information on the prepared questions. The interview is carried out through personal goals or specific business goals. We take information about interview methods from the fields of journalism, for example, considered from psychology, sociology, linguistics or other fields. An interview is a type of dialogue in which individuals have a specific purpose during the conversation. It can also be noted that the interview has a single semantic goal, obtaining up-to-date information during the sequence of questions. The interview is used in a business meeting, conversation, meeting, etc., the purpose of which is to obtain information. As part of an empirical study, 10 interviews were analyzed, recorded and transcribed for further analysis. We used the approach proposed by Bolden (2014), which explores the role of pauses in interaction, and applied the methods proposed by Shegloff and Jefferson to analyze the structuring of the dialogue. In the course of the research, we have identified several key points: Pauses and interruptions: We have

found that pauses play an important role in changing the course of a conversation. They serve as indicators, allowing the interlocutor to control the pace of the conversation and manipulate the perception of questions and answers. Pauses were often used to delay the development of a conversation or give the other person time to reflect. Topic change: In some interviews, respondents actively changed the topic of the conversation, which allowed them to avoid unpleasant or difficult questions. These changes often occurred after a brief pause or a remark that deviated from the main topic, which corresponds to the approach described by Kottoff (2017), which emphasizes the importance of changing the topic to manage the course of the interview. Non-verbal elements: Although all interviews were conducted in text format, analysis of non-verbal components such as intonation, acceleration or deceleration of speech, as well as the use symbols in online interviews also showed how these elements affect the perception of information.

Experimental Section

It is known that there are magazines specializing in large portrait interviews. There are also short interviews, consisting of detailed multi-page interviews, as well as two or three questions and answers. Some publications publish interviews of a certain type. Interview is limited to the duration of the conversation – 60 seconds. Thanks to this, dynamism is achieved, because there are no unnecessarily long questions and answers. In published interviews, the word journalist is usually three to four times less than the word of the interlocutor. It is clear that the audience is more interested in the words of the interviewer than the words of the journalist. We can note the type of interview-monologue. Here, on the part of the journalist, no questions are asked or only one question is asked, after which the interlocutor is given the floor. This is a survey of experts or ordinary citizens on some topical topic, that is, when a question is published, it consists of the answers of different people. As for the interview, here the volume of questions of the journalist and the answers of the interlocutor are approximately the same. The statements of respondents to such an interview are no more than those of the interviewees. Our results confirmed the importance of conversation elements such as pauses, interruptions, and topic changes in the context of an interview. Pauses are important markers that can change the structure and dynamics of a conversation, as indicated in the works of Bolden (2014). Interruptions are often used to take the initiative in a conversation, which is also confirmed by the research of Shaw and Haines (2012). It is important to note that the successful use of these strategies in interviews is related to how well the interlocutors are able to control and manipulate the conversation process. The role of topic change is also important for the study of interview practices. In particular, when interlocutors feel that they cannot provide a satisfactory answer to a question, they use a topic change as a strategy to avoid difficult topics, as demonstrated by Kottoff's work (2017). Any information speech in society can take different forms, and we must choose in what form we will present it for discussion when trying to describe it to society. Sometimes society can be multilingual; we must also emphasize that our definitions of language and society are not independent: the definition of language includes a direct reference to society [1].

Results and Discussion

Sociology studies the relationship between language and society. They are interested in explaining why we speak differently in different social contexts, and they are interested in defining the social functions of language and the ways in which it is used and used to convey social meaning. Studying how people use language in different social contexts provides a powerful insight into how language works. Sociology and also includes information on how to use language for different functions, such as performing tasks in different contexts. Obviously, it is necessary to be able to use language effectively and politely in relation to different people. In this regard, the importance of sociology is high. Today, participants in the interview can give not only specialists, experts and authoritative people, but also ordinary citizens. These studies show that in interview situations, the most important elements are not only the lines themselves, but also their context. These theoretical developments continue to evolve due to the use of new technologies for the analysis of spoken data, such as software for transcription and text analysis, which significantly expands the possibilities of analysis. It is important to note the work of scientists such as Shaw and Haines (2012), who investigated the use of pauses and interruptions in conversations and showed how these elements

affect the perception of interlocutors of each other. Another significant contribution is the study by Kotthoff (2017), which demonstrates the importance of interaction in interviews not only at the level of verbal communication, but also at the level of non-verbal signals such as intonation and pauses, which can serve as indicators of changes in conversation dynamics [2].

As part of the interview analysis, it is also important to take into account the influence of cultural and social factors on the perception of these elements, which is emphasized in the research of Lukina (2019), where they explore the features of interviews in a Russian-speaking context. Informational interview - the most popular type of Interview aimed at collecting material for news. Due to the strict time standards, this interview is characterized by a very dynamic pace. For example, to show a disaster of national significance, a TV filming team can interview more than ten people within an hour. If it is necessary to find out the strength of the explosion and the estimated number of victims, the journalist must find out all the details in a short time. Interview is an informational description, only in an even shorter version. Operational statements of experts, specialists in any field in specific situations are a mandatory component of Press News, Radio or television news. Journalists call this type of Interview a sociological survey, since it contains an element of a specific sociological research method - an approved, explicit question for a large number of respondents. Investigative interview - conducted for the purpose of investigating the incident. As a rule, it is organized in detail and is not strictly limited by time limits. It is very important to pay a lot of attention to setting goals and working on the materials in advance, fully study all written sources and oral testimony, and think over a good conversation strategy. M. Lukina in an interview noted that the most important questions. In an investigative interview, there may be several characters with different temperaments and social roles. The portrait interview-or personal interview is aimed at one person, but time is given to hold several meetings with people or outside observers in advance for preparation [3].

The hero of such an interview may be a person who has shown himself from the best side in some area of public life and aroused the interest of the public. Let's note another type of interview, when a journalist acts on an equal footing with the interlocutor in the process of providing information, in fact, interaction. Such a creative interview is often referred to as a conversation or dialogue. The main persons of conversion analysis are H. Sachs, E. Schegloff and G. Jefferson, these scientists considered the methodologies and foundations of conversion analysis. Noted scientists indicate that conversation analysis provides a revolutionary approach to the study of social phenomena, based on a detailed analysis of everyday interactions that occur naturally. That is, an interview analysis shows how detailed sociological characteristics can be. It is clear that such a method can pose a risk of losing the original purpose of studying the joint work of mutual understanding of participants in social situations [4].

Conversation analysis has always been closely linked to sociology. Analysis of the conversation between participants, studies the conversation as an action, and also proposes to understand that social order is built through the consent of the participants in communication. Therefore, we came to the conclusion that conversion analysis focuses on every detail of informants, such as intonation, laughter, pauses, etc. Official interviewee each respondent is given an official interview to get accurate information. The answers of all respondents can be comparative and classification. This proves that the differences and similarities in the answers should reflect the real differences between the respondents [5].

A formal interview can be used for a variety of purposes, including determining public opinion on a wide range of issues, identifying consumer preferences, behavior patterns, and for many other purposes, including obtaining quantitative information. The official interview takes place strictly, and important information is discussed with active persons. When using an informal interview, no attempt is made to obtain the same types of information from each respondent. The informal interview methodology is not presented as a set of different, more complex and specific actions. When conducting an informal interview, the interviewer has great freedom both in the formulation of specific questions and in the formation of the general direction of the conversation. That is, in an informal interview, participants behave freely and discuss any information, for example, the interviewer's personal life, favorite food, interesting events in his life, etc [6].

Particular attention is paid to the dynamics of interaction, which includes aspects such as the reactions of interlocutors, their non-verbal signals, the use of pauses, intonation and other elements that affect the perception and redistribution of information. M. R. Shaw and A. Haines (2012), in particular, showed how during the interview participants often use "informal conversions" to gently change the subject or clarify information without obvious transitions. An important contribution to the development of conversion analysis in interview contexts was the work of researchers such as Shaw and Haines (2012), who studied the role of pauses and interruptions in speech practice. They found that pauses can be both a tool for reflection and a way to slow down or speed up the pace of a conversation, which is crucial in interview situations. In particular, pauses can be used for the interlocutor to comprehend information or prepare an answer to a difficult question. McCarthy and O'Keeffe (2011), in turn, investigated the dynamics of speech interaction in the context of online communication, including on social networks and Web 2.0 platforms. These studies provide a deeper understanding of how technology and Internet communication affect conversational practices, which is especially important when analyzing interviews in modern conditions [7].

Conclusion

1. The authorial model of conversational analysis, adapted from daily conversation analysis scheme, proves to be a useful tool for studying both formal and informal types of interviews. By focusing on the interactive nature of speech, this model provides a structured framework to better understand the dynamics of communication in interview settings.

2. The model's adaptability to the interview context is key. It highlights the importance of considering not only the content of speech but also the relational and social aspects of the interaction. This approach allows for a deeper understanding of how conversation unfolds in real-life interview scenarios, offering valuable insights for researchers and practitioners in linguistics, psychology, and related fields.

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Түйін

Бұл ғылыми жұмыс сұхбат контекстінде тілдік әрекеттердің конверсиялық анализіне арналған, оның ішінде сұхбаттасушылар арасындағы өзара әрекет динамикасына ерекше назар аударылған. Конверсиялық анализ сөйлеу актілерін тек сөздер тізбегі ретінде ғана емес, сонымен қатар паузалар, үзілістер және тақырыптардың ауысуы сияқты элементтерді қамтитын динамикалық процесс ретінде қарастырады. Жұмыс барысында паузалар, үзілістер, тақырыптарды манипуляциялау және невербальды компоненттер сияқты негізгі элементтер зерттеліп, олардың сұхбаттың құрылымы мен жүрісіне әсері талданады. Зерттеу нәтижелері паузалар мен үзілістердің әңгіме ырғағын басқаруда маңызды рөл атқаратын көрсетіп, тақырыптың ауысуын қолайсыз сұрақтардан қашу немесе нақты тақырыпты тереңірек зерделеу стратегиясы ретінде қолдануға болатынын анықтады. Жұмыс сұхбат жүргізу және талдау кезінде осы элементтерді ескерудің маңыздылығын дәлелдейді, бұл тіл білімінің және социолингвистиканың зерттеу саласында жаңа перспективаларды ашады. Жұмыс сұхбат жүргізудің сәттілігі тек диалогтың мазмұны ғана емес, сондай-ақ тілдік әрекеттің стратегиялық

элементтерін, мысалы, паузалар, үзілістер және тақырыптарды манипуляциялауды ескере отырып, жүзеге асатынын көрсетеді.

Аннотация

Настоящая научная работа посвящена анализу конверсий в речевой деятельности в контексте интервью, с акцентом на динамику взаимодействия между собеседниками. Конверсионный анализ рассматривает речевые акты не только как последовательность высказываний, но и как динамический процесс, включающий такие элементы, как паузы, прерывания и смена тем. В рамках работы исследуются ключевые элементы, такие как паузы, прерывания, манипуляции темами и невербальные компоненты, а также их влияние на структуру и ход интервью. Результаты исследования показали, что паузы и прерывания играют важную роль в управлении темпом разговора, а смена темы используется как стратегия ухода от неудобных вопросов или для более глубокой проработки определенных аспектов темы. Работа подтверждает важность учета этих элементов при проведении и анализе интервью, что открывает новые перспективы для исследования в области лингвистики и социолингвистики. Статья подчеркивает, что успешное интервьюирование невозможно без учета не только содержания диалога, но и стратегических элементов речевой активности, таких как паузы, прерывания и манипуляции темами.