

**THE UNIVERSITY OF SWAZILAND**  
**FACULTY OF HUMANITIES AND THE INSTITUTE OF DISTANCE**  
**EDUCATION**  
**DEPARTMENT OF ENGLISH LANGUAGE AND LITERATURE**  
**MAIN EXAMINATION**  
**2007**

**COURSE TITLE    CONVERSATIONAL ANALYSIS**

**COURSE CODE: ENG 303**

**TIME ALLOWED: 2 HOURS**

**INSTRUCTION**

**THIS QUESTION PAPER CONSISTS OF FOUR QUESTIONS. YOU ARE  
REQUIRED TO ANSWER TWO QUESTIONS.  
EACH QUESTION IS WORTH 30 MARKS**

### QUESTION 1

Conversations are at the heart of all human transactions. People use conversation to get things done. By using at least five examples, imagined from different contexts, show the truth of this statement. (30)

### QUESTION 2

Language behaviour differences among men and women have been the subject of many linguists. In 1975 and 1983, West and Zimmerman reviewed cross sectional conversations and found that '*women fare poorly in comparison with men in terms of turn taking, interruptions and holding the floor*' (Johnson, 1997:9).

- a) First write brief note on each of the terms: *turn taking, interruptions and holding the floor* (20).
- b) *To what extent do you agree with the assertion made by the linguists* (10)

### QUESTION 3

Read the following and answer the questions which follow.

Conversations begin and end. Sometimes its easy and equally difficult to begin or end a conversation. The difficulty arise from several factors, some of which are linked with the what brown and Levinson have called 'FACE''

Face has been characterized by Goffman (1976) as 'the positive social value a person effectively claims for himself by the line/stance/attitude others assume he has taken during a particular contact'

Face if understood in the context of 'to save face', to save one's face, to loose face' can help us explain people's attitude towards the manner in which we end a conversation.

- a) Discuss very briefly a situation where 'face' was an issue in an experience you have had in the past. (10)
- b) Examine the following endings of conversations and explain their implications in the context of face.
- a. 'it was nice talking to you'
  - b. 'I better go back to work'
  - c. 'It looks like our time is up'
  - d. Thanks for calling'
  - e. I think we have talked long enough' (20)

#### **QUESTION 4**

Discuss the process of conversational analysis. In what way is this analysis different from discourse analysis? (30)