Types Of Conversation In The Movie *The Intern*

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ABSTRACT

I am interested in this study "Types of Conversation in the Movie *The Intern*" because I want to learn about how people interact and communicate in the workplace. The way people use language as their media and from that I am interested to know about how an employee communicate with other employees and how they communicate with their boss. Of course, on the contrary, I also interested to learn how a boss communicate to their employees. In this study I took theory of social situation of language use as my theory and I focus on interactional and transactional conversation analysis. The social situation of language use based on the participants, locale or setting, topics and function. I choose those theories because it is related to my study and it help me to understand about the social situation of language use. Hopefully, this study will help me and other people to understand about how to interact and communicate with fellow partners and the boss in the workplace.

Keywords: Analysis, conversation, interactional conversation, transactional conversation, and situation

INTRODUCTION

People usually listen only to the conversation of a movie, but they never figure out how the characters in the movie use language to interact with each other. People usually only care about the story of the movie and I believe that it is also important to understand the way they communicate through language. Therefore, it will be understandable and interesting when we learn the movie's characters use language to interact with each other, especially in business life like conversation in the workplace. We can learn about how to talk to a boss in the workplace and how to talk with other workers in the workplace. There are two types of conversations which are Interactional conversation and Transactional conversation. So, based on those two types of conversations, we can understand more about which one is more suitable to be used in the workplace.

Conversation is about when people communicate to each other to discuss something or to give and to get some information. We can find a lot of conversations in movies which talk about business life such as when the employee talks with their boss, when the boss talks to their employees, and when the employee talks with other employees especially in the workplace. There are two ways of relating with people, interactional and transactional. In the interactional conversation, people maintain social relationships with the person that they talk to and it is usually used between friends or people with the same status. Meanwhile, in the transactional conversation, people use4 language as efficiently as possible to share information with the person that they talk to and people avoid talking about something that is not necessary or important when they are having a conversation.

In this study, I will focus on how people use language when they have a conversation with other people, especially in the workplace. For example, when employees have a conversation with their boss, when employees have a conversation with other employees, and when a boss has a conversation with their employees. This interests me, therefore, in this study I will see how they use interactional language and transactional language when they have conversation

in the workplace, and I will compare both of the conversation styles in the workplace as the setting in a movie.

The movie itself is called "The Intern". It is a movie about a retired 70-year-old widower, Ben (played by Robert De Niro), who is bored by his retired life. Then, he applies to be a senior intern at an online fashion retailer and gets the position. The founder of the company is Jules Ostin (played by Anne Hathaway), a tireless, driven, demanding, dynamic workaholic. As an intern, Ben tries his best to understand his work, but Jules Ostin does not intend to give him work and because of that Ben does not have anything to do in the office. However, Ben proves to be quite useful and more than that, he becomes a source of support and wisdom until he gets his boss's trust.

The reason why I chose this movie is because in this movie, we can find several scenes when Ben as an intern has a conversation with Jules, his boss, or when Jules Ostin as a boss, has a conversation with her employees. We can analyze and learn about how they use language when they have a conversation with different status in the workplace. Whether Jules Ostin as the boss will use more of interactional language or transactional language when she talks to her employees or whether Ben as an intern will use more of interactional language or transactional language when he talks to his fellow workers and when he talks to his boss.

I tried to take several theories that related to the topic of this thesis. The theories that I took are those of interactional language and transactional language. Those theories are suitable for my study because they discuss how people communicate with each other and through those theories, I can explore and know more about the study of how people communicate in a conversation especially in the workplace. The readers also can get a description about this study.

METHOD

The writer used a qualitative approach in this study. According to Ary, Jacobs, and Sorensen (2010) described that descriptive qualitative approach was an approach that deals with data that were collected from the participants experiences and perspectives; the qualitative research attempts to arrive at a rich description of the people, objects, events, places, conversations, and so on. The data collected were also in the form of word, picture, rather than number, they often contain quotations and try to describe that particular situation of view of the world like in the narrative form. It also tried to understand human actions, social behaviors, and evidence. Thus, the use of a descriptive qualitative approach helps this study to achieve a complete and detailed description.

The writer analyzes those conversations to see which conversation is considered as interactional conversation and transactional conversation. It can be recognized by whether the characters are using chit-chat, interrupting, changing topics, or whether they focus on one topic and avoid talking about unnecessary things while having a conversation. Then, he also will see whether interactional conversation or transactional conversation is the most suitable in certain situations. Finally, the writer will answer the research questions.

FINDINGS AND DISCUSSION

Interactional Conversation

The prepared table for Interactional conversation that I used in this study.

No	Interactional Conversation	Social Situation (Participants, Locale, Topics)
1	DAVIS: So, Ben, you gonna wear a suit everyday? BEN: You bet. DAVIS: Like that confidence. Plus you got the gangsta thing goin'. Very cool.	- Participants: Ben and Davis - Locale: In the workplace - Topics: About Ben's suits - Function: To build good relationship
2	JASON: Ben! You good? BEN: (gives OK sign) Perf.	- Participants: Ben and Jason - Locale: In the workplace - Topics: Jason asking Ben
		about his condition - Function: To build good relationship
3	DAVIS: You're staying? BEN: (indicates Jules at her desk) Can't leave before the boss leaves, Davis. DAVIS: We'll work on that.	- Participants: Ben and Davis - Locale: In the workplace - Topics: Davis asking Ben about staying in the office or not - Function: To build good relationship

4	BECKY: I'll try to have her there at five. Oh, wait, I booked her with a Vendor at 4:45. Let me work on this. Call you back.	- Participants: Ben and Becky
	(looks up to Ben) Yes? Hello.	- Locale: In the workplace
	BEN: Hi. I'm Ben. Whittaker. I have a 3:55 appointment with Miss Ostin.	- Topics: Ben asking Becky about his appointment with Jules
	BECKY: 3:55? I thought she was meeting with her new intern.	- Function: To build good relationship
	BEN: That's me. How ya doin'?	
	BECKY: I'm sorry, but how are you an intern?	
	BEN: It's a Senior Intern Program. Just started today. BECKY: Oh my God. How's that going to work? How old are you?	
	BEN: Seventy. You?	
	BECKY: Twenty four. I know I look older. It's the job. It ages you, which won't be great in your case. Sorry.	
	BEN: I actually thought you looked younger.	
	BECKY: Yeah, right.	
	BEN: Any tips before I go in?	
	BECKY: -- Just talk fast, she hates slow talkers. Or maybe that's just when I talk slow. Just don't dawdle, in any way. Keep it moving and don't forget to blink. She hates when people don't blink. It weirds her out. It's 3:57, this meeting she's in just ate up 2 of your five-- You're up! Go!	
5	BEN: I'll push, you deliver. KIKO: Thank you!!!	- Participants: Ben and Kiko - Locale: In the workplace - Topics: Ben helping Kiko with her work - Function: To build good relationship

6	LEWIS: Hey Ben. Ben? How old's that briefcase? BEN: It's a 1973 Dunhill London Two Buckle. They don't make this one anymore. LEWIS: I'm a little in love with it. BEN: It's a classic, Lewis. Unbeatable.	- - - -	Participants: Ben and Lewis Locale: In the workplace Topics: Lewis curious about Ben's briefcase Function: To build good relationship
7	BEN: I don't know, kid, this lease doesn't look so hot to me. Three months security deposit? You must love the place. DAVIS: No, it's horrible but I can get in this week. BEN: If you can keep looking I would. (looks up, notices a jittery Lewis) What's up Lewis? I've never seen you so awake. LEWIS: I was just asked to deliver this huge order to Tribeca and I think it's to Jay Z's apartment. I'm not kidding. Look -- it says, S. Carter, I'm a little freaked out. BEN: I don't know who that is but is this someone you'd like to impress?	- - - -	Participans" Ben, Lewis and Davis Locale: In the workplace Topics: Ben giving some advices Function: To build good relationship

	LEWIS: This is a genius, Ben and he's got the hottest chick in the game -- Beyonce could potentially answer the door. BEN: Okay, I know who she is. Maybe you should put on a proper shirt, with a collar.	
	LEWIS: Why, do I look bad?	
	BEN: Dress to impress Lewis. Go in the closet, find a "boyfriend shirt" that fits. And try to bring the hair down.	
	JASON: Benjamin, I made some progress.	
	BEN: Very big day for the intern team. JASON: It was great, she yelled at me but BEN: -- She yells at me all the time too.	
	JASON: Hey, it was communication. The guys high five. Lewis re-enters, wearing a girl's "boyfriend shirt" -- shows himself to Ben.	
	LEWIS: I'm possibly meeting Jay Z and or Beyonce and I'm in a blouse.	
	BEN: Wear it dude. It's an improvement.	
	JASON: Whoa. Big one.	
8	BEN: If you can keep looking I would. (looks up, notices a jittery Lewis) What's up Lewis? I've never seen you so awake. LEWIS: I was just asked to deliver this huge order to Tribeca and I think it's to Jay Z's apartment. I'm not kidding. Look -- it says, S. Carter, I'm a little freaked out. BEN: I don't know who that is but is this someone you'd like to impress?	- Participants: Ben and Lewis - Locale: In the office - - Topics: Small talk about Ben giving advice to Lewis Function: To build good relationship

LEWIS: This is a genius, Ben and he's got the hottest chick in the game -- Beyonce could potentially answer the door. BEN: Okay, I know who she is. Maybe you should put on a proper shirt, with a collar. LEWIS: Why, do I look bad? BEN: -- Dress to impress Lewis. Go in the closet, find a "boyfriend shirt" that fits. And try to bring the hair down.	

Based on the observation, the writer found that interactional conversation most likely occurs when Ben has a conversation with his fellow workers. In conclusion, when an employee talks to other employees, they tend to have small talk to build social relationships and to maintain their relationships. So, they usually talk about a lot of things and it is necessary to keep building and maintaining their relationships. They always greet each other and talk about different things. That is how they use interactional language and it shows how interactional language works in a conversation between employees. However there is a scene when an employee uses interactional language when they have a conversation with their boss but it could be done when the work time is finished even when they are in the workplace.

Transactional Conversation

The prepared table for transactional conversation that I used in this study

No	Transactional Conversation	Social Situation (Participants, Locale, Topics, Function)
1	BEN: I took a look at the data purchase patterns... Shall I come back? JULES: No, no, come on in. That was fast. BEN: Well, I enlisted Becky's help. Seems the most	- Participant: Jules and Ben - Locale: In the workplace - Topics: Report's from Ben

	expensive place you're advertising is actually bringing you the customers who are spending the least and the channels you're least investing in are adding enormous value in segments that currently appear to have low value but actually have the highest spending potential... (everyone stares in awe) That's what I could tell. So far. JULES: Whoa. Ben! Could you like deal with all that for me? Maybe come up with a better plan? I mean, if you have the time. BEN: Happy to.	-	Function: To give and get information
2	JULES: Oh! Ben, I want to stop at the warehouse. 480 Greenpoint. Ben moves into the LEFT LANE. JULES: No, no, make a right. 9th to Hamilton to the Expressway. BEN: I think we should take 4th to Flatbush. Much faster. JULES: It won't be. BEN: By 12 minutes. At least. (sees her in the rearview) Can I try?	- - - -	Participants: Jules and Ben Locale: In the car Topics: Go to the warehouse Function: To give and get information
3	JULES: So, Ben I was going to say what's a nice guy like you doing in a place like this but Candice gave me the drill so can I just be honest with you? BEN: Please. JULES: I'm not going to have a lot for you to do. (Ben's surprised) That's the truth. And, you being assigned to me is kind of just for me to, you know, set an example for the rest of the team. If you ask me, I think you'd probably be much better off working in creative or marketing. It's a little slower pace. Maybe a little easier to grasp. If you requested a transfer, we could make that happen. Okay? BEN: If that's what you prefer.	- - - -	Participants: Jules and Ben Locale: In the Car Topics: Jules explains Ben's job desk Function: To give and get information
4	JULES: Guys, you have to remember, the home page has to be read in a glance. Also, none of you are over thirty so	- -	Participants: Jules, Robby Zoe and Mia Locale: In the workplace

	you need to get back like this to see what this looks like if you're like over 35. Okay, so I can't see anything, but if I could see it, what do you want me to read? Nine girls one shirt or Check out the fit. ROBBY: Both. But I really want you to see the shirt worn by nine different body types. JULES: Okay, then you gotta make me see that. Try making the photo grid bigger and the type smaller. Oh! Love that one of them's pregnant. ZOE: Thanks. JULES: It would be good if you could put the girl in the red shirt in the middle? It's a great red. It's gonna fly outta here. ROBBY: We really don't have the time, Jules. I needed you to sign off on this two hours ago. JULES: I know, but can you try? Robby and Zoe exchange a look as a Tech kid works quickly. JULES: Mia, tell me that thing again. MIA: Forty-six percent of our visitors don't go past the home page. JULES: Man, we have to fix that. How long do we have them for before they leave? MIA: Seven to nine seconds. JULES: Did we order lunch? ZOE: Becky! JULES: I love it. TECHIE: And it's up. JULES: Thank you! JULES: Okay, the Antoinette dress. Major screw up by the vendor.	Topics: They are in a meeting Function: To give and get information

5	JULES: So you're saying by speeding up check out.... ELI: -- eighty percent of the addresses in the last 24 hours got screwed up. JULES: Oh, God... (Zoe passes by) Zoe, how's that red shirt doing? ZOE: Sold out. We just ordered two hundred more. JULES: See if you can cancel that. Just say "Sold Out". It's more exciting. BECKY: Jules, the Photo Studio really really needs you. JULES: Two really's. I gotta go. ELI: Jules, we need to deal with this. JULES: I know. Okay, just go back to the way it was but then can you do a deep dive on this? We have to eliminate a button. Think One Click at Amazon. We need our version of that. Gotta make it faster.	- Participants: Jules, Eli, Zoe and Becky - Locale: In the workplace - Topics: They are reporting to Jules - Function: To give and get information
6	JULES: Hi. This is good, right? I like this arrangement. Becky, I want you to let Ben give you a hand, okay? And cc him on all my e-mails. (Becky nods) Did we get yesterday's numbers? BECKY: Yes. We did. I saw them here. BECKY: Here you go. JULES: Thanks. Also, I need to go over the data on the customer purchase patterns. Let Ben take a look at that too. Actually let Ben take a look at it first. (This throws Becky) Don't worry Beck. Back up's good. Ping me when Candice gets in.	- Participants: Jules and Becky - Locale: In the workplace - Topics: A report from Becky about the information that Jules asked - Function: To give and get information
7	BECKY: Welcome back you two. Jules, got something cool to show you. (clicks on a Photo) Do you remember taking a customer service call about a Bride whose bridesmaids' dresses all showed up in grey and you had the Vendor remake them overnight and we put them on a plane and - -- JULES: -- Yeah, yeah...Rachel! BECKY: Check this out. JULES: The silk chiffon Antoinette dress. They look beautiful. She hopes they're from Matt. BECKY: Also, these just arrived from Ted Townsend. Here's the card.	- Participants: Jules and Becky - Locale: In the workplace Topics: Becky reporting to Jules about good news Function: To give and get information

	JULES: Get me Townsend's number will you? (Jules's PHONE RINGS) This is Jules. Hey Alonzo, what's up? Okay, uh-huh, do we need that many?	
8	JULES: Becky, where's Ben? BECKY: Not sure. Said he's taking the day off.	- Participants: Jules and Becky - Locale: In the workplace - Topics: Jules asking about Ben - Function: To give and get information

Based on the observation, the writer found that transactional conversation most likely occurs when Ben has a conversation with his boss and when a boss has a conversation with their employees in the office during work time. In conclusion, when an employee talks to their boss, they tend to only give and receive information as efficiently as possible. So, they usually talk about one thing and it is necessary to keep the first topic done and then they can move to another topic. That is how they use transactional language and it shows how transactional language works in a conversation between employees with their boss or on the contrary.

Based on the research finding, when an employee talks to other employees, they usually use interactional language rather than transactional language because they tend to build social relationships and to maintain their relationships usually by having a small talk. So, they usually talk about a lot of things in order to keep building and maintaining their relationships with each other. One way is that they usually will greet each other and they will have a conversation about a lot of things and also different topics. It shows how interactional language works in a conversation between employees. However, it is also possible for an employee to use interactional language when they have a conversation with their boss because there is a scene in the movie that shows an employee uses interactional language when they have a conversation with their boss. However, it could be done when the work time is finished

CONCLUSION

Interactional conversation occurs in the workplace when an employee has a conversation with other employees. So, interactional conversation occurs when the conversation is done by people with the same status in the workplace in order to build and maintain their relationship. However it is also possible to occur between an employee and a boss if they are not in the work time or if the work time is finished, the interactional conversation can occur in the conversation between an employee and a boss.

Transactional conversations occur in the workplace when an employee has a conversation with their boss or on the contrary during the work time. Transactional conversation occurs when conversation is done by people with different status in the workplace. In order to give and receive information, they tend to talk as efficiently as possible and they usually will finish the first topic before changing into another topic.

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