CHAPTER ONE

INTRODUCTION

This study concerns with the study of English used in telephoning. This chapter consists of different headings and subheadings. General background, review of related literature, objectives and significance of the study are the major headings under introduction.

1.1   General Background

Communication is a process of transmitting and interchanging ideas, messages, thoughts and information from one person to another. It is carried out through language which is a powerful, convenient and effective means to fulfill our desires. Thus, language is common to all human beings. It is the most unique gift that sets them apart from the rest of the living beings. It is the greatest accomplishment of human civilization. We can't think of any social, academic and artistic activities going on without language. So, language is primarily a means of communication. It is one of the most widely used one.

English is a most dominant language in mass media. The term mass media then refers to various means of carrying or communicating information to the people. Radio, television, newspaper, telephone etc are the examples of some mass media. Among the given media, in any type of change or progress of a society, the media that telephone fulfills a vital role.

Language is the expression of human communication through which knowledge, belief and behavior can be experienced, explained and shared. This sharing is based on systematic, conventionally used signs, sound, gestures or marks that convey understood meanings with in a group or community.

According to Wardhaugh (1998, p.1), "When two or more people communicate with each other in speech, we can call the system of communication that they employ a code". In most cases that code will be something we may also want to call a language.

"Language is used to communicate or to convey meaning from one person to another. It is used to talk each other, write and e-mail and text. Language has rules which involve word structure (morphology), grammar and sentence structure (syntax), word meaning (semantics) and social appropriateness (pragmatics)" (Myself).

1.1.1 Introduction to Communication

Communication is a process of transmitting and interchanging ideas, message, thoughts and information from one person to another. All normal human beings convey their ideas, feelings and thoughts etc. to other human beings by communicating with each other.

According to Webster, (1983, p.266 as cited in Orellana 2006), "communication is a process by which information is exchanged between individuals through common system of symbols, signs or behavior.

"Here is given a simple diagram to show how communication takes place.

SENDER   MESSAGE / INFORMATION   RECEIVER.

Communication chain

At one end of this chain there is the sender of the message and at the other end there is the receiver of the message. The sender could be a human being, animal or machine. The sending message is ended in the brain some which

might be vocal, visual etc which is the receiver of the message. The receiver denotes the message and they understand it.

1.1.2   Introduction to Telecommunication

A telecommunication system is a hierarchical transmission system in which signals are transferred from node to node till they reach their destination. The modern telecommunication system involves all the telecommunication technologies such as computer networking, broadcasting, mobile communication, internet, cable television and satellite communication systems. A computer network, public switched. Telephone network and internet are also involved in the telecommunication system. Telecommunication technology has provided the ease of connecting and communicating with the remote areas of a country. There are three main components involves in the telecommunication system i.e. transmitter, medium, receiver. A transmitter sends the information and converts it in the readable form. A telephone exchange is a hub of the telecommunication system through the telephone exchange.

According to Naterop and Revell, (2011,p.21, "Telecommunication services started with voice communications, the most natural requirement of human beings to talk."

There is no matter when the human beings taking part in telecommunication are. They might be stay at the same location or thousands of miles away from the person they want to talk to.

In conclusion, the advancements in the telecommunication industry brings the many advantages to the mankind. Now, we are connected with the remote areas of our country where access was not so easy. Computer networking technology brings the revolutionary changes in one's life. Now we can talk and

see with other with voice conferencing, web conferencing, voice chat and video chat. Now we can even listen and see the movements of the astronauts when they walk through the space with the telecommunication system. So, telecommunication is the most important part for every human being.

1.1.3   Introduction to Telephoning

Telephone is one of the most scientific devices which convert sounds and electrical waves into audible relays and it is used for communication. Telephoning system is a system of communication between transmitter and receiver. The telephone consists of two essential parts, a microphone and a speaker. This allows the user to speak. Telephoning system is a world wide system of communication. The micro phoning system is one telephoning system which converts sound waves into electrical signals. Most telephoning operates through transmission. Some of the telephoning system requires an operator to connect calls between users. But with the advancement of technology, calls are now connected automatically. Telephone normally linked analog signals to transmit sound but most calls are now placed over digital network. Telephones are made in a variety of forms including subset of the device called a cell phone or mobile phone.

Telephone helps for making chat between the speaker and hearer. We should have some knowledge to use it. 'Hello' is commonly used to start conversation in telephone. It is also used for giving the response of greeting (Hello). We use many communicative functions while telephoning. We often say 'good bye' while ending chat which refers the communicate function taking leave or farewell.

1.1.4   Technical Terms of Telephoning

There are many terms which frequently appear in telephoning. According to Michael N. Marcus,(2006,p.9) some technical terms of the telephoning are explained below with minor modification:

Ring back tone

Ring back tone is one of the terms related with telephone. Ring back tone is the artificial ringing sound that we hear on our phone when we call someone.

Plugs

Plugs are also the technical term related with telephone. Plugs are the little plastic tips on the ends of cords and cables of telephone plugs always fit into jacks. Plugs are made within three standard sizes.

The smallest plug is known as 4-position /2-wire; it is used for handset cords. The middle size plug is the most common. It has six positions and two, four or six wires. It is use for most line cord. For connecting phones and other devices to phone jacks. the largest plug with eight positions and eight wires is usually for local Area Network and sometime for four-line phones.

Head Set

Head set is one of the important technical terms used in telephone. It is the part of telephone that attached to our head instead of being held in our hand at the time of talking with somebody in phone.

Microphone

Microphone also the term related with telephone. Microphone is the important com potent inside a head set or hand set. It is also one telephone which converts sound waves in to electrical signals that are transmitted along

a telephone wires by radio to one or more distant sets. The receiver which converts the incoming signal into original sound.

Key system

Key system is also the technical term of telephone. A key system has multi-line phones with key that we press to get dial tone on a specific line from the phone to answer a call. There are two types of key system in telephone.

A)   Smaller key system

B)   Bigger key system.

In smaller key system, incoming call usually ring at several phones. In bigger key systems, incoming calls usually go the receptionist or attend and who'll tell someone that he or she has a call on a particular line.

Bell

Bell is also the technical term relates with telephone. Bell is a ringer. The oldest phone had mounted ringers. But modern electric phones use internal electric ringer which can sound like. Warbles, chirps, chimes, beep…………… are the ringing tone of bell.

1.1.5   Language Functions Used in Telephoning

Function is one of the important social dimensions. The function of an interaction can also be an important factor to influence the choice of language styles and forms. So, the interactions such as peace talks, legal advocacy, business talks, advertisements, interviews and so on are related with formal

interactions. Other interactions friendly chats, family conversation are related with informal interactions.

So, the function be either referential or affective or interactive or interpersonal. However, an interaction might have both functions but in different degrees or levels as shown in the following scale:

Referential

High information   **Low information**

Affective

Low affective   **High affective**

The two scale function

The language style and variety used for referential function are different from those used for effective function. The former ones will be more formal, Standard and carefully used than other ones.

Here, a function in language refers to the purpose for which utterance or a unit of language is used. Such functions are often described as categories or behaviors eg. Asking, requesting, narrating, apologizing, greeting, fare wells, warning, questioning, permission, exclamation, wishing, invitation, warning, ordering, suggesting, thanking, asking, inquiring, directing, offering, introduction, announcing, congratulating etc. So, the language function refers to the purpose for which a piece of language is used. For example, 'requesting' is the purpose for which the language item likes "could you please close the door?" is used. In other words, we can say that language functions are simply the categories of human behavior in terms of language.

The term language function can be used into two different senses:

First, traditional function can be used into different constituents in a large constituent eg. Subject, complement, adverbials etc. second, the communicative function (i.e. the rate of an utterance to fulfill some such as purpose in communication such as greeting, congratulating, introducing, taking leave or farewells, ordering, requesting, asking, apologizing etc).

So, here the question "why do we use language may differ in each other, but everybody comes on the some point i.e language is used to communicate ideas. The communication is the major function of a language therefore, to teach a language in its primary senses is to enable them to communicate ideas. So, language function always focuses on language. People use the function in everyday life communication. Language functions play a greater role in telephoning.

The following are the mainly used communicative socializing functions used in telephoning :

a)   Greeting

Greeting is a socializing function to communicate with each other. When people meet they seem happy with each other and also greet each other. Hello, hi, good morning, good afternoon and good evening is the common way of greeting in English. They also greet each other when they are involved in telephone talking.

Good morning, good afternoon and good evening are the formal ways of greeting used between strangers or by people who meet in official or business situation.

Hi, is very informal away of greeting used between close friends and relatives.

So, greeting is used for starting a conversation on the telephone or to answer at telephone call.

Here is given the conversation related with greeting.

Student: Good afternoon, sir. How are you?

Teacher: Good afternoon, I'm fine. How about your exam?

Student: uhmm …………, it is well, sir.

Teacher: see you later. Bye.

Student: Bye, sir.

a)   Taking Leave or Farewells

Taking leave or farewell is a socializing function to communicate with each other in face to face interaction or in telephone talking. When people finish their conversation they want to take leave with each other. At that time, they use the exponents of taking leave or farewells. Here, good bye, see you; take it easy, Ta Ta! are the examples of taking leave or farewells. Good bye! Is the rather formal way of taking leave or farewell.

Exponents

     Bye, have a nice day.

     Good bye.

     Take care of yourself.

     See you later etc.

a)   Congratulating

Congratulating also a socializing function used to tell somebody that speaker may happy about his/her good luck or success. It is also used to communicate with each other in face to face interaction or in telephone talking.

We congratulate our friend if he/she passed the exam or if he/she gets a good job. In the same way somebody can get congratulation if he gets son or daughter.

Exponents

Congratulations!

Well done! (For a success or achievement)

Congratulation on your new baby.

I would like to say Congratulations on winning the first prize in tournament etc.

b)   Introducing

Introducing is also one of the social functions of communication used in face to face interaction or in telephone talking. It is mainly used to introduce himself/herself With some body.

Exponents

Hi, my name is Pratima.

I'd like to introduce myself. I'm jyoti singh.

This is John Smith.

May I introduce myself? My name is Nikson Kattel.

1.1.6 Utility of English Used in Telephoning in ELT

Telephoning in English is for professionals and trainees in business, commerce and administration that need to be able to receive and make telephone calls. It is suitable for using in class or for self study. Telephoning in English develops and consolidates practical telephone skills in a variety of interesting and relevant contests. Teaching activities range from message taking and spelling practice to role play. It is also helps to provide learners with a comprehensive course in using the telephone in English.

Speaking on the telephone is one of the most common forms of communication currently used in the world of business and international affairs. It is also one of the most difficult as we are unable to see the correspondents. We are dealing with telephone conversation so, listening is especially important. To add to the difficulty of making and receiving calls in English, these are many expressions which are used exclusively on the telephone and an information code of telephone etiquette which needs to be mastered in order to maximize the efficiency of the calls to make us relieve.

1.2 Review of Related Literature

Telephone communication is a way to communicate with each other with new forms of language, customs and norms. Therefore, some works and researches related to this topic have been reviewed below:

Baral (1999) conducted a research entitled language used in the field of tourism: general study to find out the special vocabulary items, sentence patterns and language functions used in the field of tourism. He used questionnaires, checklists, observations and interviews as the tools of data collection in different situations. He found that they maximum used abbreviations borrowed works from different language. No uniformity in the

use of language structure and greeting, farewell, congratulating, inviting, welcoming were used in the field of tourism.

Chapagain (2005) has carried out the research on the "Language used in English newspaper advertisement". He described the language of advertisement in terms of structure, vocabulary items (word class) and communicative functions. He studied different kinds of advertisements namely, trade, ritual, classified displayed advertisement etc and found that all the newspaper advertisement has their own style of writing or advertisement.

Sapkota (2005) has conducted the research entitled 'A Study on the language used in email, chat and text messaging (SMS). He attempted to analyse the characteristic features of the English language used in e-mail, chat groups and SMS in the morphological level, syntactic level language functions, non-verbal expressions etc. The data for this study was selected by using judgmental sampling procedure. The study revealed that the language of net-speak is very informal and hybrid of both written and oral conversations.

Luitel (2007) has made a research study on 'Language used on SMS'. He has presented the comparative analysis of the characteristics of English used on SMS. The comparison has been done in syntactic structures, mechanism of writing, abbreviation, non-linguistic sign, numerals, code mixing and formality of language. He has found that there is maximum use of self-created abbreviation in the language used on SMS.

Lohani (2008) carried out the research entitle "A study on the coding system of short Message Service (SMS)". He is attempted to find out the trend of language of SMS. The data were collected from naturally occurring SMS of the T.U students, businessmen and High school level teachers through their cell

phones using non-probability quota sampling procedure.. The study presented comparative and descriptive analyses the SMS and modern coding system.

Subedi (2009) carried out the research entitled "A study on language used in junk e-mail". The objective of the study was to find out the characteristic features of English used in junk e-mails in terms of – morphological features, voice syntactic structure and sentence types. He used checklist, observations and different websites as a tool of data collection. He found that among the special features, coinage was the most widely used way of word formation and structurally simple sentences were used more frequently than structurally complex and compound sentences in the selected junk e-mails.

Rai (2010) carried out research entitled "An analysis of conversations in the medical contexts". The objective of the study is to make an analysis of the opening, overlapping, pause and closing parts/parts components/forms of conversations and the fluency of those components with examples. For this research, a tape recorder cum player was the tool for data collection. For this study, she found medical conversations maximally open with non-greeting or situational expression. Pause and overlapping are very common for medical conversations. The conversations generally end with closing expressions like 'take medicine continuously'. It is normally 'ok bye, bye. There is also found some conversational marker like 'Uh', Hme, Yeah' etc.

Khattiwada (2011) carried out the research entitled "Language deviation in SMS: graphology and grammar, the objective of the study was to describe the language deviation in English ms text messages with reference to the graphology and grammar. The researcher copied data from the sampling population with the help of his own mobile phone, computer data cable etc. He also used questionnaire as a tool for data collection. From this, he found

that language of sms text message is deviated. Deviation can occur at both graphology and grammar.

Bastola (2011) carried out research entitled "Language used in radio jockey: in case of Kantipur FM". He used observation was the tool for data collection. The researcher collected only 25 programs from Kantipur fm in cassettes or CD player. He found the language used on radio jockey have its own structure/style. Simple vocabularies used unfamiliar voices use of both formal and informal language.

My research which is on language used in telephoning differs from all the research carried so far.

1.3   The Objectives of the Study

The objectives of the study were as follows:

i) To identify the characteristic features of a study of English used in telephoning in terms of language functions and structures.

ii) To suggest some pedagogical implications and recommendation.

1.4   Significance of the Study

Communication is an inherent part of human life. Language is one of the most popular means of communication used by them. The study deals with the English language used in telephone in terms of its manner (i.e. physical aspect of the text). This study will be beneficial to the student, teachers, syllabus designers, text book writers and the others who are involved in teaching and learning about the telephone communications. More specially, this study will be directly or indirectly beneficial to the people who are interested in using cell phones and landlines phone or who are involved in telephone communications.

Hopefully, the research will have global significances. It is, therefore, expected to be useful as a reference material for all those who are involved in learning and teaching about the changing nature of language especially which is influenced by modern technology (English used in telephoning)

CHAPTER TWO

METHODOLOGY

This chapter incorporates the description of the sources of the data, sampling procedure, tools for data collection and process of data collection. It also describes the limitation of the study.

2.1   Sources of Data

For this study, I used both primary and secondary sources of data.

2.1.1   Primary Sources of Data

The primary sources of data were the telephone conversations between English related people including me. The telephone conversations of the cell phones and land lines were the main concern of my study.

2.1.2 Secondary Sources of Data

Secondary sources of data were the books such as Hudson (1980), Caroll (1982), Richard (1985), Wardhaugh (1986), Halliday (1988), Nunan (1992), Crystal (2001), Marcus (2006), Naterop and Revell. (2011), NELTA Journals internet sources and magazine.

2.3   Tools for Data Collection

I collected the telephone conversations between the English people including Myself by using landline and cell phone and tape-recorder cum player either by using loudspeaker or mobile or plugging inside the telephone. I copied data from the sampling population with the help of my own recorder cum player, computer and data cable etc.

2.4   Sampling Procedure

I applied simple random sampling purposively which is mostly used in the non-probability sampling design. For this, I recorded 40 telephone conversations of both exchanges from cell phones and landlines (see appendix I and II)

2.4.1 Process of Data Collection

    i)   I visited the English related people to collect the telephone conversations.

    ii)   I built rapport and clarified the objective or purpose of the study with the concerned people.

    iii)   I recorded the conversations among other people who are involved with the help of the tool such as tape recorders and other recent devices.

    vii)   I wrote the telephone conversations on the note book.

2.5   Limitations of the Study

The study had the following limitations:

    i)   The study was limited to the telephone conversations.

    ii)   I carried out analysis of 40 telephone conversations.

    iii)   The non-linguistic aspects of language like facial expressions and body movements would not be included in my study.

    iv)   The study was limited to the language functions and structural analysis.

CHAPTER THREE

ANALYSIS AND INTERPRETATION

This chapter deals with the analysis and interpretation of English used in telephoning in terms of language functions.

In this chapter, the language functions and structural analysis of forty telephone conversation are presented in the tables with the data and examples with its description. The analysis was made on the basis of language functions according to which information was tabulated then analyzed and interpreted under different headings such as,

3.1   Analysis of language functions and grammatical structures (sentence types) used in different telephone conversations.

3.2   Analysis of language functions and functional structures used in different telephone conversations.

3.1   Analysis of language functions and grammatical structures   (sentence types) used in different telephone conversations.

In this section, different types of sentence which are used in various language functions are given below:

3.1.1 Sentence structure

In this sub heading, English used on telephone conversation were analyzed on the basis of their syntactic structure and language functions.

Table 1

Syntactic Structures Used in Telephone Conversations

Communicative Function	Sentence types					
	Frequency and percentage					
	Simple		Comp		Com	
	Fre	%	Fre	%	Fre	%
Greeting	56	42	1	25	12	50
Response of Greeting	38	29	1	25	9	38
Thanking	7	5	-	-	-	-
Taking leave (Farewells)	12	9	-	-	-	-
Congratulating	2	2	-	-	-	-
Expressing the degree of certainty	7	5	1	25	1	4
Response	-	-	-	-	2	8
Expressing Surprise	8	6	-	-	-	-
Apologizing	-	0	1	25	-	-
Requesting	2	2	-	-	-	-
Total	132	100	4.0	100	24	100

The above table clearly shows the frequency and percentage of different types of sentences used in different telephone conversations. It has been found that

simple sentences are most popularly used type of sentences. Out of total 160 sentences, including simple (132), compound (4) and complex (24), 82% sentences were simple sentences. Similarly, 4 sentences were compound sentences which was the least comprising 2.5%. On the other hand, the second largest part sentence structure was consumed by complex sentence. The total number of complex sentences was 24 with 2.5%. So structurally, there was the dominance of simple sentence in the language used in telephone conversation.

3.1.1.1   Simple Sentence

According to above table, simple sentences mostly came with socializing function like greeting. It occurred 56 times with 42%. The second largest part of simple sentence came with the response of greeting. It occurred 98 times with 29%. The third largest part of simple sentence came with the communicative function taking leave or farewells which occurred 12 times and shared the 9%. The fourth largest part of simple sentence was with the communicative function expressing surprise which occurred 8 times out of total simple sentences which shared 6%. The simple sentences came with expressing the degree of certainty which occurred equally in simple sentence. For them 7 simple sentences occurred and hold 5%. At last, the least part of simple sentence came with the communicative functions like congratulating and requesting. Here, simple sentences occurred 2 times and shared the 2%.

In conclusion, simple sentences hold most frequency with socializing function, greeting. It also holds equal frequency with expressing the degree of certainty and thanking. The least frequency of simple sentences came with the communicative functions like congratulating and requesting.

The following are some examples of simple sentences:

Can I help you?

I call after an hour.

Is there any seat remaining?

When does the flight come from USA?

3.1.1.2 Compound Sentence

Here, compound sentences came with communicative functions like greeting, response of greeting, expressing the degree of certainty and apologizing in equal frequency which occurred 1 time in each function and shared the equal percentage ie. 25% in each.

The following are some examples of compound sentences:

It's Thursday afternoon and Sunday morning.

I am from Dorchester in England but I am originally from Bucking Hamshire.

I did well but I have some doubt in science.

Pratima speaking from Balaju and who are you?

3.1.1.3 Complex Sentence

Like as, from the above table, complex sentences came with only four grammatical functions. Greeting, response of greeting, expressing the degree of certainty and response of it. As similar as simple sentence complex sentences were also mostly with the socializing function like greeting which occurred 12 times and shared 50%. The second largest part of complex sentences were come with the response of greeting which occurred 9 times with response and were in 38%. The third largest part of complex sentences were come with the response of expressing the degree of certainty which occurred 2 times with 8%. The last parts of complex sentences were with expressing the degree of certainty which occurred 1 time and 4%.

In conclusion, complex sentences hold most frequency with the socializing function, greeting. The least frequency of complex sentences came with the communicative function like expressing the degree of certainty.

The following are some example of complex sentences:

If you don't mind I'd like to talk to you, ok.

Can you tell me whether we have Gray's Anatomy at our library or not?

I want to speak to Hari sir. Can you please call him?

I am Pratima Kattel. I would like to know whether or not phone service is available in your cyber or not?

3.2 Analysis of language function and functional structure used in different telephone conversations

In this section, I have analysed and interpreted the sentences on the basis of language functions and functional structures on the following headings:

3.2.1 Functional Structure

In this sub heading, language used on telephone conversations were analysed on the basis of their functional structure and language functions.

Table 2

Functional Structure Used in Telephone Conversation

Communicative Functions	Functional Structures							
	Frequency and percentage							
	Interrogative		Declarative		Exclamatory		Imperative	
	Fre	%	Fre	%	Fre	%	Fre	%
Greeting	50	56	12	23	-	0	1	13
Response of Greeting	21	24	23	45	3	43	2	25

Thanking	2	0	1	2	-	-	-	-
Taking leave (Farewells)	1	1	4	8	-	-	5	62
Congratulating	1	1	1	2	-	-	-	-
Expressing the degree certainty	3	4	3	6	-	-	-	-
Responses	1	1	2	4	-	-	-	-
Expressing Surprise	6	7	1	2	4	57	-	-
Apologizing	1	1	1	2	-	-	-	-
Requesting	3	3	-	-	-	-	-	-
Total	89	100	51	-	7	100	8	100

The above table shows the structure of sentences functionally used in different telephone conversations. The table clearly shows the frequency and percentages of language functions with functionally different sentences. It has been found that interrogative sentences were most popularly used type of sentences. Out of total 155 sentences including interrogative (89), declarative (51), exclamatory (7) and imperative (8). 57.4% sentences were interrogative sentence. Similarly, 51 sentences were declarative sentences which was the second largest in number which shared the 32.90%. Then, third largest part of functionally sentence structure was consumed by imperative sentence. The total number of imperative sentence were 8. They were 5.16%. At last, the least part of functionally sentence structure were exclamatory sentence. The total number of exclamatory sentences was 7 and shared 4.51%. So, there was functionally most dominance sentence was interrogative sentence in the language used in telephone conversations.

3.2.1.1 Interrogative Sentence

According to the above table no. 2, interrogative sentence mostly came with socializing function like greeting. It occurred 50 times and shared 56%. The second largest part of interrogative sentence came with the response of greeting. It occurred 2 times and hold 24%. Then, the third largest part of interrogative sentence came with the communicative function expressing surprise which occurs 6 times and shared 7%. The fourth largest part of interrogative sentence came with the communicative function expressing degree of certainty and requesting which occurred equally in interrogative sentences. For them, interrogative sentences occurred 3 times. Communicative function like thanking also came with interrogative sentence. Here, interrogative sentences occurred for 2 times. It shared the 1%. The least number of interrogative sentences came with taking leave or farewells, congratulating, responses of expressing degree of certainty and apologizing. Here, interrogative sentence occurred equally which occurred 1 time.

In conclusion, interrogative sentence hold most frequency with socializing function, greeting. It also holds equal frequency with expressing the degree of certainty and requesting. The least frequency of interrogative sentences came with taking leave or farewells, congratulating, response of expressing the degree of certainty and apologizing which occurred equally.

The following are some examples of interrogative sentences:

How are you?

Is this book available in your library?

Can I talk to Dhruba Uprety?

When does the flight come from USA today?

3.2.1.2 Declarative Sentence

Similarly, declarative sentences also came with different communicative functions. It mostly came with the communicative function like response of greeting. Here, it occurred 23 times and shared 45%. The second largest part of declarative sentences came with the communicative function like greeting which occurred 12 times and shared 23%. The third largest part of declarative sentences came with the taking leave or farewells which occurred 4 times and shared 8%. The fourth largest part of declarative sentences came with two communicative functions like thanking and expressing the degree of certainty. Here, this sentences occurred equally 3 in number and both of them shared 6%. Declaratives sentences also came with expressing the response of certainty which occurred just two times with this response and shared 4%.

At last, least part of declarative sentences came with the communicative functions. Thanking (response), congratulating (response), expressing surprise and apologizing which occurred equal in number 1 with these functions and also shared 1%.

In conclusion, declarative sentence hold most frequency with response of greeting. It also hold equal frequency with thanking and expressing the degree of certainty. The least frequency of declarative came with the communicative functions, thanking (response), congratulating (response), expressing surprise and apologizing.

The following are some examples of declarative sentences:

I would call him.

They should be the member of British Council.

It's Thursday afternoon and Sunday morning.

I would like to know about your agency.

3.2.1.3 Exclamatory Sentence

Similarly, from the above table, exclamatory sentences also came only with two communicative functions, responses of greeting and expressing surprise. Among the two communicative functions exclamatory sentences mostly came with the function of expressing surprise. It occurred 4 times and shared 57 %. Then, the second largest part of exclamatory sentences came with the responses of greeting which occurred 3 times and shared 43%.

The following are some examples of exclamatory sentences:

Please wait for a while.

Come on.

See you later.

Please contact after five minutes.

3.2.1.4 Imperative Sentence

At last, we know that imperative sentences also came with three communicative functions-greeting, responses of greeting and taking leave or farewells. Among them, it mostly occurred with taking leave or farewells which came 5 times with this function and shared 62% and the second largest part of imperative sentences came with thanking which occurred 2 times and shared 25%. The least part of imperative sentence came with greeting which occurred only 1 time and shared 13%.

The following are some examples of imperative sentences:

Oh ! It's too boring to be here at him all day.

Oh ! me fine & where are you now?

Oh ! That sounds good.

3.3 Suprasegmentals (Stress intonation, juncture) pause, cliche, gap fillers

3.3.1 Suprasegmental Features

According to John (1999, p. 104), "Suprasegmental Features are those features or aspects of speech that involve more than single consonant or vowel. In other words, suprasegmental features are those features of speech which extend a spread over more than one segment. These features are called prosodic features. Vowels, dipthongs, consonants and clusters are segmentals. Other prosodic phenomina like stress, pitch, intonation, length, tone, rhythm and juncture are called suprasegmentals."

Some of the suprasegmental features used in telephoning are given below:

3.3.1.1   Stress

Stress is a term used in phonetics to refer to the degree of force used in producing a syllable. A stressed syllable is produced by pushing more air out of the lungs in one syllable. A stressed syllable thus has greater respiratory energy than neighbouring unstressed syllables. One of the major functions of stress in English is to indicate the syntactic relationships between words or parts of words. There are many noun, verb, oppositions, such as an 'insult to in'sult, a 'record to re'cord, an 'overflow to over'flow, an 'increase to in'crease. In all these pairs of words the noun has the stress on the first syllable, the verb has it on the last. The placement of the stress indicates the syntactic function in distinguishing between a compound noun such as 'hot dog' (a form of food). Compound nouns have a single stress and first element and the adjectival phrases have stresses on both elements.

From the 40 recorded telephone conversations stressed words are given below:

Student: Good after'noon, sir. 'How are you?

Teacher: Good after'noon, I'm fine. 'How about your ex'am? Appendix-I (con-1)

Jyoti: Hello, 'Prakash this is jyoti.

Prakash: Oh, Hi, 'Jyoti. 'How are you?

Jyoti: Ok. I'm still 'thinking of the ex'amin'ation. Appendix 1 (con-2)

Tourist: Yes, I am 'James. I would like to v'isit 'Pokhara today. Could you please come now? Appendix 2 (Con 25)

3.3.1.2 Intonation

Intonation is also one of the most important suprasegmental features. When we listen to someone speaking, we'll notice that the pitch of the voice is going up and town. The pitch can be high or low or it can be rising or falling. The pattern of pitch changes in a sentence is known as intonation. Intonation is a significant variation in pitch from one part of utterance to another. Intonation is speech melody when it is a property of the sentences. Intonation performs several functions in language. It is the most important functions as a signal of grammatical structure, where it performs a role similar to punctuation in writing. The making of sentences clause & other boundaries and the contrast between some grammatical structures such as question and statements may be made using intonation.

For example, the change in meaning illustrated by "Are you asking me or telling me" is regularly signaled by a contrast between rising and falling a pitch e.g. He is going, isn't he? (I'm asking you) opposed to He's going, isn't he? (I am telling you). The second role of intonation is in the communication of personal attitude, sarcasm, puzzlement, hatred, anger etc can all be signaled

by contrast in pitch along with other prosodic and paralinguistic features. The other role of intonation in language is to sign social background of the speaker. Different patterns of intonations are pointed out in different languages. They are

i) Falling

ii) Rising

iii) Falling rising

iv) Rising Falling etc.

The following are a couple of examples of intonation from the recorded conversation:

British Council: Hello, British Council. <u>Can I help you?</u> Rising intonation

<div align="center">Appendix – 2 (con 1)</div>

Travel agent: Well, I think I have got it. <u>What you wanted?</u> Falling intonation

<div align="center">Appendix–2 (con 3)</div>

3.3.1.3 Juncture

Juncture is a term used in phonology to refer to the phonetic boundary features which may demarcate grammatical units such as morphone, word or phrase or clause. It is a way of getting from one sound to another in an utterance. This is related with proper pausing while speaking. While speaking we try to put boundaries between different units so that the speech is understood. Juncture specially a pause not a hesitation. It is some how similar to parsing in written language. It is the transition from one unit to another unit. Juncture is supported by other features like stress, pitch, length, etc. The most obvious junctural feature is silence. The same phonological utterance may have different meanings due to pausing in different places or points.

For example: In English six tea cup vs. sixty tea cups.

See   mill   vs.   seem ill

that   stuff   vs.   that's tough.

The following are a few examples of juncture from the recorded telephone conversation:

Hello, it's Pratima Kattel. I want to get some information about Indian culture, can you please provide me?

It is → It's Appendix No. 2 (Con.-2)

Travel agent : Alright thank you. Bye.

All right - Allright Appendix -3 (Con. -3)

3.4   Analysis of some other aspects of telephone conversation

3.4.1 Pause

Pause refers to the absence of vocalization. When silence occurs, it is considered as a pause. The pauses which occur in speech give the listener time to think about what has just been said and to relate it to what has gone before. The length of pause used will depend on the speaker's speech habits. The example of pause from the recorded telephone conversations:

Researcher : Umm.............. It's me Pratima Kattel, researcher of National publication group. Appendix -2 (Con.-15)

3.4.2 Cliche

A Cliche is language that has lost its freshness and registers with a listener or reader as over used and boring. Although the term Cliche is often used to

refer to language that has been over used over a long period of time, it is not necessarily true of folder expressions and by definition may be true of new language that has been repeated.

Some examples of cliche from the recorded telephone conversation are as follows:

Pratima : Servia <u>yes.</u> <u>Yes</u> you are from survia and do you like Nepal?

Foreigner: Yes, Far far. I can. I again came here that morning.

Pratima : <u>Yes</u> What purpose you came in Nepal?

<p align="center">Appendix-2</p>

<p align="center">(Con. 25)</p>

3.4.3 Gap Fillers

Long gaps in speech are often filled with sounds, expressions such as 'Er ...'/'Exm...'/'and er ... simply to avoid long silences, which are generally thought to be rather embarrassing in English conversation. It is a good idea to explain the use of these fillers particularly to speakers of language in which long silences are a normal feature of conversation. So that they are recognize them and know that they are not part of the essential language. The example of gap filler from the recorded conversation is:

Er ... I am here to enjoy flora and fauna.

<p align="center">Appendix 2</p>

<p align="center">(Con. 25)</p>

CHAPTER FOUR

FINDINGS AND RECOMMENDATIONS

4.1   Findings

On the basis of analysis and interpretation of data, the following findings have been drawn:

1. Simple sentences hold the most frequency with socializing function, greeting. It also hold equal frequency with expressing the degree of certainty and thanking. The least frequency of simple sentences came with the communicative functions like congratulating and requesting in recorded telephone conversations.

2. Compound sentences came with communicative functions like greeting, response of greeting expressing the degree of certainty and apologizing in equal frequency in recorded telephone conversations.

3. Complex sentences hold the most frequency with the socializing function, greeting. The least frequency of complex sentences came with the communicative function like expressing the degree of certainty in recorded telephone conversations.

4. Interrogative sentence hold the most frequency with socializing function, greeting. It also hold equal frequency with expressing the degree of certainty and requesting. The least frequency of interrogative sentences came with taking leave or farewells, congratulating, response of expressing the degree of certainty and apologizing which occurred equally in recorded telephone conversations.

5. Declarative sentences hold the most frequency with response of greeting. It also hold equal frequency with thanking and expressing the degree of certainty. The least frequency of declarative came with the communicative function, thanking (response), congratulating

(response), expressing surprise and apologizing in telephone conversations.

6. Exclamatory sentences came only with two communicative functions, response of greeting and expressing surprise and it mostly came with the function of expressing surprise.

7. Imperative sentences also came with three communicative functions- greeting, responses of greeting and taking leave or farewell. It mostly came with taking leave or farewells and least part of imperative sentence came with greeting.

4.2   Recommendations

The recommendation/ pedagogical implications of the present study are as follows:

1.   A Study of English used in telephoning has been found to its frequency of structural patterns and language functions which are very important and match with day to day communication of Nepalese society and native people as well as so, we have to make them familiar to the students.

2.   The study found that most of the simple sentences and interrogative came with communicative function greeting than others. So, syllables designers, language teacher and the students of English should be encouraged of this fact.

3.   The findings of this research had a great use for the teachers/ learners who have been involved in teaching learning, some of the course of mass media.

4.   A Study of English used in telephoning has been developed as a different register. So, researchers, teachers and students should focus their attention to find out the features of language used in this field and also to develop the language of telephone and also

to develop the language of telephone conversation as different register.

5. Telephone conversations are the language used in real context. So, language of telephone conversation also should be taken to consideration while developing the teaching materials and course in related areas.

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