

Reflecting Intergenerational Communication through Turn-Taking Strategies, Conveyed in *Mata Najwa* Talk Show

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Abstract

This research examines how generational differences are reflected in conversational interactions, particularly in turn-taking behavior in public discourse. As intergenerational communication becomes increasingly common in the media, differences in communication styles often lead to misunderstandings, misinterpretations, or perceived power imbalances. This research investigates turn-taking strategies used by boomers, Gen X, millennials, and Gen Z in the Mata Najwa talk show episode '4 Generasi Bicara Generation Gap'. The data were the utterances of Slamet Rahardjo Djarot (as a boomer), Panji Pragiwaksono (as a Gen X), Felicia Putri Tjiasaka (as a millennial), and Muharam Fachri (as a Gen Z). The data were taken from Mata Najwa's talk show '4 Generasi Bicara Generation Gap' episode on Najwa Shihab's YouTube channel. Then, the data were analyzed using Stenstrom's turn-taking theory to achieve the goal. The results revealed that boomers, Gen X, millennials, and Gen Z use similar turn-taking strategies, namely taking the turn, holding the turn, and yielding the turn. However, they have different sub-strategies and different ways to take the turn, to hold the turn, and to yield the turn. The most dominant strategy used by all generations is to take the turn. This strategy is used by them when they want to evaluate the previous speaker before expressing their opinion. This talk show is dominated by discussion, so the uptake strategy is relevant for all generations during the conversations. This finding suggests that intergenerational communication in media spaces is characterized by responsiveness and dialogue, rather than dominance. The uptake strategy reflects a communicative norm that emphasizes attentiveness, evaluation, and mutual respect, as reflected in broader social expectations in today's public discourse.

Keywords: turn-taking; boomers; gen x; millennials; gen z

INTRODUCTION

Turn taking has been an important aspect to conversation and human behavior (Wardough & Fuller, 2015). It takes a significant element to make conversation successful and understandable. It deals with a good allocation of the participants when they become speakers and when they become listeners during the conversation. This allocation can make the conversation flow smoothly and achieve the goals. However, inter-generational communication, interaction between individuals from different generations (Lin, 2017), can lead to misunderstandings, overlapping, or unequal participation in the interaction. According to Kopperschmidt (2000), a generation is a group of individuals who identify their group based on similarities in year of birth, age, location, and significant life events that collectively influence their growth phase. The differences of their birth year, age, location, and significant life experiences that shaped their personality can lead to a difference in opinions, actions, perspectives, and beliefs of them (Siregar et al., 2023).



Artis and Bayu (2025) also point out that each generation has different communication styles, influenced by several factors, including the ways they interact with the world around them. For instance, baby boomers prefer using more formal and structured communication because they were raised in a pre-digital era. Meanwhile, gen z's communication style is shaped by technology-driven media, relying on instant messaging, social platforms, and video calls for efficient and quick communication. Oblinger and Oblinger define boomers as a generation who were born in 1947-1964, gen x as a generation who were born in 1965-1980, millennial as a generation who were born in 1981-1995, and gen z as a generation who were born in 1996-2012 (Putra, 2016).

Sacks et al. (1974) presents that the main feature of turn taking systems is how turn taking is organized to allocate turns and construct message units in a conversation. There are two basic techniques to allocate turns, they are selecting next speakers by current speakers and self-selecting. If both of them are not applied, current speakers may hold the floor. Meanwhile, message units in a conversation may be constructed by the participants in sentences, phrases, clauses, or lexical construction.

So far, the significance of turn taking in conversations attracts several researchers to pay attention and discuss it in some issues. A number of researchers have investigated turn taking systems in movies. Karmila and Lisdawati (2020) discovered that overlaps and interruptions were dominant on turn taking systems used by Princess Poppy and Branch in Trolls movie. Gupita and Rustipa (2021) investigated the turn taking strategies used in the dialogue of David Barron in Cinderella movie, and they revealed that the dialogue applied three strategies including taking the floor, holding the floor, and yielding the floor. Aisyah (2021) also discussed turn taking systems in Ever After movie, and she found that yielding the floor and backchannel signals were mostly used in the conversation, so those systems supported the conversation in the movie ran smoothly.

Several researchers also explore turn taking systems in podcasts and in talk shows. Tyas and Pratama (2022) revealed starting up, promoting, interrupting, repeating words, taking over, overlapping, appealing, silent pause, and filled pause as turn taking strategies used in a podcast of Boy William especially in the 6th episode. Habibi et al. (2020) discovered overlapping and interruption are the most dominant turn taking features used in Mata Najwa talk show about Ragu-Ragu Perpu. Sari et al. (2021) also did research to analyze the turn taking strategies used in a debate of Sunda Empire in Indonesia Lawyer Club (ILC) talk show, and they discovered starting up strategy was the dominant in the debate.

Turn turking research has widely developed to not only discuss the turn taking strategies in conversations but also give attention on different participants who are in the conversations, such as a gender issue (Rivai, 2019), an ethnic issue (Wibisono & Haryono, 2022), and a power relation issue (Sari, 2020).

Rivai (2019) examined turn taking strategies used by male and female presenters in American TV shows. She discovered that a female presenter used all turn taking strategies except metacomment with a female guest, but she not only excluded metacomment with a male guest but also excluded silent pause and giving up strategies. Meanwhile, a male presenter used all strategies except metacomment and giving up with a male guest, but he excluded

metacomment, hesitant start, a new start, lexical repetition, and giving up strategies with a female guest.

Wibisono and Haryono (2022) portrayed turn taking patterns used by the Madurese Pendalungan community who live in Jember which. They found that the patterns were based on the situation. The turn taking happened without overlapping in formal situations, but overlapping appeared in the turn taking in informal situations.

A power relation influenced turn taking systems in a conversation. Sari (2020) analyzed turn taking mechanism and power relation in a classroom setting. She found that the interaction in the classroom was asymmetrical. It means that teachers had a higher power than students in the classroom. Thus, only teachers who asked questions and evaluated the responses. However, the power was not absolute, so the students still could take the turn by raising hands before being nominated.

According to the abovementioned research about turn taking systems, no research has discussed turn taking in a conversation among different generations, like boomers, gen x, millennial, and gen z which are currently viral because of generation gaps. For further explorations of the inter-generational communication, this current research tries to investigate the turn taking strategies used by boomers, gen x, millennial, and gen z in Mata Najwa talk show '4 Generasi Bicara Generation Gap'. The findings are expected to contribute to understanding how the inter-generational communication strategies in turn taking.

THEORETICAL FRAMEWORK

Conversation analysis

The study of talk in interaction and conversation is known as conversation analysis (henceforth CA). It was firstly studied by Sacks, Jefferson, and Schegloff in the late 1960s and in the early 1970s (Rivai, 2019). Relating to this study, Wardaugh and Fuller (2015) states that the primary goal of this conversation analysis is to unveil conversational structures and its underlying principles. It means how participants understand and respond to each other in the conversation during their back and forth interaction.

Turn taking

One of the crucial aspects in conversation analysis is turn taking. It talks about how the speakers and the listeners in the conversation take their turn when the speakers will be the listeners, and when the listeners will be the speakers. Wardaugh and Fuller (2015) draw turn takings as traffic rules which manage the taking of turns so well.

There are several scholars who identify the strategies of turn taking in conversation analysis. One of them is Stenstrom (1994) who proposes three strategies of turn taking, namely taking the turn, holding the turn, and yielding the turn.

Taking the turn

This strategy happens when someone wants to take his/her turn in conversation either to give a comment or to deliver a new topic. There are three ways of taking the turn, they are starting up, taking over, and interrupting.

1. Starting up

This strategy is performed in two ways, they are a clean start and a hesitant start. A clean start happens when the next speaker has already prepared to take the turn. While, a hesitant start happens when the next speaker is not fully ready to take the turn, so he/she usually uses verbal fillers or silent pauses in the beginning of utterance.

2. Taking over

This strategy also has two ways, they are uptakes and links. Uptakes happen when the next speaker understands what the previous speaker said and wants to evaluate it before the next speaker expresses his/her opinion. Meanwhile, links happen if the next speaker uses conjunctions to connect what the previous speaker said.

3. Interrupting

This strategy involves alert and metacomment to take the floor. Alert is performed when the next speaker cuts off the current speaker with a high pitch, and metacomment is uttered when the next speaker expresses permission to interrupt the next speaker before he/she delivers the statement.

Holding the turn

This strategy is performed by the current speaker to maintain his/her turn in conversation. There are four ways to hold the turn, they are filled pause or verbal fillers, silent pause, lexical repetition, and a new start.

1. Filled pause or verbal fillers

The current speaker is trying to maintain his/her turn by saying something like 'eee' or 'hmmm' to not give the turn to others. This strategy cannot be too long because others can assume his/her turn has ended.

2. Silent pause

Another way to maintain the turn is only silent to pause the conversation for a while. This strategy can be longer than filled pause or verbal fillers.

3. Lexical repetition

The current speaker can also repeat the words to maintain the turn. This strategy is mainly used in holding the turn.

4. A new start

Some speakers change a topic to make a new start in holding the turn. This strategy is usually performed when the current speaker failed to continue the previous conversation.

Yielding the turn

Another turn taking strategy is yielding the turn. That is a strategy to give someone a chance to be the next speaker in the conversation. There are three ways of yielding the turn, namely prompting, appealing, and giving up.

1. Prompting

This strategy is used when the current speaker gives the turn to the next speaker by questioning, apologizing, inviting, offering, or requesting.

2. Appealing

The current speaker invites the next speaker to speak in order for the current speaker to get feedback. This strategy can use tag questions or some words like right, alright, or you know.

3. Giving up

When the current speaker does not have any ideas in the conversation, he/she can give to others.

METHOD

The data of this research were utterances from Slamet Rahardjo Djarot (Om Slamet) as a representative of boomers, utterances from Panji Pragiwaksono (Panji) as a representative of gen x, utterances from Felicia Putri Tjiasaka (Feli) as a representative of millennial, and utterances of Muharam Fahri (Fahri) as a representative of a gen z.

The data were taken from the conversation in Mata Najwa talk show '4 Generasi Bicara Generasi Gap' episode. The video of this talk show was obtained from Youtube on Najwa Shihab channel. Thus, I downloaded the video first, watched the video, transcribed the data manually, downloaded the scripts of the talk show on downsub.com, checked and matched the manual transcripts and the scripts from downsub.com, and identified the data.

In identifying the data, I applied the turn taking strategies proposed by Stenstrom (1994). After that, I highlighted each utterance and each strategy in each generation with different colours and patterns to make them easier to be analysed. Normal fonts are for Om Slamet's utterances, bold fonts are for Panji's utterances, bold and italic fonts are for Feli's utterances, and bold and underline fonts are for Fahri's utterances. Each strategy has different colours; alert is red, meta comment is green, uptakes is blue, links is brown, a hesitant start is magenta, a clean start is pink, verbal filler is gray, silent pause is dark purple, lexical repetition is orange, appealing is purple, prompting is maroon, and giving up is dark yellow.

For presenting the results and discussion, a qualitative method was purely used in this paper. It involved the classification, analysis, and description of the data to describe the turn taking strategies used by boomers, gen x, millennial, and gen z in Mata Najwa talk show '4 Generasi Bicara Generation Gap' episode.

RESEARCH FINDINGS

The following descriptions are the findings of this research concerning the turn taking strategies used by boomers, gen x, millennials, and gen z in Mata Najwa talk show '4 Generasi Bicara Generation Gap' episode.

Turn taking strategies used by boomers**Table 1.** Turn taking strategies used by Om Slamet and the frequency

Strategy	Substrategy	Frequency	%
Taking the turn	Starting up	13	11,11%
	Taking over	60	51,30%
	Interrupting	24	20,51%
Holding the turn	Lexical repetition	3	2,56%
Yielding the turn	Appealing	4	3,42%
	Prompting	13	11,11%
Total		117	100%

The result shows that Om Slamet as a boomer in the talk show uses some turn taking strategies, including taking the turn, holding the turn, and yielding the turn. There are approximately 117 turn taking strategies used by Om Slamet. Those turn taking strategies perform starting up, taking over, interrupting, lexical repetition, appealing, and prompting.

Following turn taking strategies proposed by Stenstrom (1994), Om Slamet uses taking the turn by starting up, taking over, and interrupting. Starting up used by Om Slamet in the talk show is a clean start strategy that is used because Om Slamet has already prepared what is going to be said.

Om Slamet:

[semua orang itu] kan punya bentukan, betul kan? kalau saya itu namanya baby boomer itu terlalu mewah bagi saya. Saya lebih suka mengatakan saya generasi lampu teplok, lampu tempel. Kami akan akan mendapat cahaya ketika saya harus beli minyak tanah, lalu kami betulkan gelasnya, kami bersihkan semprongnya, kami bersihkan sumbunya, kami dapat cahaya.

‘[all people] have an identity, right? I am a baby boomer, but it is too privileged for me. I prefer an oil lamp. We will get the light when I have to buy kerosene, then we tidy up the glass, we clean the lampshade, we clean the lamp wick, we get the light’

Najwa:

prosesnya panjang

‘It needs a long process’

Meanwhile, Om Slamet uses two kinds of taking over strategy, namely uptakes and links. Uptakes is used when Om Slamet wants to evaluate what the previous speaker says before he expresses his opinion, and he uses links when he uses conjunctions to connect what the previous speaker says and what he wants to say. For example of uptakes:

Najwa:

kalau..ada juga sekarang yang sebenarnya video call, apa adanya. Sekarang tuh om kalau pacaran video call sambil tidur-tiduran loh.

‘if...there is actually also a video call now, what’s it? When people date now, they do video call while sleeping, om’

Om Slamet:

Ya betul, tapi di luar itu semua ya.. Zaman saya mau bilang saya aja, saya [nggak punya WA].

‘iya.. that’s right, but out of them. When I was, I wanted to say I love you, I [didn’t have WA]’

The example below is links used by Om Slamet in the taking over strategy.

Panji:

Karena gua tahu tuh siapa yang ngomong bukit algoritma.

‘because I know who talked about the algoritma hill’

Najwa:

Itu sebenarnya generasinya dia juga.

‘actually, he is from his generation too’

Panji:

iyaa juga.

‘iyaaaa’

Om Slamet:

tapi aku memaksakan diri kemarin, semua pada nonton film-film apa, aku nonton Barbie.

‘but, I forced myself yesterday, everyone watched what movies, I watched Barbie’

Furthermore, in interrupting, Om Slamet mostly uses alert that is used with a higher pitch.

Fahri:

yang mana ga kenal-kenal banget juga, dia juga mau nemuin bapak bukan nemuin saya, tapi suka.. udah ayo salaman dulu salaman dulu, udah kayak benefit gua apa di sini?

‘we are not close very much, he wants to meet my father not me, but... it’s always c’mon greet and shake hands first, like is there any benefit for me?’

Om Slamet:

[ada]

‘[of course, there is]’

In holding the turn, Om Slamet always performs lexical repetition to keep the conversation going, the example is below:

Om Slamet:

bukan.... bukan.... bukan diracuni, ga juga, ditambahin ilmu

‘not...not...not poisoned, not really, added the knowledge’

Om Slamet applied two kinds of yielding the turn strategy, namely appealing and prompting. Appealing is mostly used by using tag question, such as

Om Slamet:

itu yang kita harapkan bahwa sesuatu yang kita yakini itu kebenaran, jangan kebenaran itu seolah-olah, kebenaran itu ya harus justify dan we believe gitu,...

‘That is our hope, what we believe is truth, don’t pretend that it’s the truth, the truth must justify and we believe it,...

Najwa:

iyya

‘iyya’

Then, prompting is applied by Om Slamet by asking a question, and this is mostly used rather than appealing. The example is below.

Najwa:

gen z emang gak sabaran

‘gen z really can’t wait’

Om Slamet:

menurut kamu, si kolot tuh ada positifnya nggak?

‘in your opinion, is there a positive side from ‘si kolot’ (boomer)?’

Here, Om Slamet asks a question to Fahri to know his opinion about Om Slamet’s explanation, and he yields the turn to Fahri.

Turn Taking Strategies Used by Gen X

Panji as a gen x in the talk show also performs similar turn taking strategies to Om Slamet, but some strategies have different kinds or features. The frequency and the kinds of the strategies are presented in the table and described below.

Table 2. Turn taking strategies used by Panji and the frequency

Strategy	Substrategy	Frequency	%
Taking the turn	Starting up	6	2,94%
	Taking over	95	46,57%
	Interrupting	78	38,23%
Holding the turn	Lexical repetition	6	2,94%
	Verbal filler	1	0,50%
Yielding the turn	Appealing	9	4,41%
	Prompting	9	4,41%
Total		204	100%

There are 204 turn taking strategies used by Panji in the talk show, including taking the turn, holding the turn, and yielding the turn. The most frequent strategy used is taking the turn. This strategy is applied in three kinds, they are starting up, taking over, and interrupting.

Panji frequently uses taking over in taking the turn. He understands what the previous speaker has said, then he evaluates it first before he expresses his idea. Here, Panji applies two kinds of taking over strategy, namely uptakes and links. Uptakes are mostly used (90), and there are 5 links applied. The following example of uptakes is below,

Najwa:

memang, memang itu realitanya, jadi mereka harus menghidupi orang tua, harus mikirin tabungan, harus ngidupin anak eh anak, sorry belum kawin, ngehidupin adik-adiknya

‘indeed, that is the reality, so they must support their parents, think about savings, support their children, eh sorry, they are not married yet, support their younger siblings’

Panji:

iya, jadi ke atas dan ke bawah pengeluarannya

‘yes, so the expenses go up and go down’

Links in this strategy appear with the conjunction at the beginning of the sentence. The example is here,

Om slamet:

ngerti lah. om kalau mau sukses, organisasi yang musti dijual adalah materialisme. bikin seperti ini om, kayak gitu. Ada duit om, nah itu gampang.

‘I understand, om. If you want to be successful, the organization you must sell is materialism, make it like this, om, like that. Where there is money, it’s easy’

Panji:

tapi kalau dari posisi aku om aku mengerti kenapa om bingung aku ngerti....

‘but, from my position, om. I understand why you are confused, I understand...

Besides taking over, Panji also performs starting up and interrupting strategies in taking the turn. Starting up is used in a clean start that is used when he has prepared and has known what he is going to say. The following example of a clean start is below,

Panji:

buat gua, ke atas ke bawah yang dicari beda sih, maksudnya bawah angkatan ya, ke atas yang dicari pengalaman, ke bawah yang dicari pilihan. mau nggak seberpendidikannya orang yang jauh lebih tua dari kita, beliau-beliau ini hidup lebih lama dari kita, lihat lebih banyak dari kita, mengalami lebih ekstrim daripada kita,.....

‘for me, what we are looking for from the top or from the bottom is different. The top means the old generation before us, and the bottom means the young generation, we are. From the top, we look for experiences, and from the bottom, we look for choices. Even though the old people are more uneducated than us, they have lived longer, they have experienced more than us, more extreme,...’

Meanwhile, Panji uses interrupting strategy in this taking the turn in two ways, namely alert and metacomment. Alert is performed with a high pitch, and metacomment is a polite version because he asks permission or tells to interrupt. The following example of alert is here,

Najwa:

oh belum, tapi teman-teman lu banyak pinjol?

‘oh no, but do your friends borrow a lot?’

Panji:

banyak, gua tahu banget ini..

‘a lot, I know this very well..’

Fahri:

bang, masa mau nyebut teman-teman kita.

‘bang, how we mention our friends’

The following example of metacomment is below,

Panji:

fel, gua mau ngomong, ini penengah nih, sebenarnya om juga ngalamin, kerja sambil rebahan, maksudnya melakukan sesuatu, cuman dulu zamannya namanya tiarap, jadi

melakukannya begini nih, nembak juga dor dor dor, sambil tiarap, dihajar gitu, [sama kan]..

‘fel, I want to say, this is a mediator, actually om also experienced it, working while lying down, it means doing something, but it was called ‘tiarap’ no ‘rebahan’, because the way is like this, shooting like this, bang bang bang, while lying down, then got hit, [it’s same, right]..’

In holding the turn, Panji applies two strategies, they are lexical repetition and verbal filler. Lexical repetition is mostly used rather than verbal filler. However, both are used to keep the conversation going. The example of lexical repetition is here,

Om slamet:

[kasihan amat ya]

‘[what a very pity they are]’

Panji:

[karena] karena kebetulan saya cukup paham ini, enak nih di tengah-tengah nih, nengok kanan kiri. Karena buat mereka ada hal-hal lain yang lebih [penting lagi]

‘[because] because I happen to understand this quite well, it’s nice to be in the middle, looking right and left. Because for them, there are other things that are more [important]’

Om slamet:

[apa?]

‘[what?]’

The following example in verbal filler is below,

Panji:

enggak, gua tuh eeh nggak tahu ya, menurut, pertama-tama tuh gua selalu bingung soal generasi-generasi x, milenial, gue tuh nggak tahu batasannya,...

‘no, I eeh don’t know ya, I think first of all, I’m always confused about generation x, millennials, I don’t know the limitations,’

Furthermore, Panji uses appealing and prompting in yielding the turn. Appealing is used with a tag question and some words, like ya. While, prompting is mostly performed with asking a question. The example of prompting is below,

Panji:

lu scorpio ya? keras kepala banget na, kenapa sih?

‘are you scorpio? so stubborn, na, why?’

Najwa:

kayaknya itu generasi x juga tuh, mendefinisikan orang tuh dari segi zodiak. terima kasih banyak sudah ke mata najwa.

‘I think that’s generation x too, defining people in terms of their zodiac. Thank you for coming in Mata Najwa’

The following example of appealing used by Panji is here,

Panji:

kita generasi x kan? si bolot

‘we are generation x, aren’t we? si bolot’

Najwa:

gua menolak deskripsi si bolot

‘I reject the description of si bolot’

The similar and different strategies used by boomers and generation x have appeared. Verbal filler and metacomment are not used by the boomers, but they have been performed by the generation x in the talk show.

Turn Taking Strategies Used by Millennials

Table 3. Turn taking strategies used by Feli and the frequency

Strategy	Substrategy	Frequency	%
Taking the turn	Interrupting	28	30,43%
	Taking over	36	39,13%
	Starting up	7	7,61%
Holding the turn	Verbal filler	5	5,43%
	Lexical repetition	3	3,26%
Yielding the turn	Appealing	6	6,52%
	Prompting	7	7,61%
Total		92	100%

Feli as a millennial in the talk show also performs some turn taking strategies, including taking the turn, holding the turn, and yielding the turn. Most strategies used are in taking the turn. She uses some kinds of these strategies, namely interrupting, taking over, and starting up.

Interrupting is performed when the current speaker is still talking, and she cuts off with a high pitch. This interrupting strategy is alert, such as this example:

Om slamet:

pacaran dikasih saset

‘dating gets a sachet’

Feli:

biar instan om

‘[make it instant, om]’

Om slamet:

yang masak itu ya orang pembantu di rumah, kasihan banget kamu laki-laki

‘who cooks is the maid at home, very pity you are, boys’

Taking over is the frequent strategy used by Feli in taking the turn in the talk show. She applies two ways in this strategy; they are uptakes and links. Uptakes are also more dominant than links. There are 32 strategies in uptakes and 4 strategies in links. For the example of uptakes,

Najwa:

jadi, lazy entitled narcissists who still live with their parents, itu itu salah satu ya stigma yang kenceng.

‘so, lazy entitled narcissists who still live with their parents, that is one of the strong stigmas’

Feli:

menurut aku nggak ada yang salah dari rebahan ya.

'I don't think that there's anything wrong with lying down'

While, the example of links is here,

Najwa:

gitu ya? beli... beli ini ya.

'oh, really? buy... buy this ya'

Panji:

Iya

'iya'

Feli:

karena investasi zaman itu kan tanah atau properti gitu kan.

'because the investment at that time was land or property, right?'

Starting up is also applied by Feli in taking the turn. She uses two kinds of this strategy, namely a hesitant start and a clean start. A hesitant start is used when she is not fully ready for what she is going to say. She usually starts it with verbal filler in this hesitant start, such as

Najwa:

dia punya kutu loncat, soalnya dia juga bos, bawahannya banyak kutu loncat, gimana fel?

'she has fleas because she is also a boss, a lot of her employees are fleas, what do you think, fel?'

Panji:

[bingung juga kalau ditinggal]

'[confused if they leave]'

Feli:

eh ya gimana ya, aku nggak merasa sepenuhnya benar atau salah juga ya, tapi menurut aku, kayak balik lagi ke ini nya sih, maksudnya environment-nya ya....

'eh ya how ya, I don't feel completely right or wrong either, but in my opinion, it seems like it comes back to this, I mean based on the environment, ya....'

A clean start is performed by her when she has already prepared what she is going to say. The example is below,

Najwa:

emang aku udah diwakili panji sebagai co host malam ini di mata najwa, fel?

'indeed, I've been represented by Panji as a co-host in Mata Najwa tonight, fel?'

Feli:

menurut aku kayak kita penting untuk melihat perspektif yang kayak apa yang terjadi dan kenapa karakter si kolot dan si nyolotnya seperti itu,...

'I think it's important for us to see the perspective of what happened and why the characters of 'si kolot' and 'si nyolot', like this...'

Holding the turn is also played by Feli to keep her conversation going. She uses verbal filler and lexical repetition in this strategy. The following example of verbal filler is here,

Najwa:

gimana fel?

‘how is it, fel?’

Feli:

eeehhh ya tidak salah ya.

‘eeehhh yaa it’s not wrong, ya’

Panji:

[feli lagi mikir], gua mesti mikirin nanti alasan anak buah gua

‘[feli is thinking], I must think for my employees’ reason later’

For the example of lexical repetition, it is here,

Najwa:

gimana, fel?

‘how is it, fel?’

Feli:

kalau...kalau ini ya sebenarnya menurut aku, generasi kita, generasi om atau mas panji sama-sama frustrasi kita,...

‘if...if it’s ya actually, I think our generation, om slamet’s generation, or mas panji’s generation are also equally frustrated,...’

Yielding the turn is the last turn taking strategy used by Feli. She uses appealing and prompting in yielding the turn in the talk show. Appealing is performed by her in a tag question, such as

Feli:

karena investasi zaman itu kan tanah atau properti gitu kan.

‘because the investment at that time was land or property, right?’

Prompting is applied by asking a question or apologizing for some mistakes, the following example is below,

Om slamet:

[ada], sebetulnya ada.

‘[there is], actually there is’

Feli:

oh ada ya om, gimana om?

‘oh yes om, how is it, om?’

The turn taking strategies are also similar to Panji as a gen x and Om Slamet as a boomer, but some of them are different, such as apologizing for yielding the turn.

Turn Taking Strategies Used by Gen Z

Like a boomer, gen x, and millennial, Fahri as a gen z also performs some turn taking strategies, including taking the turn, holding the turn, and yielding the turn. The detail description is presented in the table and explained below.

Table 4. Turn taking strategies used by gen z and the frequency

Strategy	Substrategy	Frequency	%
Taking the turn	Interrupting	12	13,63%
	Taking over	50	56,81%
	Starting up	5	5,70%
Holding the turn	Verbal filler	7	7,95%
	Silent pause	3	3,41%
	Lexical repetition	4	4,54%
Yielding the turn	Appealing	1	1,13%
	Prompting	5	5,70%
	Giving up	1	1,13%
Total		88	100%

Taking over strategy in taking the turn is still dominant in gen z like other generations. In this strategy, Fahri also applies uptakes and links. Uptakes are performed because he wants to evaluate the previous speaker before he expresses his words. For example,

Panji:

[tetangga?]

‘[neighbor?]

Fahri:

ya circle terdekat aja, nggak terlalu banyak, cukup, ya udah sedikit, tapi akrab semua, jadi seru-seruan bareng aja.

‘yes, only the close circle, not too much, but enough, that’s ok a few, but we are close to each other, so just have fun together...’

Links in taking the turn are performed when conjunctions are used in the beginning of the utterance to connect with what the previous speaker said before. For example,

Najwa:

jadi?

‘so?’

Fahri:

karena kan banyak juga teman-teman saya generasi sandwich gitu, yang dia harus ngutang buat bayar utang orang tuanya...

‘because many of my friends are from the sandwich generation who must borrow money to pay off their parents’ debts...’

Interrupting is also played by Fahri in taking the turn, but he only uses alert interrupting that cuts off the current speaker with a high pitch, such as

Najwa:

[pasti karena kalah mulu]

‘[it’s definitely because he is always a loser]’

Fahri:

demi allah ga pernah ikut.

‘for the sake of Allah, I never join’

In taking the turn, Fahri also has a starting up which includes a hesitant start and a clean start. The example of a hesitant start that has been uttered by Fahri when he is not fully ready to take the turn. He used a silent pause in the beginning.

Najwa:

ri?

‘ri?’

Panji:

udah gua kasih waktu mikir.

‘I gave you a time to think it’

Fahri:

.....susah ya, kebahagiaan-kebahagiaan gini.

‘.....it’s difficult ya, the happiness it is’

A clean start is uttered by Fahri when he is ready to take the turn. The following example is when he has finally answered the previous speaker’s question after a few minutes.

Fahri:

kayaknya kalau kebahagiaan gitu tuh ketika dia punya ruang untuk berekspresi dan menjadi dirinya sendiri.

‘I think happiness is like when he has space to express himself and be himself’

Fahri also performs holding the turn like other generations, but there is something different because he also performs a silent pause to hold the turn. This is the example of the silent pause,

Fahri:

.....susah ya, kebahagiaan-kebahagiaan gini.

‘.....it’s difficult ya, the happiness it is’

Lexical repetition is also applied by Fahri to hold the turn, like this example when he wants to answer and explain his idea to Panji.

Panji:

masuk akal?

‘make sense?’

Fahri:

cukup...cukup,iya cukup menjelaskan

‘enough...enough... yes it’s enough to explain’

Verbal filler is frequently used by Fahri to hold the turn. The verbal filler is not only to hold the turn, but Fahri also uses it to express his doubt to say what he wants to say because of the politeness. The example is below,

Fahri:

iya juga mungkin ga ga terlalu tepat aja kali, eee kadang-kadang gak semuanya koq self-diagnose gitu, ada juga yang emang bener ke psikolog kayaknya gen z itu lebih banyak yang aware aja sama isunya gitu, berbeda dengan generasi-generasi sebelumnya, jadi mungkin eee ya juga punya.

‘yes, maybe, it’s not really right, eee sometimes not everyone self-diagnoses like that, there are also those who actually go to a psychologist. I think gen z is more aware of the issue, it’s different with previous generations, so maybe eee ya they also have’

Panji:

apa a e a e a e?

‘what is a e a e a e?’

In yielding the turn, Fahri has similar strategies to other generations, they are appealing and prompting. Appealing is uttered by giving a feedback for what the current speaker said, like this example,

Najwa:

tapi ini menarik om, karena kemarin itu juga sempat rame ini perbincangan soal ini. Ada orang-orang pada bekerja dari rumah, kerjanya betul-betul dari satu space aja gitu, kemudian tetangga bilang, kasihan anaknya nggak kerja ya, koq nggak pergi-pergi gitu pokoknya.

‘but, it’s interesting, om, because yesterday there was a lot of discussion about it. There are people working from home, working from just one area, then the neighbors say, it’s a shame, their children don’t work, why they don’t go out, like that’

Fahri:

betul. Betul

‘alright’

Meanwhile, prompting is performed by Fahri by giving a question. The following example is here,

Fahri:

ntar dateng om?

‘will you come, om?’

Om slamet:

iya saya datang

‘yes, I will’

Besides prompting and appealing, Fahri as a gen z also performs giving up to yield the turn. This strategy is used when he does not have any ideas to answer. The example is below, when Fahri gets a question from the moderator, Najwa, and he is not ready to get it, so he offers and gives it to Panji.

Najwa:

.....Semua orang mau bahagia kok, Ri, buat kamu bahagia, lu terbebani nggak kalo lu lebih dulu, gua ga mau membebani lu sebagai si bijak

‘.....Everyone wants to be happy. Ri, what makes you happy? do you mind if I ask you first, as a wise person, I don’t want to burden you’

Panji:

abang loh siap, kalo lo ga siap, oper sini, abang lo siap.

‘your bro is ready, if you are not ready, your bro is ready’

Fahri:

gua oper ke dia, apa bahagia itu?

‘I give it to him, what is happiness?’

The turn taking strategies used by gen z are similar, but they are also different in some strategies like giving up that the other generations do not perform in the talk show.

DISCUSSION

After analysing and identifying the results, there are similarities on the turn taking strategies used by boomers, gen x, millennial, and gen z in the talk show. Following Stenstrom's theory of turn taking, all generations perform the strategies of taking the turn, holding the turn, and yielding the turn. These strategies make the conversation go smoothly. It corresponds to the research by Ashidiq and Sariyati (2022) which states that turn taking makes conversation flow smoothly and delivers information perfectly without misunderstandings. However, in performing the turn taking strategies, each generation in this talk show has their own strategy, such as gen z uses giving up in yielding the turn, gen x performs metacomment in interrupting to take the turn, millennial uses a hesitant start in starting up to take the turn, or boomers uses prompting by asking questions to yield the turn.

Taking the turn is the most used strategy by all generations in the talk show. This strategy is mostly used in taking over by uptakes. It happens because each generation has their own opinion of the statement which the previous speaker said. Thus, they want to evaluate the statement first before they express their words. It also proves that each generation has different characteristics, views, and values to solve problems or face issues. This result is in contrast to the research by Habibi et al (2020) which stressed that the talk show is dominated by the interruption case. The conversation and the turn taking strategies will depend on the topic of the talk show. A political talk show will be dominated by interrupting strategies in the conversation. While, this talk show is more discussing an issue of generation gap, it means sharing opinions and experiences will be the point of the talk show.

For holding the turn, lexical repetition strategy is the most used by boomers and gen x, but millennial and gen z mostly use verbal filler. Here, the lexical repetition is not only to continue their words, but also they use it for expressing politeness and stressing the expression. There are a lot of overlaps happening during the talk show, either the overlaps from boomers, gen x, millennials, gen z, or the moderator. Hence, this lexical repetition is performed to continue the words after they get overlaps while talking in the conversation. This result corresponds to the research by Sari et al (2021) which states that turn taking has an important role in communication to manage their roles when they become listeners and speakers. Meanwhile, verbal filler is frequently performed by gen z and millennials to hold the turn. They usually perform this strategy when they are thinking of a relevant idea to be stated. They prefer to be careful when making a statement to express their politeness.

Related to the research by Tyas and Pratama (2022) which states almost prompting strategy is asking questions to know the response from the listener to the speaker's utterance, the result of this research also finds most prompting strategy to yield the turn is asking questions. The questions are intended to know the listener's response to the speaker's statement. Moreover, this strategy supports the conversation in the talk show to be successful. Giving up and silent pause as some strategies to yield the turn are only uttered by Fahri as gen z in the talk show. Gen x and millennial apply lexical repetition and verbal filler to yield the turn, while boomers only use lexical repetition.

CONCLUSION

The results of this research show that boomers, gen x, millennial, and gen z during the conversation on the talk show have similar turn taking strategies, namely taking the turn, holding the turn, and yielding the turn, but they have different sub strategies and different kinds of way to take the turn, hold the turn, and yield the turn.

Boomers perform turn taking in the talk show by alert for interrupting, a clean start, uptakes and links for taking over, lexical repetition, appealing, and prompting. Gen x applies some turn taking strategies such as alert and metacomment for interrupting, a hesitant start, uptakes and links for taking over, lexical repetition, verbal filler, appealing, and prompting during turn taking in the talk show. Millennial uses some strategies of turn taking in the talk show, such as alerts for interrupting, uptakes and links for taking over, a hesitant start, a clean start, verbal filler, lexical repetition, appealing, and prompting. Meanwhile, gen z uses alert for interrupting, uptakes and links for taking over, a hesitant start, a clean start, verbal filler, silent pause, lexical repetition, appealing, prompting, and giving up.

These findings imply that current inter-generational communication in media based discussions tend to emphasize dialogue rather than competition. The use of uptakes strategies in inter-generational communication reflects a communication style that prioritizes attentiveness, evaluation, and collaboration. It suggests that today's public discourse encourages inter-generational participants to negotiate their differences.

However, this research only concentrates on analyzing turn taking strategies used by boomers, gen x, millennial, and gen z in Mata Najwa talk show '4 Generasi Bicara Generation Gap' episode. Future research may analyze the factors of different turn taking strategies used by boomers, gen x, millennials, and gen z by comparing their respective characteristics. In addition, this research is less representative of turn taking strategies used by boomers, gen x, millennials, and gen z by the use of a single participant to represent each generation. Further research involving multiple participants across generations and interactional contexts is recommended to provide a more comprehensive understanding of inter-generational turn taking practices.

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