ANALYSIS OF FILLERS USED BY AGNES MONICA WITH BUILD SERIES' INTERVIEW

Sekar Lathifatul Aliyah[1*], Rohmatika Anggraini Putri Hestrian[2]

[1,2]*Universitas Tidar, Jl. Kapten Suparman No.39, Potrobangsan, Magelang Utara, Kota Magelang, Jawa Tengah 56116, Indonesia*
email: sekar9lathifatul9aliyah@yahoo.com

Abstract
In communication, the speaker may get the distraction of losing words, hesitation, or difficulty in discovering the appropriate word. In this circumstance, fillers are utilized to fill the gap in communication. This paper aimed to find out the types and functions of fillers used by Agnes Monica at 3 minutes as a part of an interview with Kevin Kenney in Build Series. Subsequently, this research used content analysis to get the data. It also used a qualitative approach in order to describe the data. This research was done in 2020. The outcome of this study represented 58 fillers based on those own types. On the other hand, the researchers settled that the fillers have several functions related to the circumstances of the speaker. There are three functions that represent this study as hesitating, empathizing, and editing term. Subsequently, understanding the types and functions of fillers can help the speaker to have an awareness of speaking skills.
Key words: Content analysis, Fillers, Agnes Monica

Abstrak
Dalam komunikasi, pembicara mungkin mendapatkan gangguan kehilangan kata, ragu-ragu, atau kesulitan dalam menemukan kata yang tepat. Dalam hal ini, pengisi digunakan untuk mengisi kesenjangan dalam komunikasi. Tulisan ini bertujuan untuk mengetahui jenis dan fungsi filler yang digunakan Agnes Monica pada menit ke 3 sebagai bagian dari wawancara dengan Kevin Kenney dalam Build Series. Selanjutnya, penelitian ini menggunakan analisis isi untuk mendapatkan data. Penelitian ini juga menggunakan pendekatan kualitatif untuk mendeskripsikan data. Penelitian ini dilakukan pada tahun 2020. Hasil penelitian ini mewakili 58 filler berdasarkan jenisnya masing-masing. Di sisi lain, peneliti menetapkan bahwa pengisi memiliki beberapa fungsi yang berkaitan dengan keadaan pembicara. Ada tiga fungsi yang merepresentasikan penelitian ini yaitu hesitating, empathizing, dan editing term. Selanjutnya, pemahaman tentang jenis dan fungsi pengisi dapat membantu pembicara untuk memiliki kesadaran keterampilan berbicara.
Kata kunci: Analisis isi, Pengisi, Agnes Monica

INTRODUCTION

Fillers and other wonders of spoken interaction have been managed with in discourse analysis, an essentially a department of linguistic study analyzing the utilize of dialect by its native populace whose major concern is investigating dialect capacities along with its shapes, delivered both orally and in composing. It is incomprehensible to come across a person not to utilize fillers in any verbal engagement exercises and this type of talk is inescapable for numerous, e.g., an individual is hurrying, running out of what to say or unprepared when talking in a basic discussion, more so in a formal discourse action. In spoken interaction, individuals regularly deliver ee…, er…, ehm…, or well, you know, I cruel, kind of expressions. According to Baalen (as cited in Pamolango, 2016), these sorts of articulations are called

fillers. These are sounds or words or expressions that seem show up anyplace within the expression and may be deleted from the expression without an alter in substance. Since the data utilized could be a deride work interview which was worn out a formal setting, fillers such as well, you know, sort of, kind of, you see might not exist from the answers of the understudies.

Yule (2006) characterizes fillers as a break in the flow of speech (p. 242). Fillers are discourse markers speakers use when they think and/or hesitate during their speech (Erten, as cited in Basurto Santos, Alarcon and Pablo, 2016). Fillers are known as pausing or hesitation phenomena which are "a commonly occurring feature of natural speech in which gaps or hesitations appear during the production of utterances." These are silent pauses, silent breaks between words and filled pauses which are gaps filled by such expressions as um, er, mm (Basurto Santos, Alarcon and Pablo, 2016).

Within the filler as symptom view, uh and um is the programmed, or automatic, result of one or another handle in speaking. One characterization is this: uh gives prove that "at the minute when inconvenience is recognized, the source of the inconvenience is still real or very later. But something else, uh doesn't appear to cruel anything. It is a symptom." (Levelt, see too Mahl, O'Donnell and Todd, as cited in Clark and Fox Tree, 2002). In the event that uh and um are words, it is deceiving to call them filled stops. To be fair-minded, these can be called simple as fillers (Clark and Fox Tree, 2002). It was pointed out by Basurto Santos, Alarcon & Pablo (2016) that individuals who talk gradually regularly use more stops than individuals who speak rapidly. It is additionally curiously to know that when individuals talk, up to 50% of their talking time may be made up.

According to Stenström (1994), fillers are categorized into two types; those are a silent pause and a filled pause (p. 1). On the other hand, Rose (1998) also divides the filled pauses into two types. The first one is an unlexicalized filled pauses and the second is a lexicalized filled pause. Silent pauses are pauses that appear in strategic places of the sentences (Stenström, 1994, p. 7). According to Wu (2001), silent pauses define as the unfilled pauses when they occur in the middle of phrases and words (p. 3). Filled pause is a hesitation in spontaneous speech partly or wholly taken up by a speech sound like ah, err, uh, et cetera (Clark, 1977, p. 561).

Fillers have different function which depend on the circumstance of the speaker (Schiffrin, 1978, p. 154). In 2002, Clark and Fox Tree claimed that fillers served a communicative work and had a place in the speaker's lexicon (p. 97). Nevertheless, they don't characterize as primary message in a communication. In other words, the utilize of a filler as it were making a difference the way of speaking, not the meaning within the communication. In any case, Corley and Stewart (2008) depict that thinking fillers within the sense of communication work is not certain (p. 592).

Fillers has a function as hesitation devices it is mean Foss and Hakes (1978 hesitations are pauses which increase in the places of a sentence when a speaker has difficult decision in using the words (p. 184). Most of filled pauses (ee, em, fail, uhm, ok, hm, et cetera) are utilized as the breathing pauses, such pauses for the most part coordinate semantic-syntactic boundaries (Stenström, 1994, p. 7). In this manner, filled pauses are utilized for the hesitation purposes. Then fillers as an empathizing process it is mean fillers characterize as an invitation for the audience to be included in what the speaker says. The of fillers as empathizing purposes are well, you know, right, hey and so on. Fillers can too serve as mitigating devices. Baalen (2001) expect that fillers can mitigate utterances in arrange not to harmed the addressee's feelings (para. 6).

The examples of fillers as mitigating devices are like, well, ehm, eer, and okay.

The analysis in this study aims to determine what types of fillers and also the function of each fillers was said by Agnes Monica in the interview at BUILD. BUILD interview series is a talk show in the United States. The interview discussed the life of Agnes Monica and also herself who grew up in Indonesia. Agnes Mo underwent an interview with Kevan Kenney from the BUILD Series program some time ago. The video was uploaded on the BUILD Series YouTube channel.

Agnes Monica Muljoto or now known as Agnez Mo, is an Indonesian singer and artist. She started her career in the entertainment industry at the age of six as a child singer. Agnes has released three children's albums which successfully won her name to the ranks of popular child singers in the 1990s. Apart from singing, she is also a presenter on several children's television shows. When she was a teenager, Agnes began to enter the world of acting. In 2010, she was appointed as one of the judges on the Indonesian Idol talent search event. She also co-hosted the show on the red carpet at the 2010 American Music Awards in Los Angeles, United States. As Agnes rose to the top of popularity, her looks and fashion became a trend among young people. Apart from being commercially successful, Agnes is the singer with the greatest number of awards in Indonesia. To date, he has won 170 trophies from the 327 nominations he received.

Agnes Monica underwent an interview with Kevan Kenney from the BUILD Series program some time ago. The video was uploaded on the BUILD Series YouTube channel. One of the questions hosted by Kevan Kenney was "why does Agnes look different from the average Indonesian?". "Because I actually don't have Indonesian blood at all. So, I am actually of German, Japanese, Chinese descent. I was only born in Indonesia," said Agnes. Agnes's answer angered many people because Agnes was actually an Indonesian who grew up in Indonesia. This is the reason we have to research because it is quite interesting.

In this research researchers use qualitative research. Qualitative research is a descriptive research and tends to do analysis. Process and meaning (subject perspective) are emphasized more in qualitative research. The theoretical basis is used as a guide so that the research focus is in accordance with the facts in the field. In addition, this theoretical basis is also useful for providing an overview of the research background and as material for discussion of research results. Through content analysis, it is probable to filter words into fewer content related categories. It is can be said that when classified into the same group, words, phrases and the like share the same meaning.

Subsequently, there were also the other researchers who studied about fillers. Friday and Mahendra (2019) found that there were sound and phrase fillers in their research and they stated that that fillers are naturally happened the in communication and also for public speaking. Subsequently, Oktarin (2020) also discover the fillers, but she categorised the fillers that she found into the theory of lexicalized and unlexicalized fillers. However, in this study, the researchers focus on the types of the fillers and each function relate to the exact condition when the fillers were uttered.

LITERATURE REVIEW

People may use fillers in their conversation to fill the gap. When they are thinking about what he or she will say next. Fillers are every word, phrase, and clause spoken to fill up gaps in utterances based on Nurjamin, Nurjamin, and Melati (2020). According to Erten (2014), it relates to discourse markers in which speakers apply during their speech in the time they are thinking or hesitating. It can help people in facilitating them to create a delay even they are in a difficult conversation. Furthermore, fillers are also known as pausing or hesitation indication that is used occurring

section of natural speech in which gaps or hesitations appear during the production of utterances. There are two general types of pauses. It is silent pauses and filled pauses.

However, people may make a speech error during the conversation. It can happen caused by a particular reason. Subsequently, the speaker has the authority to correct it. He or she may use *um, ehm, uh, I mean*, etc. In the correcting process, the speaker will replace the particular word with the new one. It means that the speaker aware of using the wrong word.

Moreover, several researchers have researched fillers. Kosmala and Morgenstern (2018), pointed out that uh and um contributed to the planning and structuring of speech. Furthermore, Mahendra and Bram (2019) also researched fillers. They stated that the frequencies of fillers uttered by the male and female instructors showed a huge difference. However, they also explained that the fillers uttered by the male and female instructions had special functions.

The findings of the previous studies have pointed out about common view that fillers might help the speaker in arranging and programming the conversation, or the atmosphere of the occurrence of fillers is natural and functional. In this study, the researchers utilized the filler types from Rose (1998) which summarized the sorts of fillers into two as an unlexicalized filled pause, and a lexicalized pause.

METHOD OF RESEARCH

To conduct this investigating, the researchers utilized content analysis with qualitative approach. Qualitative approach was needed to describe the data that was gotten. Then, the content analysis was utilized to get the data by investigating and reviewing the content of the data from video. The time of the research was carried out in August 2020 for data collection, followed by data processing. The data source was chosen from YouTube because to get data that is easy

to analyze, and the data collected is the correct data. Data is collected by watching existing videos, then recording important points in the video, and analyzing the data into paragraphs. The analysis was carried out after the data in the form of a transcript had been studied well, so that there was no difference between the data in the video and the data available to the researchers. The data obtained from the video is neatly and carefully arranged, so that the similarities between the data in the video and in the transcript are the same data.

Data is collected by watching existing videos, then recording important points in the video, and analyzing the data into paragraphs. The analysis was carried out after the data in the form of a transcript had been studied well, so that there was no difference between the data in the video and the data available to the researchers. The data obtained from the video is neatly and carefully arranged, so that the similarities between the data in the video and in the transcript are the same data. In this process, the researchers utilized three steps. First, the researchers are looking for some videos about Agnes Monica's interview and after that found the words or sentences containing fillers in his expressions. Moment, the discoveries were analyzed and classified into the sorts of fillers. Third, the discoveries of classifications were defined and clarified as the conceivable reasons why Agnes Monica utilized those fillers in her speeches. Those three steps were to reply the investigate questions in this ponder. Finally, the researchers drew the conclusion based on the finding in this research.

DISCUSSION / RESEARCH FINDING

People may use fillers in their conversation based on the context of their conversation. Because the function of the fillers will be suitable for the condition and the situation of the speaker. There are two types of filler from Rose (1998) as cited by Andriani (2018), which are an unlexicalized

filled pause and a lexicalized pause. However, this study would use the types of filler based on the theory from Rose.

The first type of filled pause is unlexicalized filled pauses based on Rose theory that cited by Fatimah, Febriani, and Apollonia (2017). Kharismawan (2017) has cited the statement from Rose (1998) and Baalen (2001) that unlexicalized filled pauses mean non-lexemes of filled pauses which the speakers use to specify of hesitation while the speaker thinks about

what he or she says in the next utterance. It can be *ehm, uh, huh, um, er,* etc. The definition of unlexicalized filled pauses is additionally backed by Juan (2006) that cited by Yulianti (2018), he says that *ehm, uh, blunder, ee, ok, um* and other vocalizations which belong to unlexicalized filled pauses are the least demanding sounds which made while having a talking. Here the result of unlexicalized filled pauses that were found from the Agnes Monica' interview with Kevan Kenney.

Table 1. The total of unlexicalized filled pauses

No.	Types of unlexicalized filled pauses	Total
1.	Um	10
2.	Ehm	1
3.	Uh	2

According to the data, there were *um*, *hmm*, *uh*, and *huh*. Those data are classified as unlexicalized filled pauses. Because those utterances were not a word. Hence, it did not have meaning. Besides, the total of unlexicalized filled pauses from the Agnes Monica' interview in each type has been presented in table 1.

Furthermore, the lexicalized filled is the second type of filler according to Rose that cited by Pamolango (2015). According to

Rose (1998) that cited by Andriani (2018), lexicalized filled pauses are fillers in the frame of word or brief expressions, such as *like, well, yeah, sort of, you know, if you see what I mean* and so on. According to Stenström (1994) that cited by Lomotey (2021), there are verbal fillers, such as *well, I mean*, and *sort of*. Here the result of lexicalized filled pauses that were found from the Agnes Monica' interview with Kevan Kenney.

Table 2. The total of lexicalized filled pauses

No.	Types of lexicalized filled pauses	Total
1.	Like	14
2.	Yeah	13
3.	You know	14
4.	I mean	2
5.	What I mean	2

There were *like*, *yeah*, *you know*, *I mean*, and *what I mean* in the data that is represented. The form of the word in lexicalized filled pauses data such as *like* and *yeah*. However, *you know*, *I mean*, and *what I mean* were in the form of phrases. Although, those all the data had the meaning

but they were categorized as lexicalized filled pauses. Because their existence was not important in the sentence. If they were not in the sentence or not, it will not change the core of the meaning from the sentence. However, the total of lexicalized filled

pauses from the Agnes Monica' interview in each type has been presented in table 2.

There are several functions of filler. Those fillers are used based on the situation and the condition of the speaker. According to Yulianti (2018), there are five functions of fillers such as hesitating, empathizing, mitigating, editing term, and time-creating devices. In this study, there were three functions that could be found as hesitating, empathizing, and editing term. Here was the example of several utterances in each function from Agnes Monica' interview with Kevan Kenney.

The fillers of hesitating

…, I have **um** so many followers.

Nugroho and Rasmodjo (2020) found that the fillers *"uh", "um"*, and *"ee"* have a function as hesitation in spontaneous conversations, which are partly or entirely caught by sounds like *"ah", "err"*, and *"uh"* and it is suitable with Clark's statement (1997, as cited in Kharismawan, 2017) that of hesitation in spontaneous conversations is one of the functions in filled pauses. Based on the context of this study, *"um"* was said by adding a slight pause. It meant that she used this filler to give time. Thus, she has time to think about what she would say next.

The fillers of empathizing

… that kind of just became **you know** a part of me.

According to Stia (2017), in communication term, *"you know"* can be categorized as an attention-getting device, implying that the speaker examines whether the listener gives attention or not, so not surprisingly if fillers have a function as empathizers, indicating that fillers affirm an invitation for the listeners to get involves in what the speaker says. Subsequently, *"you know"* in this research represented whether the message was received and understood or not by the interlocutor. It would highlight the point about the topic that was discussed.

The fillers of editing term

I mean it's good to represent …

According to Pardede, Saragih & Pulungan (2020), fillers are utilized to fix the speech errors in the utterances' speakers. The phrase *"I mean"* could show the speaker's awareness of the error of the speech followed by her/his effort to fix or edit it. Based on the context of the utterance in this study, she used the filler of *"I mean"* to elucidate her statement correctly.

CONCLUSION

In conclusion, this study is aimed to know about the types of fillers and their functions. Fillers will fill the space when the speaker is thinking about what he or she will say next. Sometimes, people forget about the word that he or she will say. When they are remembering particular word, so the speaker will utter the filler to fill the space of thinking about that particular word. As a result, it will help the speaker's speaking skill. Subsequently, this study indicates three functions of fillers such as hesitating, empathizing, and editing term. Moreover, the researchers conclude that there were two types of fillers used by Agnes Monica in her interview with Kevan Kenney in 3 minutes based on the results and discussions. This interview was a part of all her interview in 27 minutes and 4 seconds at Build Series. However, those two types of filers were unlexicalized filled pause and lexical filled pause. Moreover, the researchers found 13 unlexicalized filled pauses and 45 lexical

filled pauses. The researchers wish the other researchers could extend their research about fillers by finding the other functions of fillers and discovering the types of fillers of particular interview videos.

ACKNOWLEDGEMENTS

REFERENCES

Build Series. (2019, November 22). *After Growing Up in Indonesia, Agnez Mo Is All About Inclusivity*. Retrieved from https://youtu.be/C7Pb2nA6Sgw at 20 September, 2020.

Erten, S. (2014). "Teaching Fillers and Students' Filler Usage: A Study Conducted at ESOGU Preparation School." *International Journal of Teaching and Education*.

Fatimah, G. S. (2017). An Analysis of Fillers Used by Lecturer and Students in EFL Classroom Interaction. *JALL (Journal of Applied Linguistics and Literacy)*, *1*(2), 43-51.

Firiady, M., & Mahendra, A. W. (2019). A STUDY OF FILLERS UTTERED IN ENGLISH PUBLIC SPEAKING. *ELTR Journal*, *3*(2), 136-148.

lo, S., & Kyngäs, H. (2008). The qualitative content analysis process. *Journal of Advanced Nursing*, 62(1), 107-115. doi: 10.1111/j.1365-2648.2007.04569.x

Kharismawan, P. (2017). The Types And The Functions Of The Fillers Used In Barack Obama's Speeches. *International Journal of Humanity Studies*, *1*(1), 111–119. https://doi.org/10.24071/ijhs.2017.010112

Kosmala, L., & Morgenstern, A. (2018). Should 'uh' and 'um' be categorized as markers of disfluency? The use of fillers in a challenging conversational context.

Lomotey, C. F. (2021). Fillers In Academic Discourse: An Analysis Of Lectures From A Public University In Ghana. *European Journal of Applied Linguistics Studies*, *3*(2).

Mahendra, A. W., & Bram, B. (2019). Filler Utterances of Instructors in ELT Context. *IDEAS: Journal on English Language Teaching and Learning, Linguistics and Literature*, *7*(2). https://doi.org/10.24256/ideas.v7i2.999

Nugroho, B. G. S., & Rasmodjo, V. R. (2020). AN ANALYSIS OF STUDENTS'SPOKEN FILLERS IN INSTAGRAM VIDEOS ASSIGNMENT: A CASE STUDY. *Konferensi Linguistik Tahunan Atma Jaya 18.*

Nur, M. R. O., Swastika, P. A., & Matin, A. I. (2019). The Analysis of Fillers Used in Valentino Rossi's Speech on the Winner Press Conference.

Nurjamin, L. R., Nurjamin, A., & Melati, R. (2020). What EFL Learners Say in Managing Their Speech During Academic Presentations. In *Twelfth Conference on Applied Linguistics (CONAPLIN 2019)* (pp. 116-120). Atlantis Press.

Oktarin, R. A. (2020, November). Students' Fillers in Short Speeches: A Study at the Fourth Semester of the English

Education Study Program of Universitas Bengkulu. In *International Conference on the Teaching English and Literature* (Vol. 1, No. 1, pp. 281-286).

Pamolango, V. A. (2015). Types and functions of fillers used by the female teacher and lecturer in Surabaya. *PARAFRASE: Jurnal Kajian Kebahasaan & Kesastraan*, *15*(01).

Pardede, E. M., Saragih, A., & Pulungan, A. H. (2020). Types and Functions of Fillers Used by Indonesian Celebrities in Seleb English Youtube Videos. The 5th Annual International Seminar on Transformative Education and Educational Leadership (AISTEEL).

Stia, W. (2017). *The Analysis of Filler Words Used in "God's Not Dead" Movie and Its Application in Teaching Speaking* (Doctoral dissertation, PBI-FKIP).

Yulianti, I. (2018). *An investigation of the fillers used in joko widodo's three Speeches* (Doctoral dissertation, UNIVERSITAS 17 AGUSTUS 1945).