Slips of the Tongue Produced by Interviewees during the Job Interview at PT. Bimasakti Multi Sinergi
Kartika Dianpuspa Estadha
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Abstract
Slips of the tongue happen when the speaker produces a wrong utterance they did not mean to occur. Slips of the tongue naturally happen because of unintentional processes when speech is produced. This present study aims to analyze the types of slips of the tongue which occur in the utterances produced by interviewees during job interview using combined theory proposed by Fromkin (1973) Harley (2001). The data were collected from the job interview held by PT. Bimasakti Multi Sinergi. The participants of this study are 15 interviewees which follow job interview in March 2015 until May 2015. The findings showed that there were 54 slips of the tongue produced by interviewees during the job interview. Thirty four slips belonged to Fromkin (1973) and Harley (2001). Out of 13 types of slips of the tongue, only 6 types were found in this study, namely, phoneme anticipation, word exchange, word substitution, haploglosses, affix deletion, and phoneme deletion. The most frequent type of slips of the tongue was word exchange which were 14 occurrences of slips of the tongue out of 34 slips or 41.20%. The rest 20 slips were other types than Fromkin (1973) and Harley (2001). They were considered as phoneme substitution, phoneme insertion, and syllable insertion.

Keywords: interviewees, job interview, slips of the tongue, speech production

Introduction
People produce speech to communicate each other. Sometimes people make an error when produce a speech, namely slip of the tongue. According to Clark and Clark (1977), in speaking, people have already formulated plans and executed them. But not all have gone well in everyday speech. People always plan every word they want to say, but sometimes the execution is not the same as their planning and a speech error happen. A speech error (or slip) is an unintentional movement, addition, deletion, blending or substitution of material within an utterance or between utterances (Fromkin, 1973). From that explanation, the speaker produces a wrong utterance they did not mean to occur. The speakers who realize that they made a slip usually apologize and correct the utterance

Slips of the tongue happen in a daily conversation and in any situation. It may occur in informal situation, such as talk to someone at canteen or a street, bargain with seller in a traditional market, and so on. It also occurs in formal situation, such as in class presentation, presidential speech, and job interview. Slips of the tongue are not related to the speaker’s skills, they naturally happen because of unintentional processes when we produce a speech. According to Harley (2001), errors can be categorized by the units of speech (e.g., feature, phoneme, word, or phrase) and the mechanism (e.g., perseveration, anticipation, exchange, substitution, or blend).

People cannot predict when the slips come in their speech. For instance, a male interviewee in a job interview said “SMP nya sembilan sembilan sampai sembilan” and before the interviewer realizes the real target words, he immediately corrected it by saying “maaf dua ribu dua”. However, not every speaker corrects their slips of the tongue, sometimes they did not realize their errors and continue their speech. For example, when the interviewee produces an utterance like “setelah dari situ ditawari untuk pindah di bagian staf admintrasi di perbankan”. There is a word which appears in a wrong pronunciation but the speaker did not know the mistake and continue the speech without making any correction.
Literature review

Slips of the tongue have been studied for years by many researchers. In the recent years, there have been some researchers conducting researches in speech errors, especially slips of the tongue. Kawachi (2003) conducted research about slips of the tongue occurred in spontaneous vs. preplanned speech in Japanese. His study focused on the differences of slips of the tongue behaviors in those two different settings using prevalent production models by Dell (1986) and Levelt (1989). The result showed that there were 536 slips of the tongue were collected from everyday conversation and 246 slips of the tongue were collected from TV programs.

Nisa (2009) conducted research about speech errors used Global TV’s presenter of music program “Most Wanted” as the subjects. Her study focused on the common types of speech errors proposed by Clark (1977): silent pause, repeats, false starts retraced, false starts unretouched, correction, interjection, and slips of the tongue. Total number of speech errors found in this study were 71 errors where all of the types of speech errors occurred. The most frequent type was silent pause with 49 slips and the least is slip of the tongue which occurred only once. Another research was conducted by Radulescu (2011). Her study focused on overcoming the great divide existent between the psycho-analytical view on the so-called slips of the tongue and linguistic view on the same topic, in order to bring unified perspective on how any disturbances created between language of thought and the mechanism of speech production were reflected at the level of sound and word errors. Moreover, she described that slips of the tongue are windows to the mind with the sequences process: slips through our cognitive control, through our articulatory control and end up as verbal mirrors of our deepest, well-concealed thoughts, fears and emotions.

Furthermore, Widyawati (2013) has observed slips of the tongue occurred in news anchors utterances of Metro TV and TV One. She used qualitative approach in collecting the data. Theory proposed by Fromkin (1973) about types of slips of the tongue was used in this study. There were seven types of slips of the tongue found in this research: perservation, anticipation, substitution, deletion, blend, exchange, and misderivation. The most dominant of slip of the tongue occurred in this study was substitution with 7 slips.

The most recent research was conducted by Pramudita (2014) and Riantoby (2014). They analyzed slips of the tongue occurred in the news presenters and news reporters of Kompas TV. They also conducted that study under the research project led by Masitha Achmad Syukri (2014). Both of them used theory proposed by Fromkin (1973) and Harley (1995) for analyzing the data. The finding of those two studies were different in the number of slips where Pramudita found 117 slips and Riantoby found 62 slips happened. But, they had same findings with substitution as the most common types of slips of the tongue.

The researchers above had already conducted research about slips of the tongue in general and some of them observed slips of the tongue occurred in broadcasting. However, there is no research that observed slips of the tongue produced by adult in formal situation, especially in face-to-face situation such as in job interview. The writer wanted to know more about the occurrence of slips of the tongue during job interview. Thus, in this study, the writer conducted a research focuses on slips of the tongue produced by interviewees.

Method

This study used qualitative approach as the research approach. It is because the data were collected in the form of transcription of the utterances spoken by some people, or in this case were interviewees of PT. Bimasakti Multi Sinergi during job interview. Qualitative research is concerned with developing explanations of social phenomena (Hancock, 2002). In this study, the setting happened in natural situation, it means that there was no situation manipulated in collecting the data. This research involved data collection procedures that result primarily in open-ended, non-numerical data which is then analyzed by non-statistical method (Dörnyei, 2007).

The data analyzed in this study were collected from the utterances produced by interviewees of PT. Bimasakti Multi Sinergi during the job interview. The data were taken for about three months from March 2015 until May 2015 when the job interview was held by PT. Bimasakti Multi Sinergi. Within three months (March until May 2015), the job interview was held 15 times in different work days. In March,
there were 6 job interview (6th, 10th, 11th, 17th, 18th, 31st). In April, there were also 6 job interview (2nd, 10th, 21st, 22nd, 26th, 29th). The rests, in May, there were 3 job interview (22nd, 26th, 29th).

The total number of interviewees of PT. Bimasakti Multi Sinergi in this study was 15 interviewees. Their utterances were recorded during job interview. The length of each recording was about 7 until 10 minutes. So, the total length for all recording was 105 to 150 minutes since there are 15 interviewees in this study. The interviewees were male and female with two kinds of education: senior high school and bachelor from any major. The interviewees followed the job interview to fill position as customer service or call center.

After the data have been collected for about three months, then the writer transcribed the data in the orthographical transcription. If needed, the data were transcribed using phonetical and phonological transcription depending on the types of slips of the tongue. Then, the writer analyzed the data. There were some steps in analyzing the data: first, the writer identified slips of the tongue produced by interviewees of PT. Bimasakti Multi Sinergi during job interview. Then, the writer classified slips of the tongue by using theory about the types of slips of the tongue proposed by Fromkin (1973) and Harley (2001) namely: (1) haplologies, (2) misderivation, (3) feature perseveration, (4) phoneme anticipation, (5) phoneme perseveration, (6) phoneme exchange, (7) affix deletion, (8) phoneme deletion, (9) word blend, (10) word exchange, (11) morpheme exchange, (12) word substitution, and (13) word blend.

After classifying the data, the writer has arranged the formats of the data in order to make it understandable by the readers. The applied formats are: 1) the utterances, in Indonesian language, are written in italic format, 2) the slips of the tongue produced by interviewees are written in bold format, 3) the target words that should have been pronounced by interviewees during job interview at PT. Bimasakti Multi Sinergi are underlined. Then, the writer has made the format for coding the data with the arrangement: 1) the participant (P stands for Participant, in this study is interviewee), 2) the sex of the interviewee (M stands for Male and F stands for Female), 3) the number of interviewee, and 4) the number of utterance. For example, data number P.M.1.3 means the slip of the tongue produced by the first interviewee in his third utterance.

**Discussion**

**Finding I: The Frequency of Slip of the Tongue Produced by Interviewees during the Job Interview at PT. Bimasakti Multi Sinergi**

*Table 1 The Frequency of Slips of the Tongue Produced by Interviewees during the Job Interview at PT. Bimasakti Multi Sinergi*

<table>
<thead>
<tr>
<th>No.</th>
<th>Type</th>
<th>Frequency</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Phoneme anticipation</td>
<td>2</td>
<td>5.90%</td>
</tr>
<tr>
<td>2.</td>
<td>Feature perseveration</td>
<td>0</td>
<td>0%</td>
</tr>
<tr>
<td>3.</td>
<td>Phoneme perseveration</td>
<td>0</td>
<td>0%</td>
</tr>
<tr>
<td>4.</td>
<td>Phoneme exchange</td>
<td>0</td>
<td>0%</td>
</tr>
<tr>
<td>5.</td>
<td>Word exchange</td>
<td>14</td>
<td>41.20%</td>
</tr>
<tr>
<td>6.</td>
<td>Morpheme exchange</td>
<td>0</td>
<td>0%</td>
</tr>
<tr>
<td>7.</td>
<td>Word blend</td>
<td>0</td>
<td>0%</td>
</tr>
<tr>
<td>8.</td>
<td>Phrase blend</td>
<td>0</td>
<td>0%</td>
</tr>
<tr>
<td>9.</td>
<td>Word substitution</td>
<td>3</td>
<td>8.80%</td>
</tr>
<tr>
<td>10.</td>
<td>Haplologies</td>
<td>1</td>
<td>2.90%</td>
</tr>
<tr>
<td>11.</td>
<td>Misderivation</td>
<td>0</td>
<td>0%</td>
</tr>
<tr>
<td>12.</td>
<td>Affix deletion</td>
<td>3</td>
<td>8.80%</td>
</tr>
<tr>
<td>13.</td>
<td>Phoneme deletion</td>
<td>11</td>
<td>32.40%</td>
</tr>
<tr>
<td></td>
<td><strong>TOTAL</strong></td>
<td><strong>34</strong></td>
<td><strong>100%</strong></td>
</tr>
</tbody>
</table>
From the data collected, the writer found out that interviewees of PT. Bimasakti Multi Sinergi produced slips of the tongue. There were only 6 types of slips of the tongue produced by interviewees during job interview at PT. Bimasakti Multi Sinergi, namely: 1) phoneme anticipation, 2) word exchange, 3) word substitution, 4) haplology, 5) affix deletion, 6) phoneme deletion. The types of slips of the tongue in the utterances produced by interviewees during job interview are presented in Table 1 on the next page.

**Phoneme Anticipation**

The first type that the writer analyzes is phoneme anticipation. Phoneme anticipation happened when the speaker produces a phoneme that should appear in the following word. This phoneme shows up too soon and possible to replace the unit that should have appeared later on. In this study, there are two utterances categorized in this type of slips of the tongue. The first example of phoneme anticipation is in the data below.

Data number P.M.5.4.
Utterance : Untuk *kerj*/a yang terakhir ya mbak ya.
Target : Untuk *kerja*/a yang terakhir ya mbak ya.

In the data number P.M.5.4, the interviewee said the word “kerya” instead of “kerja”. Phoneme /j/ in the word “kerya” appear because it is influenced by the following word. In this utterance, the speaker wanted to tell about his last job before join the job interview in PT. Bimasakti Multi Sinergi. The phoneme /ʤ/ in “kerja” is anticipated with the phoneme /j/ as in the next word “yang”. The phoneme anticipation in this utterance creates a word “kerya” which does not exist in Kamus Besar Bahasa Indonesia.

**Word Exchange**

Another type of slips of the tongue found in this study was word exchange. This slip happened when the arrangement of some linguistic units is not in the right order, in this case is in a word level. The occurrence of this type of slips of the tongue happened 14 times and became the most frequent type of slips of the tongue. The example of word exchange appeared in the data below.

Data number P.M.4.61.
Utterance : Ya tergantung kalo *terlalu asapnya* banyak ya tidak kuat.
Target : Ya tergantung kalo asapnya *terlalu* banyak ya tidak kuat.

Word exchange can be seen in the data number P.M.4.61 when the interviewee reversed the word order, so the spoken word is “terlalu asapnya” but the target word should be “asapnya terlalu”. From that example, the speaker wanted to explain about the capacity of the fog that can be accepted, but he exchanged the word “asapnya” as a noun with the word “terlalu” as the complement. Actually, the word “terlalu” should be placed right before the word “banyak” because it is one unit that has the same meaning as too much in English. This exchange did not make the speaker correct the speech and just continue to the next speech.

**Word Substitution**

Word substitution is a condition when some linguistic units (word) replace another linguistic unit (word), and sometimes the substituted unit remains unknown if the speaker does not immediately correct their mistake. In this study, the writer found out three utterances belong to word substitution. The first example is an utterance below.

Data number P.M.3.13.
Utterance : Kemudian SMPnya sembilan sembilan sampai sembilan maaf dua ribu dua, kemudian SMAnya dua ribu dua sampai dua ribu lima.
Target : Kemudian SMPnya sembilan sampai dua ribu dua, kemudian SMAnya dua ribu dua sampai dua ribu lima.

In this utterance, the interviewee said “sembilan sembilan sampai sembilan maaf dua ribu dua”. Actually the speaker wanted to say about the year when he graduated from his school, but his utterance was not the same as his plan. In this case, the word is in the same word class which belongs to noun classified as number. The speaker seems that he considered his error because he fixed it with said “maaf” which means sorry in English.
Haplologies

The next type of slips of the tongue found in this study is haplologies. This slip happened when the speaker skipped a part of the target utterance. Haplologies appeared once in this study. The first example comes from the data below.

Data number P.M.5.79.

Utterance : Terus kita juga kadang-Ølang disuruh, apa ya.
Target : Terus kita juga kadang-kadang disuruh, apa ya.

Actually, haplologies is type of slips of the tongue which happened when one of the two words skips a part of the word, but the rest is in the correct form. In this case, the speaker wanted to say the word “kadang-kadang”, but the syllable “ka” did not come out in this word so it became “kadang-dang”.

Affix Deletion

Slip that happens when the speaker unintentionally omits an affix of a word in their speech is called as affix deletion. In Bahasa Indonesia, affix divided into four categories, namely prefiks (prefix), sufiks (suffix), infiks (infix), and konfiks (confix) (Alwi et al, 2010). Each category can appear in the beginning, ending, or both beginning and ending of a root word. In this study, there are three slips categorized as affix deletion. The example of affix deletion is in an utterance below.

Data number P.M.9.23

Utterance : Tapi kita sebagai customer service juga me harus meminta maaf atas ketidaknyamanan atas ee keluhan yang mereka alami itu gitu.
Target : Tapi kita sebagai customer service juga me harus meminta maaf atas ketidaknyamanan atas ee keluhan yang mereka alami itu gitu.

Data number P.M.9.23 above shows the speaker deleted the suffix –an in the word “ketidaknyamanan”. This example is an affix deletion considered as confix. Confix is the combination of prefix and suffix in a root word, in this example is ke- and –an. The speaker deleted the suffix –an in the end of the word “ketidaknyamanan”. The root word of “ketidaknyamanan” consists of two words which are “tidak” and “nyaman”. In Bahasa Indonesia, if prefix ke- stand alone without any suffix, usually the word is considered as noun. But, the word “tidak nyaman” in this example is considered as adjective. So, the deletion of suffix –an in the end of the word “ketidaknyamanan” caused this word has no meaning.

Phoneme Deletion

Phoneme deletion happens when the speaker accidentally deletes one or more phonemes in an utterance. In this study, phoneme deletion appears 11 times. Phoneme deletion that occurred in this study was various, it can occur in the beginning, the middle, and the end of a word. Below is the example.

Data number P.M.1.14.

Utterance : Setelah dari situ ditawari untuk pindah di bagian staf admin ØØtrasi di perbankan.
Target : Setelah dari situ ditawari untuk pindah di bagian staf admin/s/strasi di perbankan.

In data number P.M.1.14 above, the interviewee deleted two phonemes of the word “administrasi” which are /l/ and /s/ and the spoken word has become “admintrasi”. This slip creates a new non-exist word according to Kamus Besar Bahasa Indonesia, but it did not make a confusion for the hearer, because in informal Bahasa Indonesia sometimes people said “admin” instead of “administrasi”.

Finding II: Types of Slips of the Tongue Other than the Combined Types

<table>
<thead>
<tr>
<th></th>
<th>Phoneme substitution</th>
<th>13</th>
<th>65%</th>
</tr>
</thead>
<tbody>
<tr>
<td>2.</td>
<td>Phoneme insertion</td>
<td>5</td>
<td>25%</td>
</tr>
<tr>
<td>3.</td>
<td>Syllable insertion</td>
<td>2</td>
<td>10%</td>
</tr>
<tr>
<td>TOTAL</td>
<td></td>
<td>20</td>
<td>100%</td>
</tr>
</tbody>
</table>

From the table 2 above, there were 3 types of slips of the tongue other than the types proposed by Fromkin
(1973) and Harley (2001) According to mechanism and linguistic unit, the writer categorized them as slips of the tongue. There were 20 slips of the tongue classified into three different types. To make it clear, the writer gives the example of each type of slips of the tongue below.

First Type
Data number P.M.2.2.
Utterance : Ima/s/, Iman.
Target : Ima/n/.

From the example above, the phoneme /s/ substituted the phoneme /n/. The speaker wanted to tell his name “Iman”, but the utterance was “Imas”. In Bahasa Indonesia, “Imas” is usually a girl’s name and “Iman” is for a boy. In this case, the speaker corrected his utterance right after he made a slip, because he was aware of his wrong name he uttered. Those slips of the tongue are categorized as phoneme substitution. The definition of phoneme substitution itself is a type of slips of the tongue occurred if one or more intended phonemes are substituted by another phoneme. In this study, there were 13 slips of the tongue which belong to phoneme substitution.

Second Type
Data number P.M.3.29.
Utterance : Untuk kuliahnya hanya /m/ambil paten kan.
Target : Untuk kuliahnya hanya ambil paten kan.

From the example above, the speaker inserted the phoneme /m/ in the word “ambil” and it became “mambil”. The word “ambil” means take in English, but when it became “mambil” the word does not has meaning according to Kamus Besar Bahasa Indonesia. The writer considered them as a type of slips of the tongue, namely phoneme insertion. The definition of phoneme insertion is one or more phonemes inserted in an utterance. In this study, the writer found out 5 utterances which belong to phoneme insertion.

Third Type
Data number P.M.3.51.
Utterance : Kemudian untuk wawancaranya diteterima dan tunggu informasinya selanjutnya untuk kerjanya.
Target : Kemudian untuk wawancaranya ditetrima dan tunggu informasinya selanjutnya untuk kerjanya.

The example above shows an insertion of a syllable. The speaker wanted to say “diterima”, but the syllable te inserted in the middle of the word and it became diteterima. The speaker did not correct his slip and just continued his speech. The word diterima in English means accepted, but it has no meaning when it became “diteterima” according to Kamus Besar Bahasa Indonesia. The writer considered them as a slip, namely syllable insertion. The definition of syllable insertion is an insertion of a syllable which happened in an utterance. When people say a word in an utterance and there is a syllable inserted in the beginning, middle, or the end of a word, it is considered as syllable insertion. In this study, the writer only found 2 slips belonging to syllable insertion.

Conclusion
The aim of this study is to identify and classify the types of slips of the tongue using the combined types of slips of the tongue by Fromkin (1973) and Harley (2001). The result of this study shows there are 6 types of slips of the tongue in the utterances produced by interviewees during job interview at PT. Bimasakti Multi Sinergi, namely the phoneme anticipation, word exchange, word substitution, haplogories, affix deletion, and phoneme deletion. Beside, the writer also found types of slips of the tongue which are not belong to the combined types of Fromkin (1973) and Harley (2001). There are 3 types of slips and the writer named them as phoneme substitution, phoneme insertion, and syllable insertion. Total number of slips of the tongue is 54 where 34 slips belong to Fromkin (1973) and Harley, and 20 slips belong to none Fromkin (1973) and Harley (2001). The most frequent type of slips is the word exchange type which occured 14 times.
From the data, it shows that the interviewees produced slips of the tongue unconsciously and sometimes the interviewees did not notice it. When the interviewees noticed the mistake, they make a correction for the wrong utterance right after they uttered the slip. The slips are various, such as an existing and a non-existing word. Furthermore, the result shows the majority of slips of the tongue happened within phonemes, words, and phrase rather than across smaller sentence structure.

In a job interview, there is a possibility for the interviewees in producing slips of the tongue. As the duty of interviewees is answering some questions delivered by the interviewer, they might answer it under pressure which affected their psychological factors such as anxiety and nervousness. Sometimes, the interviewees speak too fast in answering the question and make their speech be uttered in the wrong way.

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