METADISCOURSE ANALYSIS OF JACK MA'S INTERVIEW ON WORLD ECONOMIC FORUM

THESIS

By

DARMAWANSYAH

NIM : 12320124

DEPARTMENT OF ENGLISH LITERATURE

FACULTY OF HUMANITIES

UNIVERSITAS ISLAM NEGERI MAULANA MALIK IBRAHIM

MALANG

2020

CENTRAL LIBRARY OF MAULANA MALIK IBRAHIM STATE ISLAMIC UNIVERSITY OF MALANG

METADISCOURSE ANALYSIS OF JACK MA'S INTERVIEW ON WORLD ECONOMIC FORUM

THESIS

Presented to
Maulana Malik Ibarahim State Islamic University, Malang
in Partial Fulfillment of the Requirements
for the Degree of Sarjana Sastra (S.S)

BY

DARMAWANSYAH
12320124

Advisor:
Dr. Meinarni Susilowati, M.Ed

DEPARTMENT OF ENGLISH LITERATURE

FACULTY OF HUMANITIES

MAULANA MALIK IBRAHIM STATE ISLAMIC UNIVERSITY OF

MALANG

2020

CENTRAL LIBRARY OF MAULANA MALIK IBRAHIM STATE ISLAMIC UNIVERSITY OF MALANG

STATEMENT OF AUTHORSHIP

I state that the thesis entitled "*Metadiscourse Analysis Of Jack Ma's Interview On World Economic Forum*" is my original work. I do not include any material previously written or published by another author or writer, except those ones that are cited as references and written n the bibliography. Hereby, if there is an objection or claim, i am the only person who is responsible for that.

Malang, March 12, 2021

The researcher

Darmawansyah

NIM 12320124

CENTRAL LIBRARY OF MAULANA MALIK IBRAHIM STATE ISLAMIC UNIVERSITY OF MALANG

APPROVAL SHEET

This is certify that Darmawansyah's thesis entitled **Metadiscourse Analysis Of Jack Ma's Interview On World Economic Forum** has been approved for thesis examination at the Faculty of Humanities, Universitas Islam Negeri Maulana Malik Ibrahim Malang, as one of the requirements for the degree of *Sarjana Sastra* (S.S).

Malang, 12th March 2021

Approved by

The Advisor	Head of Department of English Letters
Dr Meinarni Susilowati,M.Ed	Rina Sari, M.Pd
NIP 196705031999032005	NIP 19750610 200604 2 002

Acknowledged by

Dean,

Dr.Hj. Syafiyah, M.A.
NIP 19681231 199403 1 022

CENTRAL LIBRARY OF MAULANA MALIK IBRAHIM STATE ISLAMIC UNIVERSITY OF MALANG

LEGITIMATION SHEET

This is to certify that Darmawansyah's thesis entitled *"Metadiscourse Analysis Of Jack Ma's Interview On world Economic Forum"* has been approved by the Board of Examiners as the requirements for the Degree of *Sarjana Sastra (S.S)* in Department of English Literature.

Malang, March 12, 2019

The Board of Examiners		**Signature**
1. Abdul Aziz, M.Ed., Ph.D NIP 1974021 199803 2 002	(Main Examiner)	(.....)
2. Ulil Fitriyah, M.Pd., M.Ed. NIP 19820823 201802012176	(Chair)	(.....)
3. Dr Meinarni Susilowati,M.Ed NIP 196705031999032005	(Advisor)	(.....)

Approved by,
The Dean of Faculty of Humanities,

Dr. Hj. Syafiyah, M.A
NIP. 196609101991032002

CENTRAL LIBRARY OF MAULANA MALIK IBRAHIM STATE ISLAMIC UNIVERSITY OF MALANG

MOTTO

You need the right person with you, not the best people.

(Jack Ma)

CENTRAL LIBRARY OF MAULANA MALIK IBRAHIM STATE ISLAMIC UNIVERSITY OF MALANG

DEDICATION

I proudly dedicate this thesis to

My wife, Nurul Hanifah and my lovely son, Muhammad Ataullah Syahnif.

My parents

Abah, Muhammad Tahir Ibrahim and my Emak, Sriatu

Also my advisor, Dr. Meinarni Susilowati, M.Ed. thank you for the time.

CENTRAL LIBRARY OF MAULANA MALIK IBRAHIM STATE ISLAMIC UNIVERSITY OF MALANG

ACKNOWLEDGEMENTS

My deepest gratitude only goes to The Almighty, Allah SWT, for giving me chance to complete this thesis. I barely realized something beyond your plan for turning my feet into this university, about four years ago. Your overwhelming blessing and care are always equal by none.

Also, I am profoundly thankful to the followings for helping me to accomplish this thesis. First, I would like to thank to all lecturers of Department of English Letters who helped me to pass the entire semesters. Then, my sincere gratitude and thank goes to my advisor, Bu Meinarni, for giving her time to conscientiously guide me within the entire process of my thesis writing. Second, my special thanks go to all of my friends who have overtaken and blasphemed me for my slowness in completing this thesis. Specially for all of my friends who helped me find the object, learn the video and and translate some of my writing because of the many shortcomings I have. Thank for the supports and I love you.

Finally, it is my maximum effort in conducting this research and I know it is still imperfect. Therefore, any constructive critics and advice are gratefully welcomed. I really hope it can have a high contributing role in linguistic research development.

Malang, March 12, 2021

Darmawansyah

CENTRAL LIBRARY OF MAULANA MALIK IBRAHIM STATE ISLAMIC UNIVERSITY OF MALANG

ABSTRACT

Darmawansyah, 2020. *Metadiscourse Analysis of Jack Ma's Interview on World Economic Forum 2017.* Thesis. Faculty of Humanity Maulana Malik Ibrahim State Islamic University, Malang. Advisor: Dr. Meinarni Susilowati, M. Ed
Keywords: Metadiscourse Marker, Interview, World Economic Forum, and Hyland's Theory.

This study aims to find out how metadiscourse markers are used by Jack MA in his interview on World Economic Forum 2017. This topic is chosen based on ideas that interview is procces of asking and giving personal opinion about topic being discussed and metadiscourses play important part in interview that is to construct good and more understandable discourse by organizing discourse, signal speaker's attitude and create interaction between speaker and audiences.

This study used descriptive qualitative method because the research was conducted to figure out the comprehensive result on metadiscourse used Jack MA in his interview. Data in this study was taken from (https://www.youtube.com/watch?v=WsQ7ysVt-0A) which dealt with Jack MA's utterances in his interview on World Economic Forum 2017. The researcher employs theory of metadiscourse proposed by Hyland (2004).

The finding shows that all types of metadiscourse markers proposed by Hyland (2005) are found in Jack Ma's interview except Endophoric Markers. Furthermore, Attitude marker was dominantly used by Jack Ma in his interview because this marker is important in order to show Speaker's opinion or view about the topic.

From the above findings, to enlarge this kind of topic in a broader area, it is hoped that further researchers can investigate the use of metadiscourse in written area produced by L1 learners (i.e.,Malaysian) to see how its usage effectiveness. Besides, the use of metadiscourse in descriptive, whether in oral or written, seem to be different compared to argumentative. Therefore, this can be interesting to be investigated.

CENTRAL LIBRARY OF MAULANA MALIK IBRAHIM STATE ISLAMIC UNIVERSITY OF MALANG

الملخص

دارماوانسيه ، 2020. **تحليل ما وراء الخطاب لمقابلة جاك ما في المنتدى الاقتصادي العالمي 2017**. البحث العلمي. قسم الأدب الإنجليزية،كلية الإنسانية، جامعة مولانا مالك إبراهيم الإسلامية الحكومية مالانج.

المشرفة: الدكتورة مينارني سوسيلواتي الماجستير.

الكلمات المفتاحية: علامة بعد تجاهل، المقابلة ، المنتدى الاقتصادي العالمي ، ونظرية هيلاند.

تهدف هذه الدراسة إلى معرفة كيفية استخدام علامات بعد تجاهل (*metadiscourse*) من قبل Jack MA في مقابلته في المنتدى الاقتصادي العالمي 2017. ويتم اختيار هذا الموضوع بناءً على أفكار أن المقابلة هي عمليات طرح الأسئلة وإبداء الرأي الشخصي حول الموضوع الذي تتم مناقشته وتلعب بعد تجاهل (*metadiscourse*) دورًا مهمًا في مقابلة تهدف إلى بناء خطاب جيد ومفهوم من خلال تنظيم الخطاب وإشارة موقف المتحدث وخلق التفاعل بين المتحدث والجمهور.

استخدمت هذه الدراسة المنهج النوعي الوصفي لأن البحث تم إجراؤه لمعرفة النتيجة الشاملة في ما وراء الخطاب الذي استخدمه Jack MA في مقابلته. تم أخذ البيانات في هذه الدراسة من *(https://www.youtube.com/watch?v=WsQ7ysVt-0A)* التي تناولت أقوال Jack MA في مقابلته في المنتدى الاقتصادي العالمي 2017. يستخدم الباحث نظرية *metadiscourse* التي اقترحها هيلاند (2004).

تظهر النتيجة أن جميع أنواع علامات بعد تجاهل التي اقترحها هيلاند (2004) تم العثور عليها في مقابلة Jack Ma باستثناء *Endophoric Markers*. علاوة على ذلك ، تم استخدام علامة *Attitude marker* بشكل كبير من قبل Jack Ma في مقابلته لأن هذه العلامة مهمة لإظهار رأي المتحدث أو وجهة نظره حول الموضوع.

من النتائج المذكورة أعلاه، لتوسيع هذا النوع من الموضوع في منطقة أوسع، من المأمول أن يتمكن المزيد من الباحثين من التحقيق في استخدام *metadiscourse* في المنطقة المكتوبة التي أنتجها متعلمين لمعرفة مدى فاعلية استخدامها. إلى جانب ذلك، يبدو أن

CENTRAL LIBRARY OF MAULANA MALIK IBRAHIM STATE ISLAMIC UNIVERSITY OF MALANG

استخدام الخطاب الفوقي في الوصف، سواء كان شفهيًا أو كتابيًا، مختلف مقارنةً بالجدال. لذلك، يمكن أن يكون هذا مثيرًا للتحقيق فيه.

CENTRAL LIBRARY OF MAULANA MALIK IBRAHIM STATE ISLAMIC UNIVERSITY OF MALANG

ABSTRAK

Darmawansyah, 2020. *Analisis penanda pada Jack MA interview di World Economic Forum 2017.*Skripsi. Bahasa dan Sastra Inggris, Fakultas Humaniora, Universitas Islam Negeri Maulana Malik Ibrahim.
Pembimbing: Dr. Meinarni Susilowati, M. Ed
Kata Kunci: Penanda, Wawancara, Forum Ekonomi dunia, dan Teori Hyland.

Penelitian bertujuan untuk mengetahui bagaimana Jack MA menerapkan penanda dalam wawancaranya di *World Economic Forum 2017*. Topic ini dipilih karna wawancara menggunakan bahasa lisan dimana seorang menanyakan dan memberikan pendapat pribadi tentang topic yang sedang di bahas dan penanda berperan penting dalam wawancara yaitu mengorganisir wacana, menunjukkan sinyal tentang sikap atau pendapat tentang topic yang sedang dibahas dan menciptakan interaksi antara pewawancara dan orang yang di wawancara.

Penelitian ini menggunakan metode deskriptif kualitatif karena penelitian ini dilakaukan untuk mengetahui hasil yang mendalam tentang penanda yang digunakan oleh Jack Ma dalam wawancaranya. Data dalam penelitian ini diambil dari (https://www.youtube.com/watch?v=WsQ7ysVt-0A) Yang berisi ucapan Jack MA dalam wawancaranya *di world Economic Forum* 2017. Penelity menguggunakan teory metadiscourse yang dikemukakan oleh Hyland(2005)

Hasil menunjukan bahwa semua jenis penanda yang dikemukakan olah Hyland (2005) ditemukan dalam wawancaranya kecuali *penanada Endophoric*. selain itu, *penanda Attitude* cenderung lebih dominan digunakan oleh Jack MA dalam wawancaranya karna marker ini penting untuk menujukkan pendapat dand pandangan pembicara tentang topic yang dibahas.

Dari temuan diatas , untuk memperluas topik semacam ini kewilayah yang lebih luas , diharapkan peneliti selanjutnya dapat menyelidiki penggunaan metadiscourse pada tatanan tulisan yang ditulis oleh pengguna bahasa inggris sebagai bahasa nasional (orang malaysia) untuk melihat bagaimana efektivitas penggunaanya. Selain itu, penggunaan penanda secara deskriptif, baik lisan maupun tulisan, tampak berbeda dengan argumentatif. Oleh karna itu, kawasan ini menarik untuk diteliti.

CENTRAL LIBRARY OF MAULANA MALIK IBRAHIM STATE ISLAMIC UNIVERSITY OF MALANG

TABLE OF CONTENTS

TABLE OF CONTENTS

TITLE SHEET i

STATEMENT OF AUTHORSHIP ii

APPROVAL SHEET iii

LEGITIMATION SHEET..... iv

MOTTO v

DEDICATION..... vi

ACKNOWLEDGMENT vii

ABSTRACT..... viii

TABLE OF CONTENTS.....xii

CHAPTER 1: INTRODUCTION

1.1 Background of the Study.....1

1.2 Problems of the Study 6

1.3 Objectives of the Study 6

1.4 Significances of the Study 6

1.5 Scope and Limitation.....6

1.6 Definition of Key Terms.....7

1.7 Research Method.....8

1.7.1 Research Design.....8

1.7.2 Data and Data Source.....8

1.7.3 Research Instrument 9

1.7.4 Data Collection 9

1.7.5 Data Analysis 9

CENTRAL LIBRARY OF MAULANA MALIK IBRAHIM STATE ISLAMIC UNIVERSITY OF MALANG

CHAPTER II: REVIEW OF RELATED LITERATURE

2.1 Metadiscourse 11

2.1.1 Interactive Metadiscourse 16

2.1.2 Interactional Metadiscourse 19

2.2 Previous Studies.....22

CHAPTER III: FINDINGS AND DISCUSSION

3.1 Findings.....24

3.2 Discussion 61

CHAPTER IV: CONCLUSION AND SUGGESTIONS

4.1 Conclusion 68

4.2 Suggestions 69

REFERENCES.....70

APPENDIX

CENTRAL LIBRARY OF MAULANA MALIK IBRAHIM STATE ISLAMIC UNIVERSITY OF MALANG

CHAPTER I

INTRODUCTION

1.1. Background of the Study

This study examines the use of metadiscourse of Jack Ma's interview on the World Economic Forum. Metadiscourses refer to the non-propositional part of the spoken and written discourse which helps us present or conveys our intended message and understand the intended message by organizing the discourse into cohesive and coherent discourse, engaging readers, and signaling our attitude to both materials and audiences (Hyland, 2017).

Understanding the use of metadiscourse is important to create more comprehensible and effective discourse because writers or speakers do not simply produce text to convey information and represent external reality. However, they want to ensure that the information presented is understandable and acceptable to audiences. To communicate effectively, they anticipate the expectations, requirements, and resources of their recipients, and try to engage them in their texts and affect their understanding (Hyland, 2017). Metadiscourse is also recognized as one of the important rhetorical features and strategies in the production of any piece of discourse which plays important role in facilitating communication, supporting a position, increasing reading ability, and building relationships with the audiences (Hyland, 2005).

The term metadiscourse was first introduced by Zelling (1959) as a way of understanding language in use, representing the writer or speaker's attempt to

CENTRAL LIBRARY OF MAULANA MALIK IBRAHIM STATE ISLAMIC UNIVERSITY OF MALANG

guide the receiver's perception of text (Hyland, 2017). Then, Halliday's (1974) tripartite conception of metafunctions shed some light on new metadiscourse's model or taxonomies like Kopple (1985), Crismore (1989), William (1981), and including Hyland (1998). Halliday's ideas believe that people communicate with a message that integrated expression of three different meanings which he calls ideational, interpersonal, and textual. The ideational concern with the use of language to present experience and ideas. It concerns propositional content or information of the language. Interpersonal function concerns the use of language to encode interaction, allowing us to engage with others, to take on roles, and to express and understand evaluations and feelings. The last, textual function organizes their expression into cohesive discourse (Kopple,2012).

Various scholars have created taxonomies on metadiscourse. The first metadiscourse model was introduced by Kopple in1985. He defines metadiscourse as linguistic expressions which do not add propositional information but help receivers or listener organize, interpret and evaluate and develop an attitude toward material given (Hyland, 2017). He suggested two major categories for metadiscourse following Halliday's conception of metafunction namely textual and interpersonal metadiscourses. He further divided textual metadiscourse into four subcategories. They are connectives, code glosses, illocution markers and narrators, and three subcategories for interpersonal metadiscourse: validity markers, attitude markers, and commentaries. Kopple's model was the first systematic attempt to introduce a taxonomy that triggered many practical studies

CENTRAL LIBRARY OF MAULANA MALIK IBRAHIM STATE ISLAMIC UNIVERSITY OF MALANG

and gave rise to new taxonomies. However, his categories were unclear and functionally overlap (Hyland, 2005).

Crismore (1993) introduces the revised model. He also emphasizes on non-propositional of metadiscourse and defines metadiscourses as linguistic material which helps the listener or reader organize, interpret and evaluate the information given (Hyland, 2017). However, in his classification, he divides textual metadiscourse into two major classifications namely textual and interpretive. Textual markers are those features that help to organize discourse while interpretive markers are those features that help the reader to interpret and better understand the writer's meaning and writing strategies. He further divides textual markers into logical connectives and sequencers reminders. Meanwhile, interpretive marker is divided into code glosses, illocution markers, announcement hedges, certainty markers, attributes, and attitude markers.

In this research, the researcher uses Hyland's (2005) interpersonal model. He believes that metadiscourse refers to how we use language out of consideration for our readers or hearers based on our estimation of how best we can help them process and comprehend what we are saying. It is a recipient design filter which helps to spell out how we intend a message to be understood by offering a running commentary on it (Hyland, 2017). He also claims that all metadiscourse categories are interpersonal since they need to take into account the readers' knowledge, textual experiences, and processing needs. However, he proposes a change in his previous terminologies adopting Thomson's (2001) metadiscourse model but his model takes a wider focus by including stance and engagement markers. He uses

CENTRAL LIBRARY OF MAULANA MALIK IBRAHIM STATE ISLAMIC UNIVERSITY OF MALANG

the terms interactive (instead of textual) and interactional (instead of interpersonal). Hyland believes that interactive metadiscourse is used to organize propositional information in ways that will be coherent for a particular audience and appropriate for a given context. He believes that the writer of a text predicts the receiver's processing difficulties and requirements, and accommodates them by using certain devices. Meanwhile, interactional metadiscourse concerns how the writers conduct interaction by intruding and commenting on a message to express a perspective toward their propositional information and readers (Hyland, 2017). He further proposes five general subcategories for interactive: transitional markers, frame markers, endophoric markers, evidential, and code glosses and five subcategories for interactional: hedges, booster, attitude markers, person markers, and engagement markers (Hyland, 2017).

The reason why I choose Jack Ma's interview because he is a great and excellent speaker. Jack MA whose background as a Chinese man and non-native speaker of English, has attended a great number of prestigious public speaking from speech, lecture, presentation, motivational speech, and interview not only in his country but also in several other countries. Public speaking can be defined as the art of speaking to a group of people (audience) who intend to inform, persuade, entertain, and motivate or encourage his audiences. In every public speaking, he was able to make an impressive performance. This would be impossible without the good use of metadiscourse. He used metadiscourse to help him to communicate well and achieved his communication goal whether to inform, persuade, entertain, motivate and encourage his audiences and create

CENTRAL LIBRARY OF MAULANA MALIK IBRAHIM STATE ISLAMIC UNIVERSITY OF MALANG

convincing discourse by organizing his discourse, showing his attitude, interact with his audiences, and make sure that his discourse more effective and more understandable to his audiences. This is why the study of metadiscourse on Jack MA's interview should be important and worth to be analyzed.

Most of the previous studies focus on metadiscourse analysis in academic writing and argumentative discourse like Ramadhan's (2016) study about metadiscourse in Indonesian student's argumentative essays. The findings revealed that the words, phrases, or part of sentences which are indicated filling the criteria as metadiscourse makers determine the students' argumentations in their essay. Secondly, Laili (2016) conducted a study on metadiscourse markers in a national debate tournament proposed by Hyland. The finding showed that attitude, endophoric, and evidential markers were found minimally and debaters had a tendency to use more frame markers because they were needed to deliver the arguments step by step. Thirdly, Mirshamsi and Allami (2013) observed interactive and interactional metadiscourse used in discussion and conclusion sections of master' theses. All the previous studies focused on both textual and interpersonal metadiscourse, and only one previous study studies metadiscourse in spoken language (Laili, 2016). Therefore, it is important to conduct a study that explores more in spoken language, especially in an interview.

Most of the studies on metadiscourse as I stated in the previous study focus on written language especially argumentative discourse, for example, Ramadhan (2016), Laili (2013), and Mirshamsi and Allami (2013). Therefore, as the gap in this study, the researcher tries to analyze the use of metadiscourse in

CENTRAL LIBRARY OF MAULANA MALIK IBRAHIM STATE ISLAMIC UNIVERSITY OF MALANG

spoken (oral) discourse especially in Jack Ma's interview on Word Economic Forum 2017 which is generated as describing things that are being asked.

1.2. Problem of the Study

Based on the background of the study, the research question can be formulated as follows: How are metadiscourse markers used by Jack Ma?

1.3. Objective of the Study

The objective of this research is to find out the use of metadiscourse found in Jack Ma's interview on World Economic Forum 2017.

1.4. Significances of the Study

The findings of this research are supposed to give contributions; theoretically, the researcher expects this research to be one of the new findings which contribute to linguistics research. Besides, this research is expected to give information about metadiscourse to the other researcher who going to conduct similar related research. Practically, this research is expected to give empirical data to English students who study conversation analysis.

1.5. Scope and Limitation

This study focuses on the use of metadiscourse on Jack Ma's utterances done within his interview in World Economic Forum 2017 without considering other influences produced by Jack Ma. Due to the limitation, the data for this research only takes words or expressions that fill the criteria as

CENTRAL LIBRARY OF MAULANA MALIK IBRAHIM STATE ISLAMIC UNIVERSITY OF MALANG

metadiscourse based on the theory proposed by Hyland (2005) in order to limit the area of study.

1.6. Definition of Key Terms

To avoid misunderstanding about the terms used in this research, the researcher provides definition of key terms as follows:

1. Metadiscourse is the words, part of sentences, or expressions which do not add propositional information but facilitate communication by marking the structure of the text and making a relationship between the text, producer, and receiver.
2. Interactive metadiscourse concern the elements of metadiscourse which help the writer to manage the information to explicitly build his or her preferred interpretation.
3. Interactional metadiscourse concerns with the direct interaction by intruding and commenting on the writer's message. The goal is to make the writer views explicit and to involve readers by allowing them to respond to the text given (Hyland, 2005)
4. An interview is a meeting in which someone is asked their personal opinion about themselves, business, and economy, etc.

CENTRAL LIBRARY OF MAULANA MALIK IBRAHIM STATE ISLAMIC UNIVERSITY OF MALANG

1.7 Research Method

This section discusses the research method that is going to be applied in this study. It consists of a research design, data source, research instrument, data collection, and data analysis

1.7.1 Research Design

The research design used in this research was a descriptive qualitative method. The qualitative method was used because the data were obtained in a natural setting which meant that in collecting the data, the researcher did not give any treatment (Sugiyono, 2016).

This study used a qualitative paradigm. It was because the research generated the theory and to enlarge the development of metadiscourse in spoken aspect. Constructivism is functioned to construct the meaning of specific aspect of social life (Creswell, 2013). Therefore, this selected paradigm was suitable to be employed in metadiscourse study to find the possible meaning of the situation.

The discourse analysis approach is used to analyze Ma's utterances. Discourse analysis focused on the detail of speech, relevant arguments, context, on how the language was used (Gee, 2010). The approach helped the researcher to analyze the context of the data. Thus, it could help the researcher to answer the research question.

1.7.2 Data and Data Sources

The data in this research is taken from youtube.com or in (https://www.youtube.com/watch?v=WsQ7ysVt-0A). This link site dealt with

CENTRAL LIBRARY OF MAULANA MALIK IBRAHIM STATE ISLAMIC UNIVERSITY OF MALANG

Jack MA's utterance on his interview at World Economic Forum 2017. This video was posted by the official account of the World Economic Forum.

1.7.3 Research Instrument

The main instrument in data collection and data analysis is the researcher himself because there are no other instruments involved in conducting this study. Some processes were done in either collecting or analyzing the data, such as watching the video, understanding the utterances, downloading the related script, confirming the script whether can be used or not, reading the script, and grouping the metadiscourse marker.

1.7.4 Data Collection

In collecting data, the following stages were done. Firstly, the researcher watched and listened to a video of Jack MA's interview on the World Economic Forum from the beginning till the end to understand the utterances that were performed by Jack Ma. Secondly, the researcher transcribed the data. Thirdly, the researcher read carefully and identified the potential data. The last, the researcher identified the data based on the type and the function using Hyland's metadiscourse model.

1.7.5 Data Analysis

After collecting the data from the data source, the researcher continued to do data analysis by doing the following procedures. Firstly, the researcher began by determining the context of each datum. The researcher categorized the metadiscourse found in the interview by identifying the words or phrases spoken by Jack Ma as the speaker using the metadiscourse concept proposed by Hyland

CENTRAL LIBRARY OF MAULANA MALIK IBRAHIM STATE ISLAMIC UNIVERSITY OF MALANG

(2005). In identifying the words or phrases, the researcher classified the words or phrases based on the function of why the speaker used them. Secondly, the researcher identified the data to reveal the function of metadiscourse found in the interview by investigating the coherence and correlation between one utterance and others. Thirdly, the researcher analyzed the data by using a qualitative approach to find the intended function proposed by the speaker in using metadiscourse by identifying the context of the speech. At last, the researcher classified the function of metadiscourse used by the speaker whether he utilized metadiscourse as its function or the speaker used metadiscourse for other functions. Moreover, the researcher identified which metadiscourse function that used mostly by the speaker.

CENTRAL LIBRARY OF MAULANA MALIK IBRAHIM STATE ISLAMIC UNIVERSITY OF MALANG

CHAPTER II

REVIEW OF RELATED LITERATURE

This chapter will review some topics or literature that deal with the investigation of this study which include interactive and interactional metadiscourse and previous studies related to this study.

2.1 Metadiscourse

The term metadiscourse was coined by Zellig Harris in 1960 to provide a means of understanding the language used for representing attempts by the writer or speaker to guide the recipient's perception of a text. The concept has been developed by authors such as Hyland in 2005. Metadiscourse is a self-reflective linguistic expression which is referring to the evolving text, the author, and the imaginary readers of this text (Hyland: 2005). In short, metadiscourse is recognized as an essential means of facilitating communication. On the one hand, it helps the author to produce the speech. Thus, metadiscourse is like a glue that unites sentences and paragraphs.

Hyland and Tse in 2014 explain that all metadiscourse is interpersonal because it takes into account the reader's knowledge, textual experiences, and treatment needs, and provides the author with an arsenal of rhetorical calls for this purpose. Besides, Hyland and Tse proposed three basic principles of metadiscourse as follow are:

a. Metadiscourse is distinct from the propositional aspects of discourse.

CENTRAL LIBRARY OF MAULANA MALIK IBRAHIM STATE ISLAMIC UNIVERSITY OF MALANG

b. Metadiscourse refers to aspects of the text that encompass writer-reader interactions.

c. The metadiscourse only refers to internal relations to the discourse

Zelling Harris in 1952 was the first to use the term "metadiscourse" to designate elements of writing that comment on key information in writing nonetheless, the subject of metadiscourse was neglected in the 1960s and 2000s. However, in recent years especially in the 2000s that many academics interested in the drafting of instructions have accepted it in speech research (Williams, 2001; Vande Kopple, 2005; Crismore, 2005). Following the re-emergence of metadiscourse in the 1980s, Crismore (2005) redefined the term in a taxonomy still widely used today. It is the imposition of the writer in the existing communication via texts. Besides, the author uses it to convey information to the reader rather than to inform them (Crismore, 2005).

Generally, metadiscourse is the means of verbal writing that does not improve the desired data. This is an indication of the writer's society, as it helps the person who reads, categorizes, organizes, understands, reacts, and evaluates this type of material (Vande Kopple, 2005). In the early 2000s, many linguistics researchers expressed their strong disagreement with the idea of emphasizing the propositional connotation in some writing research. For example, Fairclough viewed metadiscourse as a kind of "manifest intertextuality" in which the author interacts with his text (Vande Kopple, 2002). This company has adopted a variety of innovative points of view regarding writing. As a result, research on metadiscourse has gained in reputation (Vande Kopple, 2002).

CENTRAL LIBRARY OF MAULANA MALIK IBRAHIM STATE ISLAMIC UNIVERSITY OF MALANG

Hyland (2008) defined the term metadiscourse as a universal term that includes many categories of features that link a context to its text. It helps readers to interpret, connect, and organize written material in the manner desired by the author. This thing is dealing with the concern for the knowledge and principles of a specific speech group. Metadiscourse in essence case can be termed as "expression discussion" or "text-based text," which depends on the type and genre of writing that one wishes to study. In writing or speaking, metadiscourse can also perceive as the writer's verbal expression in a certain manuscript (Hyland, 2005). This case as noted by Hyland (2010) that it also refers to the semantic maneuvers that writers use to form their points of view about the specific desires and expectations of their intended readers.

Metadiscourse embodies the idea that communication is more than just an exchange of information, good and service, but also implies an attitude, a personality, and an assumption of those who communicate (Hyland, 2005). Therefore, it is important to investigate metadiscourse, not only to create successful texts, but also to help understand some of the assumptions, attitudes, and personalities of writers or speakers about the issues they address and discuss. ways to present their arguments effectively.

Metadiscourse is an open category that can be realized in various ways. A variety of taxonomies of metadiscourse have been proposed. The first model was proposed by Kopple (2005). He defines metadiscourse as a linguistic expression that does not have propositional meaning, however they signal the author's present. Then, he divided metadiscourse into two major categories. They are

CENTRAL LIBRARY OF MAULANA MALIK IBRAHIM STATE ISLAMIC UNIVERSITY OF MALANG

textual and interpersonal. Textual metadiscourses include text connectives, code glosses, illocutionary markers, and narrators. Interpersonal metadiscourse includes validity markers, attitude markers, and commentaries (Hyland 2005).

The other theory said that the first revised model of metadiscourse is leading to a new taxonomy by modifying, collapsing, and combining some categories of earlier models Crismore et.al. in Khajavy (2012). Then, the second major modification came from (Hyland, 2005) which contains two main categories, interactive and interactional. The interactive part of metadiscourse is concerned with the writer's awareness of his receiver or audience. On the other hand, the interactional part is concerned with the writer's attempts to make his views explicit and to involve the reader by predicting his objections and responses to the text.

A text is composed of two parts are propositional content and metadiscourse feature. Propositional content is the substantial content of the text itself, while metadiscourse features are that component of a text which make the organization of the text explicit, provide information about the writer's attitude toward the text content, and engage the reader in the interaction (Intaraprawat & Steffensen, 2005). Previous studies have often signified metadiscourse related to the three communication roles of language identified by Hallidayan systemic functional grammar (e.g., Halliday in Kawase (2015). Hyland (2005) explains in the following terms:

CENTRAL LIBRARY OF MAULANA MALIK IBRAHIM STATE ISLAMIC UNIVERSITY OF MALANG

1. The ideational function is the use of language to represent experience and ideas. This function deals with proportional content.
2. The interactive function or textual function is the use of language to organize the text itself, coherently relating what is said to the world, and the readers.
3. The interactional function of interpersonal function is the use of language to interact with others and to express and understand evaluations and feelings.

As mentioned earlier, there are two broad categories of metadiscourse. One of the taxonomies incorporated in this study is that proposed by Hyland (2005). It establishes a taxonomy that differentiates ten subcategories of metadiscourse and five of them correspond to interactive metadiscourse and five to interactional metadiscourse. In the next section, both categories and subcategories will be explained.

Category	**Function**	**Examples**
Interactive Metadiscourse Type	**Help to Guide the Reader Through the Text**	
Transitions	Express semantic relation between main clauses	In addition, but, therefore, thus, and
Frame Markers	Explicitly refer to the text stages	Finally, to repeat, our aim, here, we try
Endophoric Markers	Refer to the information in other parts of the text	Noted above, see Fig 1, Table 2, below
Evidential Markers	Refer to source of information from other texts	According to X/Y, 2000 / Z states
Code Glosses	Help reader grasp meanings of ideational material	Namely, e.g., in other words, such as

CENTRAL LIBRARY OF MAULANA MALIK IBRAHIM STATE ISLAMIC UNIVERSITY OF MALANG

Interactional Metadiscourse Type	Function in Involving the Reader in the text	Example
Hedges	To hold with writer's full commitment to statements	Might, perhaps, it is possible
Emphatics	To emphasize the force of writer's in certainty message	In fact, definitely, it is clear, obvious
Attitude Markers	to express the writer's attitude to propositional content	Surprisingly, I agree, X claims
Relational Markers (Engagement Marker	Explicitly refer to / build a relationship with the reader	Frankly, note that, you can see
Person markers (Self-Mention)	Explicitly reference to author(s)	I, we, my, mine, our.

2.1.1 Interactive Metadiscourse

The interactive metadiscourse allows the editor to help the reader interpret the text correctly by managing the flow of information. They are interested in how to organize the discourse to anticipate readers' knowledge and reflect the author's appreciation of what needs to explain explicitly to constrain and guide what can be retrieved from the text.

1. Transitions

Transitions are logical connectors that express semantic relations between main clauses or sentences mainly with conjunctions used to mark additive, contrastive, consequential, and temporal. Nevertheless, to count as metadiscourse

CENTRAL LIBRARY OF MAULANA MALIK IBRAHIM STATE ISLAMIC UNIVERSITY OF MALANG

transition must perform a role internal to the discourse rather than the outside world, helping the reader interpret links between ideas (Hyland, 2005). For example: In addition, but, thus, and, moreover, furthermore, therefore, on the other hand. Here are the examples of transition in metadiscourse that showed by (Hyland, 2005):

a. ***In contrast***, these findings were not found among the low collectivists.
b. 93 questionnaires were received with 84 valid responses. ***Therefore***, the response rate for the questionnaire is 37 percent.

2. Frame Markers

Frame markers are used to organize texts for readers. Frame markers are a term of coverage for a variety of linguistic devices and can be classified into four subtypes according to their functions: sequencers, activation agents, speech tags, and advertisers (Cao and Hu, 2014). For example; finally, my goal is, first, to summarize, in short, to return to the goal. The following sentences are examples of frame markers:

a. The **next** question is I want to examine the relationship between the teacher's language proficiency and teaching effectiveness (Hyland, 2005).

b. **Thirdly**, the results and analysis are used to show the performance of the proposed compression (Hyland, 2005).

3. Endophoric Markers

CENTRAL LIBRARY OF MAULANA MALIK IBRAHIM STATE ISLAMIC UNIVERSITY OF MALANG

This category refers to other parts of the text in order to provide additional information, to provide supporting arguments, and to guide the reader towards an interpretation of choice (William, 2010). Examples: above, in chapter one, in the next section, as noted above, see Figure 2, Section 3. To find out how endophoric markers are used in metadiscourse, here are examples of endophoric markers:

a. **This article** has brought a micro-interactional perspective to bear on a perennial problem in school reform policy and research.
b. Revenue from sale of bottles as computed **above**

4. Evidential

Evidential refers to the information of other text. In academic discourse, evidence markers typically take the form of academic attributions (Cao and Hu, 2014). For example: *according to Z, X states, quoted in Y's study*.

a. **According to Slobin**, ‘‘children are guided by the set of grammaticalized distinctions in the language to attend to such categories of events while speaking’’
b. In an insightful reflection on human identity, **Taylor (2009)** wrote, ‘‘Our identity is what allows us to define what is important to us and what is not’

5. Code Glosses

CENTRAL LIBRARY OF MAULANA MALIK IBRAHIM STATE ISLAMIC UNIVERSITY OF MALANG

It provides additional information, rephrasing, explaining, or expanding what has been said, to allow the reader to rediscover the meaning intended by the author (Hyland, 2005). For examples; *called, defined as, for example, in other words, specifically, for example, namely, such as*.

1. Other individual-level covariates include race/ethnicity (white, black, Hispanic, other), education (less than high school, high school graduate, college graduate).
2. It would be possible to see and understand how the cultural resources of the group. e.g., adherence to the class' norms of behavior, the particular language of the classroom, and the relationships built on respect and responsibility.

2.1.2 Interactional Metadiscourse

The term interactional or interpersonal concerns the relevance of speech participants (Nasiri, 2013). As a goal of the study, it is related to the relationship between the writer and the reader. Through this kind of interrelationship, the author can choose to present an emphatic or disguised voice concerning proportional information. In other words, these interaction functions help the writer bring the reader into the text and make it more interactive. Nasiri (2013) states that not only can these functions be in the hands of the writer, but also that they give the reader clues about the writer's commitment to the proposition and help him to understand the text. Hyland (2008) gives priority to interactional metadiscourse functions and states that "interpersonal metadiscourse allows authors to express a perspective on their propositional information and their

CENTRAL LIBRARY OF MAULANA MALIK IBRAHIM STATE ISLAMIC UNIVERSITY OF MALANG

readers. It is essentially a form of evaluative discourse that expresses the circumscribed, disciplined and disciplinary personality of the writer".

The model of interactional metadiscourse includes five subcategories; *First*, Hedges is simply defined as the writer's total lack of commitment to statements and is used by the authors to give readers some space (Hyland, 2008). It means that the writer softens his statements so that readers can have interpretations of his statements. The claims of the writers, as it may seem, seem. *Second*, emphatic refers to the writer's confidence in the veracity of the propositions, as in fact, no doubt. *Third*, attitude markers represent the writer's attitude and evaluation of propositional information, showing surprise, agreement, importance as unfortunately, and surprisingly. *Fourth*, engagement markers refer to the relationship with the reader, it is directly addressed to the reader and includes the reader in the text. For example, *note that, frankly, you can see*. *Fifth*, the markers of a person explicitly mark the presence of the author in the text such as *me, us, our*. Nonetheless, in academic writing do not use the pronoun as *I*, but dominantly the pronoun *us* because I more subjective or has impolite current than *us*.

1. Hedges

Hedges are resources that editors use to recognize different voices and points of view and thus reject commitment to the proposal. It allowed the author to present information in the form of an opinion or plausible reasoning rather than fact (Hyland, 2005). For example: in my opinion, possible, and from my point of view.

CENTRAL LIBRARY OF MAULANA MALIK IBRAHIM STATE ISLAMIC UNIVERSITY OF MALANG

For detailed information that deals with these examples are as follow:

a. **It is possible** that the measurement of more than one endpoint of the irritation response would be necessary to adequately assess (Hyland, 2005)

b. **This might also indicate** that the enthusiasm and goodwill factors were the effects of this type of enrichment program (William, 2010).

2. Boosters

This category allows the author to anticipate and avoid alternative and contradictory arguments by expressing certainty instead of doubt (William, 2010). For examples; in fact, it is clear and that is clear.

a. **It is obviously** a strong desire that vacation will take place at such a time of year that it provides.

b. **Undoubtedly**, there are limitations to the findings of the thesis.

3. Attitude Markers

This category expresses the writer's appreciation of propositional information, reflecting a surprise obligation, agreement, and importance. For examples; unfortunately, surprisingly, I agree, and hopefully. Then, for example in a sentence as u**nfortunately** specially designed experiments were not …. (Abdi, 2010).

4. Self-Mentions

CENTRAL LIBRARY OF MAULANA MALIK IBRAHIM STATE ISLAMIC UNIVERSITY OF MALANG

Self-mention refers to the degree of explicit presence of the author in the text. This can be achieved by using first-person pronouns and possessive adjectives "*my, mine, ours, own*." For example; For **our** calculation purposes, **we** assume revenues from tanning to grow in line with inflation (Alyousef, 2015). The other categories that can be used for "*self-talk*" are "*author, writer, author, and author*."

5. Engagement Markers or relational marker.

These markers are explicitly addressed to readers to draw them into the discourse. In other words, the readers are explicitly building a relationship with the reader. This means that when writing, the writers must really feel the presence of their readers, accompany them with their arguments, focus their attention, consider them as participants in the discourse, and ultimately lead them to the right interpretations (Allami, 2012). Examples *as consider, notice, note that, you can see that, and we included*. In a sentence as in "**note that** the variability over trials is reduced with …."

2.2 Previous Studies

Metadiscourse in Argumentative Essays of Indonesian Students (Ramadhan, 2016). His study focused on identifying the use of metadiscourse markers in determining students' argumentative tests. His resulted that words, phrases, or parts of sentences that indicate that they meet the criteria as metadiscourse makers determine the student's arguments in their essay. The similarity of his study with this study is an attempt to analyze metadiscourse in the written text, while this study is oral speech.

CENTRAL LIBRARY OF MAULANA MALIK IBRAHIM STATE ISLAMIC UNIVERSITY OF MALANG

Furthermore, metadiscourse markers in the Maliki National Debating Tournament (Laili, 2017). Her study focused on identifying the use of metadiscourse markers used by Maliki debaters in the national debate tournament. Her resulted that all types of metadiscourse markers proposed by Hyland in 1998 are found in her research. However, the focus of the study and the context is different, the two studies on metadiscourse are spoken, but Laila's research was informal and educational because it was part of a debate, and this research in an informal context and economic.

Moreover, the other research was Mirshamsi and Allami in 2013 was titled Markers of Metadiscourse in the Discussion/Conclusion section of Master's thesis in Persian and English. They observed interactive and interactional metadiscourse markers used in the discussion and conclusion sections of master's theses. In fact, the result of that research was English mother-tongue writers used more interactive and interactive metadiscourse markers than Persian and EFL learners.

Based on all previous studies, it can be seen that research focuses on markers of textual and interpersonal metadiscourse and only one previous study about metadiscourse in a spoken language. Therefore, it is important to conduct a study for further researchers to explore spoken language especially in informal discussions, as in the interview, stand-up comedy, or other shows. Some of the previous studies above are needed for this study as the references and basis for conducting research on metadiscourse. However, research of metadiscourse on speech such as informal interview or conversation is still rare since most studies only focused on the educational context.

CENTRAL LIBRARY OF MAULANA MALIK IBRAHIM STATE ISLAMIC UNIVERSITY OF MALANG

CHAPTER III

FINDINGS AND DISCUSSION

This chapter includes the findings and discussion. The findings cover the presentation of the data and its analysis based on the metadiscourse theory proposed by Hyland (2004). Then, the discussion comprises the description of the result of the data analysis.

3.1. Findings

Based on the video recorded in Jack Ma's interview that the use of metadiscourse markers in spoken language products is informal talk during the run of interviews. This research finding is obtained from listening and watching comprehensively so that the originated data were gained from the video that had a duration of 32:20 minutes.

Therefore, the finding in this research is data which is based on Jack Ma's interview which had been laid on script or data textual. After data textual gained, the researcher split into datums forms as follow:

Datum 1

Well, it's a very productive meeting, much better than I thought, than I expected.

Datum above is Ma's reaction when he was asked about the result of his meeting with Trump, elected president of the United States. Firstly, the speaker used the words "*very productive*" and "*much better*" which are, in this context, categorized as attitude markers in interactional metadiscourse. It was obvious since these words indicated or expressed the speaker's attitude and of

CENTRAL LIBRARY OF MAULANA MALIK IBRAHIM STATE ISLAMIC UNIVERSITY OF MALANG

propositional information or topic being discussed. These markers show that Jack Ma had a good or positive evaluation of the result of the meeting with Trump which exceeds his expectation due to Trump's open-mindedness. In the provided context, it is clear that Jack Ma was showing his feelings of surprise by addressing *"Much better than I thought, than I expected"* to implicitly underline that the meeting was important.

Secondly, the word "*than*" was categorized transition marker in interactive metadiscourse since it worked as a logical connector that expressed semantic relation between sentences. This marker helped audiences interpret connections or relations between speaker ideas by signaling the comparative relation between the speaker's ideas. By using this marker, enabled the speaker to link and compare the speaker's ideas especially his expectation and his evaluation or assessment of the meeting with Trump. This marker showed that the result of the meeting was good, even exceed his expectation.

Datum 2

I heard a lot <u>and</u> I watched like everybody, I watched all the news <u>and</u> heard a lot about him.

This datum is Ma's response when he was asked about his expectation and opinion of Trump and the meeting. In this datum, I found several words filling the criteria as metadiscourse markers. First, The word "*and*" is categorized as a transitional marker in interactive metadiscourse since it works as a logical connector that expresses semantic relation between the main clauses or sentences. This marker helps the audiences to understand the relation between speaker ideas

CENTRAL LIBRARY OF MAULANA MALIK IBRAHIM STATE ISLAMIC UNIVERSITY OF MALANG

by signaling addictive relation in speaker ideas. Using this marker helps the speaker to organize the discourse by joining, linking, and adding similar ideas or informations about Trump which still related or similar to the previous statement.

Datum 3

I heard a lot and I watched like everybody, I watched all the news and heard a lot about him. So, when I go inside, I saw, um, anything that but he's pretty sort of open minded, listened what I talked.

This datum is a continuation of Ma's response when he was asked about his expectation and opinion of Trump and the meeting. The word "*but*" above is also categorized as a transitional marker in interactive metadiscourse. In this context, this marker was used to help his audiences understand the connection between the speaker's ideas by marking the contrastive relation between two statements from him. The previous statements reveal negative information about Trump from the media, meanwhile, the other argument draws positive information about trump which says that trump was open-minded and listened to the speaker. In short, this marker was used not only to link information ideas but also to mark contrastive ideas within his statements. The speaker used this marker to intentionally refute his previous opinion by providing s contrastive statement about Trump.

Datum 4

He's pretty sort of open-minded, listened to what I talked.

This datum is a continuation of Ma's response when he was asked about his expectation and opinion of Trump and the meeting. The word "*open-minded*" is categorized as an attitude marker in interactional metadiscourse since this marker

CENTRAL LIBRARY OF MAULANA MALIK IBRAHIM STATE ISLAMIC UNIVERSITY OF MALANG

shows the speaker's view and evaluation toward Trump in his meeting. This marker shows the speaker's positive attitude and evaluation of Trump. Trump was described as a person that was willing to consider new or different ideas or opinions to his own.

Datum 5

when I go inside, I saw, um, anything that but he's pretty sort of open-minded, listened what I talk So I think I'm very happy about the result.

This datum is a continuation of Ma's response to the interviewer's question when he was asked about his expectation and opinion about Trump and the result of the meeting. The word *"so"* is categorized as a transitional marker in interactive metadiscourse. Within the provided context, this marker functioned as a logical connector that expressed semantic relations between main clauses. This marker lets the audiences interpret the relation between ideas by signaling or marking consequential or resulting relation within the speaker's statements. This marker was used by the speaker to link his ideas and draw a personal conclusion about the result of the meeting.

Datum 6

I think I'm very happy about the result

This datum was also a continuation of Ma's response toward the interviewer's question when he was asked about his expectation and opinion about Trump and the result of the meeting. The above datum is categorized as attitude markers in interactional metadiscourse since it indicates or expresses the speaker's

CENTRAL LIBRARY OF MAULANA MALIK IBRAHIM STATE ISLAMIC UNIVERSITY OF MALANG

affective or emotion toward the proportional statements he made. The datum shows that the marker was used to express or convey the speaker's personal feeling or affectiveness about the result of the meeting. This marker shows that the speaker had a positive feeling about the result of the meeting due to Trump's open-mindedness and hospitality during the meeting

Datum 7

Well, I heard a lot and I watched like everybody, I watched all the news and heard a lot about him. So when I go inside, I saw, um, anything that but he's pretty sort of open-minded, listened what I talked So I think I'm very happy about the results.

Thirdly, the word "*I*" is categorized as self-mention in interactional metadiscourse since it was used to display the speaker's presence. The speaker used the word "*I*" as the subject of the sentence in those several continuing statements. The marker refers to the speaker or Ma himself which means that the speaker represented himself as an individual. Marker "*I*" was used to show to his audiences the speaker's point of view or subjectivity about the topic being discussed. It also presented his personal belief or feeling about the meeting and Trump. So, using this marker allowed his audiences to know or understand the speaker's stance, personal point of view, and feeling about Trump and the meeting.

Datum 8

So I think I'm very happy about the results, and finally, when he said, he offered, he said, 'Jack, let me walk you down'. It seemed he's very happy about the results we had.

CENTRAL LIBRARY OF MAULANA MALIK IBRAHIM STATE ISLAMIC UNIVERSITY OF MALANG

The above datum is the continuation of Ma's response to the interviewer's question. Ma was asked about the result of his meeting with trump especially his expectation and opinion. The word "*finally*" here is recognized as sequencing since it marked the sequence of events during his meeting with Trump. He used this marker to organize his explanation by marking the last sequence of events in the meeting when Trump offered him a walk out of the room. Therefore, the underlined word is categorized as a frame marker as it has four subcategories: sequencing, label stage, announce goal, and topic shift.

Datum 9

when he said, he offered, he said, 'Jack, let me walk you down'. It seemed he's very happy about the results we had.

This datum is a continuation of Ma's response when he was asked about the result of his meeting with trump especially his expectation and opinion. The word "*seem*" was categorized as Hegde in interactional metadiscourse since this marker showed the speaker's reluctance to present propositional information. This marker helps the speaker to give his personal opinion based on the speaker's assumption or reasoning rather than a fact. So, It was used by the speaker to give his statements or information based on his assumption and it showed his lack of confidence because he was giving his assumption to his audiences about Trump's feelings which were based on Trump's positive responses and open-mindedness toward him in his meeting. By using this marker, Speaker was presupposing that Trump was happy.

CENTRAL LIBRARY OF MAULANA MALIK IBRAHIM STATE ISLAMIC UNIVERSITY OF MALANG

Datum 10

Well, that's the question I'm asking myself, because some day I got some requests from people say, 'Jack, do you want a meeting with the president elect?' I'd say, 'Is that true enough?' I'm not ready for that, because I don't know what to talk about.

This datum above was Ma's response when he was asked about how his meeting with Trump began. The speaker used the word "*because*" which was categorized as a transitional marker in interactive metadiscourse. It is clear since it was operated as a logical connector that expressed semantic relation between statements. Like most of the transitional words, the word *"because"* is basically used to link or join the speaker's arguments or ideas. However, this marker was also used to signal the causative relationship between the speaker's ideas. In this case, the previous statement told that the speaker was not ready for the meeting. Then, the next statement gave a reason or explanation by saying "*I don't know what to talk about*". In short, the speaker used this marker not only to link his argument but also expressed causative relations between clauses by giving a reason or explanation of the previous statement to avoid ambiguity in his arguments.

Datum 11

I think yes, maybe I should go and I have to talk. And at least, I think president elect on the Trump would be happy to hear what I want to talk about So I went.

Datum above was a continuation of Ma's response when he was asked about how his meeting with Trump began. The word '*maybe'* in this datum is

CENTRAL LIBRARY OF MAULANA MALIK IBRAHIM STATE ISLAMIC UNIVERSITY OF MALANG

categorized as a hedging marker in interactional metadiscourse. Hedges are resources that the speaker commonly uses to recognize alternative voices and viewpoints and withhold his commitment to the proposition. Hedges also allows the speaker to present information as an opinion or plausible reasoning rather than a fact. The word "*maybe*" above fills the indicator as a hedging marker since the word "*maybe*" shows a low degree of speaker's confidence and commitment. The datum shows that the speaker, Jack Ma, was not so sure of his condition whether he should meet Trump, the elected president of the United States because he was expecting Trump would be a difficult person to convince and to talk with due to what media said about him. He also doubted that Trump would be interested to hear what he had to say. Therefore, he used the word "*maybe*" to show his lack of confidence and commitment.

Datum 12

No, no, we, all totally Alibaba employee put together is like 45,000 people, we cannot hire 1 million. I *cannot imagine I can manage 1 million people.*

Datum above is Ma's reaction when he was asked about his commitment to creating jobs especially one million jobs in the United States over the next five years. The speaker used the marker "*we*" which is categorized as self-mention in interactional metadiscourse. It was obvious since it was explicitly referencing the author. The word "*we*" referred to the speaker himself and all of Alibaba's employees or workers. The speaker could have used the word '*I*' instead of '*we*' since it was his argument or claim in the interview. However, he chose to use the

CENTRAL LIBRARY OF MAULANA MALIK IBRAHIM STATE ISLAMIC UNIVERSITY OF MALANG

pronoun '*we*' to express an institutional identity. This marker was used for emphasizing that he was speaking on behalf of his company (Alibaba) as representative and founder of Alibaba that he could not hire one million people in the US. Therefore, this marker presented not only his argument or idea but as representative of Alibaba which mean that it represented all of Alibaba employee.

Datum 13

Well, I think, first, in America there is freedom of speech, right? So he can say whatever he want and I respect and I understand.

This datum above is Ma's response to the interviewer's question who asked about Ma's opinion about the US-China relationship and Trump's claim about China being a currency manipulator and what topic he discussed in the meeting. In his response, the speaker used the word "*well"* which was categorized as a frame marker in interactive metadiscourse since it marked the topic shift. It was clear that the speaker used this word to shift the topic to another discussion because the interviewer asked Ma about what he discussed in the meeting with Trump especially his opinion about the China-US relationship and Trump's claim about China being a currency manipulator and whether those two topics were discussed in his meeting. However, in his response, the speaker began his discussion by talking about freedom of speech in the US before continuing to talk about what he discussed in his meeting.

CENTRAL LIBRARY OF MAULANA MALIK IBRAHIM STATE ISLAMIC UNIVERSITY OF MALANG

Datum 14

I think, first, in America there is a freedom of speech, right? So he can say whatever he want and I respect and I understand. But of course, I have my views.

This datum above was a continuation of Ma's response or reactions when he was asked about his opinion concerned with the US-China relationship in which Trump claims that China being a currency manipulator. The words "*but of course*" above were categorized as a booster in interactional metadiscourse. It was obvious since this marker expressed certainty and gave a force of proposition. This word *"of course"* here contributed nothing to the propositional content but the speaker used these markers to emphasize and gave a force to his statement that everyone has their point of view including Trump and Ma himself. Therefore, this marker was used to emphasize the strength of his claim or argument to show to his audiences his contrastive views about Trump's claim concerning china that being a currency manipulator.

Datum 15

We did not debate about the China-US trade or manipulation, we did not debate. We did not talk. Actually we agreed on something: small business, developing the Midwest America, helping the farmers there, small business there to export into China.

This datum above is a continuation of Ma's reaction when he was asked about what he discussed in his meeting with Trump. The word "*we*" was categorized as self-mention in interactional metadiscourse since it referred to the degree of explicit author presence. The speaker used '*we*' referred to the speaker himself and the third person (Trump). This marker was used to display a sense of

CENTRAL LIBRARY OF MAULANA MALIK IBRAHIM STATE ISLAMIC UNIVERSITY OF MALANG

closeness and solidarity with Trump, the elected president of America and this marker created a bond or group between them with the regard of similar goal, understanding, and attitude toward the discussed topic. Secondly, the word "*actually*" was categorized as emphatics markers (booster) in interactional metadiscourse since it was used to emphasize or express the certainty of propositional information. The word "*actually*" was used to emphasize his argument or claim that they did not debate or talk about the China-US trade or manipulation. however, they agreed on developing Midwest America, helping the farmers, and exporting a small business into China. By using these markers, he was able to imply certainty in his argument and emphasize the force of proposition about helping small businesses, developing the Midwest America, helping the farmers, and exporting a small business into China.

Datum 16

we all agreed <u>but</u> something that we did not discuss about the American job losing to China or Mexico.

The word "*but*" in the datum above is categorized as a transitional marker in interactive metadiscourse since it works as a logical connector by linking the clause. This marker showed audiences how ideas in a sentence are connected to ideas in a previous sentence. In this case, the word "*but*" was used to modify the previous idea. By using these markers, the speaker, Jack Ma wanted to build the link between his next and previous statement point. The speaker used the words "but" not only to connect the sentences "*So we all agreed*" with the clauses "*something that we did not discuss the American job losing to China or Mexico*",

CENTRAL LIBRARY OF MAULANA MALIK IBRAHIM STATE ISLAMIC UNIVERSITY OF MALANG

but also to emphasize his statement to his audiences and informed his audiences that he did not discuss American job losing to China and Mexico.

Datum 17

Can I share with you my ideas?

Datum above was still a continuation of Ma's reaction when he was asked about his opinion about the US-China relationship and Trump's claim about China being a currency manipulator. After explaining what he discussed with Trump to his audiences, the speaker then used a direct question "*can I share with you my ideas?"* to engage his audiences. This direct question was categorized as engagement markers in interactional metadiscourse. By using this question, the speaker directly addressed his audiences as discourse participants to acknowledge their presence and asked their permission or willingness to hear some things that he wanted to say to his audiences. However, this marker was used by the speaker to engage and attract his audiences' attention so they should pay more attention to his argument.

Datum 18

I heard American wonderful strategy. They outsourced the manufacturing job, service jobs, They outsourced the manufacturing to Mexico and China outsourced the service jobs to India.

Datum above speaker was talking about American strategies 30 years ago. These strategies worked by outsourcing the manufacturing job and service jobs to Mexico, China, and India. The word "*wonderful*" was categorized as an attitude marker in interactional metadiscourse since it shows the speaker's attitude and evaluation toward American business strategies. This marker allowed the speaker

CENTRAL LIBRARY OF MAULANA MALIK IBRAHIM STATE ISLAMIC UNIVERSITY OF MALANG

to show his stance and present his evaluation of American business strategies. He thought that American business strategies were good because they outsourced manufacturing jobs and serviced jobs to Mexico, China, and India.

Besides, in the above datum, the speaker also used a code gloss marker in interactive metadiscourse. Even though there was no explicit marker or words indicating code gloss on those statements, the speaker tried to give additional information by explaining more about American strategies. This marker was used to make sure his audiences understand the speaker's intended message.

Datum 19

There's a book called The World Is Flat.

The word "*called*" is categorized as a Code Gloss marker in interactive metadiscourse since it helped his audiences to understand the ideational meaning of the material. Code glosses here provided or gave additional information by restating, elaborating, or explaining clarifying, rephrasing what has previously been saying. So his audience understood the speaker the intended message. By using this marker, *the* speaker gave additional information by clarifying the word book in the previous statement so his audiences understand that the word book referred to a book entitled The World Is Flat.

CENTRAL LIBRARY OF MAULANA MALIK IBRAHIM STATE ISLAMIC UNIVERSITY OF MALANG

Datum 20

And I think it's a perfect strategy. You know that the American said, 'We just want to control the IP, we just want the technology, we just want the brand and leave the lower end jobs for the world.

This datum was a continuation of the previous datum when the speaker was talking about American business strategies. Firstly, the speaker used the word "*I think it's a perfect strategy*" which is categorized as an attitude marker in interactional metadiscourse since this marker showed the speaker's attitude and evaluation toward American business strategies. This marker revealed that American business strategies were perfect or good because they tried to control the IP, technology, left the lower job to the world as well as outsourced the manufacturing job, and service jobs. They outsourced the manufacturing to Mexico and China outsourced the service jobs to India.

Secondly, the word "*you know*", in this datum, was categorized as an engagement marker in interactional metadiscourse. According to Hyland, this type of marker was included as an appeal to shared knowledge. This was an explicit marker where his audiences were asked to recognize something as familiar or accepted.

CENTRAL LIBRARY OF MAULANA MALIK IBRAHIM STATE ISLAMIC UNIVERSITY OF MALANG

Datum 21

And the second is that the American international companies made millions and millions of dollars from globalization, the top 10 top 100 companies in America; amazing.

In this datum, Jack Ma was talking about American international companies which made a lot of money from globalization. The word "*amazing*" is categorized as an attitude marker in interactional metadiscourse since it indicated the speaker's attitude toward the proposition. In this case, this marker was used to lead his audiences to know the speaker's attitude toward American international companies which made millions of dollars from globalization. This marker showed his feeling of a surprise toward American companies which made millions of dollars from globalization

Datum 22

the past 30 years, IBM, Cisco, Microsoft, they made a tons of them and the money, the profit they made are much more than the four largest banks in China put together China Mobile, China Unicom and whatever you name it, put together, still these multinational companies made more money So their market cap grew more than 100 times in the past 30 years. But where did the money go? This is what I'm curious, because, as a business people I always care about the balance sheet

This datum is a continuation of Ma's response when he was interested in sharing his ideas with his audiences. In this datum, he was still talking about American international companies that made a lot of money from globalization such as IBM, Cisco, and Microsoft. The words "*much more than*" is categorized as a transition marker in interactive metadiscourse since it worked as a logical

CENTRAL LIBRARY OF MAULANA MALIK IBRAHIM STATE ISLAMIC UNIVERSITY OF MALANG

connector that expresses semantic relation between the main clause. This marker was used to make a comparison of the profit made by these three big companies (IBM, Cisco, and Microsoft) and the four largest banks in China. This marker showed that these three big companies made more money compared to the four largest banks in China. Second, the word "*so"* is categorized as a transition or connective marker in interactive metadiscourse. This marker is seen as a logical consequence. By using this marker, It allowed the speaker to make a conclusion or result of his previous arguments.

Speaker also used a rhetorical question "*But where did the money go?"*. This rhetorical question was a question that did not require any answer. This question was categorized as engagement markers in interactional metadiscourse since it directly addressed his audiences in the meeting. This question or marker is used to engage his audiences and led to the speaker's viewpoint (Hyland 2002). By using this marker, the speaker tried to attract his audiences' interest, attention and to share his curiosity about money made by these big companies was spent. He used this question as a way of attracting attention and asked them to think critically about where the money was spent.

Next, the word "*curious*" was categorized as an attitude marker in interactional metadiscourse since it showed the speaker's attitude propositional content. By using this marker, the speaker or Ma showed or expressed his curiosity and interest in knowing where the money made by these multinational companies was spent. The last, the word "*always*" is categorized as emphatic or booster in interactional metadiscourse since this word dealt with expressing

CENTRAL LIBRARY OF MAULANA MALIK IBRAHIM STATE ISLAMIC UNIVERSITY OF MALANG

certainty in the speaker's statements. This word was used to emphasize the force of the writer's certainty in his argument since this word showed the highest degree of frequency which was up to 100%. By using this marker, It helped the speaker to give a force or emphasize his statement that he cares about the balance sheet especially about where the money comes and where to go.

Datum 23

Past 30 years, America had 13 wars, spending $14.2 trillion, the money going there.

Datum above is a continuation of Ma's reaction when he was interested in sharing his ideas with his audiences. The speaker here was talking about the American war. Datum above was categorized as code gloss in interactive metadiscourse since It gave additional information to the propositional information. The speaker tried to explain or elaborate on the word "*wars*". This marker was used by the speaker to make sure that his audiences understand his intended message that American wars spent a lot of money and this money should be spent on the people of America, for example, building infrastructure, helping the white collars and blue collars and helping to improve education.

Datum 24

No matter how strategy good it is, you're supposed to spend money on your own people, right? Not everybody can pass Harvard like me, not good at education, right? We should spend money on those people who are not good at schooling.

CENTRAL LIBRARY OF MAULANA MALIK IBRAHIM STATE ISLAMIC UNIVERSITY OF MALANG

This was a continuation of Ma's response talking about American wars which spent $14.2 trillion. In the datum above, the speaker used the inclusive pronoun 'you' and "we" and obligatory modals "supposed to" and "should". These words are categorized as engagement markers in interactional metadiscourse. Speaker used the inclusive pronoun "you" and "we" either to include his audiences as discourse participants or attract their attention. Then obligational modals " supposed to" and "should" were used by the speaker to convince his audiences in order to see things in a way determined by the speaker. Therefore, by using this marker, the speaker included his audiences as discourse participants and asked his audiences to accept his point of view that the U.S government should not spend the money on war. It was better to spend money to help his people, especially in education.

Datum 25

I believe globalization is good but globalization needs to be improved. This is Donald Trump, president elect wants to solve the problems, that globalization I think should be inclusive globalization.

The above datum is Ma's reaction when he was asked his opinion about globalization. The words "*I think"* and *"I believe*" are categorized as attitude markers in interactional metadiscourse. These words, "I think" and "I believe", showed the speaker's view, perspective, and evaluation of the proposition. These markers clearly show his stance or opinion to his audiences about globalization. These markers showed his positive evaluation or perspective toward globalization. Speaker thought that globalization was good but it needed to be inclusive.

CENTRAL LIBRARY OF MAULANA MALIK IBRAHIM STATE ISLAMIC UNIVERSITY OF MALANG

Datum 26

Well, I would say that the globalization is a great stuff.

This datum is Ma's reaction when he was asked his opinion about globalization. The underlined word was categorized as an attitude marker in interactional metadiscourse since that statement resulted in an evaluation for the noted things (globalization). Therefore, the best way to present his opinion was through the use of this attitude marker. By using this marker, it helped the speaker to present his opinion about globalization.

Datum 27

I remember 2002 when China joined the WTO, everybody in China was so worried. Me? I was worried because what if all the international products come to China, destroy our industry and we lose our job.

This datum was a continuation of Ma's response when he was asked about his opinion of globalization. Here, the speaker was talking about the impact of globalization especially when China joined WTO in 2002. Firstly, the speaker used the word *"worried"* which is categorized as an attitude marker in interactional metadiscourse. It is obvious since the word "*worried*" shows the speaker's attitude toward the impact of globalization especially when china joined WTO in 2002. This marker shows that the speaker had a negative feeling about the impact of globalization on China industries. He showed his worries and unhappiness because he was thinking about the problem or unpleasant thing that might happen if the international product came to China and destroyed China's industries. Secondly, The word "*because*" is categorized as a transitional marker in interactive metadiscourse. This marker was used to signal the causative relation

CENTRAL LIBRARY OF MAULANA MALIK IBRAHIM STATE ISLAMIC UNIVERSITY OF MALANG

between the speaker's ideas. The word "*because*" here was used to provide reasons or explanations of the previous statements. In the previous statements, he said that everybody in China, including the speaker, was worrying. Then, the word "*because"* helped to give an explanation by providing reasons concerning his worries about the international product which could destroy China industries.

Datum 28

And I think I like as a Chinese, as a business people I like, I feel proud for what President Xi said yesterday. As a business person I want the world to share the prosperity together, to join the force together.

This datum fills the criteria as attitude marker in interactional metadiscourse. It is obvious because the words "*I feel proud"* here indicated the speaker's attitude toward President Xi's words. As its function, the attitude marker shows the speaker's attitude, perspective, and evaluation of propositional content. In this case, using this maker allowed the speaker to express his feeling of pleasure and satisfaction toward what President Xi said. This sentence was a response when Jack Ma was asked about his opinion on President Xi's word which said that China will act on everyone's behalf on business that China will reduce export and increase imports so that the other country can export its product to China. The attitude marker here indicated that Jack Ma showed evaluation of President Xi's statement. Here, the speaker clearly showed his positive feeling and position that he was satisfied with President's words which said that as businesspeople and Chinese, second-largest economy, he wanted the world to share the prosperity, to join the force and take responsibility.

CENTRAL LIBRARY OF MAULANA MALIK IBRAHIM STATE ISLAMIC UNIVERSITY OF MALANG

Datum 29

Yesterday he said he speaks like us take the responsibility of the second largest economy. As the China, second largest economy, he has to take some responsibility. This is the first time I heard a Chinese leader make number commitment. He said next 10 years we are going to import $8 trillion.

The above datum was Ma's response when he was asked about his opinion on President Xi's words which said that China has largely acted on its own behalf for many years and now is effectively saying that the U.S. needs to continue acting on everybody else's behalf. In Ma's response, he was quoting or restating President Xi's utterances about China as the second-largest economy which has to take responsibility. Besides, China would transform from exporting to importing. Then China would import $8 trillion in the next ten years. The underlined words above were categorized as evidential markers in interactive metadiscourse since it refers to the source of information from another person. By using this marker, he was giving arguments which were then supported by a person who has strong authority in a giant country. In short, this marker was mainly used to support his speaker's arguments so the speaker could have a strong position and convincing arguments that china would transform from exporting to importing.

Datum 30

This makes me feel excited, because China was transforming from exporting to importing. If there is a concrete number, if we keep fuel it, this is going to be a huge change to China and to the world

The datum above is a continuation of Ma's responses when he was asked about his opinion on President Xi's words which said that China has largely acted on its own behalf for many years and now is effectively saying that the U.S. needs

CENTRAL LIBRARY OF MAULANA MALIK IBRAHIM STATE ISLAMIC UNIVERSITY OF MALANG

to continue acting on everybody else's behalf. The underlined word above fills the criteria of an attitude marker in interactional metadiscourse. This marker is usually used to convey the speaker's attitude and evaluation toward propositional content. Here, this marker revealed the speaker's personal feeling or emotion that he was happy and enthusiastic about what the President said especially about China's plan of transformation from exporting to importing and china would import $8 trillion in the next ten years.

Datum 31

I will say there's something that I want to change WTO is design lot of the rules designed for big companies in the past 30 years and only big companies can do it. China definitely benefits a lot from opening. I think China should learn one thing that we grew in the past 30 years it's because we opened to the world.

In the above datum, the speaker was still talking about globalization especially about *WTO*. The researcher found a few words that fill the criteria of metadiscourse markers. Firstly, the sentence "*I will say there's something that I want to change* " was categorized as a frame marker in interactive metadiscourse. It was obvious since the speaker presented his goal in this sentence. This sentence revealed the speaker's goal that he intended to change WTO's rules which were designed only for big companies. In other words, the speaker revealed his goal that wants to make WTO's rules inclusive so not only big companies but also small companies had a similar opportunity and chance to compete in globalization.

CENTRAL LIBRARY OF MAULANA MALIK IBRAHIM STATE ISLAMIC UNIVERSITY OF MALANG

Secondly, the word "*definitely*" was categorized as an emphatic marker in interactional metadiscourse since this marker helped to express certainty in a statement. The word "*definitely*" here actually has no propositional meaning. Therefore, even if this word was omitted, the intended meaning was still intact. However, this marker was operated to emphasize the strength of the speaker's argument about China that had a lot of benefits when opened to the world.

Thirdly, the word "*and*" was categorized as a transitional marker in interactional metadiscourse. It was obvious since this marker worked as a logical connector that expressed the semantic relation between main clauses or sentences. This marker helped audiences understand the connection between ideas by signaling an addictive relation in his argument. This marker was used to add more related information about WTO'rules which was designed for big companies.

fourthly, the speaker used obligational modal "*should*" which was categorized as a hedging marker. By using this marker, the speaker tried to convince his audiences to accept the speaker's viewpoint and emphasized his argument that china grew because it opened to the world. Here, the speaker was giving his criticism toward China's actions in the future. However, the use of this marker shows that the speaker did not force his opinion since *"should"* is commonly functioned in showing the lack of uncertainty.

Lastly, the word "*because*" was categorized as a transition marker in interactive metadiscourse since it worked as a logical connector that expresses the

CENTRAL LIBRARY OF MAULANA MALIK IBRAHIM STATE ISLAMIC UNIVERSITY OF MALANG

semantic relation between main clauses or sentences. In this context, this marker was used to mark the causative relation between the speaker's statements.

Datum 32

This is why I said China has problems too. The world has problems and China definitely has a lot of problems. China should open, [should be more confidence]. This is what I feel yesterday, I feel the confidence of Mr. Xi that he is ready to open more to the world.

This datum is Jack Ma's reaction when the interviewer questioned or refuted his previous argument that China grew because they opened to the world by giving an explanation about American business that has a difficult time to partner effectively with a company in China. The word "*definitely*" was categorized as booster or emphatic in interactional metadiscourse since it dealt with expressing certainty in his discourse. This marker had no propositional meaning. Therefore, even if this word was omitted it would not change the intended message. However, this marker was used to emphasize and strengthen his argument or statement that China was having a lot of problems. Secondly, The words "*feel the confidence* " was categorized as attitude marker in interactional metadiscourse. It was obvious since this marker shows the speaker's attitude and evaluation toward President Xi. This marker showed the speaker positive emotion toward the President's utterances that China was ready to open to the world.

Datum 33

WTO was great but they're mainly designed for developed countries' big companies. There's no opportunity for small businesses. We want to build up an Electronic World Trade Platform (EWTP) to support young people,

CENTRAL LIBRARY OF MAULANA MALIK IBRAHIM STATE ISLAMIC UNIVERSITY OF MALANG

small business, through mobile phones, internet they can sell, buy, across the board. And the other thing is that WTO is a very interesting organization, when you put door around when you put 200 government officers in one room, ask them to agree on something: it's impossible. I can never imagine that they can agree on something together.

This datum was Jack Ma's reaction when he was asked about the Electronic World Trade Platform (ETWP). Firstly, the speaker used the word "*but*" which is categorized as a transition marker in interactive metadiscourse. It was obvious since this marker worked as a logical connector that linked clauses "*WTO was great*" with the clause "*they're mainly designed for developed countries' big companies*". This marker was also used to mark or show contrastive ideas within his argument. In this context, the previous statement provided positive information or idea about the World Trade Organization. meanwhile, the other information provided negative idea information. In short, this marker was used to link the speaker's ideas and mark his contrastive arguments.

the word "*want to*" is categorized as an announcing goal in frame marker since the words "*we want to*" present the speaker's goal that he intended to build an Electronic World Trade Platform (EWTP) to support young people, small business. So, they can sell and buy things across the board through the use of a mobile phone. Next, the word "*interesting*" is categorized as an attitude marker in interactional metadiscourse since it signaled the speaker's attitude toward propositional information. This marker was used to show the speaker's attitude toward people in World Trade Organizations (WTO) because they could not agree

CENTRAL LIBRARY OF MAULANA MALIK IBRAHIM STATE ISLAMIC UNIVERSITY OF MALANG

on something. These two words, "*it is impossible*" and "*never*", were categorized as a booster or emphatic marker in interactional metadiscourse since it dealt with expressing certainty in his statement. This marker was used to emphasize the speaker's argument and close down any alternative voice that people in this organization which could not agree on something together.

Datum 34

I hope both are right. And because the world can never have a one model. If the world has only one correct model, the world is too boring.

The above datum was Jack Ma's reaction when the interviewer made a comparison between the Alibaba model and Amazon models which were quite different. Amazon model wanted to own the entire supply chain from buying to selling or beginning to end. Meanwhile, Alibaba did not own the whole chain. Alibaba just wanted to empower a small business to sell. Then, the interviewer asked Jack Ma's opinion about which model was correct between Alibaba and Amazon. The word "*hope*" is categorized as a hedging marker in interactional metadiscourse because it was used to present his interpretation of the facts as a possibility but not necessarily absolutely correct. This marker was used by Ma to give his assumption and opinion about Alibaba and Amazon model. This marker showed that the speaker was lack of confidence and commitment. By using this marker, he gave a chance to his audience thinking about the possibility that what he said could be true about Alibaba and Amazon model. At the same time, he used this marker not to make his claim too strong or firm to avoid possible disagreements or opposition from his audiences. Secondly, The word "*never*" is categorized as emphatics or booster in interactional metadiscourse. This marker is

CENTRAL LIBRARY OF MAULANA MALIK IBRAHIM STATE ISLAMIC UNIVERSITY OF MALANG

used to emphasize the writer's certainty in his statement. By using this marker, it helped the speaker to close down any alternative voices in order to emphasize and make a strong argument that Alibaba and Amazon have their model. Lastly, the word "*boring*" was categorized as an attitude marker in interactional metadiscourse. This marker was used to show the speaker's attitude in his utterances. By using this marker, the speaker tried to express his position and make his audiences get into his argument.

Datum 35

Remember one thing, today for ourselves, our GMP last year is more than $550 billion US. To hire people, deliver for us we need 5 million people.

In this datum, Ma was telling about Alibaba's GMP which had produced more than $550 billion US last year. The underlined statement was categorized as an engagement marker in interactional metadiscourse. The engagement marker, here, was used to directly address and engage in order to build a relationship with his audiences. The words. "*remember one thing*" were used to attract his audiences' attention so that they paid more attention then lead his audiences to his next arguments.

Datum 36

Imagine, ten years ago, deliver one thing from Beijing to Hangzhou takes about 8 days. Now you could deliver things from Beijing to Inner Mongolia or some city within 12 hours. It's improving. You can never expect these things happen within 24 hours; we have patience. So, I think, can you imagine that within the 11.11 Singles' Day we sold $17 billion and by delivering more than 600 million packages within 3 days. This is happening.

CENTRAL LIBRARY OF MAULANA MALIK IBRAHIM STATE ISLAMIC UNIVERSITY OF MALANG

This datum was still talking about Alibaba's model which was different from Amazon's model especially about Alibaba which does not own the whole chain as Amazon does. In Ma's response, he explained Alibaba's significant progress and achievement concerning delivering their things in a shorter time rather than ten years ago. In Ma's reaction, he explained that ten years ago delivering one thing from Beijing to Hangzhou took about 8 days. Now, Alibaba could deliver things from Beijing to Inner Mongolia or some cities within 12 hours. The word *"Imagine" was* in form of directive imperative and "*can you imagine?"* which in the form of a question. These markers are categorized as engagement markers in interactional metadiscourse since these markers were used by the speaker to address his audiences. These markers were used to explicitly engaged and built a relationship with his audiences. By using this marker, he intended to attract his audiences' attention and involved them to think critically about Alibaba's progress and achievement.

Datum 37

And this is what we feel proud of, it's not how much money we make, it's not how powerful we are. We think because of the technology we can make the technology very inclusive, that every small company can use it.

This datum was still the continuation of Ma's responses when the interviewer was talking about Alibaba model's which was different from Amazon's model especially about Alibaba which did not own the whole chain as Amazon does. Then, he asked Ma whether Alibaba could deliver things as fast as amazon does despite their differences in the model. In Ma's response, he explained Alibaba's significant progress and achievement concerning delivering

CENTRAL LIBRARY OF MAULANA MALIK IBRAHIM STATE ISLAMIC UNIVERSITY OF MALANG

their things in a shorter time than ten years ago. He explained that ten years ago delivering one thing from Beijing to Hangzhou takes about 8 days. Now, Alibaba could deliver things from Beijing to Inner Mongolia or some city within 12 hours. The word "feel proud" and "very inclusive" were categorized as attitude markers in interactional metadiscourse since these markers showed the speaker's attitude toward propositional content. By using these markers, he was showing his personal feeling that he was happy and satisfied with Alibaba's significant progress and achievement especially about making technology inclusive to small companies and businesses.

Datum 38

First, when we start doing this business, as a business like this size, you have to take all the criticism. You have to listen what is right, what is wrong.

This datum was Ma's response when he was asked about the critiques concerning Alibaba's piracy and IP issue and how much progress Alibaba had made to solve these problems. The word "*you have to*" in the datum above was categorized as an engagement marker in interactional metadiscourse since it directly addressed his audiences. By using this marker, the speaker directly engaged his audiences and acknowledged their presence as discourse participants. The marker "*have to*" was seen as a directive in engagement markers. The speaker here used an obligatory modal that required his audiences to perform a certain action or to view things in the way that the speaker intended. By using this marker, the speaker explicitly engaged and convinced them to accept the speaker's point of view.

CENTRAL LIBRARY OF MAULANA MALIK IBRAHIM STATE ISLAMIC UNIVERSITY OF MALANG

Datum 39

the model itself and the e-commerce itself may have a lot of these frauds. And third, I would say in the past 17 years, we are the leader of these anti-privacy issues protect IP.

The above was also Ma's reaction when he was asked about critiques around Alibaba's piracy and IP issue. In his response, he explained that Alibaba is a big E-commerce company which empowers ten million small business to sell their product in their site. As a big E-commerce company, Alibaba cannot check every product that people buy, therefore, it may contain frauds. The underlined word above was categorized as hedges in interactional metadiscourse since it withholds the speaker's commitment to his statements. By using the word "may", the speaker revealed the possibilities of frauds that might happen especially to big e-commerce companies especially Alibaba because they could not check every product that people bought.

Datum 40

First, when we start doing this business, as a business like this size, you have to take all the criticism. You have to listen what is right, what is wrong. And second, as an e-commerce when you put 10 million small businesses, empower them to sell, we do not like Amazon buy. We cannot check even you buy, when you buy $55 trillion or $550 billion you cannot check every product. So the model itself and the e-commerce itself may have a lot of these frauds. And third, I would say in the past 17 years, we are the leader of these anti-privacy issues protect IP.

The above datum was continuation of Ma's response when the interviewer commented on critiques around Alibaba's piracy and IP issues. The underlined words above were categorized as frame markers in interactive metadiscourse. Frame marker has four subcategories: sequencing, label stage, announce goal, and

CENTRAL LIBRARY OF MAULANA MALIK IBRAHIM STATE ISLAMIC UNIVERSITY OF MALANG

topic shift. The words "*first*", "*second*" and "*third*" above were categorized as sequencing markers in frame markers. These markers were used by the speaker to arrange his arguments by creating a sequence in dividing his argument into several points in his statements. So, his audiences would notice easily and understand about points being discussed made by the speaker. The word "*first*" here was used to start his discussion and gave his first point on that topic. Here, the speaker explained to his audiences that Alibaba is a big company that has to take all of the criticism. The word "*second*" was indicated his second point in which the speaker explained that Alibaba is an e-commerce company model that empowers ten million small businesses to sell. The word "*third*" is used to make a claim and stress that Alibaba was the leader of these anti-privacy issues and protect IP.

Datum 41

So I would tell you good thing is that today when you go to those criminal groups, which I call them criminals, those fake products manufacturers, sellers.

This datum was the continuation of Ma's response when the interviewer commented on the critiques around Alibaba's piracy and IP issues. In the above datum, Ma was talking about criminals who sold cheap and fake products on Alibaba's site. The underlined word above was categorized as a code gloss in interactive metadiscourse. Code gloss itself helps the reader to grasp the meaning of ideational material or propositional content of the text. The clause "*which I call them criminals, those fake products manufacturers, sellers*" were used to give additional information by explaining the meaning of the word "*criminals*" which

CENTRAL LIBRARY OF MAULANA MALIK IBRAHIM STATE ISLAMIC UNIVERSITY OF MALANG

referred to those people who faked product manufacturers and sellers. By using this marker, It helped his audiences to understand the meaning of the word criminal easily about what the speaker said.

Datum 42

The quality issue is something I want to share with people. It's not by praising the fake products. I want to say that for so many years, those branded companies. you have to be very careful because the fake products, their quality improving is scary.

In the datum above, Ma was talking about the quality of fake Products of branded companies. The underlined words above were categorized as an engagement marker in interactional metadiscourse. It was obvious because the word "*you have to"* was directly used to address and build a relationship with his audiences. It included his audiences as discourse participants using pronouns and asked his audiences to be very careful especially when buying a product from branded companies. It is because the quality of the fake product and the original one was indistinguishable and even better.

Datum 43

And I tell you another thing is even scarier, a lot of there is a one branded company. He said we are selling fake products, we check everything. It's nothing wrong. So, we said, what is wrong, so we buy the products from his fake shop and deliver to them. This is a fake. You know_what I am saying. We buy, shop — buy things from the fake shop of this brand and deliver back.

The marker "*I tell you*" was categorized as an engagement marker in interactional metadiscourse. It was obvious that this engagement marker showed

CENTRAL LIBRARY OF MAULANA MALIK IBRAHIM STATE ISLAMIC UNIVERSITY OF MALANG

different ways that the speaker could engage his audience with his arguments by making a connection with them using progressive acknowledgment. Using this marker, the speaker directly addressed his audiences using the inclusive pronoun "*you"* which referred to all people in the room including the interviewer. This was a proper way to engage his audiences in order to build a relationship. In short, this marker was used to attract his audiences, include them as discourse participants, and finally lead them to the speaker's arguments.

Datum 44

But I'm happy where the people criticize me, criticize us, the most important is that we are happy about the progress we've made.

The underlined words filled the criteria as attitude markers in interactional metadiscourse. It was obvious because the words "*most important"* marked the speaker's evaluation and attitude towards propositional information. Using attitude marker, the speaker was able to convey their personal feelings such as surprise, agreement, importance, obligation, frustration, and so on. Based on the above context, by using this marker, the speaker tried to emphasize and stress the most important point of his argumentation that he was pleased and satisfied with Alibaba's progress.

Datum 45

Now our strategy is always look at the 30 years and 10 years. Every strategic decision we make, we have to ask one question: Does this decision we make solve. society problem?

In the datum above, the interviewer was asking Ma about Alibaba's ambition to join in the entertainment world. Firstly, the speaker used marker

CENTRAL LIBRARY OF MAULANA MALIK IBRAHIM STATE ISLAMIC UNIVERSITY OF MALANG

"*now*" which was categorized as a frame marker in interactional metadiscourse. It was obvious because the word "*now*" filled an indicator of the topic shift in the frame marker. In the previous discussion, the interviewer was discussing Alibaba getting into the business of Hollywood and asking Ma about Alibaba's ambition for partnering with the entertainment world. In Ma's response, he used the marker "*now*" to lead and drive his audience to shift the topic into another discussion. Secondly, The word "*Always*" was categorized as emphatics or booster in interactional metadiscourse because it was functioned to emphasize the force of the writer's certainty. The word "*always*" showed the highest degree of frequency which was up to 100%. Therefore, by using this marker, it helped the speaker to emphasize fact or certainty about Alibaba which always reviewed its strategies to make new strategic decisions to solve the social problem.

Datum 46

Twenty years what are the things the China society, the world want. So, we say happiness and health. 2H strategy: happiness and health. We believe Hollywood the movie industry brings people happy, because today nobody is happy. Rich people are not happy, poor people not happy. At least when I watch a movie, I feel happy, right? So, I think we should partner with the Hollywood, especially, like a lot you know we have a different way of living and in China, the movie, we have a lot of heroes. But China movies, heroes always dead, the American movie, hero never die. If all the heroes die, who want to be the hero? So my movie, I want to make the hero live. So this is this is I think we should learn a lot and it's only about two years. So we have another eight years to go. I want to make our company that it's not e-commerce. It's something that's giving people inspirations, giving people.

CENTRAL LIBRARY OF MAULANA MALIK IBRAHIM STATE ISLAMIC UNIVERSITY OF MALANG

The above datum was a continuation of Ma's response when he was asked about Alibaba's ambition to partner with Hollywood. In Ma's response, he was explaining Alibaba's ambitions or goals. Firstly, the speaker announced Alibaba's objective that is to solve society's problems. Secondly, he wanted to bring people happiness by partnering with Hollywood because he believed Hollywood movies bring people happiness. And the last, he wanted to make Alibaba a company that inspired people. The word "*want*" in the underlined words above was categorized as a frame marker in interactional metadiscourse because It indicated that the speaker announced his objective goal. The word "*want*" was used by the speaker to announce Alibaba's goals or ambitions. These goals were to solve society's problems by bringing happiness and giving inspiration to everyone (people).

Datum 47

I want to make our company that it's not e-commerce. It's something that's giving people inspirations, giving people because I learned a lot. For example, we will see that my favorite movie Forrest Gump. You know life is tough. This is I learned and that inspired me.

This datum was a continuation of the previous datum when Ma was asked about Alibaba's ambition in partnering with Hollywood. In that context, the underlined words "*for example"* is indicated as code gloss in interactive metadiscourse because this marker was used to give additional information about the previous discussion by explaining and elaborating the ideational material. This marker was aimed to help the audiences understand the intended messages conveyed by the speaker. The speaker used "*for example"* to give additional information by explaining or giving exemplification about his favorite movie, Forrest Gum which gave him a lot of inspiration and helped him cope with

CENTRAL LIBRARY OF MAULANA MALIK IBRAHIM STATE ISLAMIC UNIVERSITY OF MALANG

critique around Alibaba. This marker helped the speaker to support and strengthen his previous argument about Alibaba's goal to inspire people. By using this marker, the speaker wanted to ensure his audiences understand that movies inspire people. Therefore, by partnering with Hollywood, the speaker wanted to create movies that could inspire a lot of people.

Datum 48

Forrest Gump said, go ahead, never care about what the other people'. And the other thing, Forrest Gump said nobody makes money out of catching whales, people make money by catching shrimps So we serve small business.

The next marker, "*Gum said",* is categorized as evidential in interactive metadiscourse because it refers to the source of information of other text. The speaker was quoting Forrest Gum's words to support his argument and emphasized his argument that Alibaba made money by serving all the small businesses.

Datum 49

can I say one last message?

This datum is Ma's response when the interviewer was about to end the conversation or the interviewer by saying "*It's a wonderful message Jack Ma, thank you for the conversations*". The speaker used the question "*can I say one last message*" which was categorized as an engagement marker in interactional metadiscourse. By using this marker, the speaker was actually addressing his audiences implicitly and asked for their permission to give some last words. This

CENTRAL LIBRARY OF MAULANA MALIK IBRAHIM STATE ISLAMIC UNIVERSITY OF MALANG

marker focused on attracting his audiences' attention so that his audiences paid more attention to his argument.

Datum 50

The most important is that make the technology inclusive, make the world change. This is 30 years.

The datum above was a continuation of the previous datum when Ma asked his audience's permission to give his last messages before the interview ended. The marker "*the most important*" filled criteria as an attitude marker in interactional metadiscourse since it signaled the speaker's attitude of propositional information. The words "*the most important*" were used by the speaker to emphasize and stress the most important point of his arguments. These important points were making technology inclusive, paying attention to those people who are 30 years old and paying attention to companies that have less than 30 employees.

Datum 51

Next, pay attention to those people who are 30 years old, because those are Internet generation, they would change the world, they are the builder of the world. Third, that let's pay attention to the companies who have fewer than 30 employees. So 30 years, and 30 years old and 30 employees, that we can make the world much better.

The datum above was a continuation of the previous datum when Ma asked his audience's permission to give his last messages before the interview ended. the marker "*next"* is indicated as a frame marker in interactive metadiscourse. The word "*next"* is categorized as a sequencing mark in frame marker because this marker was used to sequence the speaker's points in bringing

CENTRAL LIBRARY OF MAULANA MALIK IBRAHIM STATE ISLAMIC UNIVERSITY OF MALANG

the argument. The word "*next"* is a replacement for the second point of the speaker's argument because it was used to signal his audiences to notice the second important point proposed by the speaker. By using this marker, the speaker presented and emphasized his second point about paying attention to those people who are 30 years old because they are the Internet generation and builder of the world that would change the world. Afterward, the speaker also used the word "*Third"* which was indicated as sequencing in frame marker. This marker was used to present the third point about paying attention to the companies that have fewer than 30 employees. Therefore, these sequencing markers were used to help the speaker in ordering his arguments and help his audiences notice the speaker's important point of argument. lastly, the speaker used the words "*pay attention"* and "*let's pay attention"* which were indicated as a directive tool in the engagement marker. This directive was used to instruct the readers to perform an action or to view things in the way that the writer intended through the use of a directive, obligation modals, and adjectives which express necessity or importance are used to direct the readers (Hyland,2005). Therefore, by using this marker, the speaker directly engaged his audiences and asked them to pay attention to people who are 30 years and to those companies which had less than 30 employees because these people and companies would help to change the world for the better

3.2. Discussion

The above results show some interesting views about the use of metadiscourse to be briefly explained. Yet, the major thing which should be first discussed is referring to the research question. The findings show that the words,

CENTRAL LIBRARY OF MAULANA MALIK IBRAHIM STATE ISLAMIC UNIVERSITY OF MALANG

phrases, or part of sentences which were indicated or filling the criteria as metadiscourse markers determined the quality of the speech outcomes. This could be proven by identifying the influence of the various uses of metadiscourse markers which were very significant. In other words, selecting the appropriate use of metadiscourse markers played an important role in giving weight to the speaker's point of statements.

In this part, the researcher divides the discussion into two parts. In the first part, the researcher will discuss interactive metadiscourse markers used by Jack Ma. Secondly, the researcher will discuss the interactional metadiscourse used by Jack Ma in his interview session at the World Economic forum in 2017.

Based on Hyland's interpersonal metadiscourse model (2004) in interactive metadiscourse marker, there are five subcategories which are transition marker, frame marker, endophoric marker, evidential marker, and code glosses. All of these five subcategories were used or found in Jack Ma's interview session on World Economic Forum except the endophoric marker. It is because the endophoric marker is mostly used in formal writing rather than in oral discourse. However, the most frequent markers used by the speaker are transition markers, frame markers, code glosses, and evidential markers. The type of interactive metadiscourse which is mostly appeared in Jack Ma's interview is transitional markers. It is because transitional markers play important roles in each point of statements he made. This kind of marker helps the speaker link his ideas, such as; the use of *"and"* which is functioned to link up two similar ideas (as exemplified on datum 2), extend reasoning, and show a resulting statement by using *"so"* (i.e.,

CENTRAL LIBRARY OF MAULANA MALIK IBRAHIM STATE ISLAMIC UNIVERSITY OF MALANG

in datum 5), signal any causative statement by using *"because"* (i.e., in datum 10) and to explain contrastive points (i.e.,in datum 3 & 33) by using *"but"*. The second is frame markers. Frame markers also play important role in Jack Ma's interview because they keep the smooth flow of information. These markers are used to shift the topics, sequence the speaker's arguments and announce discourse goals, for example, the use of *"next"* (datum 51) to explicitly continue the speaker's, *"now"* (datum 45) to sign a related idea with the previous ideas and *"finally"* (datum 8) to close the point of the statement he is bringing or to mark up his final points which could be the part of the conclusion.

The third marker is code glosses. Code glosses play important role in supplying additional information by explaining, restating, clarifying what has been stated before. These markers are used to ensure his audiences in understanding his intended messages, for example, the use of the word *"called"* (datum 41) to clarify something mentioned by the speaker. Another kind of marker usage is as signified in **datum 47** through the use of an exemplification tool as a way of explaining his previous ideas to ensure the audience understands his ideas. The last marker is evidential. Evidential markers are used to give the source of information related to the topic discussion based on the other text by quoting people's opinions or words. This marker is used to strengthen the speaker argument's by quoting other people's opinions to support his arguments, for example as reflected in **datum 29** through the use of *"he said"* which indicates that the speaker is directly quoting someone's words to support his ideas. In short, all of these markers are used to help the speaker build his preferred interpretation

CENTRAL LIBRARY OF MAULANA MALIK IBRAHIM STATE ISLAMIC UNIVERSITY OF MALANG

by organizing his points becoming coherent discourse, anticipating audiences' knowledge, reflecting his assessment of what needs to be made implicit to constrain and guide what can be recovered from his point of statements.

In interactional metadiscourse, the researcher found that the speaker uses all five markers. They are hedges, boosters, attitude markers, self-mentions, and engagement markers. The most frequent marker used in interactional metadiscourse is the attitude marker. It is because Jack Ma, in doing this interview, tends to give such kind of description in answering the questions. In fact, in describing any ideas coming from the given questions, Ma frequently uses adjective words as these markers are dominantly from adjectives (i.e., datum 18, datum 21, datum 27, datum 28, datum 30, and datum 37). Besides, The usage of these markers is highly significant to show the speaker's stance, for example, the use of *"I believe"* and*" I think"* (datum 25) or the attitude toward a topic being discussed as performed in the form of an expression (datum 4). Besides, the use of this marker is to emphasize the most important point of argument. The second marker is self-mention. Self-mention is used to help the speaker to show his position and stance of his argument, for example as in **datum 7** through the use of *"I"* in referring to himself as a clear subject and the use of the pronoun *"we"* (datum 12 and datum 15) in representing his company. The third marker is the hedging marker. Hedges play important role in representing the speaker's reluctant and low degree of commitment to what he is saying. This is because any marker chosen by the speaker that is put in his arguments has its roles. For example, when the writer came with the assumptions or their own opinion, he tends to use

CENTRAL LIBRARY OF MAULANA MALIK IBRAHIM STATE ISLAMIC UNIVERSITY OF MALANG

hedging markers in the form of modal (i.e., datum 9, datum 11, datum 39) to help himself in giving his personal information based on his assumption rather than a fact. Third, The use of booster or emphatic, certain metadiscourse has several functions, such as to strengthen, affirm, clarify, and make his point of arguments clearer. Thus, in affirming a statement, the speaker needs to express a certainty (i.e., datum 31 and datum 32). The fourth marker is the Engagement marker. These markers are important to build a relationship with his audiences, for example when the speaker uses a rhetorical question in acknowledging the presence of his audiences (see datum 17) and a direct question performed in **datum 36**. Similar to that point, these markers address his audiences to focus and pay more attention or include them as discourse participants (i.e., datum 24 and 38).

However, the use of metadiscourse in Jack Ma's interview plays Important role in conveying his argument or opinion and helping his audiences understand and interpret his argument. Therefore, those actions are important to be done in speaking by using metadiscourse markers to express the speaker's idea. All markers in findings were potential enough in determining the direction of the speaker's opinion. As this research concerns speaking, the discussion needs to come up with every important aspect of speaking. One of them is referring to other words to strengthen the speaker's ideas. This is the way how the speaker justifies his arguments so that the application of evidential markers (datum 29 and datum 48) in each argument or statement the speaker is one of the best ideas.

CENTRAL LIBRARY OF MAULANA MALIK IBRAHIM STATE ISLAMIC UNIVERSITY OF MALANG

Then, the findings also show that almost all metadiscourse markers used by the speaker or Jack Ma were functioned similarly as in line with the theory proposed by Hyland (2004). Even though those data were selected to show something which was being referred to, It has a big possibility that this case is caused by several aspects, such as the structure of linguistic surroundings (context), syntactical aspects, and language mastery background. In the point of linguistic surrounding influence, metadiscourse markers did not function independently for a direct argument.

As this interview is not a kind of speaking in a systematic way, this is categorized as situational which does not depend on a draft like a formal speech. Thus, some types of errors in the use of metadiscourse markers might found, such as; the application of a frame marker shown in **datum 51**. In that context, the speaker is trying to explain three points. But, in sequencing his ideas from the beginning to the end, he uses two variations of frame markers *(first, next, and third)* which indicates that the speaker is delivering his points unsuccessfully. This might cause his audience difficulty in receiving and understanding the relationships and the cohesion of each point he intends to give. On the other hand, we might compare to the perfect implementation of this type of frame marker as reflected in **datum 40** which successes to mark his three ideas.

Interpersonal metadiscourse alerts the audience to the speaker's perspective towards both the propositional information and the readers themselves, thus contributing to the relationship between the speaker and audiences as well as anticipating the subjective negatability of the statements. Metadiscourse here is

CENTRAL LIBRARY OF MAULANA MALIK IBRAHIM STATE ISLAMIC UNIVERSITY OF MALANG

essentially interactional, evaluative, and expresses the speaker's persona. The created personality is put forth in the act of communicating. The findings also show that in delivering his opinion, Jack Ma often uses engagement markers to build the interaction and the relation between him and the audience. It is shown that in the way of engaging, Jack Ma is not only engaged with the audience, but he is also able to convince the audience about his opinion more easily by applying two kinds of actions; the first is using direct and rhetorical questions, the second is using an imperative-directive way.

CENTRAL LIBRARY OF MAULANA MALIK IBRAHIM STATE ISLAMIC UNIVERSITY OF MALANG

CHAPTER IV

CONCLUSION

This chapter contains general views of the current study. It covers two things; conclusion and suggestions. Conclusion figures out how the writer answered the research question in a general way. Suggestions provide some potential areas which can be investigated by the further researcher related to this study.

4.1. Conclusion

This study was to find out how metadiscourse markers are used in Jack Ma's interview. Based on the findings of this study, the researcher came to the following conclusions.

1. The researcher found that Jack Ma used a great number of metadiscourses in his interview on the World Economic Forum. Metadiscourse markers were used to help the speaker convey and shape his arguments and make his statements more understandable for his audiences. It was because metadiscourse markers played important role in constructing and conveying the speaker's arguments and opinion in the interview by organizing the discourse using interactive, showing the speaker's stance, and engaging his audiences. This was fairly in line with the theory that metadiscourse markers play significant roles in creating the speaker's argument.

CENTRAL LIBRARY OF MAULANA MALIK IBRAHIM STATE ISLAMIC UNIVERSITY OF MALANG

2. The finding also showed that all categories of metadiscourse markers proposed by Hyland were used by the speaker except the endophoric marker. It was because this type of marker is mostly used or found in formal writing such as essays, articles, etc.
3. The function of the metadiscourse marker used by the speaker was all in line with the function of metadiscourse proposed by Hyland (2004) except transitional marker "but" in datum 16. This marker had a similar function to a booster which was usually used to emphasize his argument.

4.2. Suggestions

Due to some limitations of this study, it is hoped for the next researcher to conduct the research on several aspects. Firstly, the next researchers might observe the patterns of metadiscourse markers in written text. It is because the point of informing, explaining, arguing, and convincing is not really systematically conveyed in direct speaking (i.e., answering questions). Secondly, further researchers who want to conduct research on this area can observe the use of metadiscourse in the descriptive one. Rationally, the pattern of a descriptive essay is very different from the pattern of another essay. Third, the next researchers can compare how the different use of metadiscourse markers in the Indonesian context. Therefore, the next researchers have to do a deep study on metadiscourse in order to know more how far the roles of metadiscourse on written will be interesting to observe.

CENTRAL LIBRARY OF MAULANA MALIK IBRAHIM STATE ISLAMIC UNIVERSITY OF MALANG

BIBLIOGRAPHY

Abdi, *et al* (2010). "The cooperative principle in discourse communities and genres: A framework for the use of metadiscourse.", *Journal of Pragmatics 42, 1669–1679, 2010,* p. 1674

Allami, Hamid. (2012) "Engagement Markers: a Technique for Improving Writing Skills", *Journal of Language, Culture, and Translation (LCT), 1(1), 71–83,* 2012. p. 73.

Alyousef, Hesham Suleiman. (2015). "An Investigation of Metadiscourse Categories in International Postgraduate Business Students' Texts: The Use of Interactive and Interactional Markers in Tertiary Multimodal Finance Texts", *SAGE Open October-December: 1–10.* 2015,.p.7

Chafe, W. (2001). The analysis of discourse flow. In D. Schiffrin, D. Tannen & H.

Crismore, A. (2005). *Talking with readers: Metadiscourse as a rhetorical act*. New York, NY: Peter Lang Publishers.

Cutting, J. (2010). *Analyzing the language of discourse communities*. Oxford, UK: Elsevier.

Dillon, George L. (2001). *Constructing texts, elements of a theory of composition and style*. Bloomington: Indiana University Press.

Gilbert, L., & Mulkay, A. (2004). The snowball phenomenon: Spread of ways of talking and ways of thinking across groups of children. *Cognition and Instruction, 19,* 1-46.

Givón, T. (2005). *Context as other minds: The pragmatics of sociality, cognition, and communication.* Amsterdam: John Benjamins.

Guillem, S. M. (2009). Argumentation, metadiscourse, and social cognition: Organizing knowledge in political communication. *Discourse & Society, 20,* 727-746.

Halliday, M. A. K. (2004). *An introduction to functional grammar* (4th ed.). London, UK: Edward Arnold.

Hyland, K. (2004). Patterns of engagement: Dialogic features and L2 student's writing. In L. Ravelli & R. Elli (eds.), *Academic Writing in Context: Social-functional Perspectives on Theory and Practice*. London: Continuum

Hyland, K. (2005) *Metadiscourse: Exploring Interaction in Writing*. London & New York: Continuum.

CENTRAL LIBRARY OF MAULANA MALIK IBRAHIM STATE ISLAMIC UNIVERSITY OF MALANG

Hyland, K. (2010). Metadiscourse: Mapping interactions in academic writing, *Nordic Journal of English Studies*, Vol. 9 No. 2, pp. 125–143.

Hyland, K., & Tse, P. (2014). Metadiscourse in academic writing: A reappraisal. *Applied Linguistics*, *25*(2), 156-177.

Hyland, Ken. (2008). "Disciplinary interactions: metadiscourse in L2 postgraduate writing*", Journal of Second Language Writing 13,* 2008.

Kawase, T. (2015). Metadiscourse in the Introduction of Ph.D. Theses and Research Articles. *Journal of English for Academic Purposes*.

Laili, E.P.N. (2017). Metadiscourse Markers in Maliki National Debate Tournament 2016. Thesis. English Letters and Language Department. Universitas Islam Negeri Maulana Malik Ibrahim Malang.

Mauranen, A. (2010). Discourse reflexivity: A discourse universal? The case of ELF, *Nordic Journal of English Studies*, Vol. 9 No. 2, pp. 13–40.

Mauranen, A. (2013) *Cultural Differences in Academic Rhetoric*. Frankfurt: Peter Lang.

Mirshami, A and Allami, H. (2013). Metadiscourse Markers in the Discussion/Conclusion Section of Persian and English Master's Theses. *The Journal of Teaching Language Skills (JTLS)* 5 (3), Fall.

Nasiri, S. (2013). Exploring the significant role of meta-discourse in academic writing for a discourse community for academic members. *International Journal of Research Studies in Education, Vol 2 No. 1*

Ramadhan, F. (2016). Metadiscourse in Indonesian Students' Argumentative Essays. Thesis. English Language and Letters Department. Maulana Malik Ibrahim State Islamic University, Malang.

William, Malcolm. (2010). "Translating Metadiscourse: An Explanatory Analysis of Problems in Students' Work", *Mutatis Mutandis. Vol. 3, No. 1.73-90.* 2010, p.77

Williams, Joseph M. (2001). *Style: Ten lessons in clarity and grace.* Glenview, Illinois: Scott, Foresman and Company.

CENTRAL LIBRARY OF MAULANA MALIK IBRAHIM STATE ISLAMIC UNIVERSITY OF MALANG

Appendix

Transcribe of Jack MA's interview on World Economic Forum(WEF) 2017

Interviewer: It is my privilege to be here this evening with Jack Ma, one of the great entrepreneurs of our time, of course, the founder of Alibaba and we have so many things to talk about over the next half an hour. And of course, we also want to try to get to your questions as well. We're going to talk about Alibaba, of course, but also China, the Trump world that we all live in, globalization trade and so many other issues. But, first of all, thank you for joining us.

Jack Ma: Thank you so much.

Interviewer: Let me start with this, which is to say that you just spent some time inside Trump Tower, and went to go visit with Donald

Jack Ma: Yeah.

Interviewer: Our President elect in the United States. Tell us about that meeting.

Jack Ma: Well, it's a very productive meeting, much better than I thought, than I expected.

Interviewer: What did you expect?

Jack Ma: Well, I heard a lot and I watched like everybody, I watched all the news and heard a lot about him. So when I go inside, I saw, um, anythingthat but he's pretty sort of open minded, listened what I talked. So I think I'm very happy about the results, and finally, when he said, he offered, he said, 'Jack, let me walk you down'. It seemed he's very happy about the results we had.

Interviewer: Can I ask? How does a meeting like that happen? Do you call him, does he call you? Well, how does this take place

Jack Ma: Well, that's the question I'm asking myself, because some day I got some requests from people say, 'Jack, do you want a meeting with the president-elect?' I'd say, 'Is that true enough?' Because I'm not ready for that, because I don't know what to talk about. And then a few days later I got another request, I

CENTRAL LIBRARY OF MAULANA MALIK IBRAHIM STATE ISLAMIC UNIVERSITY OF MALANG

got several requests and then I saw one e-mail which was from a friend, it's very sort of specific, I thought about it. I think yes, maybe I should go and I have to talk. And at least, I think president elect on the Trump would be happy to hear what I want to talk about. So I went.

Interviewer: And what did you tell him?

Jack Ma: Talk about the small business, talk about agricultural products, talk about the trade between China and the USA. Special focus on telling about how can we bring the small business in America sell them to China, to Asia, through our network, which can create a lot of jobs for them.

Interviewer: And you committed to create, what you say is, one million jobs in the United States over the next five years. Now that's not a million jobs that Alibaba itself but you're not hiring a million people.

Jack Ma: No, no, we, all totally Alibaba employee put together is like 45,000 people, we cannot hire 1 million. I cannot imagine I can manage 1 million people.

Interviewer: Explain to us how you think about the US-China relationship, given some of the comments that Donald Trump has made about China being a currency manipulator? Did that come up during your meeting?

Jack Ma: Well, I think, first, in America there is a freedom of speech, right? so he can say whatever he want and I respect and I understand. But of course, I have my views. We did not debate about the China-US trade or manipulation, we did not debate. We did not talk. Actually we agreed on something: small business, developing the Midwest America, helping the farmers there, small business there to export into China. So we all agreed. But something that we did not discuss about the American job losing to China or Mexico, and this — can I share with you my ideas?

Interviewer: Please.

Jack Ma: First, I think 30 years ago, when I just graduated from university, I heard American wonderful strategy. They outsourced the manufacturing job,

CENTRAL LIBRARY OF MAULANA MALIK IBRAHIM STATE ISLAMIC UNIVERSITY OF MALANG

service jobs. They outsourced the manufacturing to Mexico and China, outsourced the service jobs to India. There's a book called The World Is Flat.

Interviewer: Tom Friedman, at the New York Times.

Jack Ma: and I think it's a perfect strategy. You know that the American said, 'We just want to control the IP, we just want the technology, we just want the brand and leave the lower end jobs for the world. Greatstrategy. And the second is that the American international companies made millions and millions of dollars from globalization, the top 10 to top 100 companies in America; amazing. I remember when I graduate from university, I tried to buy a beeper, the Motorola beeper cost me $250. My pay at that time was $10 a month as a teacher. And the cost of making that beeper is only $8 for achip.So the past 30 years, IBM, Cisco, Microsoft, they made a tons of them and the money, the profit they made are much more than the four largest banks in China put together China Mobile, China Unicom and whatever you name it, put together, still these multinational companies made more money. So their market cap grew more than 100 times in the past 30 years. But where did the money go? This is what I'm curious, because, as a business people I always care about the balance sheet: where is the money coming, where does the money go? Past 30 years, America had 13 wars, spending $14.2 trillion, the money going there. What if they spent a part of their money on building of the infrastructure, helping the white collars and blue collars? No matter how strategy good it is, you're supposed to spend money on your own people, right? Not everybody can pass Harvard like me, not good at education, right? We should spend money on those people who are not good at schooling. And the other money which I am curious about is that when I was young, I heard America is about Ford, Boeing, those big manufacturing companies. The last 10, 20 years what I heard about is Silicon Valley and Wall Street. The money go to the Wall Street. And what happened year 2008? The financial crisis wiped out $19.2 trillion USA alone. They wiped out all of the white collars and destroyed 34 million jobs globally. So what if the money it's not on Wall Street. What if the money spent on the middle east, mid-west of the United States? Developing the

CENTRAL LIBRARY OF MAULANA MALIK IBRAHIM STATE ISLAMIC UNIVERSITY OF MALANG

industry there, that could be changed a lot. So it's not the other countries steal jobs from you guys. It is your strategy.

Interviewer: OK, but

Jack Ma: But you do not distribute the money and things in a proper way.

Interviewer: This is what I and now we are having a backlash. And that backlash is a rebuke of globalization in so much of the conversation frankly that we have here. And that backlash is happening in the United States but I will say President Xi was here yesterday, you had lunch with him. And he was quoting Abraham Lincoln. What did you make of that?

Jack Ma: Well, I would say that the globalization is a great stuff. It's the USA, it's developed countries that teach us how to do globalization. I remember 2002 when China joined the WTO, everybody in China was so worried. Me? I was worried because what if all the international products come to China, destroy our industry and we lose our job. So convinced China, after 20 years, then you guys are telling, say, this is a terrible thing. I believe globalization is good but globalization need to be improved. This is Donald Trump, president elect want to solve the problems, that globalization Ithink should be inclusive globalization. In the past 30 years, the globalization was controlled by 60,000 big companies. A hundred years ago, globalization was controlled by several kings and emperors. What if the next 30 years we can support 6 million businesses doing business across the board? What if the next 30 years we can help support 20 million small businesses, can do business across the board. So this is something which I believe globalization should be inclusive.

Interviewer: And do you think that the words of President Xi will happen in reality, which is to say that China has largely acted on its own behalf for many many years and now is effectively saying that the U.S. needs to continue acting on everybody else's behalf?

Jack Ma: Yeah, I think the world needs some it's such a Mr. Xi yesterday said it's a wonderful time, it's the best time or the worst time. The world needs a new

CENTRAL LIBRARY OF MAULANA MALIK IBRAHIM STATE ISLAMIC UNIVERSITY OF MALANG

leadership but the new leadership is about working together. This is what I understand. We do not necessarily need one specific leader to teach us what to do, what not to do. But the world have to partner together. This is what I think. And I think I like as a Chinese, as a business people I like, I feel proud for what President Xi said yesterday. As a business person I want the world to share the prosperity together, to join the force together. As a Chinese, I'm happy about what he committed. Yesterday hesaid

he speaks like us take the responsibility of the second largest economy. As the China, second largest economy, he has to take some responsibility. This is the first time I heard a Chinese leader make number commitment. He said next 10 years we are going to import $8 trillion. This makes me feel excited, because China is transforming from exporting to importing. If there is a concrete number, if we keep fuel it, this is going to be a huge change to China and to the world.

Interviewer: Do you think that it's easier today for China to be interested in globalization because of the benefits that can accrue to China because you're continuing to develop than it is for countries that are'developed'?

Jack Ma: Well, first, the WTO rule is not decided by China. It's not made by China. I will say there's something that I want to change WTO is design lot of the rules designed for big companies in the past 30 years and only big companies can do it. And China definitely benefits a lot from opening. I think China should learn one thing: that we grew in the past 30 years, it's because we opened to the world. If we continue to open.

Interviewer: Well, not fully. Not fully. American business that wants to effectively go into business in China has a very difficult time, has to partner effectively with a company that's there already.

Jack Ma: This is why I said China has problems too. The world has problems and China definitely has a lot of problems. China should open, [should be more confidence]. This is what I feel yesterday, I feel the confidence of Mr. Xi that he is ready to open more to the world. This is what I suggest thatwe should solve the

CENTRAL LIBRARY OF MAULANA MALIK IBRAHIM STATE ISLAMIC UNIVERSITY OF MALANG

problem by business community, by negotiation. The China joined WTO for like, 20 years or 70 years, I don't know the number. But the past years that I think we as a business, we as a country, we as the world, we have to review something. But not because unbalance the things, we stop it.

Interviewer: You've been calling for something called eWTP. What is that?

Jack Ma: This is what I would talk about, is that the WTO was great but they're mainly designed for developed countries' big companies. There's no opportunity for small businesses. We want to build up an Electronic World Trade Platform (eWTP) to support young people, small business, through mobile phones, internet they can sell, buy, across the board. And the other thing is that WTO is a very interesting organization, when you put door around — when you put 200 government officers in one room, ask them to agree on something: it's impossible. I can never imagine that they can agree on something together. Business should be decided by business people. So we believe eWTP should be something that the business people sit down together, agree on something, negotiate on something and get endorsement from the government.

Interviewer: Let's talk a little bit about Alibaba and the model itself, because I think for many in the West, if you will, they don't necessarily understand it. And to the extent that to the extent that I could try to compare it to Amazon, which I know you think is an unfair comparison. One of the things that's so fascinating to me is that Amazon and Jeff Bezos have pursued what might be described as a very asset heavy business model. They're buying airplanes, they want to own the entire supply chain from beginning to end. And Alibaba has effectively an asset like business, it is very much in terms of the retail piece of this, the opposite. You don't want to own the warehouses, you don't want to own the logistics companies. How do you think about that? Is Jeff Bezos right or are you right? And is there going to be a meeting in the middle?

Jack Ma: I hope both are right. And because the world can never have a one model. If the world has only one correct model, the world is too boring. We need

CENTRAL LIBRARY OF MAULANA MALIK IBRAHIM STATE ISLAMIC UNIVERSITY OF MALANG

to have all kinds of models. And the people who do the model should believe in the model and I believe what I do, right? The difference between Amazon and us: Amazon is more like an empire; everything they should control themselves: buy and sell. And our philosophy is that we want to be an ecosystem. Our philosophy is to empower others to sell, empower others to service, empower make sure the other people are more powerful than us, making sure with our technology, our innovation, our partners, our 10 million small business sellers, they can compete with Microsoft, IBM. Our philosophy is that we think using Internet technology we can make every company become Amazon. Remember one thing, today for ourselves, our GMP last year is more than $550 billion US. To hire people deliver for us we need 5 million people. So how can we hire 5 million people deliver things for us, to deliver the things we sold? The only way we do is empower the service companies, logistics companies, making sure they're efficient, making sure that they make the money, and making sure that they can hire more people.

Interviewer: Without owning the whole chain, can you do it as effectively the idea that you're having watching Amazon being able to deliver things now within hours literally?

Jack Ma: We made 125 cities deliver within one day last year. Imagine, ten years ago, deliver one thing from Beijing to Hangzhou takes about 8 days. Now you could deliver things from Beijing to Inner Mongolia or some citywithin 12 hours. It's improving. You can never expect these things happen within 24 hours, we have patience. So I think, can you imagine that within the 11.11 Singles' Day we sold $17 billion and by delivering more than 600 million packages within 3 days. This is happening. And this is what we feel proud of, it's not how much money we make, it's not how powerful we are. We think because of the technology we can make the technology very inclusive, that every small companies can use it. This is my dream. Because I started my first business in 1992 in China as a small business. In order to borrow money $5000 from bank took me three months to acquire, still failed. So difficult to be a small business. Today with the technology we can empower them. This is something I want to do.

CENTRAL LIBRARY OF MAULANA MALIK IBRAHIM STATE ISLAMIC UNIVERSITY OF MALANG

Interviewer: One of the critiques as you know and it continues to linger around Alibaba is the piracy issue. There's an IP issue and it's an issue all over China but you take the brunt of a lot of it. How much progress have you made in your mind and how do you think about some of the regulatory bodies in other countries, including the U.S. that continue to criticize Alibaba for these issues?

Jack Ma: First, when we start doing this business, as a business like this size, you have to take all the criticism. You have to listen what is right, what is wrong. And second, as an e-commerce when you put 10 million small businesses, empower them to sell, we do not like Amazon buy. We cannot check even you buy, when you buy $55 trillion or $550 billion you cannot check every product. So the model itself and the e-commerce itself may have a lot of these frauds. And third, I would say in the past 17 years, we are the leader of these anti-privacy issues protect IP. But the second, we are Internet companies, we do not have the law enforcement. We find this guy is selling product, cheap fake products, we delete them, we cannot arrest them. But with a huge progress, last year alone, we put 400 people into jails. We deleted 370 million fake products listing on our site. I would say we are the leaders and we are using the big data to check out who's buying, who's manufacturing, who's selling, what is the address. So now I'm happy about the whole world, especially China, all the government organizations, start to realize the issues. So I would tell you good thing is that today when you go to those criminal groups, which I call them criminals, those fake products manufacturers, sellers.

Interviewer: You praise the quality, though, of some of these?

Jack Ma: I would talk about it later, right? Those criminals said they can go anywhere but not on [Timo] because using our data would trace where they are, who they are, what's the address, what the amount. And we'll deliver this to the police station and are working with them to arrest them. The quality issue is something I want to share with people. It's not by praising the fake products. I want to say that for so many years, those branded companies you have to be very careful because the fake products, their quality improving is scary. That is the

CENTRAL LIBRARY OF MAULANA MALIK IBRAHIM STATE ISLAMIC UNIVERSITY OF MALANG

difference between us, because when you find the guys, the thing the people said this is fake and you have to find people — you have to find a third party institution to check if it is a fake or not. We find, sometimes, the quality is better. And I tell you another thing is even scarier, a lot of there is a one branded company. He said we are selling fake products, we check everything. It's nothing wrong. So we said, what is wrong, so we buy the products from his fake shop and deliver to them. This is a fake. You know what I am saying. We buy, shop buy things from the fake shop of this brand and deliver back. It's the fake products they say. So it's a big confusing. This is fighting against the fake products, it's the war against the greedy, human greediness It's not easy. You cannot finish it. But you have to continue to fight. And I want to say we put 2000 people, 1 billion RMB every year fighting again that, we can never finish the work within two years. But I'm happy where the people criticize me, criticize us, the most important is that we are happy about the progress we've made But if people praise me, so you know, when people say, 'Jack, you are wonderful', I know I am not wonderful, right? Alibaba is great, we're not great. We're just a 17-year old company. But when people say 'you're doing nothing', No, we're doing a lot of things but you don't have to argue, you don't have to debate. You do what you believe.

Interviewer: One of the things you mentioned was using big data on the piracy side, but the other thing that you're using a lot of that big data to do is provide credit and effectively banking the unbanked. And what's so fascinating to me and I hope you'll share it, as we've talked about the sesame credit, how you are able to use big data effectively to figure out who deserves credit and who doesn't in a marketplace where some of these people had no credit history before?

Jack Ma: OK. Well, before we do that, we had a system called teach computers to learn how to anti-fake products, teach the computers learn how to — because we have Alipay, a lot of people try to use all the ways to cheating. So we teach the computer how to do that, the cheating things. So we've been doing that for 10 years, until now there is called artificial intelligence, because we've been doing

CENTRAL LIBRARY OF MAULANA MALIK IBRAHIM STATE ISLAMIC UNIVERSITY OF MALANG

that. We are a data company. Eight years ago we said to ourself Alibaba should not be an e-commerce company, we should be a data company, because we have the data from consumers, we have data from the manufacturers, we have data from the logistic companies and transactions. But we think how we can make the data really beneficial to the society. What China need is that we have a lot of great people, all the small business, they have a very — they're very credible but we don't have a credit system for that. So how can we use a credit rating system based on the data we have to giving everybody a sesame rating system? That is so powerful in the past four years, because every individual, every small business, if they have been using our services, we've given a rating system. So we're giving loans. In the past five years we've given 5 million business loans. They only borrow $5000. Three minutes, we can decide whether we should give you money, how much we want to give. Within one second, the money will be in account and zero people touch. So we call it three-one-zero. And even today the sesame rating system becomes people dating. The mother-in-law wants to say, 'Hey, you want to date with my daughter? Show me your rating system of the sesame card?' So it's so funny. We go to the — people want to rent a car, people want to rent a bicycle, they will say, 'Show me your sesame card? Umm, good', because if they do not pay back, if they do not fulfill, the rating system is going to low down and they can never rent a house. This is what we want to build up the system, that if you sell or buy fake products, the sesame cards will show.

Interviewer: I am going to open up to questions but a final one for me. There's been a lot of speculation that you're going to get into the business of Hollywood. Your name has appeared Alibaba Group at the beginning of a couple of big films recently. What is the ambition for Alibaba in the entertainment world?

Jack Ma: The beginning like this several years, every five years we have a review for our strategy. Now our strategy is always look at the 30 years and 10 years. Every strategic decisions we make, we have to ask one question: Does this decision we make solve society problem? Because we believe the bigger social problem you solve, the more successful you are. So if we do this cannot solve any

CENTRAL LIBRARY OF MAULANA MALIK IBRAHIM STATE ISLAMIC UNIVERSITY OF MALANG

social problems, we don't do it. Second, is this project going to be successful in 10 years? If this is going to be successful in 10 years, let's do it. If it's going to be successful in one year or one month, then I will say forget about it. Because why you can be successful in one year or one month. So we all have to fulfill it and five years ago we had a big debate about ten years later, twenty years what are the things the China society, the world want. So we say happiness and health. 2H strategy: happiness and health. We believe Hollywood the movie industry bring people happy, because today nobody is happy. Rich people are not happy, poor people not happy. At least when I watch a movie, I feel happy, right? So I think we should partner with the Hollywood, especially like a lot of we have a different way of living and in China, the movie, we have a lot of heroes. But China movies, heroes always dead, the American movie, hero never die. If all the heroes die, who want to be the hero? So my movie, I want to make the hero live. So this is — this is I think we should learn a lot and it's only about two years. So we have another eight years to go. I want to make our company that it's not e-commerce. It's something that's giving people inspirations,giving people because I learned a lot. For example, we will see that my favorite movie Forrest Gump. You know life is tough. This is I learned and that inspired me. That is why when people call me crazy, stupid in the past 17 years, you're crazy, you're doing something that will never work, you are stupid. How can you do that model? Amazon, this model; eBay this model, why Alibaba, this model? I told myself 'Forrest Gump said, go ahead, never care about what the other people'. And the other thing, Forrest Gump said nobody makes money out of catching whales, people make money by catching shrimps. So we serve small business.*Interviewer:* Fair enough. Jack Ma, we should probably end it there. Because we're going to run out of time. But I thank you.

Jack Ma: Thank you.

Interviewer: Thank you so much for the conversation. I promised we'd sneak in a question or two when literally have two minutes, so they're going to get upset

CENTRAL LIBRARY OF MAULANA MALIK IBRAHIM STATE ISLAMIC UNIVERSITY OF MALANG

with me. And if you have a question and we're going to have — I got to beg you to do it within literally a second to go for it right there.

Audience question: [Question inaudible]

Jack Ma: Well I don't think so. I think China and the U.S. should never have a trade war, we'll never have a trade war. And I think we should give President-elect Donald Trump some time and he's open-minded. He's listening. And I think the war it's so easy to launch a war. But it's so difficult, almost impossible sometimes to terminate a war: Iraq war, Afghanistan war. Is that finished? No. Trade war, I believe one thing, when trade stops, the war starts. Trade is something that people start to communicate. Trade is something people exchange culture and value. And I would be happy, if China- USA agree on something and Alibaba business model destroyed, I would destroy Alibaba model by stopping the war beating, because how can you imagine the first largest economy of the world, second largest economy of the world have a trade war? It's going to be a disaster for two countries and for the world. If we can anybody can do something to stop it, do anything to stop it.

Interviewer: Did you have a reaction to Trump and the situation with Taiwan and how he's thinking about that? *Jack Ma:* Well, Taiwan, I think this is not something about government. This is not something about business, it's something about the people. If Taiwan issue is the population, if you do Taiwan issue, it's like against 1.4 billion people. So this is another issue. So we're talking about trade. We're not talking about Taiwan.

Interviewer: Very politic. Let's take one final question if we can. I think we can steal one more in. Yes sir, right there.

Jack Ma: I'm not a politician.

Audience question: How do you assure you are not messing up people's life and you're not dictating the whole credit kingdom or the system, because now you are the decision makers, your are the rule makers?

CENTRAL LIBRARY OF MAULANA MALIK IBRAHIM STATE ISLAMIC UNIVERSITY OF MALANG

Jack Ma: OK. First, I'm not sure, people say oh, this is uncertain world. Everyday is uncertain. The only certain day was yesterday. I'm not sure about that in the future, I think I would dictate, I would be stupid. That's why I should retire early when I'm young. That is why I have a lot of things that I dream, I want to do, I want to be a philanthropist, I want to be a teacher, I want to go back to school. I want to build the environment. And the world is so wonderful, why should be the CEO of Alibaba all the time? I've come into this world, not to work. I want to come to this world to enjoy my life. I don't want to die in my office. I want to die on the beaches.

Interviewer: It's a wonderful message. Jack Ma, thank you for the conversations.

Jack Ma: Well, can I say one last message?

Interviewer: Yes, please, please.

Jack Ma: I just want to give my last advice to any people here that every government should pay attention to: the next 30 years are critical for the world. Every revolution, technology revolution takes about 50 years. The first 20 years, technology company; next 30 years, the implication of the technology. Focus on the next 30 years. The first 20 years, eBay, Amazon, Facebook, Alibaba, Google. Good. The most important is that make the technology inclusive, make the world change. This is 30 years. Next, pay attention to those people who are 30 years old, because those are Internet generation, they would change the world, they are the builder of the world. Third, that let's pay attention to the companies who have fewer than 30 employees. So 30 years, and 30 years old and 30 employees, that we can make the world much better.

Interviewer: Jack Ma, thank you very very much.

Jack Ma: Thank you.

CENTRAL LIBRARY OF MAULANA MALIK IBRAHIM STATE ISLAMIC UNIVERSITY OF MALANG