p–ISSN 2614-6320 e–ISSN 2614-6258

TURN-TAKING STRATEGIES IN CONVERSATION BY WILL SMITH AND ELLEN TALK SHOW ON YOUTUBE CHANNEL

Agustinus Alwin Tango¹, Afriana²

Universitas Putera Batam (UPB), Batam, Indonesia ¹ pb201210031@puterabatam.ac.id, ² afriana@puterabatam.ac.id

Abstract

Conversation analysis focuses on how different people handle their ordinary conversational experiences. This study's aim was to determine the different turn-taking methods used by Ellen and Will Smith on their YouTube channel, The Ellen Show. The researchers applied Stenstrom's hypothesis. This idea distinguishes three categories. Specifically, taking the turn (starting up, taking over, interrupting), holding the turn (Filled pause and verbal filled, silent pause, lexical repetition), and yielding the turn (prompting, appealing, and giving up). The researchers used a qualitative approach to describe the turn-taking strategies that included in the conversation, In this study, researcher used document or content analysis as a type of content research analytical research methods, because the data or content of this research is in the form of videos words and sentences spoken from the Will Smith Full Interview with Ellen on the The Ellen Show YouTube Channel. The result showed there are several types found in the conversation such as: starting with the most dominant taking the turn (clean start 1, Link 1, uptakes 1, alert 3, metacomments 5), holding the turn (Silent pause 2, filled pause 1, repitition 1). and there is no Data of yielding the turn.

Keywords: Turn-Taking Methods; Stenstrom's Hypothesis; Conversation

INTRODUCTION

The study of language in context can be approached more broadly using discourse analysis (DA). According to Brown & Yule (1983) examination of conversation inherently involves examination of language in use. Discourse analysis looks at language usage in a variety of circumstances, such as written texts, media discourse, institutional communication, and casual conversation, whereas conversation analysis concentrates mostly on spoken interactions. Discourse analysis relies on specifics from writing or speech that are pertinent to the points the analyst is trying to make and that may be argued to be relevant in the given context (Gee, 2017). Discourse analysis investigates the ways in which language is used to replicate social norms and power dynamics, negotiate identities, and create meaning. Conversation analysts analyze the characteristics of conversations in an effort to comprehend social trends (Bhatia et al., 2008). It includes a variety of theoretical frameworks and analytical methods for studying language in context. A key focus of critical discourse analysis is the constellation of forces involved in the creation and dissemination of meaning (Syahrin et al., 2022).

Speaking is a natural human ability to convey something by producing several words with specific aims and objectives. when speaking in front of our interlocutor we usually will give a response or response or other response. but to convey this rebuttal or response after our interlocutor has finished speaking. Conversations can be found in everyday life. The purpose of the conversation varies, such as wanting to express something, convey information or exchange, and other functions. Analyzing conversation aims to analyze how implied discourse relates to how speakers compose words, phrases, or sentences with the aim of conveying a specific purpose or how speakers and listeners take turns to speak, start or end conversations and



all of this can also indicate how the relationship of social interaction between speakers and listeners. An approach to social research called conversation analysis examines the sequential organization of talk as a means of accessing participants' understanding of, and collaborative ways of organizing, natural forms of social interaction (Dhayef & Selman, 2022). In addition, conversational analysis is related to oral media and requires transcript conventions. Turn-taking is a method in which speakers in a discussion alternate their involvement with taking turns speaking in discourse analysis. According to Ghilzai & Baloch as cited on Tyas & Pratama (2022) Turn-taking is a communication strategy in which each speaker has a turn speaking.. This requires organizing and managing the flow of speech so that participants can communicate smoothly and efficiently. Maintaining conversational coherence and fostering successful communication takes turns. Analysing turn taking in discourse requires investigating the order, timing, and allocation of turns to gain insights into interactional dynamics, power dynamics, and overall conversational coherence. Researchers use audio or video recordings and transcriptions to discover trends and processes that underlie situations of language change or communities. conversations can be found in everyday life. The purpose of the conversation varies, such as wanting to express something, convey information or exchange, and other functions. As Paltridge (2012) stated that conversation analysis refers to a method of analyzing spoken speech that focuses on how different people handle their ordinary conversational experiences.

Interview session related to conversation analysis. In this case the interviewer and the interviewee will take turns speaking but both instead interrupted the conversation to suppress the subject. In addition, conversational analysis has investigated how individuals take and manage turns in oral meetings (Paltridge, 2012). When two or more persons enter a discussion, the speaker uses the turn-taking approach, which involves speaking in turns (Hidayat, 2019). Based on Stenström (2014), turn taking is divided into three basic strategies namely: taking the turn (starting up, take over, interupting), holding the turn (sillent pause, filled pause, repetition), and yielding the turn (prompting, appealing, giving up). Starting a turn in a group setting involves focusing on nonverbal cues, waiting for pauses, acknowledging previous speakers, asking questions, or sharing opinions, and seeking permission or inviting others to contribute. By paying attention to the conversation, you can initiate your own participation and contribute to the group. As Stenström (2014) stated, remember to be respectful of others' turns and avoid interrupting or dominating the conversation. By balancing active participation with active listening, everyone in the group can contribute and be heard. According to Stenström (2014), Starting up may involve to two types: a hesitant start and clean start. Taking over the turn of speaking is frequently preceded by a conjunction. Someone takes the speaker's place to answer to the preceding speaker. A different conversationalist of his or her choosing may be chosen directly. After the first speaker has concluded his or her opening approach, another speaker takes over the turn. The second listener takes the place of the first speaker. An uptake or a link can be used to explicitly relate taking over Stenström (2014), Interrupting in turn taking is a typical communication problem since it is disrespectful and disrupts the flow of the discourse. Respect others' turns, wait for a natural pause, utilize nonverbal indicators, exercise active listening, request permission or clarification, and be appreciative of others' contributions to avoid interrupting. Based on Stenström (2014), classification, interruptions are classified into two types: alerts and meta-comments.

In addition to avoid overlapping when speaking, both speakers and listeners must yield to one another, because there are numerous methods or techniques used to gain time to talk. Even yet, this scenario will be different if, in the event of an infrequent debate event, the parties participating in the discussion can quickly break off with a notice of paying heed to the current norms. Even though there is frequently someone who is the regulator or key holder of the debate event. Unlike a typical interview, we will be given or have time to talk in order to answer questions from the interviewer. We may also need to stop the discussion to suppress or clarify



something.

According to Paltridge (2012) In English, the main principle is that one person speaks at a time, after which they may nominate another speaker, or another speaker may take up the turn without being nominated. The speaker and the listener must communicate coherently. In addition to following the guidelines, it's critical to convey that the receiver understands the purpose as a set of logical facts (Sinaga et al., 2021). The phenomenon above shows Arka suddenly cut right away Dedy's words to taking the turn on his interview session to show a fact.

The aim of this study is to find the turn taking method in conversation and type of turn taking by the host and guests on Will Smith's full Interview with Ellen talk show. This research has similiarities with article from Azzahidah et al. (2023). Their research aims to analyze the Mata Najwa Talk show's turn-taking method. Researchers will use theories from Paltridge (2012) and Stenström (2014) assist in advancing this research. The researcher expects that the findings will be valuable to future students conducting research on conversation analysis. As a result, the researcher preffered to use conversation analysis as a topic of discussion and termed this study as such "Turn Taking Strategy in Ellen Talk Show: A Conversation Analysis".

METHOD

A qualitative technique is used in this investigation. The qualitative research findings of this study are related to societal concerns. Researchers use data from the YouTube social media platform to study different phenomena related to turn taking. Creswell (2013) defines the last type of qualitative data as qualitative audiovisual and digital content (including social media material). The researchers used a qualitative approach to describe the turn taking strategy included in the Will Smith Full Interview with Ellen in talk show on YouTube Channel. Because the data or content for this study is in the form of videos, words, and phrases uttered from the Will Smith Full Interview with Ellen on the The Ellen Show YouTube Channel, researchers applied document or content analysis as a sort of analytical research methods. The subjects of this study were Will Smith and Ellen, and their object is the turn-taking strategy found in that conversation. The data source in this case research is a conversation on YouTube channel recorder by The Ellen Show an the uploaded-on YouTube May 25, 2019, with the link https://youtu.be/LoldJNDLZHc.

This research data will be presented in the form of a document that will explain about turn taking strategy analysis. Data was collected by observation method and the technique was note-taking. In collecting data, researchers will take several steps, namely: watching the conversation between Will Smith Full Interview with Ellen on the TheEllenShow YouTube Channel. Make the script from the conversation between Will Smith Full Interview with Ellen. Observe the conversation between the host and the guest, Classify the data into the most dominant type of turn-taking strategy. Analyze and interpret it by watching videos and trying to understand the videos well. Then before analyzing the researchers highlighted the raw data. The following were the methods used to analyse the data: Several viewings of the movie are required to fully understand the various turn-taking techniques performed by the players on YouTube. The primary data is then extracted from the raw data. After having the data of the turn-taking strategies used by Will Smith Full Interview with Ellen on the The Ellen Show YouTube Channel. The researchers describe and interprets the data by giving explanations based on Stenström (2014) theory. Drawing the conclusion.

RESULTS AND DISCUSSION

Results



Findings revealed several types the most dominant is taking the turn patterns in the conversation, including hesitant starts, clean starts, links, uptakes, alerts, and metacomments. On the other hand, holding the turn types such as silent pauses, filled pauses, and repetitions were observed, each contributing to the dynamics of turn-taking in distinct ways. Nevertheless, this study did not find any evidence of yielding the turn (prompting, appealing, and giving up). These findings underscore the nuanced interplay of various turn-taking strategies in facilitating effective communication dynamics.

Types of turn taking strategy Oty No 1. Taking Starting up Hesitant start the Clean start turn Take over Link 1 uptakes 3 interrupting alert 5 metacomments 2. 2 Holdin Silent pause g the Filled pause 1 turn repetition 3. **Prompting** Yieldin g the Appealing turn Giving up Total 15

Table 1. Types of Turn Taking Strategy

Discussion

Taking the turn

Speaking is important to pay attention or at the right timing. As previously explained, this is done to avoid overlapping the meanings spoken when speaking.

Data 1

Clean Start (1:22-1:25)

Ellen : Wow, well, thanks a lot, Ellen!

Will Smith : Oh, yeah

A clean start type of conversation occurs when a new topic or idea is introduced, leading to a fresh exchange of turns. In this snippet, Will Smith's statement, "Wow, well, thanks a lot, Ellen!" can be considered as a clean start. It suggests a shift in the conversation's direction, or a new point being addressed. Ellen's response, "Oh, yeah," could be a way of affirming or signaling her readiness to engage in the new topic.

Data 2

Link (2:13-2:21)

Ellen : So. So I need to ask you some question because you're

very energetic and adventurous person

: Energetic and adventurous. Will Smith

: Yes...yes Ellen

This exchange demonstrates linked responses, where Will's reply is directly



related to Ellen's statement. Will's repetition of "energetic and adventurous" be a confirmation or agreement with Ellen's characterization. Ellen's affirmation further strengthens the link between their responses. These linked responses contribute to the flow of the conversation, as both participants acknowledge and build upon each other's contributions. It creates a sense of cohesion and understanding between them, enhancing the overall turn-taking dynamics.

Data 3

Uptakes (2:32-2:45)

Ellen : Oh, well we do because it's one thing that you want to jump

out of a plane. But you made you forced your wife. That's what I read, that you forced her to jump out of a plane.

She's scared of heights...

Will Smith : She's scared of heights.

Will's uptake serves to acknowledge and validate Ellen's statement. He repeats the information about his wife fearing heights, indicating agreement with what Ellen has mentioned. Uptake is a type of turn-taking behavior where one participant takes up or repeats a specific point made by the previous speaker. It helps to affirm and confirm the shared understanding of the conversation topic. The turn-taking dynamics in this conversation involve Ellen presenting a statement, and Will Smith responds with an uptake, reiterating and confirming the information she provided. This helps to maintain the coherence and continuity of the conversation.

Data 4

alert (23:17-23:20)

Ellen : I would ask

Will Smith : You could rub his, but I don't want you to.

Ellen : Don't do it

Interrupting occurs when one participant in a conversation interjects or speaks while another participant is still speaking. The alert type of conversation refers to situations where one participant alerts or warns another about a potential action or consequence. In this snippet, Ellen responds to Will's statement by saying, "Don't do it." Ellen's response can be interpreted as an alert to Will, cautioning him against the action he mentioned. This alert is in response to Will's statement about rubbing something but indicates Ellen's objection or concern.

Data 5

alert (5:28-5:32)

Ellen : She probably loves you a little less now Will Smith : Now-Have you ever jumped? Have you

ever?

In this snippet, Ellen initiates the conversation with her statement, suggesting that Will Smith's wife may love him less now. However, before Ellen can complete her turn, Will Smith interrupt and takes the turn. Will Smith interrupts Ellen's statement by asking two consecutive questions: "Have you ever jumped? Have you ever?" His interruption interrupts the flow of Ellen's turn and shifts the focus of the conversation. The alerts type of conversation refers to situations where one participant alerts or redirects the conversation to a different topic or direction. In this snippet, Will Smith's questions be an alert or redirection. By asking about jumping, he shifts the conversation away from Ellen's statement about his wife's love and redirects it towards a different topic. The interrupting aspect in this conversation snippet demonstrates a shift in turn-taking and a redirection of the conversation by Will Smith. His questions serve as an alert to change the topic and engage Ellen in a different discussion.



Data 6

alert (7:00-7:03)

Ellen : OK, so now, the heli--

Will Smith : Don't do that. Don't do that, all right?

Ellen : Ok.

In this snippet, Ellen begins her turn by saying, "OK, so now, the heli--" indicating that she is about to continue her statement or ask a question. However, before she can complete her turn, Will Smith interrupt and takes the turn. Will Smith interrupts Ellen's statement by saying, "Don't do that Don't do that, all right?" His interruption disrupts the flow of Ellen's turn and indicates his objection or disagreement with what she was about to say. The interrupting aspect in this conversation snippet demonstrates Will Smith's interruption of Ellen's turn and the alert type of conversation. Will's interruption serves as a warning or cautionary action to redirect the conversation.

Data 7

Metacomment (1:54-1:56)

Ellen : Like I was pulled out to be... Will Smith : Pullet out of thr crowd for like... Ellen : To be with

you

This exchange demonstrates a moment of interruption, where Will Smith interrupts Ellen's statement before she finishes it. However, Ellen promptly responds by asserting her turn and completing her interrupted thought. Interrupting can occur in conversations for several reasons, such as eagerness to contribute or to express agreement or clarification. In this case, Will's interruption may indicate his excitement or eagerness to connect with Ellen, while Ellen's quick response indicates her assertiveness in claiming her turn and finishing her statement.

Data 8

Metacomment (2:29-2:31)

Ellen : So, for you 50--

Will Smith : I knew we was going to have to deal with this as soon as I got

here too.

Will's interruption occurs when Ellen is in the middle of her sentence. He interjects his own statement, expressing his anticipation or expectation of a certain topic or situation they would have to address. This interruption disrupts Ellen's turn, as she is unable to complete her initial statement. Instead, Will Smith take the opportunity to share his thoughts before Ellen can continue. Interrupting can serve different purposes in conversation, such as expressing agreement, anticipation, or interjecting a related point. In this case, Will's interruption conveys his agreement with the anticipated topic, potentially setting the stage for further discussion. The turn-taking dynamics in this exchange involve Will interrupting Ellen's turn and asserting his own point before she can complete her sentence.

Data 9

Metacomment (6:00-6:07)

Ellen: I think the feeling would be amazing. But I can't imagine,

like on the edge...

Will Smith : The edge is terrible.

Ellen : When you're that right before.

Will Smith : No, no, no. that's the bad part



In this conversation, both Ellen and Will interrupt each other during their respective turns. Ellen interrupts Will's statement to add clarification or further elaboration about being "on the edge." However, Will interrupts Ellen's response to provide his own perspective and contradict her statement. Interrupting is a turn-taking behavior where one participant interrupts or cuts off the speech of another participant. It can occur for several reasons, such as expressing disagreement, offering an alternative perspective, or seeking clarification. The turn-taking dynamics in this exchange involve interruptions from both Ellen and Will, where they interject their thoughts and counter each other's statements. This back-and-forth interruption creates a dynamic and interactive conversation, allowing for the exploration of different viewpoints.

Data 10

metacomment (4:59-5:04)

Will Smith : And you're falling for, like, over a minute, like you, it's

not a short time...

Ellen : Which must seem like an eternity up there.

Will Smith : Oh yeah, it's forever

A metacomment refers to a type of conversation where participants comment on the ongoing conversation itself. In this snippet, Ellen's response, "Which must seem like an eternity up there," can be considered a metacomment. She reflects on Will Smith's description of falling for over a minute and adds her perspective on how that duration might feel like an extended and significant period. Ellen's metacomment contributes to the conversation by expanding on the concept introduced by Will Smith

Data 11

metacomment (8:57-9:07)

Ellen : And then it goes, and there's this brief moment where you just

kind of stop for a second and you're like, wow ah! And you

go-

Will Smith : Right back into the chopper

In this snippet, Ellen interrupts Will Smith's statement by saying, "Right back into the chopper." Her interruption disrupts the flow of Will Smith's turn and redirects the conversation to the topic of getting back into the helicopter. Ellen's interruption is a metacomment. She adds her comment about getting back into the chopper, acknowledging, and responding to the topic introduced by Will Smith. The interruption and metacomment aspects in this conversation snippet demonstrate Ellen's engagement with the ongoing conversation and her desire to contribute by redirecting the topic

3.1.2 Holding the

Turn Data 12

silent pause (2:23-2:27)

Ellen : Yes, and that's a dangerous combination.

Will Smith : Yeah, it can—it can...Ellen : You've done something

Will starts to express his agreement or continuation of thought by repeating "it can" but is interrupted by Ellen's response. Ellen's statement, "You do have something," is in response to Will's incomplete sentence. The turn-taking dynamics here involve Will initially taking the floor to provide his response but being interrupted by Ellen before he can finish his thought. Ellen then takes her turn to assert her point.

Data 13

Silent Pause (6:00-6:07)

Ellen : I think the feeling would be amazing. But I can't imagine,

like on the edge...--



Will Smith : the edge is terrible

EllenWhen you're that right before.Will SmithNo, no, no. that's the bad part

In this exchange, a silent pause follows Will's statement. The pause represents a momentary break in the conversation, allowing for reflection or processing of the previous statement. Silent pauses can serve various purposes in conversations. They can indicate a moment of reflection, a shift in focus, or the speaker gathering their thoughts. In this case, the silent pause after Will's statement may serve to allow Ellen to absorb his response and potentially respond or elaborate further. The turn-taking dynamics in this exchange involve Ellen expressing her thoughts, followed by Will's response. The subsequent silent pause indicates a brief interruption or break before the conversation potentially continues.

Data 14

filled pause & verbal pause (2:37-2:41)

Ellen : But you made—you forced your wife

Will Smith : [GRUNT]

Ellen : That's what I read, that you forced

In this conversation, Ellen initially holds the turn and makes a statement, accusing Will Smith of forcing his wife. Will Smith responds with a grunt, which can be interpreted as a non-verbal acknowledgment or a signal that he wants to maintain the turn. However, Ellen continues speaking, indicating a potential interruption, or overlapping of turns

Data 15

lexical repetition (8:37-8:45)

Ellen : Was that spiritual, too?

Will Smith: Yeah, it's like-- it's like the other side of not dying is

fantastic

In this snippet, Ellen initiates the conversation by asking a question, "Was that spiritual, too?" She prompts Will Smith to share his perspective on the spiritual aspect of the experience they were discussing. Will Smith then takes the turn and responds to Ellen's question. Lexical repetition refers to the reuse of specific words or phrases in a conversation. In this snippet, we can observe lexical repetition in Will Smith's response. He repeats the phrase "it's like" twice to emphasize his description. The lexical repetition used by Will Smith helps emphasize his comparison and the impact of the experience. By repeating the phrase "it's like," he highlights the significance and the quality of the experience he is describing.

CONCLUSION

The first part of this chapter addresses the research questions outlined in Chapter One, particularly focusing on the identification of various types of turn-taking strategies. Drawing upon Stenstrom's theoretical framework, the researchers categorized turn-taking strategies into three main types: Taking the turn strategy, Holding the turn strategy, and Yielding the turn strategy. Within the Taking the turn strategy, subcategories included starting up (hesitant start, clean start), take over (uptakes, link), and interrupting (alert, meta-comments) and the Holding the turn strategy comprised filled pause, silent pause, and repetition, while the Yielding the turn strategy included prompting, appealing, and giving up were not found in this research.. This classification provided a structured framework for analyzing the dynamics of conversation. In analyzing the collected data from conversations, various instances of turn-taking strategies were observed. Examples included instances of Link, Silent pause, and uptakes, among others. Notably, the prevalence of interrupting was a key finding, suggesting a dominant pattern in the



conversational dynamics. This phase of the research elucidated the presence and frequency of different turn-taking strategies within the dataset, laying the groundwork for further analysis and interpretation. The findings from this research shed light on the intricate mechanisms of turn-taking in conversation, revealing a diverse array of strategies employed by participants. By categorizing these strategies and examining their occurrences within real-life conversations, the study contributes to a deeper understanding of how individuals navigate and orchestrate their participation in dialogue. Furthermore, the identification of interrupting as a prominent type of turn-taking behavior underscores its significance in shaping the flow and dynamics of interaction. These insights pave the way for future research endeavors aimed at unraveling the complexities of human communication.

ACKNOWLEDGMENTS

The encouragement, advice, and contributions from several people and organisations allowed this article, "Turn-Taking Strategies in Conversation by Will Smith and Ellen Talk Show on Youtube Channel," to be completed. I want to start by sincerely thanking The Ellen Show for their excellent YouTube video, which is the main source of my analysis. The Ellen Talkshow's commitment to communication skills and education has motivated me. I express my gratitude to my academic adviser for offering comprehensive comments and help during the whole study process. I also want to express my gratitude to my family, friends, and myself for their support.

REFERENCES

- Azzahidah, S., Zen, E. L., & Eliyanah, E. (2023). *Gender and Turn Taking in Mata Najwa Talk Show:* A Conversation Analysis. 1, 32–54. https://doi.org/10.30957/lingua.v20i1.760.Gender
- Bhatia, V. K., Flowerdew, J., & Jones, R. H. (2008). Advances in Discourse Studies. In *Routledge*. Routledge Taylor & Francis Group. https://doi.org/10.4324/9780203892299

 Brown, G., & Yule, G. (1983). Discourse Analysis (Cambridge Textbooks in Linguistics). In
- University of Cambridge (hal. 248–250).
- Creswell, J. W. (2013). Research Design_ Qualitative, Quantitative, and Mixed Method Approaches. SAGE Publications.
- Dhayef, Q. A., & Selman, F. (2022). Contrastive Conversation Analysis: Turn–Taking Strategies in Queen Rania Interviews. *Zien Journal of Social Sciences and ...*, 7, 81–88. https://www.zienjournals.com/index.php/zjssh/article/view/1275%0Ahttps://www.zienjournals.com/index.php/zjssh/article/download/1275/1048
- Gee, J. P. (2017). An Introduction Discourse Analysis. In *Contemporary Sociology* (Vol. 46, Nomor 5). https://doi.org/10.1177/0094306117725079a
- Hidayat, D. N. (2019). Conversation Analysis and Its Implications to Language Teaching. *TARBIYA: Journal of Education in Muslim Society*, 6(2), 197–209. https://doi.org/10.15408/tjems.v6i2.15138
- Paltridge, B. (2012). Discourse Analysis: An Introduction. In P. K. H. (University of H. Kong) (Ed.), *Language* (Second Edi, Vol. 75, Nomor 3). Bloomsbury. https://doi.org/10.2307/417076
- Sinaga, Y. K., Tannuary, A., & Saputra, N. (2021). Turn-Taking Strategies Analysis in Conversation between President Jokowi and Boy William in Nebeng Boy Youtube Channel. *LingLit Journal Scientific Journal for Linguistics and Literature*, 2(3), 91–102. https://doi.org/10.33258/linglit.v2i3.509
- Stenström, A. B. (2014). An introduction to spoken interaction. In An Introduction to Spoken



- Interaction (hal. 1–238). https://doi.org/10.4324/9781315845449
- Syahrin, A., Nur'aeni, I., & Wahid, A. (2022). Discourse Competition in the Classroom: Poststructuralism Critical Discourse Analysis on Student'S Speech During Discussion. *RETORIKA: Jurnal Bahasa, Sastra, dan Pengajarannya, 14*(2), 194–200. https://doi.org/10.26858/retorika.v14i2.21505
- Tyas, N. K., & Pratama, F. G. (2022). Conversation Analysis: Turn-Taking Analysis on Boy William Podcast Episode 06 in Collaboration with Cinta Laura. *Allure Journal*, 2(2), 96–104. https://doi.org/10.26877/allure.v2i2.11997