SYMPATHY AND EMPATHY STRATEGIES IN THE WEB PAGE OF MICHAEL SCHUMACHER'S NEWS
(PRAGMATIC ANALYSIS)

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ABSTRACT

This research aims to describe sympathy and empathy strategies and the intention of sympathy and empathy utterances found in the web page of Michael Schumacher’s news.

The type of this research is descriptive qualitative research. The writer uses documentation and observation method to collect the data. The steps as follow; the writer read the web page of Michael Schumacher’s news then found the sympathy and empathy utterances that was given coding and analyzed the data in sympathy and empathy utterances form. The data of this research are sympathy and empathy utterances in the form of sentences found in the web page of Michael Schumacher’s news.

The result of this result consists of two parts. First, in describing the sympathy and empathy strategies, the writer finds 75 data or 85% of direct speech act that consists of 59 data which are included as sympathy utterance and 16 data as which empathy utterance, 9 data or 10% of indirect speech act that consists of 4 data which are included as sympathy utterance and 5 data as empathy utterance. Four data or 5% of literal speech act those are included as sympathy utterance from 88 data of sympathy and empathy utterances. Second dealing with the intention of sympathy and empathy utterances, the writer finds 43 data or 49% showing encourage that consists of 37 data are included in sympathy utterance and 6 data are as empathy utterance. Twelve data or 14% showing concern that consists of 9 data are included in sympathy utterance and 3 data are included in empathy utterance. Twenty one data or 23% showing sadness that consists of 14 data are included in sympathy utterance and 7 data are included in empathy utterance. The last, 13 data or 15% showing hope that consists of 9 data are included in sympathy utterance and 4 data as empathy utterance.

Key words: pragmatics, sympathy and empathy strategies, sympathy and empathy utterance
A. Introduction

Every day all human beings need to communicate with each other. Communication activity is one of ways to show ones feeling to other people. They can show their feeling verbally or written. Conversation activity is the example of verbally. Levinson (2000: 294) said "conversation is rather that the outcome of the interaction of two or more independent, goal-directed individuals, with often divergent interests". Language is important part of communication. Language is "a cultural product, a system of human communication, a social institution, and a learned behavior" (Srijono, 2010: 3). The purpose of communication; it is to convey information, ask about opinion and also to express our feeling to each other, cannot reach without language.

This research analyzes the sympathy and empathy utterances found in the web page of Michael Schumacher's news. The writer found many sympathy and empathy utterances from the data source. These are some examples:

019/SU/MSFP
Lindsay Barnes Craig: "Stay strong Schumi! A full recovery is in your future! Continuing to pray for you and your family!". (Michael Fans Page)

023/EU/MSFP
Sarah Piff: "Fabulous news. Keep fighting Michael. You can do it. We're praying for you to make a miraculous recovery". (Michael Fans Page)

Utterance not only consists of word and grammatical construction but also show action. "The actions performed via utterances are generally
called speech acts" (Yule, 1996: 47). According to Yule (1996: 53), speech act is divided into five types of general function; those are declarative, representatives, expressives, directives, and commisives. "Expressives are those kinds of speech acts that states what the speaker feels" (Yule, 1996: 53). Expressives have several functions; it is to show pleasure, pain, like, dislike, sorrow, apologize, sympathy, empathy, etc.

One understands what others feel through their speech. The speakers are conveying their idea or statement to others directly or indirectly. It is usually calls direct speech act and indirect speech act. Direct speech act is "direct relationship between a structure and a function" (Yule, 1996: 55). While indirect speech act is used to know the intention of others speech, because sometime possible for the speaker to say one thing that mean something else or mean want to others to do something (Parker, 1986: 17).

Expressions of sympathy and empathy belong to expressive utterances. It is used to deliver ones statement or feeling. Expressions of sympathy and empathy include in expressives utterances because "sympathy is a feeling or emotion that responds to some apparent threat or obstacle to an individual's good and involves concern for him, and thus for his well-being, for his sake" (Darwall, 1998: 273). Empathy is "the vicarious affective response to another person" (Hoffman, 2003: 29). Vicarious means "the imaginative participation of one person for another" (Wispé, 1991: 79).
Expressions of sympathy and empathy are found in Michael Schumacher’s news. Michael Schumacher is F1 racer from German. He got an accident at Alpen Mountain on 29th December 2013 when he was skiing and getting coma until this day because of brain injury. Beside from his family and teams there also many sympathy and empathy expressions from his friend, fans, rival, and mass media. The support not only has to go through meet Schumacher directly at hospital but also from newspaper or magazine and from internet. There are a lot of sympathy and empathy expressions for Michael Schumacher in internet, for example:

019/SU/MSFP
Lindsay Barnes Craig: “Stay strong Schumi! A full recovery is in your future! Continuing to pray for you and your family!”. (Michael Fans Page)

Lindsay is the speaker who wrote the commentary in Michael’s news. The Michael’s news wrote in Michael fans page that the content about statement of Michael’s wife who made a statement that they want mass media and Michael’s fans can give them peace. The speaker said, “Stay strong Schumi!”, it means the speaker commands Michael to keep strong for his recovery. It is called direct speech act because the speaker purpose and the form of utterance is to command. The utterance is called sympathy utterance that has function as respond for the other problem. The speaker delivers his sympathy because he feels condolence for Michael’s condition. The intention of utterance is to encourage. The speaker gives support for Michael, so he will recover soon.
Sarah Piff: “Fabulous news. Keep fighting Michael. You can do it. We're praying for you to make a miraculous recovery”. (Michael Fans Page)

Sarah Piff is Michael’s fan who wrote commentary for Michael’s news. As a fan, Sarah has feeling that she close to Michael, it can see from her commentary. She gives support for Michael’s recovery from her second utterance to fight his coma. Her utterance shows statement about Michael’s condition, and then the function of the utterance is stating her statement. So, the utterance belongs to direct speech act because the form of utterance is appropriate with the function of utterance. It is called empathy utterance because the speaker shows her care and optimistic that Michael can face his coma in third utterance, she said, “You can do it”, that means she is positioned her in Michael’s position. The intention of the utterance is to encourage to Michael because the speaker gives support and expectation for Michael.

Based on explanation, the writer is interested in analyzing the sympathy and empathy utterances found in the web page of Michael Schumacher’s news using pragmatics. So, the writer does the research entitled Sympathy and Empathy Strategies in Web Page of Michael Schumacher’s News: Pragmatics Analysis.

Based on the background the writer formulates the problem statements as follow; what are sympathy and empathy strategies used in the web page of Michael Schumacher’s news and what are the intentions
of sympathy and empathy utterances in the web page of Michael Schumacher’s news.

Compared with Sugiharto’s work focused on the linguistic form, the intention and the reason of sympathy and empathy utterance. The writer is used sympathy and empathy utterance as the data and found twelve data of sympathy utterances; seven data are in the form of simple sentence, four data are in the form of complex sentence, and there is only a datum in the form of compound sentence. While the data of empathy utterances in the form of declarative sentence; two data in the form of simple sentence and a datum in the form of compound sentences. The writer also found some intentions of the speaker using sympathy utterances; it is concern, encourage, and condoling.

Compared with Stepien’s findings, she found that empathy may be amenable to positive change with a range of interventional strategies.

The writer uses Parker’s theory and Searle’s theory about sympathy and empathy strategies. The theory of intention of sympathy and empathy is used Levinson’s theory.

Sympathy “is a feeling or emotion that responds to some apparent threat or obstacle to an individual’s good and involves concern for him, and thus for his well-being, for his sake” (Darwall, 1998: 273). Empathy is “the vicarious affective response to another person” (Hoffman, 2003: 29). According to Parker (1986), the strategies of speech act are divided into four; it is direct speech act, indirect speech act, literal speech act and non-
literal speech act. Direct speech act generally is the syntactic form of the utterance reflects the direct illocutionary act (Parker, 1986: 17). It means the speaker delivers her purpose of utterance to the hearer directly. While the problem of how it is possible for the speaker to say one thing and mean that but also to mean something else is called indirect speech act (Searle, 1979: 31). According to Melia (2013: 294), literal speech act is a speech act which has the same meaning with the words contained in that sentence. Whereas non-literal speech act is speech act which has different meaning or opposite to the meaning of the words from that sentence (Melia, 2013: 294). The intentions of sympathy and empathy utterance see from the utterance contain, then the writer finds four intention of the utterance; encourage, sadness, concern, and hope.

B. Research Method

The type of research is descriptive qualitative research. The object of the research is sympathy and empathy utterances found in web page of Michael Schumacher's news. The data of this research are utterance which includes in sympathy and empathy utterances while the data sources are web page of Michael Schumacher's news. This research uses documentation and observation method to collect the data with the steps as follow; the writer reads the news from web page of Michael Schumacher's news then finding the sympathy and empathy utterance. After the writer finding the data and then she notes all the sympathy and empathy utterance are found, after that she codes the data.
C. Research Finding and Discussion

In analyzing the data, the writer integrates the answer of the problem statement, they are identifying the strategies and describing the intention of the data altogether which are found in the web page of Michael Schumacher.

1. The Sympathy and Empathy Strategies

The writer uses four strategies to identifying sympathy and empathy utterances found in the web page of Michael Schumacher’s news. They are direct speech act, indirect speech act, literal speech act and non-literal speech act.

a. Direct Speech Act

008/SU/TTL

(This utterance found in comments in The Telegraph web page (http://www.telegraph.co.uk/). The commentary is to respond the news about Michael Schumacher’s condition. The writer, Daniel Johnson, shows the Michael’s manager statement that she refused on speculation that Michael has contracted pneumonia in hospital expresses her confidence Michael will recover from coma.)

John Goatbirth: “He's in expert care, so all we can do is hope for the best. As with tens of millions, I'm hoping for a good recovery - which will simply take time. What a legend he is”.

The utterance above is commentary from Michael’s fan found in The Telegraph web page. Michael’s fan is as the speaker who delivers his commentary to Michael’s family, it is Michael’s manager as the hearer. The relation between speaker and hearer not close, but as fan certainly the speaker feels he is close to Michael and family. The utterance meaning is to show the speakers statement, to state. The function of the utterance is to state speaker’s statement to Michael’s manager that Michael will recover because he is in expert care. So, the
utterance meaning is appropriate with utterance function, it is called direct speech act. That utterance is including into sympathy because the speaker delivers his care to Michael through Michael’s manager. The intention of the utterance is hoping. The speaker hope Michael will recover and confident Michael will get it because he is in expert care.

b. Indirect Speech Act

057/EU/MSFP
(This commentary found in Michael fans page to comment statement of Michael’s wife that wants mass media and all Michael’s fans to let the doctor works in peace and leave the clinic to Michael’s family peace.)

Maie Moussa: “yes i agree with her completely it must be horrible facing the cameras every time u go or leave the hospital. However Michael is much loved by fans as well and we want to know how he is doing ,even its small improvement its lightens my heart , to shut all the info about him is not fair either .Sending lots of positive to him and to his family !<3”.

The utterance above comes from Maie Moussa, Michael’s fan, for Michael’s wife. It appears because Michael’s wife makes statement to command mass media and Michael’s fans to leave them in peace. The speaker as fan has not close relation with Michael but she is positioned her in close relation because the utterance using informal sentence, such as using word ‘u’ that means ‘you’ to call Michael’s wife. It is clear that the speaker as though has good relation with Michael and family. The speaker shows her agreement to Michael’s wife statement. That utterance is to state to hearer but the function of utterance is commanding, it is to command mass media
and fans to give them peace so Michael family can give full attention for Michael. So, the utterance is called indirect speech act because the form of utterance does not appropriate with the function of utterance or in other word there is other meaning inside. That utterance also includes in empathy utterance, this is used to show the speaker’s sadness for Michael, such as “it must be horrible” and “even its small improvement its lightens my heart”. The intention of utterance is hoping. The speaker hopes Michael has improvement so he will recover quickly.

c. Literal Speech Act

066/SU/MSFP
(This commentary found in Michael fans page to comment statement of Michael’s wife that wants mass media and all Michael’s fans to let the doctor works in peace and leave the clinic to Michael’s family peace.)

Mark Wyant: “Get well Schumi! The greatest racer ever!”

Mark Wyant is Michael’s fan who gives commentary in Michael’s news found in Michael fan page. The commentary found in news about Michael’s wife statement that wants fan and mass media to give them peace but the commentary is not for Michael’s wife but for Michael. The relation of the speaker and the hearer is not close because they are only idol and fan but the fan is positioned him in close relation that can see in his utterance that in informal form. The speaker gives support for Michael as other does. In the second utterance the speaker said, “The greatest racer ever!” That utterance is addresses to Michael. The utterance has same meaning with the real
condition that Michael is the driver who has many achievements of F1 tournament. So, the utterances call literal speech act because the meaning of utterance is same with the real condition. Besides that, that utterance also includes into sympathy utterance because the speaker gives support for Michael to get well, so it means the speaker respects to Michael’s condition. The intention of utterance is to encourage because the speaker gives support for Michael to recover.

d. Non-literal Speech Act

The writer does not find the datum that is included into non-literal speech act.

The writer uses the sympathy and empathy utterances found in the web page of Michael Schumacher’s news as the data source. The writer found 88 data in the web page, namely Epoch Time web page, The Telegraph web page, Michael Schumacher fans Page, and Daily Record web page. The writer finds 67 data or 76 % of sympathy utterance and 21 data or 24 % of empathy utterance. Based on the analysis, the writer found three of strategies are used; they are direct speech act, indirect speech act and literal speech act. Whereas the intention of sympathy and empathy utterances are found is encourage, sadness, concern and hope.

This is the table of the data finding of the sympathy and empathy strategies found in the web page of Michael Schumacher’s news:

<table>
<thead>
<tr>
<th>No.</th>
<th>Sympathy and Empathy Strategies</th>
<th>Number of Data</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>


<table>
<thead>
<tr>
<th>No.</th>
<th>The Intention of Sympathy and Empathy Utterance</th>
<th>Number of Data</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Encourage</td>
<td>49</td>
<td>56 %</td>
</tr>
<tr>
<td>2.</td>
<td>Concern</td>
<td>5</td>
<td>6 %</td>
</tr>
<tr>
<td>3.</td>
<td>Sadness</td>
<td>21</td>
<td>23 %</td>
</tr>
<tr>
<td>4.</td>
<td>Hope</td>
<td>13</td>
<td>15 %</td>
</tr>
<tr>
<td></td>
<td>Total</td>
<td>88</td>
<td>100 %</td>
</tr>
</tbody>
</table>

The data above shows the numbers of the intention of sympathy and empathy utterances used in the web page of Michael Schumacher's news.
Schumacher’s news. From 88 data, the writer finds 49 data or 56% showing encourage, 5 data or 6% showing concern, 21 data or 23% showing sadness, and 13 data or 15% showing hope.

The writer contrasts the result of the research with previous study. There are some previous studies to know the writer’s position. Previous study of sympathy and empathy comes from various field, they are from linguistics, sociopragmatics, health, economic, and psychology. Sympathy and empathy are used by the writer as the object of the research. The result of the research certainly is diverse. The result of this research is there are three kinds of sympathy and empathy strategies are used in the web page Michael Schumacher’s news and also there are four intentions found in the sympathy and empathy utterances in the web page of Michael Schumacher’s news.

The contrast of this research with the other research is from linguistics such as sociopragmatics, the result of that study is there are sympathy and empathy utterances with various of type of sentences, namely simple sentence, complex sentence, compound sentence and also finds the intention and the reason of the people using sympathy and empathy utterance. The result of other research from other field of non-linguistics is empathy and empathy have function to increase the skill of comprehension for participant who has impact of violence and gives encourage to the object of each research.
D. Conclusion and Suggestion

1. Conclusion

Based on the analysis, the writer can draw some conclusion of this research. First, the sympathy and empathy utterances found in the web page of Michael Schumacher’s news contain strategies of sympathy and empathy. In this research, from 88 data, the writer finds 75 data or 85 % of direct speech act, 9 data or 10 % of indirect speech act, and 4 data or 5 % of literal speech act. Second, the writer finds the intentions are used in the sympathy and empathy utterance found in the web page of Michael Schumacher’s news; it is encourage, condolence, concern and hope. The writer finds 49 data or 56 % showing encourage, 5 data or 6 % showing concern, 21 data or 23 % showing sadness, and 13 data or 15% showing hope.

2. Suggestion

Based on the findings above, the writer also gives suggestion. The suggestions are for lecturers and the students. The writer suggests:

1. For lecturers, the writer hopes this research can use as suggestion for their students to analyze language phenomena by using pragmatics and also to enrich the student’s knowledge about linguistics especially pragmatics.

2. For students, the writer hopes there are the next research that analyzes sympathy and empathy utterances that not only relates to pragmatics especially strategies and the intention use but also other linguistic study to analyze it.
E. Bibliography


F. Virtual Reference

(March 5th, 2014 at 08.32).


