

## CHAPTER I

### INTRODUCTION

#### A. Background of the Study

People usually know certainly what other people are meant while describing their utterance and deciding them as polite persons. Usual way while describing a person as a polite one is through his/her behavior which shows his/her politeness. In English, politeness in a polite language which may be characterized by the used of; indirect speech, respectful forms of address system like *Sir, Madam* or the use of utterances like *please, excuse me, sorry, thank you, etc.*

The politeness is not only for a certain society, but also all the people in the world. Language is a tool used by the people in daily conversation in order to interact with others. Using politeness in a conversation is aiming at making to feel appreciated, so the other as the listeners will give good responses for the speaker's question. It is very important to create polite conversation between the speaker and listener.

According to Brown and Levinson (1987:61), rationality and face are the central themes of politeness, which are possessed by the speakers and hearers. People generally behave as if their expectations about the public self-image will be respected in their everyday social interaction.

In fact, several people do not understand their attitudes while doing or saying something. When a person talks to his/her friends, family or someone else, he/she does not think about the diction or what they will say during conversation. Such thing probably make the conversation fail or goes not like as we expected before. It is due to the hearer cannot understand what is meant by the speaker or there is misunderstanding between them, so the hearer feels uneasy during the conversation. Misunderstanding among them and hearer feel uncomfortable with the speaker's way in the conversation. Furthermore, politeness is needed to avoid misunderstandings, to

build a good relationship and a good social interaction with the other people in the world.

Politeness strategies are also used in making refusal. In communication, both of speaker and hearer use politeness in refusal. Refusal is one of the classifications of the speech act that concern with the act of refuse for something or refuse to do something. It is a part of pragmatics study. This research took pragmatic approach because it considered how the speakers use the language in the social interaction with the others.

The term of refusal has been attracted some researchers to conduct some researches in linguistics area. Refusal often occurs in everyday conversation. It makes refusal becoming a popular discussion.

Speech act of refusal can threaten positive face. Refusal speech act threatens positive face when the speakers do not care about the listener's wants. Speaker can show the refusal politely still. Examples of the utterances show how the speakers show refusal politely and impolitely made by the students as follows:

#### Context I

It is Friday afternoon. You meet your friend in the parking area. She says that she wants to go to the beach next Saturday and invites you to join, but you cannot go.

You say:

- (1) I would not go to the beach with you.
- (2) No, I have already promise with my mother before.

In the example above, the speaker does not care about the listener's face and show the direct refusal impolitely by using a simple sentence "I would not to go" or using the word "No". That utterance is influenced by the social distance and status levels between the speaker and listener.

#### Context II

You are leaving your campus, but your lecturer stops you and invites you to go to the seminar at auditorium. As you cannot go, you decline her invitation. You say:

(1) I am really sorry, Mam. I would like to come at next seminar.

In that example, the speaker shows the indirect refusal politely. It uses apology or regret refusal strategy, marked by the word “sorry”. The speaker shows the respect to the listener who has higher social level.

The writer analyzes the politeness strategies of refusal utterances to the second semester students of English Department in English speaking class. The reason of the writer choose the second semester students because the material that is taught in the class is conditional situation where the students are given theme then they perform in front of the class. That way is same with the method of collecting data by using discourse of completing task. Discourse of completing task is preceded by a short description of the setting, situation, and social distance. Another reason is the writer taught that the second semester students are reputed be able to conduct the politeness in refusal utterances. The knowledge of production and comprehension of language in communication is called pragmatic competence. The speakers have various options and functions in interaction, they are able to select the appropriate act in a particular context. So, the people who use of pragmatic must master the competence of pragmatic. If they do not know, they will destroy the communication situation, destroy the social relation, and do failure in pragmatic. Based on the reasons, the writer chooses the second semester students as the object to conduct the data. The writer hopes that this research will be useful as an additional reference in studying about politeness strategies in refusal.

Based on the background above, the writer is going to analyze the politeness strategies in refusal utterances. Having an interest in pragmatic study, the writer is willing to conduct politeness research in order to present some knowledge based on politeness strategies. For that reason, the writer has an intention to conduct a research under the title THE IMPLEMENTATION OF POLITENESS STRATEGIES IN

## REFUSAL BY THE SECOND SEMESTER STUDENTS OF MUHAMMADIYAH UNIVERSITY IN ENGLISH SPEAKING CLASS.

### **B. Limitation of the Study**

In this research, the writer limits the problem in the study of politeness strategies of refusal utterances used by the second semester students of English Department in English speaking class. The data of this research are analyzed by using Brown and Levinson's politeness theory (1987) and refusal strategies by Felix (2008). The refusal utterances are collected through oral DCT scenario.

### **C. Problem Statement**

Based on the statement mentioned in the background of the study, the writer formulates two problems:

1. What are the types of the refusal utterances used by the students in speaking class of English Department?
2. What are the types of politeness strategies used by the students in speaking class of English Department?

### **D. Objective the Study**

The objectives of this research are:

1. To describe the types of the refusal utterances used by the students of English Department.
2. To describe the types of politeness strategies used by students in speaking class of English Department.

## **E. Benefits of the Study**

The benefit of this research can be theoretical and practical. The explanation is as follows:

### **1. Theoretical**

From this research the writer will try to explain the teaching linguistic forms of the politeness strategies by Brown and Levinson theory.

### **2. Practical**

#### **a. For the learner**

The students can learn how to analyze utterances, especially on politeness strategies in refusal utterances.

#### **b. For teacher or lecturer**

This research can be used by the teacher or lecturer as the additional reference in teaching pragmatics, especially about the politeness strategies in refusal.

#### **c. For the other researcher**

The result of this research can be used by the other researcher as additional reference in conducting research based on pragmatics analysis, especially about the politeness strategies in refusal.

## **F. Research Paper Organization**

Research paper organization is organized to give a clear guidance for the reader and knowledge about the content of this study. This research consists of five chapters.

Chapter I is introduction, which contains of background of the study, limitation of the study, problem statement, objective of the study, benefit of the study, and research paper organization.

Chapter II consists of previous study and underlying theory. Underlying theory covers the understanding of teaching speaking, pragmatics, speech act, refusal strategies, and politeness strategies.

Chapter III is research method. This chapter consists of type of research, object of the study, data and data source, technique of collecting data, technique of analyzing data.

Chapter IV is data analysis and discussion. This chapter elaborates the step in analyzing refusal by using politeness strategies.

Chapter V is conclusion and suggestion.