CHAPTER I

INTRODUCTION

A. Research context

Everyday people are always humming with communication; it is playing a vital role in daily life because without communication person cannot reach to their goal. Wood (2004) states "communication is a systemic process in which individuals interact with and through symbols to create and interpret meanings". Meanwhile, according to Keraf (1984) communication tool is language which is used by society in the form of a symbol of the sound produced by human vocal organs. In using language, people also need pragmatic competence; it is speaker awareness to use language appropriately.

In communication people also needs languange study because it often occurs social problems caused by languange. The etiquete of languange is important for the speaker, one of the etiquete of languange is politeness strategy. Brown and Levinson (1987) states "politeness is the expression of the speaker's intention to mitigate face threats carried by certain face threatening acts toward the hearer". In conclusion, politeness is an instrument to show awarness of people's personality.

Pragmatic competence is knowledge of appropriate manner of using language in conformity with some purposes (Chomsky, 1993: 224). Pragmatic competence is important to the students learn about pragmatic competence because they life in society, it means they need to know using language appropriately in various situation.

This study focuses on the analysis of criticizing strategy and its politeness strategies. The researcher chooses criticizing because it has high risk than other utterances, such as complaining, admitting, confessing, etc.

Based on the explanation above, the reseacher is interested in conducting the analysis on criticizing utterance and politeness strategy. The title of this research is "**The Politeness Strategies of Criticizing Utterance by The Students of English Department of Muhammadiyah University of Surakarta 2016/2017**".

B. Focus of the Study

Based on the research context above, the focus of the study of this research can be formulated as follow:

1. Do social status and familiarity influence criticizing utterance used by the students?

2. Do social status and familiarity influence politeness strategy used by the students?

C. Objective of the Study

The objectives of the study of this research are:

1. To describe the influence of social status and familiarity on criticizing utterance used by the students.

2. To describe the influence of social status and familiarity on politeness staregy used by the students.

D. Benefit of the Study

1. Theoretical Benefits

This research gives contribution to the linguistic study especially pragmatics including criticizing utterance and politeness strategies.

2. Practical Benefits

a. English Lecturer

The result of this research could enrich the knowledge about pragmatics and politeness strategies. It can be applied by other lecturer who teaching English to give students the awareness of pragmatics competence.

b. Next Researcher

This research could be references for the future researcher on analyzing pragmatic study.