

## CHAPTER I INTRODUCTION

### A. Background of the Study

Language is important for communication. According to Bloomer, Griffith, and Merrison (2005: 15) communication is a broader concept than language, and language includes within what is meant by communication. Without language people cannot talk or communicate to others. There are many utterances which speak out by the people when they communicate. Each utterance is expressing the speaker's situation or emotion. It can be complaint, threat, warn, anger, disappointment, and anything else.

Intentionally or not most people will try to be polite in speaking. They hope what they said is polite enough to say. Grundy said that politeness is the term that people use to describe the extent to which actions, including the way things are said, match addresses perception of how they should be performed (in Bloomer, Griffith and Merrison 2005: 111). Utterance will be said politely if the speaker chooses the proper politeness strategies. The choice of politeness strategy is determined by the relative position between the speaker and the hearer. It can be caused by the power and distance. For example: (1) what a shame (2) Why don't you tell me? (3) That is so disappointing (4) I wish I have more strength to do it. Those are some of disappointment expression but in different politeness levels.

Bachman (1990) said that grammatical competence and pragmatic competence are the components of language competence. Pragmatic competence consists of the knowledge that speaker-hearers use in order to engage in communication, including how speech acts are successfully performed (Ellis, 1994, p. 719). It is important for the student so they can communicate properly.

Moreover, pragmatics is important in teaching speaking because speaking without pragmatic will ruin the social interaction. In additional,

students of Department of English Education have speaking subjects in four semesters. Speaking in the first semester is about daily conversation, second semester focus on public speaking, third semester is debate and fourth semester is speaking education. Speaking subject is considered to be difficult to learn for the first grade students. To master speaking skill, the students do not only need vocabulary and grammar but they have to know about the politeness strategy.

The first semester students of Department of English Education tend to use language that popular, although that language is not proper to use. Sometimes students have no good manners so they speak right to the point. Maybe the utterance is correct in grammar but not in the politeness. For the first grade students, they do not realize what they said is proper or not. Sometimes students only use the familiar words and the sound is good when they are speaking. This case has happened at first grade in Department of English Education

There are many expressions that can be learned, one of them is disappointment. Disappointment is negative emotion so it must be delivered clearly and appropriately. Sometimes, hearer is difficult to distinguish disappointment and anger because those expressions have close meaning. Disappointment is wishing one thing but getting another (Oxford). Anger is powerful feeling to displeasure (Oxford). It is quite important to express disappointment so that the hearer can understand what the speaker feels exactly. It is also helps the hearer to response correctly and no misunderstanding. For that reason, speakers have to express their disappointment clearly.

Based on the explanation above, it is significant for student to learn pragmatic competence. So they not only can speak fluently but have good manner and use proper language. For that reasons the researcher is interested to analyze politeness strategies that students Department of English Education

at first semester use. The title of this research is “*Politeness Strategy of Disappointment Used by the Students of English Department at the First Semester Muhammadiyah University of Surakarta*”.

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

To clarify the research study the writer limits the scope. The writer will focus the research on politeness strategies and pragmalinguistic form of disappointment expression that use students of English department at the first semester Muhammadiyah University of Surakarta.

#### **C. Problem Statement**

From the background, the problems of the analysis in this paper are:

1. What are politeness strategies of the disappointment expression used by the students?
2. What are the pragmalinguistic forms of the disappointment expression used by the students?

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

The aims of the paper are as follow:

1. To describe politeness strategies of disappointment expression used by the students.
2. To describe the pragmalinguistic form of disappointment expression used by the students.

#### **E. Benefit of the Study**

1. Theoretical Significance

This research can give contribution that can be used in linguistic applied, especially in politeness strategies of disappointment expression.

2. Practical Significance

- a. For student

This research can improve students’ ability in English, their speaking, culture and behavior.

- b. For Lecturer

This research can help lecturer to develop material for pragmatics, especially about politeness strategy.

c. For People

This research can give knowledge for people about how to express disappointment with politeness strategies in English.

d. For Another Researcher

This research can be developed by another researcher more widely and specific.