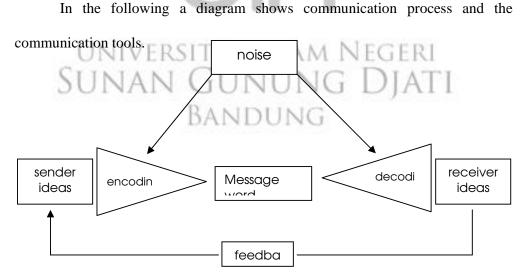# CHAPTER I

INTRODUCTION

1.1. Background of Research

People definitely communicate from one to another. This process of communication between human being, therefore involves receptivity on the part of the hearer and not mere passivity. Hearer's understanding towards speaker's utterance is the key of successful communication. We use speech in most human activities. "*Komunikasi adalah suatu proses dengan mana informasi antar individual ditukarkan melalui sistem simbol, tanda atau tingkah laku yang umum.* (*Webster's New Collegiate Dictionary,* 1981).

From the definition above, we know that communication as a process which involves (1) the communicator, (2) communicated information, and (3) the communication tools. There is no communication without the three aspects mentioned.

In the following a diagram shows communication process and the communication tools.

Diagram 1.1: COMMUNICATION PROCESS

The diagram describes that there are two persons involved in process of communication, such as: sender and receiver. The word used to communicate these ideas can be called message. This message brings the ideas which would be sent by sender to receiver. There is process of translating the ideas into some words by sender in this communication. Whereas, process of translating the words into the ideas is done by receiver. The language influences other's behavior. If a sender wants to see other's response based on hi speech, he can see a feedback. This feedback is used as a system which checks response and adapts the accepted message (cited in Chaer and Agustina, 2004).

Every language communication process is started with formulating something spoken in form of frame of idea. Therefore, this process can be called semantic encoding. Moreover, grammatical encoding is a process of transferring the ideas in form of grammatical sentence; whereas, phonological encoding is a process of pronouncing the sentences comprising the ides. Utterance of sender translated by receiver is called didecoding. (cited in Chaer and Agustina, 2004).

The universality of language suggests that it maybe an indispensable tool for human. We have already noted that one function of this tool is to communicate and interact. We have known that human is individual and social community, to convey their intentions to the other needs language. Language is effective instrument in connecting and coordinating Pateda (1981).

The other function, according to J. Seark as cited in Pateda (1981) of course is to express propositional attitude. Those elements show what speaker

means, thinks, does, and makes the reason of utterance. The meanings of utterance depend on certain condition or context will be performance of particular speech act. For example if you ask me "Are you going to the movie?" I may respond by saying "Yes" but, as if is clear from the context, what the writer mean is "Yes, I am going to the movie".

Language live in society and used by people to communicate. Continuity of language life is very influenced by dynamics that happened in and experienced of the speaker. Equally, the culture which exists in around the language will follow to determine the face from that language (Aziz, 2000).

The study about saying refusal is still pittance to research (Aziz, 2000), even if from the aspect of sociolinguistics (Beebe, 1990), and more from the viewpoint of this communications between language matters represent a very interesting area. Intrinsically, saying to refuse have potency menace the partner face to say, so that not rarely speaker uses the various means (indirect) in realizing it, so that sometime it needs the negotiation for long enough.

Refusals are the rejection of something to which a person is entitled, such as the rejection of goods under a contract. A refusal may be an affirmative act, or it may be the mere failure or neglect to perform an act that one is obligated to do without a demand therefore, such as the payment of money. (*www.baron's dictionary.com*).

There are two definitions of refusals based on *answer.com*, namely:

1. The act or an instance of refusing.

2. The opportunity or right to accept or reject something before it is offered elsewhere.

From linguistic phenomena above, how the refusal responses of people is tried to research in this case if they are stimulated by the following questions with entitled: **"An Analysis of Refusals and Their Responses in Indonesian Context"** (An Investigation of Refusal Responses Expressed by University Students in UIN Sunan Gunung Djati Bandung)

1.2 Statement of Research Question

This study investigates linguistic phenomena specially speech act. Refusals response is one of illocutionary pointed by verb expressing. Various kind of expressing refusal responses happen among people around us in interaction.

To identify this research, questions are investigated into several questions, namely:

1. How are refusal responses of university students of UIN Sunan Gunung Djati Bandung in their Indonesian language?
2. What types of refusal responses do university students of UIN Sunan Gunung Djati Bandung express?
3. How many percentages are refusal responses categorizations based on Beebe *et al*'s Taxonomy?

1.3 Purpose of Research

The purposes of this research are:

1. To identify refusal responses expressed by university students of UIN Gunung Djati Bandung in their Indonesian language.

2. To know the types of refusal responses expressed by university students of UIN Gunung Djati Bandung.

3. To present the percentage of refusals responses categorize based on Beebe *et al*'s Taxonomy.

1.4 Rationale

According to Yule (2000): Pragmatics is the study of meaning that sent by sender ideas (or writer) and interpreted by hearer (or reader). As as a result this study more amount relating to analysis whereof intended by a people by utterence than with the meaning separate from word or phrase which used in uterrn itself. Pragmatics is the study of sender ideas intention.

Pragmatics can be usefully defined as the study of how utterances have meaning in situations (Leech, 1983).

Speech act theory or more generally today called as 'pragmatics' (Gardener's idea, 1988) has to do with the functions and uses of language. In the broadest sense it might say that speech acts are all the acts we perform through speaking, all the things we do when we speak. Such a definition is too broad for most purposes, however, because we use speech in most human activities. Speech acts in a narrow sense now are the minimal term of a set: speech situation/event/act.

When we speak we perform acts, such as giving report, making statement, asking question, giving warning, rejecting, making promise, approving, regretting, and apologizing. But every speech act, every uttered sentence is different from the others. No two speech acts are identical.

So, in order to determine what this particular combination of words means here and now, in this situation, requires the hearer to extrapolate on his past experiences of the uses of those word, construction, and intentional patterns and to determine how they are now meant.

A speaker needs to know whether his message has been received and understood, a recipient needs to show that he has received and understood the message (Richard, 1985). Furthermore, responses coming from people are different depending on particular situation which they uttered. There are various responses uttered by people. Every speech event occurs functionally depends on a context of situation.

Refusals can be used in response to:

1. Requests
2. Invitations
3. Offers
4. Suggestions

Those categories are divided in to two classifications. They are direct and indirect refusals. These classifications are determined by several parts, namely:

I. Direct

1. Using performative verbs

2. Non performative statement

    2.1 "No"

    2.2 Negative willingness/ability

II. Indirect

1. Statement of regret

2. Wish

3. Excuse, reason, explanation

4. Statement of alternative

5. Set condition for future or past acceptance

6. Promise of future acceptance

7. Statement of principle

8. Statement of philosophy

9. Attempt to dissuade interlocutor

    9.1 Threat or statement of negative consequences to the requester

    9.2 Guilt trip

    9.3 Criticize the request/requester

    9.4 Request for help, empathy, and assistance by dropping or holding the request

9.5 Let interlocutor off the hook

9.6 Self-defense

10. Acceptance that functions as a refusal

    10.1   Unspecific or indefinite reply

    10.2   Lack of enthusiasm

11. Avoidance

    11.1   Nonverbal

        11.1.1 Silence

        11.1.2 Hesitation

        11.1.3 Doing nothing

        11.1.4 Physical departure

    11.2   Verbal

        11.2.1 Topic switch

        11.2.2 Joke

        11.2.3 Repetition of part of request

        11.2.4 Postponement

        11.2.5 Hedge

1.5 Limitation of the Study

As any other qualitative study, the present study has some limitations and cannot be generalized into other situation. The study will only analyze on the refusal responses in Indonesian context if they stimulate with four categories of question, which are: requests, invitations, offers, and suggestions.

1.6 Methodology of Research

1.6.1 Deciding Location

The research will be held in State Islamic University Sunan Gunung Djati Bandung. The place is chosen because it is necessary for this research; in order that, a natural setting is used to know the responses.

1.6.2 Research Method

Qualitative or naturalistic inquiry is used to investigate this research. It was in line with Bogdan and Taylor, as quoted in Moleong (2007) who consider that *"metode kualitatif sebagai prosedur penelitian yang menghasilkan data deskriptif berupa kata-kata tertulis atau lisan dari orang-orang dan prilaku yang dapat diamati"*.

1.6.3 Technique of Collecting Data

Individual interviews with the participants will be conducted to elicit refusal responses. It is important to note that refusal responses are not the topic of the interview. To make more natural research, the participants will not be informed of the exact purpose of the research. During each interview, the interviewer wills casually refusal interviewee. There are kinds of interviews that elaborate refusal. One of them is informal interview. According to Moleong (2007),

"Pada jenis wawancara ini pertanyaan yang diajukan sangat bergantung pada spontanitas pewawancara dalam mengajukan pertanyaan. Wawancara demikian dilakukan pada latar ilmiah dan hubungan pewawancara dan yang diwawancarai adalah dalam suasana wajar, biasa, sedangkan pertanyaan dan jawabannya berjalan seperti pembicaraan biasa dalam kehidupan sehari-hari, sewaktu pembicaraan berjalan yang diwawancarai malah barang kali tidak mengetahui bahwa dia sedang di wawancarai".

The topic of refusal will be conveyed by interviewer are cover to the requests, invitations, offers, and suggestions.

All the responses to the refusal will be recorded into tape recorder or jot down immediately after the each conversation and later analyzed.

1.6.4 Data Analysis

After fifty student's responses of refusal are collected, the data are transcribed from tape recorder into paper, later classified based on Beebe *et al'*s Taxonomy (1990). Finally, the classifications of refusal responses are presented in the form of percentage.

1.6.5 Data Presentation and Interpretation

The data will be classified into table and paper. The table is consisting of the responses to requests, invitations, offers, and suggestions and also category classifications. The data will be analyzed by percentage qualifications and elaboration.