CHAPTER I

INTRODUCTION

This chapter presents the initial description related to the study. It includes background of the study, statement of problems, purpose and significance of the study, general methodology of the study and clarification of key terms.

1.1 Background of the Study

Apology is one of universal social phenomenon which commonly familiar in some cultures. It is used when an offence or violation of social norm has taken place. Apology has a power to bring back harmonious situation after something bad happen in a condition. It would directly address to the deepest pains and fears when it is said genuinely. The relationship between speaker and hearer would be fundamentally different and better after asking for apology (Smith, 2008:9).

Nearly every day we see someone appears in our society apologize for something. We can see husband to wife, parents to son or friend to friend usually use this act to express their contrition to others. It is occurred because asking for apology is one of the important things in social life, as Norrick (in Ogeirmann, 2009:45) claims that the acts of apologizing and forgiving are more basic and important to society than such as thanking and congratulating. Therefore, asking for apology becomes ubiquitous act in contemporary cultures to inflate moral value.

According to Oatey (2000:74), apology should be expressed appropriately with the time when we should apologize (what situation call for an apology) and

how we should apologize (what semantic components are necessary for an adequate apology in a given context). It means that the strategy used by someone in asking for apology should be accorded with context, situation, and the level of wrongdoing.

Like in most cultures, Indonesian people has been familiar with apologetic expression, which spontaneously said by someone after doing an error. They usually use '*maaf...*' as a simple way in asking for apology. Sometimes they add some utterances to support their apology to make hearer knows that speaker regret for doing an error. Kholisin (2003) found some strategies used by adolescent and adult in asking for apology in Bahasa Indonesia. The adolescence use non-standard words and hold responsible in asking for apology than adult. Then, how is about in other languages, especially in English?

We often heard sometimes, Indonesian people use English utterance to express apology such "*Duuh*…sorry *ya ga sengaja*". The frequency of word 'sorry', which is uttered by Indonesian people in asking for apology, shows that English utterance has been well known by Indonesian people in their daily activities. However, the way of Indonesian people in asking for apology in English would be different as what native-English speakers did. In their mother tongue (Indonesia), they would probably have many ways and expressions in asking for apology. It is expressed with familiar words and relaxes ways that reflect their friendly behavior. Yet, this condition would not probably appear in their utterance when they say it in English. The dissidence maybe occurred because of their lack of knowledge about target language.

The difficulties of Indonesian people in expressing apologizing in English bear the differences with expression in their native language. It can be seen from the use of ordinary form in asking for apology. The writer found nine people of thirteen Indonesian speakers used "*I'm sorry*" in asking for apology in some situations include formally and informally. They rarely used *pardon me*, *forgive me*, *I apologize*, *excuse me*, and other expression in asking for apology. The difference might also arise from their ability in mastering English and any other factors from their self.

English as foreign language (EFL) in Indonesia, make Indonesian people have some difficulties in acquiring English. The cultural differences between Indonesia and Western make the English utterances influenced by Indonesia's culture. Learning English in EFL environment may not be an advantage to the learners because of two important reasons: being surrounded with their own native language culture and lack of opportunities for the social use of the English (Maros, 2006:2). Thus, asking for apology in English by Indonesian people also will be influenced by its culture.

The production of English utterances performed by Indonesian people related to pragmatic transfer or interlanguage pragmatic concept. James (in Cohen and Olshatain, 1985:177) states that second or foreign learners will tend to employ the native-language forms in their second or foreign language utterances wherever they feel that these can be employed successfully in the second or foreign language. This condition bears some failures in producing speech act performance included speech act of apology. The students' successful in

producing speech act in different language can show their ability in mastering the target language which is called as pragmatic competence. Pragmatic competence describes the students' ability in selecting linguistic aspect that appropriate with the social context.

Maros (2006) in her research proved that L1 form and cultural rules negatively affecting their sociopragmatic competence in the production of apologies in English by Malay speakers. Furthermore, Farashaiyan (2011) suggested that the pragmatic performance of students hinges on certain factors, such as socio-economic, sociocultural background and the characteristic of the respondents it self. By those facts, finding the ways of asking for apology in English by Indonesian EFL students and their pragmatic competence interests the writer to analyze.

1.2 Statement of Problems

This study is conducted to answer 'how Indonesian EFL students ask for apologies in English'. Based on the background of study above, it can be formulated into the research questions, as follows:

a. What strategies used by Indonesian EFL students in asking for apology in English?

b. How is the pragmatic competence of Indonesian EFL students in asking for apology in English?

1.3 Purpose and Significance of Study

1.3.1 Purposes of Study

a. To explicate the strategies used by Indonesian EFL students in asking for apology in English.

b. To describe Indonesian EFL students' pragmatic competence in asking for apology in English.

1.3.2 Significances of Study

The results from this study academically directed to linguistics society to be a reference for further analysis. This study can be a reference for those who are interested in enriching pragmatic study especially about speech act realization. Besides, the findings might provide some information about students' pragmatic competence in using English so that the lecturers can raise teaching program in English learning in order to develop pragmatic competence of Indonesian EFL students.

For the students, the results of this study might serve something new about the ways of asking for apology in English. In other word, they can use findings of the result as a reference to express apologizing that appropriate with the target language's culture and can avoid the wrong forms or any other failures in expressing it.

1.4 General Methodology of the Study

In this study, the writer used qualitative method as research design, as it attempted to understand the way (Creswell, 2003) of apologizing in English by Indonesian EFL students in English Department of UIN Sunan Gunung Djati

Bandung. To explore the apologizing strategies, a coding process (Rossmann & Rallis in Creswell, 2003:192) is adopted as a technique of analyzing data. In general, DCT questionnaire and interview are used to collect data.

1.5 Clarification of Key Terms

To avoid misconception in conceiving the terms in this study, the writer makes clarification of key terms to explain some words:

- **Apologizing** refers to the way of someone in asking for apology when a mistake has taken place. This is transactions involving "a bid to change the balance-sheet of the relation between *s* and *h*" (Leech, 1983: 125).

- **English** in this study is a foreign language that learned by Indonesian people to express an apology.

- **Indonesian EFL students** in this case are Indonesian students who learn English.

- **Strategy** refers to the formula used by individuals to perform speech act of apology.

- **Pragmatic Competence** in this study refers to the ability of speaker in using sociolinguistic ability and sociocultural ability.