

## CHAPTER 1

### INTRODUCTION

This chapter presents background of the study, Research Questions, objective of studies, significance of the study, scope and limitation of the study, and definition of key terms.

#### A. Background of the Study

In our lives, language is an important thing especially for communication. To understand our humanity we must understand the nature of language that makes us human.<sup>1</sup> It means that without language, it will be difficult to interact with other people in this world. In other hand, when we know language, we can speak and be understood by others who know that language. According to Oxford philosopher, John L. Austin, able to demonstrate that people do not use language just to make statements about the world, they also use language to perform actions, actions which affect or change the world in some way.<sup>2</sup> It can be concluded that language is not only grammatically sentences but also people can change their live through their utterances or their spoken. Therefore, people can express their thought, ideas, information, or opinion to each other through language.

However, doing communication using language is not easy to be done. There are two styles of communication that are affected by differences of the way people communicate both of face to face and written. Those are direct and indirect style. Direct style is recognized by the culture to speak

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<sup>1</sup>Victoria Fromkin, dkk, *An Introduction to language*, (London: Harcourt, 1999), 2-3.

<sup>2</sup> Austin, J. L, *How to do things with words*, (Oxford: Oxford University Press, 1962)

confidently and less concerning how something is said. In the other hand, indirect style points out about what it is said then, how it is said also how to express concern carefully, avoid conflict when possible, and consider on the listener to find meaning.<sup>3</sup> From the statement above, people have to use an appropriate strategy in using language to interact with others. They have to know when they use indirect or direct style in order to avoid misunderstanding and try not to offend each other. Therefore, they may use different utterances in expressing words in different situations.

Talking about language, it cannot be separated from a meaning in which pragmatic is the study of language about meaning in use and meaning in interaction. It based on the terms that are told by Thomas during the 1980s when it becomes common for scholars to discuss pragmatics for the first time, they commonly defines the terms as meaning in use, meaning in interaction, or the speaker meaning.<sup>4</sup> It means that speakers have to learn about pragmatic in order to make the meaning of their languages can be understood by hearer. Moreover, in developing pragmatic, people have to pay attention about speech act in which speech acts that influence human behavior to a large extent. One of speech acts which influence human behavior is refusal.

Refusal is one of the speech acts in which communication problems are likely to happen. According to Sadler & Eroz, refusals are negative responses to requests, invitations, suggestions, offers, and the like which are

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<sup>3</sup>Deborah Mackin, *Cross Cultural Understanding*, Adapted from *Cultural Intelligence* by Brooks Peterson, (New Directions Consulting, Inc., 2006), 4.

<sup>4</sup>Thomas, J, *Meaning in interaction: An introduction to pragmatics*, (London: Longman, 1995).

frequently used in our daily lives.<sup>5</sup> Therefore, speech acts of refusals are important thing to be studied because it gives effects to social communication and interaction. Yamagashira describes the speech acts of refusals as a "sensitive pragmatic task".<sup>6</sup> It means that it is not easy to say "No" to perform the refusals. Interlocutors have to use the appropriate way of refusals in order not to offend each other and to get the understanding. Therefore, it needs some good strategies to do refusal.

Cohen states that refusal strategies are a word, phrase, or sentence that meets a particular semantic criterion or strategy in which any one or more of these can be used to perform the act of refusal.<sup>7</sup> It means that refusal strategies are some strategies used by interlocutor to refuse the speaker's wish/will. Moreover, to perform refusal, it is important to use an appropriate refusal strategies to avoid the speaker from infection and embarrassment.

However, there are many problems to do refusals. First, those are influenced by some social factors like namely, age, gender, level of education, social distance, and power.<sup>8</sup> For example, it may be difference the using of refusal strategies between lecturer and student or students and student or student with their family even citizen with their president. It may be also different between male and female in applying refusal strategy. Moreover, as a foreign language, it is difficult to reject requests, suggestions, invitation, and offers. It is mostly influenced by having different culture between native and

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<sup>5</sup>Sadler, R. W., & Eroz, B. (2001). "I refuse you!" An examination of English refusals by native speakers of English, Lao, and Turkish. *Arizona Working Papers in SLAT*, 9, 53-80.

<sup>6</sup>Yamagashira, Hisako (2001). *Pragmatic Transfer in Japanese ESL Refusals*.

<sup>7</sup> Cohen, A. D. (1996). Developing the ability to perform speech acts. *Studies of Second Language Acquisition*. 18. 253-267.

<sup>8</sup> Fraser, B. (1990), Perspectives on Politeness. *Journal of Pragmatics*, Vol. 14, No. 2, 219-236.

non-native speaker. So, misunderstanding may happen if non-native speakers can't perform the refusals in the foreign language because they will depend on their culture of first language which might be different from the foreign language. For example, it seems from Indonesian people especially for people of Javanese culture. They prefer to use indirect style when they refuse some situations, while it is different with the culture of foreign language that mostly use direct way to perform the refusal strategies. So, it is hard to do refusal strategies in appropriate way for non-native speaker.

In this study, the researcher is interested to observe about refusal strategies that are used by non-native speaker. Here is English for foreign language (EFL) learners. EFL learners are the students who learn English only in class not in the outside of classroom, thus the first language is not English. Intrinsically, EFL learners have targets to acquire the rules and to use language in actual communication. The targets of language learner include acquiring grammatical, pronunciation, syntactical, and linguistic itself. Then, the use of language in actual communication is how performance of language learners in using foreign language in international relation or formal relations, and in daily conversation. Therefore, this study wants to know how English Department students of STAIN Kediri used refusal strategies in communication. It is considered that using refusal strategies in appropriate way are very important. It is because English Department students often use refusal strategies in their daily live especially for refusing four situations like request, suggestion, offer, and invitation. For example, the students usually reject the request of their friends to join with English Club, some of them

sometimes refuse the suggestion from their friends about choosing a tourism destination place, the students reject their friends' offer about a certain job, or many students often reject their friends' invitation to come to a night party, etc. From the example above, it gives a conclusion that refusal strategies are needed and considered as important thing to make a good communication especially for daily live.

There are some previous studies that are conducted in the same field. One of them is conducted by Beebe et al. in 1990 who investigates the differences and similarities between Japanese speaking Japanese, Japanese speaking English, and American English speakers. The findings of their study show in which there are significant differences between Japanese and American in the order, frequency, and content of the semantic formulas in refusals.<sup>9</sup> The other research comes from Ghazanfari conducted in October 2013 under the title "Investigating Cross-Linguistic Differences in Refusal Speech Act among Native Persian and English Speakers". The result is Persian speakers used excuse more than English speakers. However, they apply strategies such as regret, non-performative statements, and lack of enthusiasm less frequently than English speakers. Moreover, there are some differences between the two languages with regard to refusal utterances and gender.<sup>10</sup>

This research is different from previous studies where some of the previous research focuses on comparing non- native speaker and native

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<sup>9</sup> Bahija Muhammed. A Linguistic Study of Refusal Strategies Used by Advanced Iraqi Learners of English. *مجلة الخليج العربي للمجلد*, Vol. 40. 2012. P. 3.

<sup>10</sup> Ghazanfari, Mohammad. Investigating Cross-Linguistic Differences in Refusal Speech Act among Native Persian and English Speakers. *International Journal of Research Studies in Language Learning*. Vol.2.No.4. 2013. 49-63.

speaker or intercultural, in order to know the differences of using refusal strategies, while this research focuses on refusal strategies used by EFL learner. Many researches observe the refusal strategies in only one situation like invitation or request. However, this study concerns to refuse four situations. According to Beebe, Takahashi, and Uliss- Wetz, the four situations are like suggestion, request, invitation, and offer. Then, the other previous study use movie as an object to be collected the data. In this case, the researcher takes refusal strategies of EFL learners. Moreover, it also differs the way researcher takes the data. Actually, researcher takes some data by using DCT (Discourse Completion Task) questionnaire to get the data. It is like an open-ended questionnaire that consists of eight situations. Those are refusing of two suggestions, two requests, two invitations, and two offers. The reason of using DCT is as a tool can give the objects of research some clues of figure so the objects will do it. Therefore, it is a method that is easy to guide the object of this study. While the reason of recognizing written test because it is possible to get the students' utterances easily and honestly. It happens for conducting written test is not like an oral test which should do face to face between speaker and interlocutor. So, it will make students explore their answer without feeling doubt or ashamed or frightened. Then, the participants come from sixth and eight semester of English Department student of STAIN Kediri, as the category are the students that have taken Discourse Analysis. Thus, this study has a title "THE ANALYSIS OF REFUSAL STRATEGIES USED BY ENGLISH DEPARTMENT STUDENTS OF STAIN KEDIRI". Moreover, this study aims to know the refusal strategies that commonly used

by English Department students conform Beebe at all's strategies and to know the differences between male and female students in conducting refusal strategies. Researcher uses Beebe at all's strategies because their strategies are used by mostly studies that investigate about refusal. Then, they are also considered as one of the most significant studies among the other studies about refusal.

### **B. Research Questions**

This thesis mainly aims to investigate refusal strategies of English Department students of STAIN Kediri. Therefore, the writer states the research questions, as follows:

1. What patterns of refusal strategies used by female and male of English Department students of STAIN Kediri?
2. What are the differences in the refusal strategies used by female and male of English Department students of STAIN Kediri?

### **C. Objectives of Study**

Based on the problems of the study above, the objectives of this research are:

1. To know the patterns of refusal strategies used by female and male of English Department students of STAIN Kediri.
2. To know the differences in the refusal strategies used by female and male of English Department students of STAIN Kediri.

### **D. Significance of the Study**

This study is expected to give valuable contribution in the field of discourse analysis especially in investigating of refusal strategies. It is

expected that this research will be useful for students of English Department, lecturers, and the further researcher.

1. For English Department students

This study can be useful for the English Department students. They will get knowledge about many patterns of refusal strategies. Therefore, they can be better to understand the strategies in producing the appropriate types of refusal.

2. For the lecturers

It is also expected that the lecturers will give advices to improve students' acquisition in the field of English as foreign Language learner especially for using refusal strategies in appropriate way.

3. For the next researcher

The next researchers will get some information about refusal strategies. Therefore, this study will be useful to help the further researcher, because the further researchers need knowledge and reference as the consideration and they will get large knowledge about refusal strategies from study.

#### **E. Scope and Limitation of Study**

Based on discussion above, the researcher gives scope and limitation in order to be easy in analysis. The scope and limitation of the research are important to avoid reader from any misunderstanding and misleading.

The scope of the study is about speech acts of refusal. The researcher chooses the topic because refusal strategies are important thing to be used by interlocutors when refuse something in doing communication. They use in



order not to offend the hearer or to avoid misunderstanding. Because there are many theories of refusal strategies, this study is based on Beebe, Takahashi and Uliss-Weltz theory. The classification of refusals by Beebe et al includes direct refusal, indirect refusal, and adjunct. Moreover, according to Beebe et al (1990), Blum-Kulka, and Olshtain (1986), Ikoma and Shimura (1994), Chen (1996) and others, this study focus on refusing eight situations like two suggestions, two requests, two offers, and two invitations.

The writer makes limitation of this research of refusal strategies used by English Department students of STAIN Kediri especially those who enrolled in 2013. They come from the sixth and the eighth semester of English Department students of STAIN KEDIRI.

#### **F. Definition of Key Terms**

Some terms related to the study need to be defined. The follow is the definitions of the term used:

1. English as Foreign language is the teaching of English students whose first language is not English.<sup>11</sup>
2. Refusal is a complex speech act which requires a high level of pragmatic competence to be performed successfully (Beebe, Takahashi, and Uliss-Weltz).<sup>12</sup>
3. Refusal strategies are a word, phrase, or sentence that meets a particular semantic criterion or strategy in which any one or more of these can be used to perform the act of refusal (Cohen).<sup>13</sup>

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<sup>11</sup> Cambridge Dictionary, the Third Edition.

<sup>12</sup> Beebe, L. M., Takahashi, T., & Uliss-Weltz, R. *Pragmatics transfer in ESL refusals*. In R. Scarcella, E. Anderson & S. D. Krashen (Eds.), *On the development of communicative competence in a second language*, (Cambridge, MA: Newbury House Publisher, 1990), pp. 55-73).