CHAPTER I
INTRODUCTION

In this part, some sub chapters are presented. They are background of the study, statement of the problem, objectives of the study, significance of the study, scope and limitation of the study, and definition of key term.

A. Background of the study

In the daily activities of human life, language is a communication mediator, it plays a very important role in order to communicate with each as social person. However, people sometimes make mistake in their utterances unconsciously in a communication. The unconscious mistakes in speaking are called speech error. People's speech is far from being perfect. Everyday speech is full of different types of speech errors, which referred as slip of the tongue. Harley (2006) argued that:

"Natural speech is full of mismatches between intention and output. Slips of the tongue are error involving the sounds or words of the language, and provide a window onto the processes of speech production."

This study investigates the slips of tongue of English operator staff. It concerns some fails in speech production or slips of tongue when the English operator staff coordinates some members on operator call conference. Slips of tongue may be considered as simple mistakes or accidents, but everyone seems to produce such slips of tongue. Slips of tongue are one kind of speech errors

which are viewed mostly as errors of articulation and they can occur in everyday speech that causes many effects.

Slip of tongue is a phenomenon that occurs in speech production with the result that what they say is not really what they mean or they want to. Slips of tongue may occur for all people whether they are fluent in speaking or not. People who are speaking well (native speaker) are possible to make a slip. It can be caused that the speech they produce is not in hand with what in their tongue (Fromkin, 2006).

There are eight types of slips of the tongue (Fromkin, 1971; Garrett, 1975; Shattuck-Hufnagel, 1979 cited in Carroll 2008: 193-195), namely: 1. Anticipation 2. Perseveration 3. Exchange 4. Blend 5. Shift 6. Substitution 7. Addition 8. Deletion. (1) Anticipation, the kind of error occurs as the appearances of sounds which come later word inappropriately appear in the first. Carroll (1986) argued that anticipations occur when a later segment takes the place of an earlier segment. For example, "**Takes the places** become **Pakes the places**", "**A reading list** become **a leading list**". (2)Perseverations, the error occurs as the appearance of sounds which is come first word inappropriately also appears in the later word. According to Carroll (1986), perseveration happens when an earlier segment replaces a later item. For example: "**Waking Wabbits**" for "**waking rabbits**". (3) Exchange, there is double shift, in which two linguistic units exchange places (Carrol, 2008: 195). For example: - Fancy getting your **nose** *nəʊz] **remodeled** [rɪˈmɒdled] becomes Fancy getting your **model** *ˈmɒdl] **renosed** [rɪnəʊzd]. (4) Blends/

Haplologies, a kind of slip of the tongue refers to a fusion of two words. Blends are found where the words concerned mean more or less the same thing and when either word would have been appropriate (Jaegar, 2005). For examples: **Fried** [fraɪd] + **potatoes** *pəˈteɪtəʊs] becomes **fries** [fraɪs]. (5) Shift, the addition of a linguistic unit that is deleted elsewhere. In other words, the speech unit moves to a deferent location, as in saying "she decide to hits it" instead of saying "she decides to hit it" (Carroll, 2008:195). (6) Substitutions, this type of slips occurs when a word is substituted by a different word. According to Carroll (2008), substitutions occur when one segment is replaced by an intruder. For example: "Before the place **close** *kləʊs] becomes before the place **open** *ˈəʊpən+. (7) Addition, the addition is an additional linguistics material such as related to phoneme, prefix and suffix, articles, prepositions, conjunctions, words, or phrases (Carrol 1986). For example: "I didn't explain this carefully *keə(r)fʊli] enough becomes I didn't explain this clarefully [kla(r)fʊli] enough. (8)Deletion, the deletions is leaving something out. According to Levelt, deletion is a unit which is missed out from the intended target (Harley, 2005). For example: "I'll just get up and mutter **unintelligibly** *ʌnɪnˈtelɪdʒəblɪ] becomes I'll just get up and mutter **intelligibly** [ɪnˈtelɪdʒeblɪ]."

Thus far, researchers have investigated about slips of tongue in various contexts, such as Rohmah (2005), who observed the slips of tongue of news presenters of Liputan 6 Surya Citra Televisi (SCTV). She focused on the slips

of tongue as the part of speech errors. The result suggested that the slips mostly used reversals/exchange, perseverations and blend.

Based on the previous studies above, this study is significant to get more empirical finding about slips of tongue. Then this study attempts to obtain deeper understanding on the speech production especially slips of tongue based on Fromkin theory (1973). That is why, the researcher chooses **"Slip of The Tongue of English Operator Staff in English Massive Operator Call Conference Program"** as the title of the study.

B. Statement of the problem

Based on the background this study focuses on how the slips of tongue appear in the utterances of the English operator staff during teaching reviewing the lesson on operator call conference program. Hence, the research questions proposed are :

1. What are the kinds of slip of the tongue appeared in the utterances of English operator staff in the operator call conference program ?

2. What are the linguistic contexts supporting the occurrence of slips of tongue?

C. Objective of the study

This study gives descriptive knowledge on slips of tongue by English tutor in the English Massive program. Therefore, the objectives of the study are:

1. To identify the kinds of slips of tongue appear in the utterances of English operator staff while teaching and reviewing the English lesson in operator call conference program.

2. To identify the linguistic contexts supporting the occurrence of slips of tongue.

D. Significance of the study

The significances of the study are to give contributions both theoretically and practically pragmatic speech productions especially slip of tongue. Theoretically, the findings of the research are expected to be the references and alternative information for the further research on speech production and slips of tongue. This research could enrich the theoretical framework for pragmatic study, especially on slips of tongue from different phenomenon and object.

Practically, this study is supposed to give comprehension description on the types of slips of tongue in English tutor utterances. This research is not only useful for English tutor and daily daily conversation but also for people in different areas to comprehend the phenomenon of slips of tongue.

E. Scope and Limitation

This study focuses on pragmatic analysis on slips of tongue and focuses on the discussion about the kinds of slips of tongue generally, kinds of slips of tongue that is produced by the English operator staff while they are on call conference, and the factors, including the topics and reasons that

supported the appearance of slips of tongue.

This study observes the English tutor while teaching English in operator call conference program as the object. This observation consists of English tutor teaching-audio recording when the slips of tongue happen. The theories used in this study are the theory of Fromkin, 1973. This theory is about speech error especially on slips of tongue. This study focuses on the kinds of slips of tongue by the English tutor and does not mention about the other parts of speech error like syntactical error, grammatical error and so on.

F. Definition of Key Term

1. Slip of the tongue

   According to Merriam-Webster (2009) sleep of tongue is a tongue that slips between two steel plates joining the fore hounds of a vehicle and into a stirrup supported under a crossbar with lengthwise movement of the tongue being prevented by a bolt that passes through holes in the tongue and steel plates.

2. Speaking

   According to Bailey (2009) speaking is an interactive process of constructing meaning that involves producing, receiving, and processing information and speaking is an interactive action in producing, receiving, and processing utterances which have meaning to convey information. According to Brown (2004) speaking is an interactive process of

constructing meaning that involves producing, receiving and processing information.

3. English operator staff

   English operator staff is a person who is employed to operate or coordinates the tutors and ensures the English program going well.

4. English Massive

   English Massive is an initiative of Kediri City local goverment to empower its citizen through a better and easier aacceess too English languaage learning. This free English couse is open foor public and foor all ages. English Massivve classes allow the people of Kediri learn within their neighbourhood to create and supportthe culture of leaarning community.