CHAPTER I

INTRODUCTION

This chapter consists of (1) background of the study, (2) Problem of the study, (3) the objective of study, (4) scope and limitation of the study, (5) significance of the study and (6) defining of key terms.

1.1 Background of the Study.

Language is the main way of communicating between humans, it plays an important role in understanding and expressing the world around us and around it. As social beings, humans need language to express and share their ideas, thoughts and emotions so that they can be understood by others. In relation to the importance of using language in human social life, language has been studied from various dimensions, such as structure, sound processes, and cultural aspects. The main aspects that are studied in social life are aspects of culture and various languages which can be called pragmatics. Yule (1996: 3) defines pragmatics as the study of contextual meanings that are communicated by speakers or writers, and interpreted by listeners or readers. Bardovi-Harlig (2013) defines second language (L2) pragmatics as the study of speaking procedures based on time, place, and interlocutors to reduce errors that may occur in a conversation. As a linguist, choosing the right diction is important to master so that the conversations we follow can run well.

One branch of linguistics is pragmatics which involves the study of the meanings communicated by the speaker (or writer) and interpreted by the listener (or reader) (Yule, 1996: 3). Yule (1996) states that pragmatics includes four basic principles, namely: pragmatics as (1) the study of speaker's meaning, (2) the study of contextual meaning, (3) the study of how to communicate, and (4) the study of relative distance expressions. Hence, pragmatics is a study that takes into account meanings, assumptions and desired actions related to performance while speaking. In conversation, apologizing is used to regret an action because of a mistake. From the definition above, it can be concluded that pragmatics is closely related to social communication in human life. The use of vocabulary cannot be compared with each other. Peer communication is different from communicating with older people. Likewise, the topics chosen in communication with close relationships and strangers have a marked difference in the choice of topics and the words used in the communication.

People use language to communicate changes from one culture to another. To be able to analyze a cultural norm and its understanding, first in this study the researcher will examine speech acts. Searle (1969: 42) states that speech acts are usually carried out in pronunciation or making sounds or signs. The speech act consists of rejection, approval, apology, and so on. It is very interesting to examine speech acts, especially the speech act of apology because according to Trosborgh (1995), apology is a sensitive speech act, which culturally varies greatly from culture to culture. Meanwhile, Bergman and

Kasper (1993) state that apology is a culture that may not be serious in other cultures. Therefore, the researcher found that in Indonesia as non-native speakers, there is a different pattern of using apology. This one difference is in forming the correct act of apologizing for what the speaker should have done following the situation or context that occurred. In everyday conversation, it's important to understand how to say a polite apology to another person.

In accordance with the apology phenomenon, Blum-kulka and Olshtain (1984) define apology as an acknowledgment that 'a social norm has been violated'. Also, Goffman (1981: 109) argues that apology is the speaker's attempt to 'transform an act of guilt' from 'an act that at first seems offensive to one that is socially acceptable'. Meanwhile, Olshtain and Cohen (1983) state that apology is a term to state whether a violation is real or potential. Then there is Trosborg (1995) who states that apology is an expression of regret. In addition, Trosborg (1995) mentions many ways to express apologies such as expressing regret, providing explanations, apologizing, and offering to repair or replace someone's property. Discussion on speech acts and apology strategies will be discussed further in chapter 2.

The data collection technique used in this study was the Discourse Completion Test (DCT). DCT is a research tool used to collect and present data. In this case, the function of the DCT is to find out the types of apologies used by IAIN TULUNGAGUNG students as non-native English speakers and

how they express their apologies. Further information about DCT will be discussed in more depth in chapter 3.

Because there are still many inaccuracies in the use of the word apology in everyday conversations which cause communication to be inadequate, here the researcher tries to examine the use of the word apology and actions of apology in daily conversations. Referring to previous researchers who have done research, it is hoped that the results of this study can fill the research gap in the act of apology. Following are previous studies related to the Act of Apology.

Nasiha (2018) examines apology strategies used in Malay. She examines the type of apology strategy used by Malaysian society based on the kind of politeness suggested in Brown and Levinson (1987). The findings of her research mentioned that Malaysians prefer to use Providing Justification and Offer of Repair strategies which suggested about Malaysians value face saving. She stated that Malay culture values the display of respect, consideration, and concern for each other, being sensitive to, and anticipating the interest of other. Because, every country has its own way and culture of apologizing.

Demir and Takkac (2016) investigates about Contrastive Pragmatics: Apologies and thanks in English and Italian. This study investigates the sample of cross-cultural apologies and thanks that are in line with Robinson (1994). In short, this research investigates about two different speech act and/from two different society, in this case is English and Italian.

Taher (2016) investigates about how native English speaker and Kurdish native speaker in using expression due to making apology. From his research, he founds that native English speaker use more expressing remorse to make apology while Kurdish native speaker use Offer strategy to apologize.

The thing that makes this research is different with previous research, are: this research investigates on how student produce an apology and what the strategy used by the English student of IAIN TULUNGAGUNG in realizing apologize.

1.2 Research Question

Based on the research background above, the researcher has two questions to answer:

1. How is the grammatical realization of apologies made by IAIN TULUNGAGUNG students as non-native English speakers?
2. What strategies do IAIN TULUNGAGUNG students use as non-native speakers in realizing apologies?

1.3 Research Objectives

In connection with the aforementioned problems, the purpose of this study is to determine:

1. The grammatical realization of apologies made by IAIN TULUNGAGUNG students as non-native English speakers.

2. The strategy used by IAIN TULUNGAGUNG students as non-native speakers in realizing apologies.

1.4 Scope and Limitation of the Study

This research was conducted within the scope of sociolinguistics because the field of research is related to the use of language in the social realm. Expressive speech acts were chosen because the researcher wanted to reveal the speaker's psychological state of an attitude before an action or situation. The expressive speech acts studied in this study are apology strategies.

The study obtained data from the DCT results. The data will be analyzed using Dell Hymes theory. To test the type, researchers used the Trosborg theory. The researcher will limit the analysis by focusing on the types of apologetic speech acts used by IAIN TULUNGAGUNG students as non-native speakers.

1.5 Significance of the Study

The findings in this study are expected to enrich theoretical and practical contributions in the field of sociolinguistics, especially at IAIN TULUNGAGUNG. Theoretically, the results of this study can provide an overview of the form and tools of an appropriate apology strategy and the relationship between sociocultural values of society. This study is expected to complement the suitability of the language used, especially apologies that are in accordance with the thoughts of linguists such as Trosborg (1995).

In practical terms, the findings of this study are expected to be useful for English teachers at IAIN, readers, and future researchers who are concerned with speech acts of apology. English teachers are expected to pay more attention to the use of pragmatics in teaching in the classroom. Lack of knowledge about pragmatics can lead to failure in communication. Apart from only emphasizing the grammatical aspect, the teacher must teach the use of proper language in a variety of different situations. As for readers, the results of this study can be used as a source to increase knowledge about the material of the apology. And for future researchers, this research can be used as a source of information as well as a reference for conducting better research in the future. This research is also expected to be useful for contributing knowledge about apology strategies that follow the linguistic and socio-cultural values applied in society.

The availability of adequate literature on empirical descriptions of apology speech act behavior, both by native and non-native speakers, is expected to encourage the broadening of insights by various layers of society in Indonesia and internationally regarding the accuracy of speech acts in Indonesia on socio-cultural values. With some of the benefits described above, it is hoped that this will have a positive impact on the creation of a healthy national and international community unity so that in the end essential world peace can be maintained.

1.6 Definition of Key Terms.

1. Grammatical realization

    Grammatical Realization is a speech function to request information or provide goods and services that are realized in a clause structure, such as Declarative, Interrogative, Exclamative, and Imperative

2. Communicative Competence:

    Communicative competence is a person's ability to communicate according to the topic, area, field to whom the other person is talking to. In linguistics, this term refers to knowledge of grammar in terms of syntax, morphology, phonology and so on as well as knowledge of the use of language in inappropriate situations.

3. L1 Interference:

    L1 interference is a situation when l2 learners transfer their own syntactic language (L1) into the use of the target language. The effect of L1 interference can be on any aspect of language: grammar, spelling, vocabulary, accent and so on.

4. Pragmatic Failure:

    Pragmatic failure is the inability to understand the purpose of a speech that occurs in second language learning due to differences in perceptions between cultures about the formation of appropriate linguistic behavior.

5. Apology Strategy:

      The apology strategy is a way of apologizing after doing something wrong. It may come in various forms based on Trosborg's theory. Namely minimizing the level of violations, acknowledgment of responsibility, and others.