

CHAPTER II

Review of Related Literature

This chapter presents the review of related literature which discusses about pragmatics, speech acts, speech act classification, politeness and apology.

A. Pragmatics

Pragmatics is a branch of linguistics study which focuses on the meaning of utterances. Pragmatics concerns with the meaning of utterance, in which the meaning depends on the situation where the utterance occurs (Leech in Trosborg, 1994:6). Meanwhile, Yule (1994:4) states that the speaker or the writer must be able to depend on a lot of shared assumptions and expectations. Pragmatics concern to people's assumptions, people purposes or goal, and the types of actions (such as request, offer, apologize, etc) that they are performing when they speak.

Based on definition above, it can be concluded that pragmatics is the study of language or utterance meaning in which the meaning is influenced by the context. In the context of pragmatic the communication that occurs between speaker and hearer should involve and require good interpretation based on context and situation before and after doing communication.

Pragmatics study involve apology as one of the focus of its study as a type of action in communication and apology's utterance has various meaning depend on the context and situation. Therefore, to analyze apology strategies is requires to understanding pragmatic as part of the study.

B. Speech Acts

Speech act is a term that related to two basics things, they are speech and act/ action. Speech is a way of affecting actions or a way of doing things with words. Speech act is action that can be seen or depicted by saying something the speaker. According to Searle's opinion, the speech acts performed in the utterances of a sentence are in general a function of the meaning of the sentence. Yule states the term of speech act covers 'action' such as 'requesting', 'commanding', 'questioning', and 'informing' (Yule, 1996:132). Recognizing the speech act that is being performed in the production of an utterance is important because speech act that in particular extent tells us what the speaker intends us to do with the propositional content of what was said.

Based on the opinions above, speech act can be defined as the action of a person that actually do through the language or in other sentence speech act is a unit of speaking and performs different functions in communication. It involves social acts such as to promise, to request, to offer, and the like. In communication, the speaker commonly expects that his or her communication intention will be recognized and be understood by the hearer.

There are two important things that need to be considered in studying speech act, they are situation and context. According to Yule context refers to the relevant elements of the surrounding linguistic or non-linguistic structure in relation to an uttered expression. (Yule, 1996:129).

C. Speech Act Classification

A speech act can be performed either directly or indirectly. A direct speech act occurs when there is a direct relationship between a structure and function. Meanwhile, an indirect speech act is performed when there is an indirect relationship between a structure and a function.

In relation of speech act, a linguist, Austin states that there are three subdivision of act that can be shown/ performed by utterances (Austin, 1983). The three kind of acts that depicted by utterances are:

1. A Locutionary act

It is the act of saying something or producing a series of sounds which has a meaning or its means something.

2. An Illocutionary act

It is the act performed in saying something and includes acts such as betting, promising, denying, and ordering is concerned with force.

3. A Perlocutioary act

It is the act performed as a result of saying or speaking. This act produces some effects toward thoughts, feeling, or actions of audiences.

Another subdivision of speech acts is stated by Searle that classifies five types of general functions of speech acts (Searle in Yule 1996), they are:

1. Representatives

This type is such kinds of speech acts that refer what the speaker believes to be the case or not and the speaker express a belief that the proportional content is true. This type involves acts such as

describing, hypothesizing, claiming, insisting, and predicting. In using a representative act, the speaker makes the words fit the world (of what is belief).

Example: The earth is flat

2. Expressive

This type is such kinds of speech acts that describe and show what the speaker feels. They express psychological states and can be in form of statements such as: pleasure, pain, likes, dislikes, joy, or sorrow in the term apologizing, praising, congratulating, deploring, and regretting.

Example: I'm really sorry!

3. Directives

This type is kinds of speech acts the speakers use to get someone else to do something. They express what the speaker wants and needs. They are such as command, orders, request, suggestions, inviting, forbidding. In using a directive, the speaker attempts to make the world (via the hearer).

Example: "Could you lend me a pen, please?"

4. Commissives

This type is kinds of speech acts that speakers use to commit themselves to some future action. They express what the speaker intends to do. They are such as promises, threats, refusals, pledges, offering, threatening, vowing, and volunteering. They can be

performed by the speaker herself/ himself, or by the speaker as a member of a group.

Example: "I'll be back"

In using a commissive, the speaker undertakes to make the world fit the words (via the speaker).

5. Declaratives

Declaratives are speech acts in which the words and expression change the world by their utterances and it declares something.

Example: I bet, I declare, I resign.

Apology in speech act is called also as the act of apologizing. Apology is included in the type of expressive speech act. There are two types of strategy speech act to realize the illocutionary acts, they are:

a. Direct Speech Act

This type has direct relationship between a structure and the function (Yule, 1996:55). A statement that said directly from the speaker to hearer that usually in the form of imperative sentence is defined of direct speech act.

b. Indirect Speech Act

As Yule (1996:55) says in his book that indirect speech act is utterance which has an relationship between a structure and the function. In other words, this speech act is performed indirectly through the performance of another speech act.

D. Grammatical Mood and Speech acts

In a sentence, the grammatical mood conveys the speaker's attitude about the state of being of what sentence describes. This may sound of what the sentence describes. This may sound a little complicated, but it's simple enough.

In the orthodox view, grammatical mood is seen as a formal syntax of sentence-types. Declarative, interrogative, and imperative moods express the 'literal' meanings 'in' these syntactic forms. Levinson also investigates the possibility that "the three basic sentence types, interrogative, imperative and declarative" might be the basis for a grammatical account of illocution (Levinson, 1983: 242). But the result of this investigation is negative. The three basic illocutions of questioning, ordering, and stating are not related in a systematic way to the grammatical forms of interrogative, imperative, and declarative. They are, says Levinson, uses of linguistic expressions in context, on concrete occasions, for particular purposes, and they are not linguistic categories. They are utterances, and not sentences (Levinson, 1983:242-243). All cases in which there is not a one-to-one hook up between grammatical mood and speech act ('literal illocutionary force') are instances of indirect speech acts, and hence not linguistic (Levinson, 1983: 265).

The mood system, which is on the lexicogrammatical stratum, subclassifies independent clauses in English as "three basic types of interact" (Martin, 1992: ch. 2), as in Fig. 1.

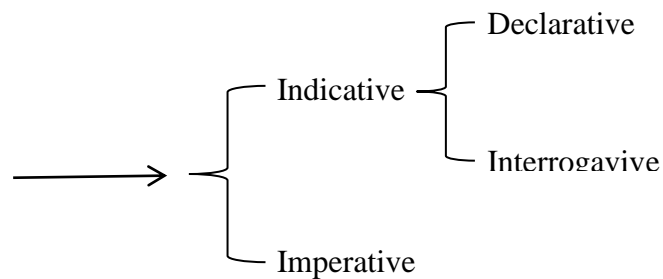


Fig. 1. Basic Grammatical Mood system in English

1. Declarative

Declarative is makes a statement or tells something.

2. Interrogative

Interrogative is asks a question.

3. Imperative

Imperative is commands something.

E. Apology

Apology is an action of asking forgiveness. Apology is used to express regret for having offended and making inconvenient thing to someone which can damage a relationship. Apology is used to maintain relationship and the harmony after an offence occurred. Apology is an attempt by the speaker to make up some previous actions that interfered with the hearer's interest, counteracts the speaker's face wants (Blum kulka 1989).

Holmes (1992) considers apology as speech act directed to the addressee's face need and intended to remedy an offense for which the speaker takes responsibility, and thus to restore equilibrium between the speaker and

addressee. Searle (In Trosborg, 1994:373) States that apology has the effect of paying a debt, thus compensating the victim for the harm done by the offence.

According to Trosborg (1995: 373), there are three roles involved in resolving the unpleasant situation between the speaker and the hearer, which are a complainer or a person who complaint, complaineer or a person who receive the complaint and a complaint or an expression of dissatisfaction. Olsthain and Cohen (in Trosborg, 1994:373) define that the act of apology is called for when there are some behaviors which have violated social norms.

An apology is a speech act that is to rebuild relationships between a speaker and a hearer after speaker has offended hearer intentionally or unintentionally. The act of apologizing is related about two main things: an apologizer / complaineer and a recipient.

There are kind of offences, and apology has the effect of paying the debt, thus compensating the victim for the harm done by the offense (Searle and Katz in Trosborg, 1994:373). An offense is considered as face threatening act toward the offended, and apology is intended to remedy the offense. Apology is used because it is caused by offences. Holmes (in Wagner's paper) divided the following categories of offenses, they are such as:

1. Space offenses

This offence involves some acts such as bumping into someone, queue jumping, etc.

2. Talk offenses

This offence involves some acts such as interrupting, talking too much, etc.

3. Time offenses

This offence involves some acts such keeping people waiting, taking too long, etc.

4. Possession offenses

This offence involves some acts such as damaging or losing someone's personal property.

5. Inconvenience offense

This offence involves some acts such as giving some one the wrong item, etc.

6. Social behavior offences

It can be an act which can make the hearer get angry to the speaker. It can also be an impolite act done by the speaker to the hearer.

F. The apology strategies

In delivering the act of apologizing, the offender or the complaine/ the apologizer needs to employ certain strategy of apology that is appropriate with the case. It may be performed directly by means of an explicit apology

utilizing one of the verbs directly signaling apology apologize, be sorry, excuse, etc.), or it can be done indirectly by taking on responsibility or giving explanations (Trosborg, 1994;376). There are a number of linguistic strategies for expressing apology. The following parts below are the further explanations of Trosborg's apology strategies:

1. Evasive strategies / Minimizing offense

This strategy is closely related to the strategies in which the compliance fails to take on responsibility. But the speaker does not deny the responsibility. The difference can be seen in the facts that the apologizer / complaineer don't deny responsibility. Instead, the complaineer seeks to minimize the degree of offense, either by arguing that the supposed offense is of minor importance, in fact is 'hardly worth mentioning', or by querying the preconditions on which the complaint is grounded (Trosborg, 1995: 379). This strategy is divided into three sub strategies, such as Minimizing, Querying preconditions as example: Well, everybody commonly does that; Blaming someone else is the offence committed by the complaint can be partly, e.g.; I broke the jar because she suddenly pushed me.

Further explanation of these sub-strategies can be seen below:

a. Minimizing

In this sub-strategy, the complaineer tries to minimize the degree of offense by saying the happening is not a big deal and the complaineer seeks to minimize the degree of offense by arguing that

the supposed is of minor importance (Trosborg, 1995:379). Minimizing itself means reducing something, especially something bad to the lowest possible level.

Examples:

“Oh, what does it matter, that’s nothing, that’s just so so”

“It doesn’t matter”.

“What about it, it’s not the end of the world”

“Take it easy, it’s not the end of the world.”

“everyone ever does that”

“Don’t take so seriously”

“Well, everything will be alright again, don’t think too much about it”

b. Querying precondition

In this sub strategy, the complaineer may cover the complaint by querying precondition. The complaineer attempts to throw doubt on the modalities of a precious arrangement. It can be said also that the complaineer or apologizer means expressing doubt about something whether something is correct or not.

Example:

“Who told you that I would marry you?”

“Are you sure we were supposed to meet at 1 p.m?”

“Do you believe that Jen deserves to get this?”

“What is love then?” (in responding, “You don’t love me”).

“Don’t put Dian’s name on the checklist, I’m not sure she is coming”.

c. Blaming someone else

In this sub-strategy the offense is committed by the complinee which can be excused by an offence committed by a third party (Trosborg, 1995:379). The apologizer regard that the third party is also partly responsible for the offense (Trosborg, 1995:379). Blaming itself means is the act of thinking to saying that somebody, someone else or something is responsible for something bad.

Example:

“I don’t know traffic jump could be so long along the road this morning.”

“The bus was late”

“Look, I really feel bad about this. But this would never have happened if she had done exactly as I told her to do.”

“I believe someone else also is responsible for this problem, she or he may also takes part in this problem.”

2. Direct Apology / Expression of apology

In this types of apology strategy, the complaineer may choose to express his/her apology explicitly. In this case, a small number of verb apply and the expression is a routine formula generally accepted to express apology. There is also semantic content here and it may be an expression is a routine formula generally accepted to express apology.

There is also sematic content here and it may be an expression of regret, an offer of apology, or a request for forgiveness (Trosborg, 1995:381).

There are the subcategories of this strategy:

a. Expression of regret.

It is the type in which complainee uses the common form to express his or her regret by using some terms such as really, terribly and so on.

Example:

“I’m sorry to keep you waiting.”

“Sorry about that”

“I’m sorry to have been so long in getting in touch with you”

“I’m really sorry”

“I’m sorry for...”

b. Offer of apology.

It is the type in which a complainee or the apologizer may choose to express his / her apology explicitly. The complainee may offer an apology for the offense.

“I apologize for..”

“Please accept my sincere apology for..’

“My client would like to extend his apology to you for the inconvenience involved.”

“I apologize”

c. Request for forgiveness.

It is the type in which an apologizer or the complaineer may choose to express his/her apology explicitly in the form of explicit performative construction (Trosborg, 1995:381). In this case, the complaineer shows that he expects for forgiveness.

Example:

“Please, forgive me”.

“I’m terribly sorry about...”

“Excuse me” “I’m sorry for interrupting you, but...”

“Pardon me, I didn’t hear what you said”.

3. Indirect apology / acknowledgement of responsibility

It is the strategy in which the complaineer tries to describe his/her role in what has happened and whether or not he/she was responsible. The complaineer chooses to take on responsibility by using various degrees of self-blame from low to high intensity.

Speakers can implicitly or explicitly claim to be responsible for their action. The speakers also usually blame themselves. This strategy is aimed to give support to the hearer.

This strategy divided into some sub-strategies such as:

a. Implicit acknowledgment

In this case, the complaineer blames himself implicitly,

Example: “I can see your point, perhaps I shouldn’t have done it”.

b. Explicit acknowledgment

In this case, the complaineer admits his mistake explicitly,

Example: “I’ll admit I forgot to do it”.

c. Expression of lack of intent

It is the types in which the complaineer expresses that he does not have intention to commit the offense,

Example:

“I didn’t mean to”.

d. Expression of self deficiency

In this type, the complaineer expresses his own deficiencies.

Example:

“I was confused”

“You know I am bad at...”

e. Expression of embarrassment

It is the type in which the complaineer shows that he feels embarrass for the offense.

Example:

“I feel so bad about it”.

f. Explicit acceptance of the blame

In this type, the complaineer feels that the complainer has the right to blame him.

Example:

“It was entirely my fault”

“You’re right to blame me”

4. Explanation or account.

In this apology strategy, the complainee may try to reduce the guilt and impact by giving an explanation about the situation of violation. In this strategy the speakers argue that the offense is not something he wanted to occur. It can be divided into some sub-strategies, they are:

a. Implicit explanation.

The complainee explains the situation implicitly.

Example:

"Such things are bound to happen".

b. Explicit explanation.

The complainee explains the situation explicitly.

Example:

"Sorry, I'm late, but my car broke down".

5. Offer of repair

In this type of apology strategy, the complainee may offer to 'repair' the damage he has done or caused by his/her offense. Repair may be offered in its literal sense or as an offer to pay for the damage.

There are two sub-strategies of this, they are included:

a. Repair.

The complainee intends to pay for the damage,

Example: "I will pay for the cleaning".

b. Compensation.

If the repair is not possible, the complaine may offer a compensatory action,

Example: "You can borrow my dress instead".

6. Expressing concern for hearer.

In this type of apology strategy, the complaine may express his concern towards the complainer's condition. To comfort the hearer, the speaker may demonstrate his attention. The complaine may show the sympathy toward the complainer's condition.

Example:

"I know you do not feel comfortable with what I've done".

"Actually, I don't want it to happen to you."

7. Rejection

This type of apology strategy, a person may deny the responsibility because he feels not guilty. The denial of responsibility can be shown by the use of rejection strategy. There are some categorizations of this apology strategy, they are such as:

a. Explicit denial of responsibility.

In this type, the complaine denies that he/she has committed the infraction explicitly and the complaine explicitly denies that he/she should be responsible for something unpleasant that has happened. The complaine deny being responsible for the

violation occurred. They may be emphasizing the ignorance of the matter

Example:

"You know that I would never do a thing like that."

"I know nothing about it".

b. Implicit denial of responsibility.

In this type, the complaineer may try to evade responsibility by ignoring the complaint or talking about other topics. The complaineer tries to change the conversation piece or ignore the complainer in order to evade the responsibility. They generally avoid responsibility by ignoring complaints or talking about something else.

Example:

"I don't think that's my fault."

c. Justification.

In this type, the complaineer tries to give and provide arguments to persuade the complainer that he cannot be blamed for the inconvenient situation that happens. It is set to affect the hearer not to blame the speaker

Example:

"I've already finished my job yesterday, so there is no reason I could be blame about this"

"I've told you before that I'll give you the money, but I didn't promise anything, did I?"

d. Blaming someone else.

It is a type in which the complaineer blames a third party or even the complainer himself as the cause of further violation.

The complaineer seeks to evade responsibility by blaming someone else (in which the case the complaineer is likely to cause further offense). The complaineer avoid responsibility by blaming others.

8. Promise of forbearance

In this apology strategy, the complaineer takes responsibility by expressing regret, and he/she will be expected to behave in a consistent fashion and not immediately to repeat the act for which he/she has just apologized. The complaineer promises either never to do the same mistake or to improve his behavior. The utterance is often signaled by the word 'promise',

In this case, an apology is not only related to the violations that have been done but also related to the behavior in the future. This speech act apology contains a commitment from the speaker not to repeat his action.

Example:

"It won't happen again, I promise".