CHAPTER I

INTRODUCTION

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

1.1 Background of Study

In daily life, human can not be separated from the relationship between one to other. They will need to look for other individuals or groups to be able to interact or exchange ideas, it is called social interaction. Social interaction is needed in daily life. Social interaction is a relationships in the form of an action based on norm and values that are applied in society.

In doing interaction, human need communicate with others. In communicating, human practice their languages based on daily language. In this case, the language has an important role as a mean of communication. Communication is usually defined as conversation which means a process by the human who communicate with others.

Human need to communicate with other people to build social interaction. People need to socialize with other to make a friend through communication. Moreover, with communication, human can know each other and have a good relationship. Human who communicates with another person, can measure the succes of their communication from the respon that they gets. The communication is successful, when the speaker a wares with language and the hearer is able to recognize the intended meaning.

Human communicate in some different ways and due to these differences, missunderstanding or miscommunication may happen. The relationship could brake down because of that matter. Human must do something if we want to restore and keep continuing the relationship. Thus, we need to ask for an apology. Apology is a speech act used to restore relationships between a speaker (S) and a hearer (H) after S has offended H intentionally or unintentionally (Olshtain:1983). Related to this point, he also states that "the act of apologizing requires an action or an utterance which is intended to 'set things right".Olshtain (1983) defines apology as basically speech act intended to provide support for the H (hearer) who has actually or potentially malaffected by aviolation of X. He continues to state that the overall goal of apology is to maintain or restore harmony.

The human must be able to apologize be appropriately to restore the relationship. In islam, the concept of forgiving someone to maintain the realtionshipand brotherhood between the human and society has been mentioned in to Holy Qur'an (An-Nur: 22):

"And let not those among you who are blessed with graces and wealth swear not to give (any sort of help) to their kinsmen, Al-Masakin (the poor), and those who left their homes for Allah's Cause. Let them pardon and forgive. Do you not love that Allah should forgive you? And Allah is Oft-Forgiving, Most Merciful." From the verse above, forgiveness is something ordered by riligion. Giving other person forgiveness brings much reward from Allah SWT because it creates good circumstances in human beings environment. Therefore if the people make a mistake, they should apologize. While the people make a mistake, they should apologize. While the people make a other people who ask for an apology.

People are taught an apology, when they make mistake. They must also concern about the offense or fault that they have done. After knowing the mistake, they must be responsible and be regretful for it and ask for an apology. Then, we ask an apology; we expect that they will forgive us. Guilty feelings can also lead us to apologize to the person that we do not want to hurt intentionally.

In to fix the kind of situation, the human need to express the regret in this situation correctly by using the right apology strategies. The conversation below shows a situation when a speaker (A) says apology to a hearer (B) dealing with mistake that (A) has done. In this situation, the hearer (B) can accept the speaker's fault. Therefore, the hearer (B) is considered to be successful to neutralize the situation. The reason is that, the speaker wants to harmonize the connection between the speaker (A) and the hearer (B).

Speaker (A): "I am sorry"

Hearer (B): "Oh what does that matter, that's nothing what about it, it's not the end of the world"

An example presented above shows an apology situation. Here, the speaker tries to communicate to the hearer about apology. Regarding to the apologizers response, the factor that affect his behavior have to be considered too; like his perception of the degree of offence or the degree of severity. (Olshtain and Cohen (1983, p.21) state that in order to anticipate the negative reaction toward the offence, the apologizer can soothe the complainer by do something which is expressing he or she regrets; for example the apologizer can offer some repair. Degree of offence it is can serious and slight damage, it is all depends the mistake that the speaker do.

There are different measures to measure these apology strategies. These measures mostly depend upon the speaker, the addressee or both. The social distance, sex, power, social status, age and situation also play people respective part in this regard. Apologies speech acts are performed by the individuals when they commit any mistake or nonsense to others who may have different kinds of relations with the speakers ranging from most formal to most informal. They may also have different social dispositions and power.

Apology is actually one realization of a certain social communication and it is closely related to speech act, in which the speaker performs the act through her utterance. When the speaker says something to someone, actually she does not only have a certain purpose, but also perform the act.

Mey (1993:110) states that speech act is "words that do things". In other word act in speech act theorhy refers to the action that is performed in making utterance. The different kinds of speech act are applied to the speakers communicative intention in producing utterance. Austin (Sarle, 1968) has three actions which are created by the speakers in speaking. A speaker says a simple act and interprets things (locutionary act); the act is kind of making the statement, offer, request, promise and etc (illocutionary act) and the act causes the effects from the hearer by means of uttering the sentence (perlocutionary act). This conversation below tells about a situation when the speaker (A) has made her friend (B) angry. The story begins when B's favorite watch is lost. Actually, he does not lose the watch, but (A) does. Nevertheless, (A) does neither mean nor intend to do such kind of deed.

The speaker (A) : "I'm sorry. I've made you angry"

The hearer (B) :"It's ok"

The speaker (A) who utters the sentence is characteristically saying something. In saying something, the speaker intends to express something and her statement is characteristically said to have a meaning. Based on the example above we can see that the speaker (A) utters: I'm sorry, I've made you angry. She actually has said something which is meaningful. It is called locutionary act. Meanwhile illocutionary act can be seen when the speaker intends to express something identified as an apology. Thus, she (A) tries to confess her fault that she did wrong to B, and then she wants (B) know her real expression of his regret. In this case, illocutionary act is used to express a psychological attitude toward a condition. If people break social norm, people need to apologize. It is required to express their regret for the mistakes they have done in the past. In connection with speech act, this research will analyze apology which be longs to expressive illucotionary act. The speech act of apology is also known as the act of apologizing. The porpuse of speech act of apology is to maintain the good relationship between participants.

Based on the explanation above, the writer interested to know the true facts about the differences of utterances of apology strategies used by male and female characters in "Knowing" film. In this case, the writer focuses an observing the level of misunderstanding or the degree of offence in expressing apology and what types of apology strategies use by male and female characters. The writer wants to find out whether or not the degree of offence plays an important role in the way of expressing regret. The writer also wants to find out whether or not the degree of offence influences the choice of apology strategies that are used. The reason of focusing the utterances on the speech act of apology because it is often used in everyday life.

1.2 Research Problem

The writer has three main problems, which are:

- 1. What are types of apology strategies used by male characters?
- 2. What are types of apology strategies used by female characters?
- 3. What are kinds of offense that motivate the character to deliver their apologies?

1.3 Research Purpose

This study is conducted to achieve the following objectives:

- 1. To analyze the type of apology strategies used by male characters
- 2. To analyze the type of apology strategies used by female characters
- 3. To find out the kinds of offense that motivates the characters to deliver their apologies.

1.4 Significance of The Study

The writer expects that the finding of this study will give contribution to sociolinguistic especially in the area of speech act. The writer also hopes that this study can be helpful for the reader especially the student of English literature department majoring in linguistic and to give more knowledge about the various strategies of apologizing used by both male and female. So, they can communicate effectively. Hopefully, this study can be used as a guide for the student who wants to conduct research that has related topics.

1.5 Scope and Limitation

The scope of this study is done in the scope of sociolinguistic because sociolinguistic is deals with language in relation to society. This study is only concerned with the apology strategies and degree offences used by male and female characters in "Knowing" film. In this study the writer wants to classify and identfy the type of apology strategies and the types of offences that use by male and female characters in "Knowing" film. The writer will limit this analysis by focusing on the level of differences apology strategies and degree of offense used by male and female characters in "Knowing" film.

1.6 Definition of Key Terms

The writer will give a definition of key terms in order to prevent misunderstanding. They are:

a. Apology

Apology is the speech act through which the person who has committed the act that warrants apology and who is supposed to forgiveness what he or she has done.

b. Apology strategies

Apology strategies is the methods used by individuals to perform the speech act of apology such as statement of remorse and reparation. In order to avoid misunderstanding and miscommunication which it can be hurt other people

c. Offence is an act threatens the speaker or hearer's face

d. "Knowing" film

Knowing film is a fiction film, Knowing film was directed by Alex Poyas and starring Nicolas cage. The project was originally attached to a number of directors under Columbia Pictures, but it was placed in turnaround and eventually picked up by Escape Artists. Production was financially backed by Summit Entertainment. "Knowing" was filmed in Docklands Studios Melbourne, Australia, using various locations to represent the film's Boston-area setting. The film was released on March 20, 2009, in the United States. The DVD and Blu-ray media were released on July 7, 2009. Knowing met with mixed reviews, with praise towards the acting performances, visual style and atmosphere, but had criticism over the implausibilities.

This film tells about numerical predictions about the various disasters that occured during the 1959 until 2009 period, which, ended in the destruction of the earth due to the destructive sun radiation.

