#### CHAPTER II

### REVIEW OF RELATED LITERATURE

Some theories are needed as a basic requirement to solve the problem statements of the reseach. Here, the writer often quotes many review of related literature arguments to keep its originality. The theories discussed in this chapter are: speech act, apology, apology strategies, offence and politness

# 2.1Speech Act

Speech act is a way of affecting actions, a way of doing things with words. People do not only produce utterance containing grammatical structures and words when they attempt to express themselves, but they also perform action through utterance. Actions performed through utterances are generally called as speech act (Yule, 1996, p.47).

Austin (1975, as cited in Ristinawati, 2009) defines speech acts as theactions performed in saying something. Austin also claims that there is a closelink between speech acts and language functions. Accomplishing communicative actions in everyday life requires employing necessary words under appropriate circumstances. In other words, when we say something, we are simultaneously accomplishing a communicative action, we are using words to performaction in real world context. For example, when we say, "Could you please pass the salt to me?" we wish to achieve the goal of having the intended interlocutors help us to gain access to the salt. Austin's main contribution to speech act theory is the principle that by saying something, we actually do

something. A speech act is a unit of speaking and performs different functions in communication.

Sarle. J (1979) state that there are three types of acts that can be performed by every utterance, given the right circumstances:Locutionary act, Illocutionary and Perlocutionary.

- a. Locutionaryis It means the utterance of sentence which determines sense and reference. It is the simple act and interprets the things the speaker says.
- b. *Illocutionary* is which kind of making the statement, offer, request, promise and etc. in uttering a sentence by virtue of the conventional force associated with it (or with explicit performance paraphrase). It is more or less what is done in the act saying something.

The illocutionary act is not in one-to-one correspondence with the locution from which it is derived. There are different locutions that express the same illocution and viceversa. For example, there are indirect speech acts, that is acts with a different force than the obviously deducible one. A typical example is the locution of the utterance "Could you pass the salt?" uttered at a dinner table. For a speaker of English in the particular situation this means "Pass the salt, please" and no one would assume that the speaker is indeed interested in whether the addressee would be able to pass the salt.

c. Perlocutionary is bringing about the effects from audience by means of uttering the sentence, such as effect being special to the

circumstances of utterance. In short, it is the effect that the speaker produces by saying something.

It represents the change achieved eachtime, in a particular context. Depending on the kind of perlocution, different conditions have to hold in order for it to be achieved. The salt example has realise that the speaker's intention toget ultimately hold of the that. Verbs that name the speech act that they intend to effect are called *Performatives*. A performative uttered by the right person under the right circumstances has as a result a change in the world. For example, "I pronounce you husband and wife" uttered by a priest, in the church with all the legal and traditional aspects being settled, will have the actual effect of the couple referred to being husband and wife after the performative has taken place.

Austin (1979) proposes five way classifications of illucotionary acts, which include: Assertives: They commit the speaker to something being the case. The different kinds are: suggesting, putting forward, swearing, boasting, concluding. Example: `No one makes a better cake than me". Directives : They try to make the addressee perform an action. The different kinds are: asking, ordering, requesting, inviting, advising, begging. Example: `Could you close the window?". Commisives : They commit the speaker to doing something in the future. The different kinds are: promising, planning, vowing, betting , opposing. Example: `Tim going to Paris tomorrow". Expressives : They express how the speaker feels about the situation. The different kinds

are: thanking, apologising, welcoming, deploring. Example: "I am sorry that I lied to you". The last is *Declarations*: They change the state of the world in an immediate way. Examples: "You are fired, I swear, I beg you". In speech act theory, the illocution is the focus of the attention. The following explanation may help to clarify the quotation above:

Representatives are a kind of speech acts in which the speaker expresses belief that the propositional content is true. The term proposition content will be used to refer to what a sentence is all about. Acts of describing, concluding, asserting, are all examples of the speaker's intention in expressing his belief.

**Directives** are a kind of speech acts in which the speaker expresses an attitude toward a prospective action by the hearer. Act of commanding, ordering, requesting, inviting are the examples of directives.

**Commisives** are a kinds of speech acts in which the speaker expresses his intention concerning some future action. Act of promising, threatening, refusing are examples of commisives.

**Expressives** are a kind of speech acts in which the speaker expresses his psychological attitude toward a state of affairs specified in the propositional content. Act of thinking, apologizing, congratulating are the examples of what the speaker feels.

**Declarations** are a kind of speech acts that declare something. Searle says that declarations function to change the status of the person or object by performing the act successfully. The speaker of those acts is

someone who is especially authorized by an extra linguistic institution which provides rules for their use, such as court, committee, church and soon.

Based on the opinions above, speech act is the action people actually do through language. It covers promise, offer, etc. In other words it can be concluded that speech act is the action performed by producing an utterance.

# 2.2Apologies

Apologies are offered to express regret for having offended someone. Apologies occur to restore harmony when an offence has been committed. An apology is an attempt done by the speaker to make up for a previous action that interfere the hearer's face wants (Brown and Levinson, 2000 in Wagner's paper). Thus the aim of apologizing is to restore the equilibrium between the speaker and the addressees (leech, in Wagner's paper). According Gofman (2000)(in Wagner's paper), apologies are remedial exchanges that indicate an acceptance of responsibility by the speaker, and server as an implicit self judgment against the speaker.

According to Moore (2003), apology is often used in speech act to servedifferent purposes ranging from maintaining polite rituals that could vary from

one society to another, to the acknowledgement of serious offences. Moore also explained is spoken and written interactions and in effect of intercultural interactions it becomes relevant to determine what condition must be present for the adequate performance of an apology.

According to Hauss (2003), apology and forgiveness are important because intractable conflicts generate such deep and searing emotion. Even after the fighting stops, people still feel the pain, anger, hurt, fear, and hatred that produces the conflicts and it is horror in the first place. Without apology and forgiveness, people remind locked in the value systems that produce the conflicts. Little progress beyond a ceasefire can be made. Little progress beyond a ceasefire can be made.

# 2.3 Apology Strategies

Apology strategies are the methods used by individuals to perform the speech act of apology. Complex speech acts like apologies actually consists of a set of routinized patterns or strategies typically used by native speakers of the language.

Olshtain and Cohen (In Hidayati, 2005: 10) state that in every culture there are two types of expression that can fulfill the function of apology. The first group consists of highly conventional or routinized forms that are recognized by everybody, that are used in a wide variety of situations and that can be easily translated into other languages (e.g. sorry in English). The second group, on the other hand, includes more specific expressions that are drawn upon in circumstances in which the speaker has to carefully consider factors such as the appropriateness of the level of politeness, as well as the intensity of self humiliation and the degree of solidarity.

Gofman's (1972,p.192) state that to perform the act of 'apologizing', the offender who perceives the need to apologize should employ certain strategies

of apology. These strategies of apologizing are intended to maintain the relationship and at least reduce the offense to the offended.

Therefore, after conducting a series of studies with a large number of subjects from eight different countries, Cohen and Olshtain proposed a classification for apologies consisting of five main strategies and many substrategies. Apology strategies are the methods used by individuals to perform the speech act of apology. Complex speech acts like apologies actually consists of a set of routinized patterns or strategies typically used by native speakers of the language. According to Olshtain and Cohen (1999) state that there are five possible strategies for making an apology.

### 1. An Expression of an Apology

It is the strategy in which the wrongdoer (apologizer) shows that he or she has done something wrong. An expression of apology is considered asdirect apology strategy. An expression of an apology includes:

# a. An Expression Of Regret

e.g.: Sir, I am honored by your proposal, but <u>I regret that Imust decline it.</u>

("<u>I regret that Imust decline it</u>" was categorized as expression of regret because it happened when the speaker expressed her regret after refusing theintention from the hearer.

### b. An Offer Of Apology

e.g.: "You mistake me, my dear. I have the utmost respect for yournerves. They've been my constant companion these twenty years".

Theutterance you mistake me as the explicit or direct act of apologizing. It

reflects Cohen and Olshtain's theory of apologystrategies which can be classified as *an offer of apology*. It is a kind of apologystrategies which is expressed by the apologizer to offer an apology for the offense.

# c. A Request For Forgiveness Or Accepting The Apology,

e.g.: "I'm asking forforgiveness", "Excuse me", "Please forgive me", and "Pardon Me."In this formula, an apology is performed by the offender directly. They use an apology verb such as "apologize", "be sorry", "forgive", "excuse", or "pardon". Even in the serious severity of offense, the expressions are added with the intensifiers such as, "terribly", "very", "so awfully", "really", for instance :"I am terrible sorry" or , "I am awfully sorry". Such expressions show the high intensity of apologyAdditionally, apologies can also be realized by reference to a set of specific propositions.

This is considered as the indirect strategies. There are:

# 1. An Explanation or Account of the Situation

It is a strategy in which the wrongdoer tells what has happened. The wrongdoer describes the situation which causes him or her to commit the offense and which is used by the wrongdoers as an indirect way of apologizing. The explanation is intended to set things right. For example: I am sorry; I was late, because my motorcycle was broken he or she gives explanation to hearer that he or she late because he or she motorcycle was broken.

# 2. An Acknowledgement of Responsibility

It is the strategy in which the apologizer tries to describe his or herrole in what has happened and whether or not he or she was responsible. Itincludes:

# a. Accepting The Blame

e.g.: "I know I have inconvenienced you... ..." it is mean that she or accepting the blame, and she or he will responsible about it.

# b. Expressing Self

e.g.: "....at that time I did not have that amount ofmoney, I was confused, I did not see you."

# c. Justifying The Hearer

e.g.: "You are right to be angry". It is mean that she or he responsibility by recognizing the self blame to the hearer.

# d. Expressing Lack Of Intent

e.g.: Jane : I feel such a terrible imposition. They're being sokind tome.

*Elizabeth* : I don't know who is more pleased at your being

here, Mama or Mr Bingley. [to Mr. Bingley
Thank you fortending to my sister so diligently.
She's in fan hettersom fortther at home

She's in far bettercomfortthan at home.

Mr. Bingley : It's a pleasure. I mean, it's not a pleasure that

she'sill... Of course not ... It's a pleasure that

she's here, being ill.

The uttearance "I mean" was categorized as *expressing lack* of *intent*. This strategy shows that Mr. Bingley is responsible enough to admit his mistakesand clarify misunderstanding in order to make other people appreciate with whathis utterance actually means. Moreover, he tries to keep the feeling of ElizabethBennet and Jane Bennet by giving clear explanation.

# 3. An offer of repair

It is a strategy in which the wrongdoer tries to repair the damage, he or she has incurred on others and offers words that may cause the harm done to be forgotten. The apologizer makes a bid to carry out an action or provide payment for some kind of damage resulting from his or her infraction. An offerof repair would be relevant only if physical injury or other damage has resulted.

e.g.: "I'm prepared to pay dry-cleaning costs or even replace it is necessary's", "I will pay for the broken vase" or "I will help you get up."

### 4. A Promise of Forbearance

It is a strategy in which the wrongdoer does his or her utmost to assure the injured party that what has taken place will not occur again in the future. While a promise of forbearance relates to a case where the offender could have avoided the offense but did not do so, perhaps repeatedly; e.g.: when someone has forgotten a meeting with a friend more than once, the person might want to say something. He or she commits his or herself to not having the offense happen again, e.g. "This time I promise not to do it again."

An explanation or account of the situation, an acknowledgement of responsibility, an offer of repair, and a promise of forbearance are usually called indirect apology.

#### 2.4 Offence

The offense or "object of regret" is what obligates an apology. (Coulmas, 1981, p.71). It is argued that thenature and severity of an offense strongly affect the formof the subsequent apology. For example, stepping onsomeone"s toe will most probably result in a differentapology than knocking someone over and breaking his or her leg (Deutschland, 2003:265).

An offense is considered as face threatening act toward the offended, and apologies are intended to remedy the offense. Wolfson, Marmor and Jones (1989:178-179) list the following kinds of social obligation, which when broken, result in apologies:

- 1. The obligation to keep a social or work-related commitment or agreement.
- 2. The obligation to respect the property of others.
- 3. The obligation not to cause damage or discomfort to others.

Holmes(1990:178) and Aijmer(1996:164) provided a different taxonomy. They (ibid.) classify offenses into six major types: 'inconvenience', 'space', 'talk', 'time', 'possessions' and 'social gaffes'. In this study, the offenses were categorized according to the comprehensive framework provided by Deutschmann (2003:266) that was developed based on Holmes (1990:178) and Aijmer (1996:164). It included the following categories:

 Accidents: Damage to property, hurting someone unintentionally, bumping into a person, unintentionally being in the way.

- Mistakes and misunderstandings: Misunderstanding someone, mistakes.
- Breach of expectations: Declining offers, declining requests, forgetting agreements, not keeping agreements, inability to fulfill expectations, personal shortcomings.
- 4. Lack of consideration: Interruptions, overlooking a person, not paying attention, forgetting a name, being late, leaving inappropriately, causing inconvenience, taking something without permission, taboo offenses, hurting someone's feelings unintentionally.
- 5. Talk offenses: Slips of the tongue, digressions, hesitations, corrections, being unclear, forgetting to mention something.
- 6. Social gaffes: Coughing, burping, sneezing, clearing the throat, laughing loudly unintentionally, flatulence.
- 7. Hearing offenses: Not hearing, not understanding, not believing one's ears.
- Offenses involving breach of consensus: Disagreeing or contradicting, reprimanding, refusing, denying, retaliating, insisting, challenging.

### 2.5 Politeness

Politness applied in a communication become an import thing in a Islamic precept. It is stated in the Al-Qur'an Surah Al-Baqaraah: 263 as follow:

"Kinds word and covering of faults are better than charity followed by injury god is free of all wants and he is most forbearing."

Politeness is a system of interpersonal relations designed to facilitate interaction by human interaction by minimizing, potential conflict and confrontation inherent in all human interchange (Yule, 1996, p.106). In communication, politeness can be defined as the means to show awareness of another person's face. Face means public self-image of person. It refers to that emotional and social sense of self that every person has and expects everyone else to recognize (Yule, 1996, p.134).

In discussing politeness, we deal with 'face'. Brown and Levinson (1987:6 163) define 'face' as the public self image that every number wants to chain for himself. There are two kinds of face, namely:

a. Positive Faceit is desire to gain the approval of others, for example, achievements, ideas, goals, and the like. It is desire to gain the approval of others, for example, achievements, ideas, goals, and the like.

Positive face looks for solidarity. The most common expression used to mantain the positive face is by showing emphaty or symphaty. This example may help to clarify.

S: "I had a flat tire on the way home"

H: "Oh God, a flat tire"

The responding of the Hearer (H) "Oh God, a flat tire" in the example above shows that H pays attention to S.

**b. Negative Face** it is desire to be unimpeded by others actions. However negative face is more problematic for it requires interlocutors to recognize each others negative face. For instance, when the speaker says "Go to bed"! to the hearer, it seems that the speaker limits the hearer's freedom. The hearer must goto bed soon, he is not permitted to do anything else except goes to bed.

Brown and Levinson in Thomas (1995, p.169) state that certain speech act is liable to damage or threaten another person's face; such as known as Face Threatening Acts. In order to reduce the FTAs Brown and Levinson sum up four main types of politeness strategy, namely bald on record, negative politeness, and positive politeness.

# a. Bald on record strategy

Bald on record strategy do not attempt to minimize the threat to the hearer's face. This strategy is most often utilized by the speakers who closely know their audience. With the bald on record strategy there is a direct possibility that the audience will be shocked or embarrassed by the strategy. For example, a bald on record strategy might be to tell your sister to clean the dishes "Do the dishes. It's your turn".

# b. Positive politeness strategy

The second strategy is positive politeness and this strategy attempts to minimize the threat to the hearers face. This strategy is most commonly used in situations where the audience knows each other fairly well. Quite often hedging and attempts to avoid conflict are used. For example, a positive politeness strategy might be the request "I know that you've been really busy lately, but could you do the dishes?".

# c. Negative politeness strategy

The third strategy is negative politeness, which presumes that the speaker will be imposing on the hearer. The potential for awkwardness is greater than in bald on record strategy and positive politeness strategy. Negative face is the desire to have freedom of action. Thus, a request without the hearer's negative consideration of face might uncomfortable, for example "I need \$5" is awkward if five dollars is outside the recipient to the question's financial capabilities. But if the speaker, knows that the hearer wants to maintain his autonomy, adds an out for the listener like "I know you've been kinda strapped for cash, but could I borrow \$5?", the hearer is more likely to give him that money because the request showed a respect for his ability to maintain autonomy.

### 2.6 Previous Study

Studies on apology have been done by previous researchers, that are:

1. Majeed and Janjua (2014) studied the type of apology strategies and gender: a pragmatic study of apology speech acts in Urdu language. It focused on how different genders express apologies in different situations. The data of their study is taken from collected through an open questionnaire from the students of National University of Modern Languages, Islamabad in 2010. The questionnaire consists of ten social situations and in each situation the respondent has committed an offence to someone and is asked to apologize with that person. The offence affected persons belong to different social backgrounds and have different relations with the respondents from more formal to more informal. There are also the difference between the age of the respondent and their interlocutor's andalso in the degree of offence committed. Keeping in mind the time limits, 25 students (15 males and 10 females). The findings of their study is that Urdu apologetic strategies as non-formulaic because in most situations the participants apologies in formulaic forms. They mostly use statements and explanations for this purpose. Moreover in many situations the participants use English apology strategies Out of 146 apologies expressed by male participants, 59 (40.41%) have been expressed in English language i.e. I'm sorry, Sorry Sir or Mam or Sorry along with an explanation or account of the situation and acknowledging responsibility or other apologies strategies. The girls also used English strategies frequently as in 56(56.56%) out of 99 situations, English language was used by them. This tendency on one hand shows the influence of dominant 060 Merit Res. J. Edu. Rev. Language and on the other hand shows the non formualic nature of Urdu apologetic strateges.

2. Zumor (2010), studied about apologies in Arabic and English: an inter languageand cross-cultural. His study focuses on the investigation of English apology strategies as employed in various social situations by Arab learners of English studying in India. These strategies are compared and contrasted against the strategies elicited in the same situations from Indian English speakers, American English speakers, and British English speakers. Three groups have served as subjects of his data in his study. The Arab group (70 students), the American group (16) and the British group (16). The Arab groups serve as both, Abdul WahedQasemGhaleb Al-Zumor inter-language English 20 respondents (70 responses) and Arabic as native language respondents (63 responses). This group is a mixture of subjects who belong to five Arab states; Yemen (38), Palestine (8), Jordan (7), Sudan (9) and Oman (8). All the subjects are students enrolled at different Indian Universities and study different programmers' (graduation, and post graduation) and subjects (commerce, English, Computer Science, etc.). the findings of his study is reveal that the religious beliefs, concepts

and values are responsible for many deviations in the Arab learners' language from that of the native speakers. Moreover, Arabs using English are keener on taking on responsibility, whereas the English native speakers are keener on formulaic offers of repair or verbal redress. Interesting similarities in the selection of arrangement patterns of the major apology strategies are found between the Arab learners' data and the data elicited from Indian English speakers.

3. D, Handayani. And D.F, Floris (2010) title about types of grammatical errors in the essays written by fourth-semester students of English department, Petra Christian University. The aims of their study are: to know the types of apology strategies used by the customer service officers of Mandiri Bank, to know the types of apology strategies used by the customer service officers of Mega Bank and to know the differences and or similarities between the apology strategies used by the customer service officers of Mandiri Bank and those used by the customer service officers of Mega Bank?. The subjects of their research were taken from the utterances of five customer service officers of MandiriBank and five customer service officers of Mega Bank in Surabaya. They did interviews questions with each customer service officer. The interviews were done from September 17<sup>th</sup>to September 28<sup>th</sup>, 2012. Each interview lasted for fifteen minutes and was recorded. All interviews were conducted in Indonesian to avoid misunderstanding. The findings of their research are: the first, the

types of the apology strategies used by customer service officers of Mandiri Bank, we found that the customer service officers used nine types of apology strategies when responding to the customers' complaints namely Checking, An offer of Apology, Expression of Regret, Repair, **Explicit** Acknowledgement, Attacking the Complainer, Implicit Denial of Responsibility, Compensation, Promise of Forbearance. The second, the types of the apology strategies used by customer service officers of Mega Bank, we found that the customer service officers used seven types of apology strategies when responding to the customers' complaints. They were Checking, Expression of Regret, An Offer of Apology, Repair, Attacking the Complainer, Implicit Denial of Responsibility, and Explicit Acknowledgement. The third, the difference was the number of apology strategy types used by the customer service officers. The customer service officers of Mandiri Bank used nine types of apology strategies while the customer service officers of Mega Bank only used seven types.

4. Anam, Badrul (2010), tittle about apology used in bridget jones: the edge of reason movie. His aims at answering the problem of "What and how are those kinds of apology used in Bridget Jones: The Edge of Reasonmovie." The data are in the form of transcribed utterances said by the characters in Bridget Jones: The Edge OfReasonmovie.his research is classified as descriptive qualitative method since the act

turned to some effort to get an answer of "how" and "why", therefore the central of this research is about the process and its meaning The findings of his research there are seven types of apology used in his movie: (1) Type 1 is used to express of repentance and we can find the element of regret and promise not to repeat the offense, (2)Type 2 is used to explain a bit of regret and certainly lacks a promise not to repeat the offense. (3) Type 4 is used to explain if the speaker wants to the hearer repeat again about something or other and also this utterance not for regret. (5) Type 6 (Exaggeratedly incredulous) is used to explain some ambiguity of the utterance that puts the listener at a disadvantage. In short, apology is used by the speaker in order to restore the relationship or the social harmony between the hearer and the apologizer, and Type 7 is used to explain an ambiguity of the utterance that puts the listener at a disadvantage.

The differences of the writer study are: first of all, the data of the writer taken from the utterance male and female characters in "Knowing" film. The aims of the writer are to know what type of apology strategies used by male and female characters and what are kinds of offense that motivate the character to deliver their apologies. The writer uses a descriptive qualitative research because the writer collecting and analyze the data by hers self.