

CHAPTER II

REVIEW OF RELATED LITERATURE

Some theories are needed as a basic requirement to solve the problem statements of the research. 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 politeness

2.1 Speech 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 the actions performed in saying something. Austin also claims that there is a close link 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 perform an action 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

It represents the change achieved each time, 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 realised that the speaker's intention to get ultimately hold of the salt. 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.

[illegible]

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 propositional 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.

Commissives 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 commissives.

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 acceptanceof 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 alsoexplained is spoken and written interactions and in effect of intercultural interactions it becomes relevant to determine what condition must be present forthe 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 produced the conflicts and it is horror in the first place. Without apology and forgiveness, people remain 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.

Olshain 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.

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

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 for forgiveness", "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 apology. Additionally, 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

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 offer of 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 the nature and severity of an offense strongly affect the form of the subsequent apology. For example, stepping on someone’s toe will most probably result in a different apology 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:

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

Politeness applied in a communication becomes an important thing in an Islamic precept. It is stated in the Al-Qur'an Surah Al-Baqarah: 263 as follows:

“Kinds word and covering of faults are better than chiding. A man who is free of all wants and he is most forbearing.”

Politeness is a system of interpersonal relations designed to regulate human interaction by minimizing, potential confrontation inherent in all human interchange (Yule, 1996). In communication, politeness can be defined as the means to show respect for other person's face. Face means public self-image of person. It is a personal and social sense of self that every person has and expects to be maintained.

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).

a. Positive Face It 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.

H: “Oh God, a flat tire”

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.

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 consideration of the hearer's negative face might be 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 and also 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 don't express 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 formal nature of Urdu apologetic strategies.

2. Zumor (2010), studied about apologies in Arabic and English: an inter language and 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, English 20 Abdul Wahed Qasem Ghaleb Al-Zumor inter-language 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 programmes' (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 17th to September 28th, 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

Checking, Expression of Regret, An Attacking the Complainer, Implicit De Explicit Acknowledgement. The third, the

- by the characters in *Bridget Jones: The Diary*.

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 herself.