

**REFUSAL STRATEGIES USED BY CHARACTERS IN  
NETFLIX SERIES “THE END OF THE F\*\*\*ING  
WORLD”**

**THESIS**



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"THE END OF THE FUCKING WORLD"**

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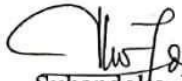
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## ABSTRACT

Nafi, Z. I (2023) *Refusal Strategies Used by Characters in Netflix Series “The End of The F\*\*\*ing World”*. English Literature Department, Faculty of Adab and Humanities, UIN Sunan Ampel Surabaya. Advisors: (I) Suhandoko, M.Pd.

The study is aims to investigate refusal strategies in ‘The End of The F\*\*\*ing World’ Series, which shows the refusal strategy phenomena occurring in British teenager. There are 2 problems to be solved in this study, namely: (1) what types of refusal strategies used the most in the conversation among the characters of “TEOTFW” Series; (2) what factors of refusal strategies used in the conversation among the main characters of “TEOTFW” Series

This study used qualitative approach in relation to the use of clear and systematic description about the phenomena being studied. Descriptive study in textual analysis was applied in this study to analyze conversation of the main characters through the script of TEOTFW Series. The data were collected by first transcribing the ‘TEOTFW’ Series. The transcription was then analyzed by identifying the types of refusal strategies by applying suitable codes in the appropriate text. The analysis was continued by identifying the strategies applied by the characters in the Series. Finally, reasons why particular strategies were identified by looking at the setting of the conversations.

This study reveals that all refusal strategies (direct and indirect refusal strategies) are applied in the series. From the occurrence of all refusal strategies, the main characters, Alyssa and James tends to use indirect refusal which belong to the factors of relation intimacy. He applied it because he had a bad relationship with the environment they lived and consider that the world hated them because they are presumed by the people to be weird. They applied it to show the world that they are against with. As a teenager which had problematic and looking for their true identity, the main characters tend to apply refusal strategy appropriately.

**Keywords:** direct/indirect refusal, refusal strategies, speech act



## ABSTRAK

Nafi, Z. I (2023) Strategi Penolakan Yang Digunakan Oleh Karakter Dalam Series Netflix “*The End Of The F\*\*\*ing World*”. Jurusan Sastra Inggris, Fakultas Adab dan Humaniora, UIN Sunan Ampel Surabaya. Pembimbing: (I) Suhandoko, M.Pd.

Penelitian ini bertujuan untuk menyelubungi strategi penolakan dalam Series *The End of the F\*\*\*ing World*, yang menggambarkan fenomena strategi penolakan yang terjadi pada remaja Inggris. Terdapat dua masalah yang akan dipelajari dalam penelitian ini, yaitu: (1) Jenis-jenis strategi penolakan yang sering digunakan dalam percakapan antara karakter utama dalam Series “TEOTFW”; (2) Faktor-faktor strategi penolakan yang digunakan dalam percakapan antara karakter utama dalam Series “TEOTFW”.

Penelitian ini menggunakan pendekatan kualitatif yang berkaitan dengan penggunaan deskripsi yang jelas dan sistematis tentang fenomena yang diteliti. Studi deskriptif dalam analisis tekstual diterapkan dalam penelitian ini untuk menganalisis percakapan antara karakter utama melalui skrip Series TEOTFW. Data dikumpulkan dengan cara mentranskripsi Series "TEOTFW" terlebih dahulu. Transkripsi kemudian dianalisis dengan mengidentifikasi jenis-jenis strategi penolakan dengan menerapkan kode-kode yang sesuai dalam teks yang tepat. Analisis dilanjutkan dengan pengidentifikasian strategi yang diterapkan oleh karakter-karakter dalam Series tersebut. Akhirnya, alasan mengapa strategi tertentu diidentifikasi dengan melihat latar belakang percakapan.

Penelitian ini mengungkapkan bahwa semua strategi penolakan (strategi penolakan secara langsung dan tidak langsung) diterapkan dalam Series ini. Dari terjadinya semua strategi penolakan, karakter utama, yaitu Alyssa dan James cenderung menggunakan penolakan tidak langsung yang termasuk dalam faktor kedekatan hubungan. Mereka menerapkannya karena memiliki hubungan yang buruk dengan lingkungan tempat tinggal mereka dan menganggap bahwa dunia membenci mereka karena dianggap aneh oleh orang-orang. Mereka menerapkannya untuk menunjukkan bahwa mereka melawan hal tersebut. Sebagai remaja yang memiliki masalah dan mencari identitas sejati mereka, karakter utama cenderung menerapkan strategi penolakan dengan tepat.

**Kata kunci:** penolakan langsung/tidak langsung, strategi penolakan, tindak tutur

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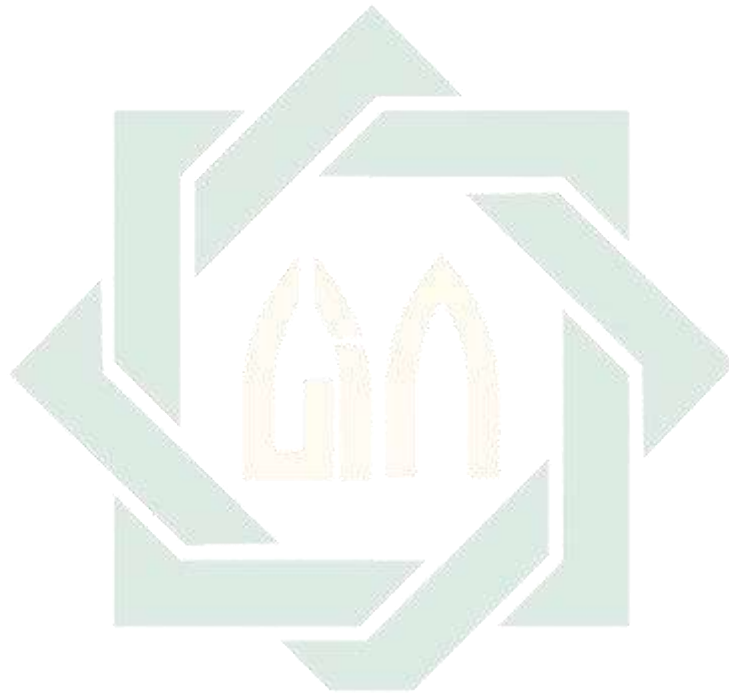
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## CHAPTER I

### INTRODUCTION

This chapter presents the background of study, problems or research question, the objective of research, significance of the study, scope and delimitation of study, and the definition of key terms.

#### **1.1 Background of the Study**

Using language involves doing acts in daily conversations or communicating to others. But how when the audience does not know what the speaker's intention is to do? For example, when someone inviting you to dinner but you have to finish your homework and you refuse by saying “I’m sorry, I have to finish my homework” this utterance called refusal.

According to Kana (2013), refusal is a common speech act that is deeply intertwined with daily social interactions. Factors such as power dynamics, familiarity, sex, and age can complicate the act of refusing. Refusing a request becomes challenging, particularly in situations where it involves an elderly person, as it requires crafting an appropriate response that avoids causing offense or disrespect

Speech acts, as defined by Austin (1969), refer to actions performed through utterances, such as giving orders and making promises. Refusal, a type of speech act, is commonly employed as a response to requests, invitations, offers, and suggestions. It indicates one's inability or unwillingness to comply with a request, whether the refusal is sincere or not (Azis, 2000). Refusal behaviors vary across languages and cultures, with differing levels of comfort in refusing certain

invitations or suggestions. Refusals can be expressed directly or indirectly. Direct refusals, such as the simple utterance of the word "no," clearly convey rejection. Indirect refusals, on the other hand, involve sentences with ambiguous or unclear meanings. For example, the sentence "Sorry, I'm busy" does not explicitly convey rejection or acceptance. To understand the meaning of an indirect refusal, the context and situation must be taken into account. Pragmatics, a field within linguistics, focuses on studying the meaning and intention of speech in relation to its context and circumstances. Therefore, comprehending the meaning of an indirect refusal requires an understanding of the surrounding context and situational factors.

Previous research in this domain has primarily focused on the investigation of refusal strategies. Putri (2010) conducted a related study on refusal strategies, aiming to define and describe the classification of rejection styles, methods of refusal, and the overall process of refusal in Season One of the Ugly Betty DVD series. The study revealed that the characters in Ugly Betty frequently employed multiple techniques for refusal in their utterances. These techniques include direct refusals, justification or providing rationales, as well as using an adjoining strategy. However, the researcher did not specify the quantities and forms of strategies used in her analysis, which should have been included in the appendix to prevent them from being regarded as "raw data." In the conclusion section, the researcher should present her findings, clearly mentioning the tactics and forms of strategies employed by the characters to inform the readers.

In another relevant study cited in this research, Rani (2013) investigated the refusal strategies in Japanese within the context of the Asuko March Series. Rani specifically examined the impact of relationship dynamics, such as aspects of power based on age and solidarity from familiar or unfamiliar perspectives, on refusal strategies between speakers and interlocutors. To analyze the data, Rani employed the classification framework proposed by Beebe, Takahashi, and Uliss-Weltz (1990) for refusals. The findings of the study revealed that out of the total data analyzed, 7 instances utilized a direct rejection strategy, while 12 instances employed an indirect strategy. It is worth noting that Rani did not incorporate the theory put forth by Roger Brown and Albert Gilman (2003). The focus of Rani's study revolves around examining refusal strategies without considering the relationship dynamics between the speaker and interlocutor. This deliberate choice by the researcher aims to explore additional factors that might influence the emergence of refusal strategies beyond the speaker-interlocutor relationship. Furthermore, the data sources used in Rani's study differed from the current research, as Rani employed Japanese Series while the current study used British Series.

Also, in research entitled *A Pragmatic Analysis of Refusal Expressions Used by The Family Characters in Orphan Movie in 2012*, Sari examines the refusal strategies contained in a Series entitled *Orphan*. Arum uses the theory of Beebe, Takahashi and Uliss - Welts (1990) to find a refusal strategy. Her research found that there are two refusal strategies in the *Orphan Series*, namely direct rejection (using non-performative verbs) and indirect (avoidance, refusal by allowing the other person to not do something, refusal by using reasons or

explanations, refusal by providing alternatives or other options. refusal by expressing future promises, and refusal by giving reasons in the form of principles). Of these strategies, the most common is the indirect rejection strategy, namely Avoidance. But her research only focuses on refusal expressions used by the characters like types of refusal expression, the strategies of characters to employ the refusal expression, and the functions of refusal expression, she doesn't tell the factors that affected to refusal strategies

In an article published in the Journal of Pragmatics, Spyridoula Bella (2011) investigated the impact of length of residence in the target community and intensity of interaction on the performance of non-native speakers in Greek invitation refusals. The study revealed that both the duration of residence and the level of interaction and closeness with native speakers influenced the refusal strategies employed by non-native speakers. However, the research did not thoroughly examine the role of age as a factor affecting refusal strategies, indicating a gap in the analysis of age-related influences on refusal behavior.

In a study conducted by Wyt Yee Soe (2018) entitled "Translation Study of Refusal Strategy in Beautiful Malice Novel (A Pragmatic Approach)," the objective was to examine the translation of refusal strategies in the novel using a pragmatic framework. The study found that both indirect and direct rejection strategies were employed, with direct rejection being more prevalent. Additionally, the translators utilized various techniques such as proven equivalence, modulation, explicitation, variation, implication, pure borrowing, reduction, extension, adaptation, and paraphrase to transfer the refusal strategies



during the translation process. However, the study lacked an in-depth exploration of the underlying factors contributing to the occurrence of refusal strategies.

In the research article titled "An analysis of the refusal strategy of the children at Ketare village: a pragmatic study" by P. Dewi and Baiq Novia, the objective of the study was to identify the refusal strategies employed by children in Ketare village. The researchers collected data through observation, recording, and note-taking. The findings revealed that the children used both direct refusal strategies, characterized by non-performative statements, and indirect refusal strategies, which involved providing excuses, reasons, explanations, setting conditions for future acceptance, and making promises of future acceptance. In contrast, when examining refusal strategies within the scope of adults, direct refusals with non-performing statements were prominent.

Also in Winny's thesis on "Refusal Strategies in Two Harry Potter Movies," the goal is to identify the types of refusal acts used by the characters and how they are expressed in the Series. The findings suggest that the characters in the Harry Potter movies often express their refusals indirectly, primarily through persuasion and explanation. However, the most frequently used strategy is the direct approach of expressing negative willingness or inability, accounting for 26% of instances. This was followed by the indirect strategies of attempting to dissuade the interlocutor (21%) and providing reasons/explanations (18%). Overall, the results indicate that indirect refusals were more commonly employed (65%) than direct refusals (35%)

Putri (2021) also analyzes swear words in the TV series "The End of the F\*\*\*ing World" and aims to address two main questions: (1) what types of swear

words do the main characters use? and (2) how do other characters react to the use of swear words? The study follows a descriptive qualitative design, focusing on the narrative form of the phenomenon. Data from the script of 8 episodes is collected, categorized, and interpreted. The findings reveal seven types of swear words, with a total of 93 instances used by the main characters. The most common type of swear word is related to sex, with 49 occurrences. The reactions of interlocutors include no noticeable reaction, laughter, echo, self-echoic and rejection. The predominant reaction observed was the absence of a noticeable reaction, with 25 instances. Putri and the researcher is having the same Series as a resource of data, but different realm of study, however part of discourse that Putri conduct in her study is still related with the study that going to be researched.

Muryanto's study, titled "Refusal strategies performed by the characters in the Series 'Anna and The King' (socio-pragmatic approach)," aims to examine the factors and reasons behind the characters' utilization of refusal strategies in the Series. The identified factors encompassed differences in social status between characters, social distance, the setting or formality of conversations, and the mood and motivation of the characters. The analysis of the collected data revealed three forms of rejection strategies employed by the characters: direct rejection strategies (1 instance), indirect rejection strategies (38 instances), and a combination of rejection strategies (13 instances). The research was carried out to provide a descriptive account of the rejection strategies used by the characters in the Series "Anna and The King" and to investigate the underlying reasons for their employment. The theoretical frameworks of Ethnography of Communication, Hymes' Organizational theory of speaking, and Holmes' theory

of social domain were applied to explore the factors influencing the characters' use of refusal strategies.

In the study titled "Refusal Strategies in an American Animation Movie Entitled 'Wreck It Ralph'" conducted by I. Sari, note-taking was utilized as the primary data collection method to obtain valid data. The findings revealed eleven instances of direct refusal strategies and thirteen instances of indirect refusal strategies. The specific types of indirect strategies identified include reasons, white lies, consideration of the interlocutor's feelings, suggestions of willingness, letting the interlocutor off the hook, statements of regret, hedging, statements of principle, requests, and other miscellaneous instances. The aim of this research was to identify and classify the types of refusal strategies employed by the characters in the Series "Wreck It Ralph." The study primarily focused on the examination of refusal strategies as observed in the characters of the Series, yet it did not thoroughly explore the underlying factors influencing these strategies

The research conducted by Curtina, titled "Indirect Refusal Strategies in Two American and Three British Movies," aims to identify and classify indirect refusal strategies utilized in two American Series (RV (2006), We're the Millers (2014)) and three British movies Chalet Girl (2011), Cuban Fury (2014), and Hot Fuzz (2007). The findings revealed a total of 92 refusal utterances, with 50 instances observed in the American Series and 42 instances in the British Series. Among the American movies, the most frequently employed strategy was Strategy 1: Mitigated Refusal. On the other hand, the most common strategy in British movies was Strategy 2: Reason/Explanation, which occurred 17 times (18.48%). The American characters tend to employ hedging in their refusals to

mitigate the negative impact and enhance politeness in their utterances. The research aims to highlight the differences in refusal strategies between American and British Series, with a particular focus on indirect refusals. However, the study did not extensively address the topic of direct refusals

All of the studies that the researcher has mentioned so far haven't demonstrated some aspect of the data that explains why refusal strategies occur. In addition, the researcher used a new object that was not mentioned in previous studies.

In contemporary times, it is evident that many young individuals tend to utilize direct and straightforward language when expressing themselves, including employing various refusal strategies. To gain a better understanding of how juveniles convey their refusal strategies, it is important to consider the following factors. According to Chomsky (as cited in Woolfolk et al., 1984), children possess an innate capacity for language acquisition from the moment they are born. However, similar to other domains, environmental factors significantly influence the development of a child's language skills. Children acquire the meaning of words and language through exposure to their surroundings, encompassing what they hear, see and experience in their everyday lives. The language development of children is influenced by diverse environmental contexts.

According to Hurlock (1981), there are differing perspectives on the age range of teenagers. Monks (2000) suggests that teenagers encapsulate individuals between the ages of 12 and 21, while Santrock (2003) extends the age range to 27 years. Despite these variations, experts generally agree on the onset of

adolescence. This developmental stage is widely regarded as a challenging period, a viewpoint initially put forth by Stanley Hall, the founder of adolescent psychology, who referred to it as a period of "storm and stress." Erikson further highlights that adolescence is characterized by an identity crisis or the search for self-identity.

Refusals are a common occurrence in various contexts, such as children resisting chores, patients failing to adhere to medical instructions, or friends declining requests for help. However, refusals can pose a hindrance to achieving desired outcomes and gaining compliance. As a result, scholars have extensively examined different refusal strategies in various scenarios, including rejecting offers of alcohol as studied by Harrington (1997).

The phenomenon of language can be observed in various settings, both directly and through various media channels. One illustrative example is the linguistic phenomenon depicted in the British television comedy-drama series that initially aired on Channel 4 in the United Kingdom on October 24, 2017. Subsequently, the remaining episodes were made available on the streaming platform All 4. The series gained international recognition and was later distributed and released by Netflix on January 5, 2018.

The storyline revolves around James, a 17-year-old who perceives himself as a psychopath and indulges in the disturbing pastime of killing animals. However, he becomes disillusioned with this activity and decides to explore the prospect of taking a human life instead. His chosen target is Alyssa, a confrontational and rebellious 17-year-old student who is grappling with her own personal challenges. Alyssa proposes that they escape together, seeking an opportunity to escape her





This research supposed to make a real contribution to the field of language. This study will intend to express and clarify the Refusal Strategies to be used in the right context. From this study, the researcher hopes that this study can lead to the exploration of new insights relating to conversation enhancement analysis as a reference for future research. Last but not least, through this study, the writer hopes that the reader can develop an appreciation of the refusal strategies spoken by the interlocutor.

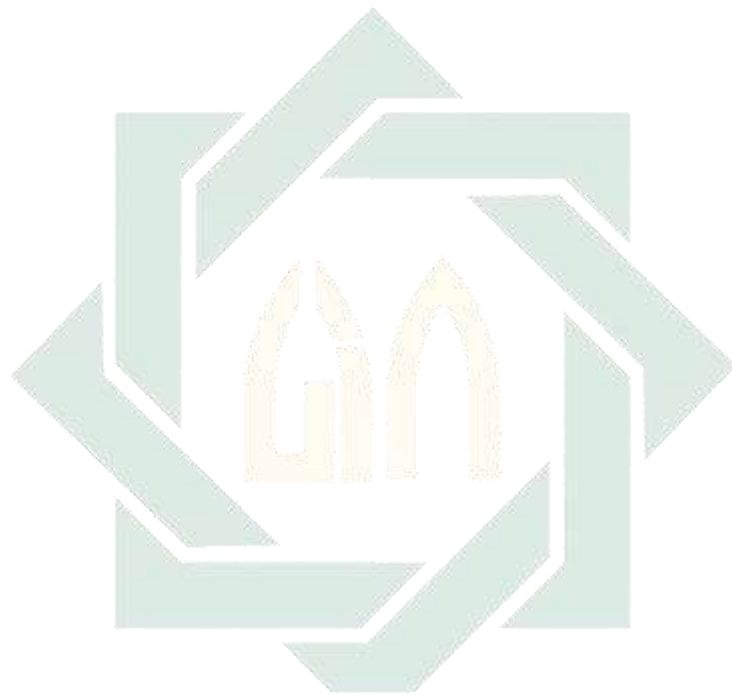
### 1.5 Scope and Delimitations

The scope of study was intended so that research is more focused on the Refusal Strategies in the Series under the title “The End of The F\*\*\*ing world. This study discussed the refusal strategies spoken by characters in the which are analyze using theories from Bebee, Takahashi, and Uliss - Weltz (1990). . According to Santrock (2003) adolescents are in the range of 12-27 years. Based on the limitations given by experts, the start of adolescence is relatively the same. Adolescence is a period full of problems. So they are mostly refusing thing in order to find their identity.

### 1.6 Definition of Key Terms

In order to clarify the key terms used in this study, some definitions are put forward:

1. **Speech Act** is an utterance that serves a function in communication.
2. **Refusal strategy** is function to reassure the recipient of the refusal that s / he is still approved of but that there are necessary reasons for the refusal, and that the refuser regrets the necessity for the refusal.



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## CHAPTER II

### REVIEW OF RELATED LITERATURE

This chapter presents all of the related and underlying theories to support and answer the research question of this study, all of them are including the theory about Refusal Strategy

#### 2.1 Speech Acts

Blum Kulka (1987) highlights that linguistic expressions encompass not only minimal units of speech but also performances that encompass various types of actions, such as observation, information sharing, praise, apology, and more. Speech acts encompass the execution of multiple actions simultaneously, characterized by the speaker's intention and its impact on the listener. These acts include various speech acts such as asking, promising, refusing, and attempts to influence the listener's behavior.

The production of an utterance involves three interconnected acts. Austin (1969) and Yule (1996) provide clarification on these acts within an utterance: 1) a locutionary act, which involves the clear act of uttering something and creating specific linguistic representations of the speech; 2) an illocutionary act, which entails conveying meaning through words, such as making a declaration, offering, clarifying, and so on; and 3) a perlocutionary act, which refers to the effects or consequences produced through the act of speech, regardless of the speaker's intended purpose

### 2.1.1 Refusal Strategy

Beebe, Takahashi, and Uliss-Weltz (1990) propose that refusal, as a complex speech act, requires a high level of pragmatic competence for successful execution. They categorize refusals into two main groups with subcategories of refusal strategies. The two categories are direct refusals and indirect refusals, and refusal responses are further divided into semantic formulas: utterances that directly express refusals, and adjuncts to refusals: statements that do not independently convey refusals but work in conjunction with semantic formulations to convey specific implications in response to the provided refusals. Direct refusals involve the speaker expressing their inability to comply using negative statements. Indirect refusals, on the other hand, involve the indirect decline of an invitation, offer, or suggestion

### 2.2 Direct/Indirect Refusal

According to Beebe et al. (1990), refusals can be categorized into two main types: direct and indirect refusals. Each category encompasses various strategies. Refusal strategies refer to the approaches employed by speakers when refusing, aiming to provide the requester with a valid rationale. Beebe et al. (1990) also outlines several types of indirect refusal strategies, including expressions of regret (e.g., "I'm sorry"), expressing wishes (e.g., "I wish I could do that for you"), providing excuses, reasons, or explanations (e.g., "I have a significant amount of work to do"), presenting alternative options (e.g., "This one is much better"), setting conditions for future acceptance (e.g., "You should have called me before this is happening"), promising future acceptance (e.g., "I will definitely join you next time"), stating personal principles (e.g., "I never drink alcohol"), issuing

threats or mentioning negative consequences to the requester (e.g., "you can speak language like that, otherwise I'm going to ask you to get out"), criticizing the requester or request (e.g., "that idea is sucks"), accepting with an indefinite reply (e.g., "Okay"), and employing avoidance tactics (e.g., "Well... umm...").

### **2.3 Factors of Refusal**

Dell Hymes (1972) also contends that mastering grammatical knowledge alone is insufficient for communication competence. He contends that language competency encompasses not only grammar but also sociocultural knowledge, such as "when to speak, when not to speak, and what to talk about with whom, when, where, and how" (p. 277). As crucial as grammar knowledge, understanding rules regarding right ways to use language is equally essential for someone to grasp because it influences success in speaking or interacting with others appropriately. The Hymes model-based theory of communicative competence has been extensively developed. Canale and Swain (1980) developed a comprehensive model known as the framework of communicative competence, which was afterward refined by Canale (1983, as cited in Celce-Muria et al., 1995). According to this theoretical framework, communicative competence comprises four key components: grammatical competence, sociolinguistic competence, discourse competence, and strategic competence. Discourse competence refers to the capability to effectively incorporate language structures within various types of textual contexts (Celce-Muria, 1995)

Discussion of refusal strategies is definitely not separated from Discourse competence. Refusal is classed as a commissive act. Refusals exist in all cultures and languages, although they are handled differently. As a result, they support for

strong pragmatic skill (Chang, 2009). According to the context, power can relate to authority or influence, and it can be held in a single scenario or multiple situations (Liu, 2004, p. 15). For example, in the power relationship between academics and students, teachers have more influence.

Similarly, aging is a factor that can influence discourse creation in a variety of ways (Pistono et al., 2017; Lira et al., 2018) including refusal strategies. Roger Brown and Albert Gilman (2003:158-163) also states that when it comes to a role, there are two key factors that play a crucial role in determining its nature - power and solidarity aspects. the aspect also affected the way interlocutor response the following offers or invitation.

#### **2.4 Context of Situation**

According to Van Dijk (2008, 2009) it has demonstrated that this assumption is misguided. Instead, social situations and their attributes do not directly impact written and spoken language. Rather, their influence is mediated by a socio-cognitive interface consisting of the participants' subjective interpretations of the communicative situations. These individual definitions of the communicative situation elucidate why the "same" social situation can elicit varied effects on the production and comprehension of discourse among different participants. In a broader sense, this relative conception of context comprehensively explains numerous other aspects of the interconnections among societies, situations, and discourse.



## 2.5 The End of The F\*\*\*ing World

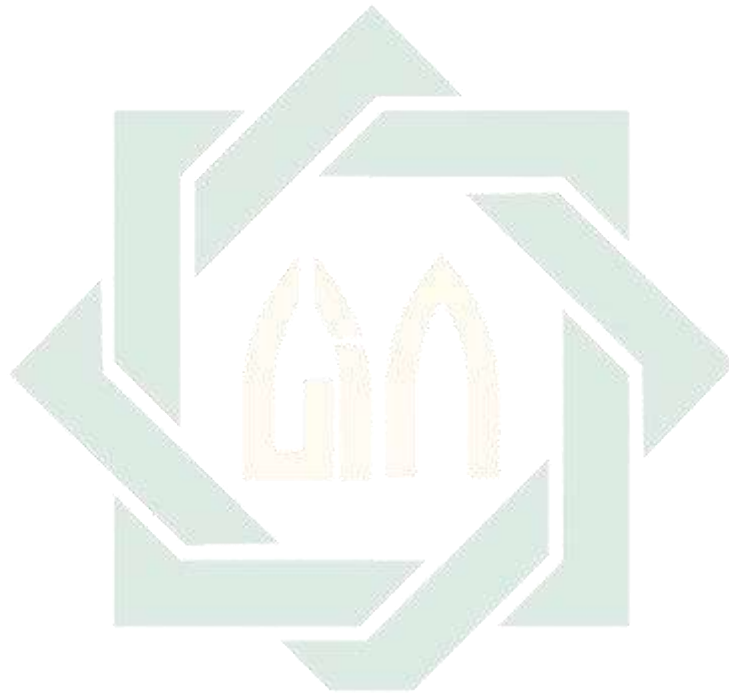
"The End of the F\*\*\*ing World" is a British television comedy-drama series that initially aired on Channel 4 in the United Kingdom on October 24, 2017. Subsequently, the remaining episodes were made available on the streaming platform All 4. The series gained international recognition and was later distributed and released by Netflix on January 5, 2018.

The storyline revolves around James, a 17-year-old who perceives himself as a psychopath and indulges in the disturbing pastime of killing animals. However, he becomes disillusioned with this activity and decides to explore the prospect of taking a human life instead. His chosen target is Alyssa, a confrontational and rebellious 17-year-old student who is grappling with her own personal challenges. Alyssa proposes that they escape together, seeking an opportunity to escape her troubled home life, and James agrees with the ultimate motive of eventually finding a way to end her life. Through a series of misadventures, the two embark on a journey across England, which unexpectedly leads to the development of a romantic relationship between them.

Analyzing the linguistic realm within the Series may also shed light on how communication, language, and dialogue are used to convey the experiences of broken teenage lives, broken homes, and a bad environment. This could involve examining the characters' use of language, their interactions, and the overall linguistic style employed in the Series to portray these themes.

By exploring the representation of the police as unstable and acting like teenagers, the researcher may be able to draw parallels between the characters' personal struggles and the larger societal issues at play. It could offer a

commentary on the challenges faced by law enforcement personnel and the impact it has on their behavior and decision-making in linguistic realm.



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## **CHAPTER III**

### **RESEARCH METHOD**

This chapter presents how the way researcher conduct the research

#### **3.1 Research Design**

In this study, the researchers employed a descriptive-qualitative methodology. This qualitative approach yielded descriptive data in the form of verbal or written expressions from individuals as well as observed behaviors. The research provided a descriptive account of the data since the information obtained was narrative in nature and was analyzed through qualitative analysis techniques. This qualitative research approach is characterized by its subjective nature and openness to multiple interpretations.

#### **3.2 Data Collection**

In the data collection, the researcher using listen and write approach. Researchers was also used tapping techniques for the basic technique. The tapping technique is the method's implementation by tapping a person's or several people's language use. Tapped language can be used either verbally or in writing. In this study, the researcher drew on an oral source in the form of a refusal sentence from the Netflix entitled The End of The F\*\*\*ing World. The advanced technique is free-to-speak listening technique or the SBLC technique, in which the researcher collects data through observation rather than dialogue. The researchers are only spectators. The advanced method is note-taking. The data is recorded in the form of a discussion, so that the speaker's and opponent's speeches, as well as the

narrative's circumstances, are apparent. The data then classified based on the theory employed and the study's aims.

### **3.2.1 Research Data**

Research data that the researcher used is transcription from the Series entitled “The End of The F\*\*\*ing World” the researcher chose this Series because it has an accurate insight that shown in an entire plot, narrated by the 2 problematic teenager who hated the world they lived and attempted to runaway to seek freedom of the boring and messed up world they had.

### **3.2.2 Data Source/Subject of the Study**

The researcher obtained the data for the Series from the streaming Series platform Netflix entitled “The End of The F\*\*\*ing World”. The selected Series focused on portraying the experiences of teenagers, particularly highlighting their skillful employment of refusal strategies. In this study, all the characters were analyzed for their use of refusal strategies, as depicted in the Series. The researcher conducted an analysis of utterances containing refusal strategies employed by these characters.

### **3.2.3 Instrument(s)**

This study relied solely on the researcher as the primary instrument for data collection. The researcher served as the main data collection instrument, given that their active involvement was essential for the research process. Data was gathered through the researcher's extensive viewing of the Netflix series. Additionally, the researcher played a central role as the primary instrument in the data analysis phase.



Various factors such as age, power dynamics, and interpersonal relationships among the characters are interconnected and influence the discourse. Discourse refers to the linguistic communication that occurs between a speaker and a hearer, serving as an interpersonal activity shaped by its social purpose. Text, on the other hand, refers to spoken or written linguistic communication presented as a message encoded in its auditory or visual medium (Mills, Sarah: 1997, p. 4). In this context, the characters in the Series often employ indirect refusal strategies to express rejection. To address the research problem, the researcher presented the categorized data in a tabular format and afterward provided a comprehensive explanation. Finally, the researcher concluded the study with an interpretation that was grounded in the findings.

**Table 3.1. Classification of Types of Refusal Strategy**

No	Types of Refusal			Factors				Conversation		
	Direct	Indirect		Age		Power			Relation	
		Indirect Types	Same	Not Same	Same	Not same	Close		Not Close	
1		Statements of Regret								
2		Wish								
3		Reason or Explanation								
4		Statement of Alternative								
5		Set Conditions for Future Acceptance								
6		Promise of Future								
7		Statement of Principle								
8		Threatening								
9		Criticize								
10		Acceptance								
11		Postponement								

### **3.3.2 Describing the Data**

After classifying the data, the researcher gave a description based on the results of the step above which cover Refusal Strategies used by characters in the Series entitled 'TEOTFW' with the Descriptive Qualitative method.

### **3.3.3 Discussing the Result**

After describing the data, the researcher discussed the result based on the data of the step above which cover Refusal Strategies used by characters employing the theories to analyze the data and to answer the problems, the researcher also incorporating several previous studies related to the topic.

### **3.3.4 Drawing the Conclusion**

Taking everything into consideration, the researcher will provide closing remarks about the study's data that have been studied, in which case regarding what type of refusal methods and variables are used by the characters in the Series.



## **CHAPTER IV**

### **FINDINGS AND DISCUSSION**

This chapter presents data findings and discussion where the essential part is explained. All of the important things are reported here including the discussion, in this chapter, the researcher is expected to elaborate the answer for the research question of the study

#### **4.1 Findings**

This particular section is the explanation about the answer of the first research question proposed for this study which is to what is extend does the main character employed the refusal strategies that also divided by direct and indirect refusal, and which indirect refusal has 12 types which are, statements of regret, wish, reason or explanation, statement of alternative, set conditions for future acceptance, promise of future, statement of principle, threatening, criticizing offers, and avoidance in the Series. Thus, based on the raw data, found regarding the direct and indirect refusal (including the types of indirect) that uttered by the character, served as the answer of the first research question.

##### **4.1.1 Types of Refusal Strategies Uttered by Characters in TEOTFW**

This particular section is description about the answer of first research question proposed in this study which shown by the table below about Refusal Strategy types that uttered by the character in the Series. This study found and it shown by the table below

































classified into two distinct categories: direct and indirect refusals. Each of these categories encompasses multiple strategies. The refusal strategy refers to the approach employed by the speaker to effectively convey a refusal while assuring the interlocutor of the presence of valid justifications.

Based on the findings of this research, which were analyzed using the theoretical framework proposed by Beebe et al. (1990), the primary focus was on examining the various types of refusal strategies employed by individuals. The results indicate that the most commonly used refusal strategy is the "Direct No" strategy, accounting for 31 instances (37%). This was followed by the "Avoidance" strategy with 17 occurrences (20%), and the "Threatening" strategy with 9 occurrences (11%), while the remaining strategies had fewer than 9 occurrences each. However, as illustrated in **Table 4.1.1**, out of the total 83 refusals analyzed, 31 (37%) were expressed through direct refusal strategies, while 52 (63%) utilized indirect strategies. This suggests a tendency among the characters in the Series to express their refusals indirectly. The prevalence of direct refusals in the Series can be attributed to the adolescents' desire to assert dominance, aligning with Harrington's (1997) assertion that children resist engaging in household chores, patients may not comply with medical treatment instructions, and friends may decline requests for assistance. While requests play a crucial role in accomplishing various objectives, refusals, as exemplified in the aforementioned scenarios, can hinder the attainment of assistance from others.

Stanley Hall, a prominent figure in the field, posited that adolescence is characterized by a period of turbulence and turmoil, commonly referred to as "Storm and Stress." Erik Erikson further conceptualized adolescence as a time of

identity exploration and self-discovery, often marked by an identity crisis. These perspectives suggest a shared understanding of the onset of adolescence. In the context of the Series analyzed in this research, which revolves around two troubled teenagers seeking to escape their troubled world, the main characters, Alyssa and James, predominantly employ the indirect refusal strategy of avoidance. This strategy includes actions such as postponing, repeating portions of a request, and diverting the topic of conversation. For instance, using responses like "what?" to buy time or repeating the question, intentionally delaying their answer, or shifting the focus with phrases like "just leave it be" or "oh, for God's sake."

Similarly, in Winny's study titled "Refusal Strategies in Two Harry Potter Movies," it was found that indirect refusals were more frequently employed (65%) compared to direct refusals (35%). Although the subject matter of the movies analyzed in Winny's research differs from the current study, both researchers arrived at the same conclusion regarding the prevalence of indirect refusals. However, there is a difference between the two studies in terms of the specific types of indirect refusals that are most commonly used. In Winny's research, the expression of negative willingness or inability accounted for 26% of instances, followed by attempts to dissuade the interlocutor (21%). In contrast, the current study found that avoidance was the most frequently employed type of indirect refusal (20%).

In a parallel study conducted by Rani entitled "Speech act: Refusal Strategies in Japanese in the Asuko March Series," the same theoretical framework was employed, and similar findings were obtained. Despite the

differences in the movie analyzed, the commonality lies in the predominance of indirect refusals among the characters. Rani identified 12 instances of indirect refusal in her data, although she did not specify the subtypes of these refusals, despite employing the same theoretical framework as the current researchers, namely Beebe, Takahashi, and Uliss-Welts (1990).

Furthermore, a comparable trend was observed in Sari's research entitled "A Pragmatic Analysis of Refusal Expressions Used by The Family Characters in the Orphan Movie in 2012." Both Sari and the researchers utilized the same theoretical framework and arrived at similar findings, indicating that indirect refusals were more prevalent than direct refusals. Interestingly, the subtype of indirect refusal that dominated in both studies was avoidance, out of the 11 identified types. However, it is important to note that Sari's study focused solely on the analysis of refusal expressions and did not delve into the underlying factors that motivated the characters' use of particular refusal strategies in the Series.

The second research question pertained to the underlying factors influencing the use of refusal strategies by the characters. The findings revealed that multiple factors were involved in each instance of both direct and indirect refusals. The most frequently observed factor was "Relation," which occurred in 96 instances (40%), followed by "Age" with 85 occurrences (35%), and "Power" with 59 occurrences (25%). The emphasis in these findings was primarily on the significance of relationships and interpersonal connections.

According to Chang (2009), the analysis of refusal strategies cannot be dissociated from discourse competence. Refusal is categorized as a commissive act and is present across all cultures and languages, although with variations in

how it is handled. Consequently, strong pragmatic skills are essential in understanding and employing refusal strategies effectively. Roger Brown and Albert Gilman (2003:158-163) assert that power and solidarity are two key factors that shape the nature of roles. In the context of refusal, the relationship factor plays a crucial role. For example, in *Datum 18*, Alyssa's mother demonstrates dominance by making a simple offer to help. In this scenario, Alyssa's mother holds more power, is older, and their relationship lacks intimacy. As the interlocutor, Alyssa utilizes the avoidance refusal strategy by changing the subject.

In a similar study conducted by Rani titled "Speech Act: Refusal Strategies in Japanese in the *Asuko March Series*," the researcher and Rani both discovered that power, age, and intimacy were significant factors influencing refusals. The researcher's study also focused on teenagers, while Rani's investigation examined a school genre *Series* depicting a normal and peaceful daily life. However, the findings indicated that power was more prominently associated with age in Rani's study due to the *Series*'s atmosphere. In contrast, the researcher's findings emphasized the role of intimacy in relationships, as the *Series* centered around two troubled teenagers and the theme of broken homes.

The discussion of refusal strategies is intrinsically linked to discourse competence, as refusal is classified as a commissive act. Although refusals exist in all cultures and languages, their handling may vary. Rani's research focused on a Japanese *Series*, reflecting the cultural reluctance prevalent in Japan. On the other hand, the researcher's study was situated in England, exploring the themes of juvenile delinquency and broken homes.

A similar pattern was observed in a study conducted by Spyridoula Bella entitled "Mitigation and Politeness in Greek Invitation Refusals: Effect of Length of Residence in the Target Community and Intensity of Interaction on Non-Native Speaker Performance" (2011). Bella's research revealed that the length of residence in the target community and the intensity of interaction and familiarity with both native and non-native speakers influenced the expression of refusals in invitations. Both the researcher and Bella found that intimacy played a significant role in the refusal strategies used in their respective samples. However, it is important to note that the samples differed, as Bella's study focused on a real community, while the researcher's study utilized Series data. Additionally, Bella's findings regarding the factors underlying refusals diverged, as she identified age as the most influential factor affecting refusal strategies in her research.



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## CHAPTER V

### CONCLUSIONS AND SUGGESTIONS

This chapter consists of two distinct sections. The initial section is a concluding segment where the research analysis is summarized and finalized. The second part comprises recommendations aimed at guiding future researchers in their endeavors.

#### 5.1 Conclusions

This study aims to examine the various types of Refusal Strategies employed by the characters in "The End of The F\*\*\*ing World" TV series. Upon analyzing the data, the researcher identified a total of 11 types of Refusal strategies, with a cumulative count of 81 instances. Indirect Refusals appeared as the most frequently used type by the main characters, consisting of 52 instances. Within the category of Indirect Refusal, the subtype of Avoidance was found to be the most prevalent, with 17 instances, followed by direct refusal with 31 instances, and threatening with 9 instances. Other types such as Reason or Explanation (7 instances), Acceptance with Indefinite Meaning and Promising of Future (4 instances each), Criticizing, Wishing, and Statement of Regret (3 instances each), and Statement of Principle and Statement of Alternative (1 instance each) were also observed.

Additionally, the study identified three underlying factors influencing the choice of refusal strategies. The factor that featured most prominently in the Series



was relation, with 96 instances, followed by age with 85 instances, and power with 59 instances. The context of the conversation in "The End of The F\*\*\*\*ing World" TV series indicated that the main characters predominantly used the indirect refusal strategy of avoidance. This choice of strategy was consistent with the setting of the series, which revolved around the themes of juvenile delinquency. Consequently, the main characters frequently employed Avoidance to defer their responses, shift the topic, or repeat the question.

Furthermore, the impact of these factors was found to be contingent upon the discourse context, encompassing the elements of relation, intimacy, power dynamics, and age. The theoretical framework proposed by Roger Brown and Albert Gilman (2003:158-163) proved applicable in explaining the observed presence of these factors in the Series.

## **5.2 Suggestions**

Linguistic analysis goes beyond merely examining language features. All linguistics students need to realize that. This implies that they should delve into a more profound understanding of language. This research aims to offer linguistics students valuable insights into language phenomena within society, thereby enhancing their comprehension.

The focus of this research is analyzing the types of refusal and classify the sub-type of indirect refusal using theory from Beebe, Takahashi and Uliss - Welts (1990) and the types of factors is using Roger Brown and Albert Gilman (2003:158-163) theory. Hence, it is advisable for other scholars to undertake research pertaining to these matters and offer additional elucidations to address the identified concerns.

