

REFUSAL STRATEGIES USED BY CHARACTERS IN F. SCOTT

FITZGERALD *THE GREAT GATSBY*

THESIS



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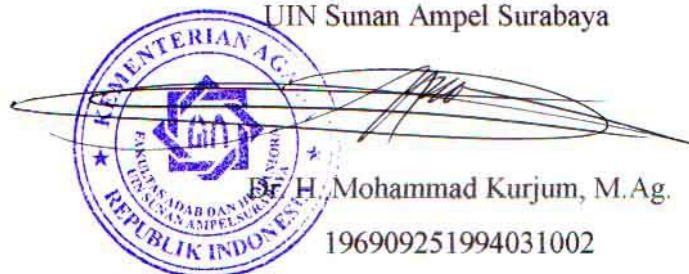
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ABSTRACT

Keywords: politeness strategies, refusal strategies, functions of refusal, The Great Gastby.

This study discusses the refusal strategies used by characters in The Great Gastby Novel. Politeness strategies are including many language features but this study only focuses on refusal strategies. The purposes of this study are to find out what are the classifications of refusals strategies used by the characters in *The Great Gatsby* novel and how are refusals strategies used by the characters in *The Great Gatsby* novel.

This study is applying the descriptive qualitative research design. The qualitative studies are applied to analyze the types of refusal strategies and the functions of refusal strategies. First, the researcher collected the data of refusal utterances from the novel of The Great Gastby. Then, the data were identified and classified into three types of refusal strategies and the functions of refusal utterances used by the characters of The Great Gastby novel.

The result of this study reveals there are 28 refusal strategies used by the characters of The Great Gastby novel. The results after 28 refusal utterances classified to each type of refusal strategies are: Direct refusal strategies; dominated the chart with 64% of utterances, indirect refusal strategies; had 25% of refusal utterances, and the last strategies with the least refusal utterances is Adjust refusal strategies with 11%. The result was different from the latest study because most of the characters of this novel described as a high social status person which have the power to use the direct refusal strategies.

This study also combine refusal strategies with the functions of refusal strategies. the total of refusal strategies classified with 4 functions of refusal: refusal of suggestion and refusal of request are the two functions with the highest using with 9 refusal utterances. The second spot is refusal of offer with 5 refusal strategies. And the last with the least refusal strategies (2) is refusal of invitation.

ABSTRAK

Kata kunci: strategi kesantunan, strategi penolakan, fungsi penolakan, the great gatsby.

Penelitian ini membahas tentang strategi penolakan yang digunakan oleh tokoh-tokoh dalam *The Great Gatsby* Novel. Strategi kesopanan mencakup banyak fitur bahasa tetapi penelitian ini hanya berfokus pada strategi penolakan. Tujuan dari penelitian ini adalah untuk mengetahui klasifikasi strategi penolakan yang digunakan oleh karakter dalam novel *The Great Gatsby* dan bagaimana strategi penolakan yang digunakan oleh karakter dalam novel *The Great Gatsby*.

Penelitian ini menggunakan desain penelitian deskriptif kualitatif. Studi kualitatif diterapkan untuk menganalisis jenis strategi penolakan dan fungsi strategi penolakan. Pertama, peneliti mengumpulkan data ucapan penolakan dari novel *The Great Gatsby*. Kemudian, data diidentifikasi dan diklasifikasikan menjadi tiga jenis strategi penolakan dan fungsi penolakan yang digunakan oleh karakter novel *The Great Gatsby*.

Hasil dari penelitian ini mengungkapkan ada 28 strategi penolakan yang digunakan oleh karakter novel *The Great Gatsby*. Hasil setelah 28 ucapan penolakan yang diklasifikasikan ke dalam masing-masing jenis strategi penolakan adalah: Strategi penolakan langsung; mendominasi grafik dengan 64% ucapan, strategi penolakan tidak langsung; memiliki 25% ucapan penolakan, dan strategi terakhir dengan ucapan penolakan paling sedikit adalah strategi penolakan menggunakan kalimat tambahan dengan 11%. Hasilnya berbeda dengan studi terbaru karena sebagian besar karakter novel ini digambarkan sebagai orang berstatus sosial tinggi yang memiliki kekuatan untuk menggunakan strategi penolakan langsung.

Penelitian ini juga menggabungkan strategi penolakan dengan fungsi strategi penolakan. Total strategi penolakan diklasifikasikan dengan 4 fungsi penolakan: penolakan saran dan penolakan permintaan adalah dua fungsi dengan penggunaan tertinggi dengan 9 ucapan penolakan. Tempat kedua adalah penolakan penawaran dengan 5 strategi penolakan. Dan yang terakhir dengan strategi penolakan yang paling sedikit (2) adalah penolakan ajakan.

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CHAPTER I

INTRODUCTION

1.1 Background of Study

Language exists as a system of symbols in term of abstrac thinking and senses. It is a tool for communicating, issuing opinions and ideas that used by people. Communicating is a one ways human to be able know with each other, but sometimes communication is also to be a poison when it bring a distance between two human who have been know each other. We can tell if communication is good by the way people talk to each other. A successful conversation involves someone talking and someone listening. When people talk to each other, they can understand and know the reason for their conversation.

Basically, language has the function to know and understand other people's thoughts. Language has been largely regarded as a symbol system governed by a set of rules that must be mastered for a speaker to produce coherent speech (Shapiro, Gordon, Hack, & Killackey, 1993). Another function of language is to create coherent message (Hunston & Thompson, 2000). Brown and Yule as cited in Ikromah 2018 : 1 has divided languages into two basic functions, they are transactional and interactional function. Transactional is language that serves in expression of content and interactional function is to express social relations and personal attitudes.

Communication is when people talk and share information with each other. However, sometimes it can also cause problems and make people drift apart. The key to successful communication is the ability of people to communicate effectively

and respectfully without causing harm to others. In everyday conversations, people often say things in a roundabout way. Sometimes, people use long and complicated ways to say things indirectly. So, people should have plans to have a nice talk. It's important for the person speaking to know and understand the different parts of a conversation. This means that by understanding each other and communicating properly, we can prevent misunderstandings and breakdowns in communication.

Communication is the act of sharing thoughts and emotions with others around the world. Communication is more than just sharing information; it also involves receiving information through talking or interacting with others. According to Oxford Dictionaries, communication means sharing or exchanging information by talking, writing, or using another way. Furthermore, communication refers to effectively expressing, transmitting, or exchanging thoughts and emotions. When people communicate, they share their thoughts and emotions with others. They can do this by speaking, writing, or using gestures or signs.

Communication is essential to human survival. It enables humans to exchange ideas, express feelings, and send messages to others. During the communication process, individuals must not only accept other people's ideas, wishes, opinions, and comments, but also refuse them when they are challenged by the interlocutors'. Refusal is an unpleasant response that frequently occurs in everyday conversation because people have their own thoughts or opinions that make it impossible to always accept those of others. Refusal signals can be expressed verbally or nonverbally. Verbal refusals are stated by voice utterances, but nonverbal refusals are simply expressed through facial expressions or bodily

motions such as silence, shaking head, and so on (Cheng et al., reported in Hedayatnejad & Maleki, 2016).

People utilise rejection methods in everyday communication to avoid being rude or unfriendly. According to Bardovi-Harlig and Hartford (1991), the refuser must evaluate his or her rank as well as the face-threatening aspect of rejection and utilise methods to maintain power balance. Furthermore, Beebe et al. (1990) noted that there are two types of denial techniques: direct and indirect refusal methods. Direct rejection can be performed using performative verbs such as "I refuse" and non-performative direct verbs such as "No" or negative willingness such as "I cannot/do not believe so/will not." While indirect refusal can be accomplished through the use of a statement of regret, wish, excuse/reason/explanation, statement of alternative, condition for future or past acceptance, promise of future acceptance, statement of principle, statement of philosophy, attempt to dissuade interlocutor, acceptance that functions as a refusal, and avoidance. Furthermore, adjuncts can be used as a declaration of good opinion/feeling/agreement, a statement of empathy, pause fillers, and expressions of thanks or appreciation, as well as address phrases.

Many cross-cultural refusal studies have a methodological difficulty in that they focus primarily on oral contacts, despite the fact that data is frequently acquired through written surveys. These data have received little attention as written. Strategies for refusing, we would probably decline a situation differently in writing than we would in speaking due to a lack of non-linguistic clues. Furthermore, as far as I can tell, little attention has been paid to refusals in e-communication. As previously noted, when we compose emails, we must consider how best to interact

with our interlocutor(s). As a result, it is critical to study refusal trends before drafting emails.

Refusal is one of the speech act concerns. Yule (1996) stated that speech acts can be described as actions perform through the utterances. Austin (1962) state that speech act is a useful unit in communication. Also, Searle (1962) state that speech acts is an action a speaker behaves when making an utterance. In refusal, the refusers have make the listener's not to be offended or to be hurt. Refusing can be expressed indirectly by providing a second justification or explanation, an expression of sorrow, or other words in addition to just saying "no." Refusing is a statement made by the speaker that the audience does not anticipate. Direct and indirect refusals are the two categories into which Beebe, Takahashi, and Uliss-Weltz classify refusals. Additionally, they define adjunct as a phrase that supports refusals but cannot be a refusal in and of itself. Direct and indirect refusal can be followed by an adjunct or followed by an adjunct (Beebe et al., 1990: 55–73). In this situation, being courteous is not always necessary in order to develop positive relationships and have positive social interactions. As a result, it is done to avoid offending others by declining.

Not everything we provide to our interlocutors receives positive feedback. People do not always agree with us or even reject our ideas. This is referred to as a refuse. People commonly utilise refusal in their daily lives. Refusal is described as a rejection of the speaker's goal. Refusals are under the purview of the speech act theory, which is situated within a linguistic-pragmatic framework. Austin (1991) pioneered this idea from the standpoint of philosophy of language. He contends that every communicative act provides a message that extends beyond what we say; in

other words, whatever we say contains a message that impacts the interlocutor, as refusals do.

Acceptance is frequently preferred over refuse when responding to offers, invitations, requests, and ideas. Typically, referred activities are complex, indirect, and mitigated. Accounts, apologies, hesitations, prefaces, and repairs are also included (Levinson, 1983; Pomerantz, 1984). As a result, while using refusals, the speaker need a higher level of pragmatic ability to avoid offending the interlocutor's feelings.

Politeness is an a crucial component of human behavior. It is a method to create harmony in terms of communication, and it concerns the complete attitude that has an impact on people's lives. The definition of politeness given by Lakoff in Eelen (200: 2) is a system of interpersonal relations designed to facilitate interaction by nimimizing the potential for conflict and confrontations inherent in all human interchange. In another sense, being nice helps us avoid potential conflicts in our lives.

Being polite means being socially correct and showing understanding and care for other people's feelings (*Cambridge Advanced Learner's Dictionary, 3rd edition*). In order to have good relationships with others, it is important for people to be kind and respectful. Thomas said that being polite is something that people really want to do. It means being kind to others and is the reason why people talk the way they do (Thomas, 1995: 150). Politeness is a way to communicate, either in a polite or impolite way. To understand how to be polite when speaking, people can look at the facial expressions of the listener. Face is another term for self-image, which refers to the way a person presents themselves to the public (Yule, 1996:60).

Putri (2010) conducted the first related study on rejection methods. The purpose of this research is to discover and describe different sorts of refusal categories, refusal methods, and refusal processes in the Ugly Betty DVD Season One.

According to the findings of this study, the characters in the Ugly Betty serials used multiple rejection techniques in their utterances. Characters frequently utilise straight refusals, explanation/reason, and adjuncts as techniques. Meanwhile, social standing and power have little bearing on the rejection methods employed by the characters in the Ugly Betty serial. During the refusal process, the interlocutor accepts the characters' refusal, resulting in the speaker's first response as the outcome. They almost never negotiate after being rebuffed. The most fundamental problem in this thesis is the manner in which the researcher offers a table analysis in Chapter IV. Furthermore, the researcher did not specify how many or what types of methods she utilised in her studies. To prevent being referred to as "raw data," it should be included in the appendix. She should include her findings in the conclusion section so that readers are aware of how many and what types of methods the characters utilised.

In recent years, refusal strategies has been an interesting case to be investigated (Bella, 2010; Fitriana, 2015; Sattar, Lah, and Suleiman, 2011; Sa'd and Qadermazi, 2014). A refusal is an adverse reaction to an offer, request, invitation, or recommendation. Refusals are significant because of their communicative importance in everyday speech. They are also face-threatening activities and fall under the category of commissives because they commit the refuser to not executing an activity (Brown and Levinson, 1987). In refusals, the refuters have to make the

listeners feelings not to be offended or to be hurt. Refusing is not just directly by saying *no* or even by ignoring the person who gives an offer, but it can be an indirect utterance by giving additional explanation or reason, statement of regret, etc. The different culture has been shown to vary drastically in interactional styles, leading to different preferences for speech act behaviors. This present study aims to follow Fitriana (2015) suggest to investigate refusal strategies from some different aspects and objects.

Some researchers mentioned earlier finished their investigations by analyzing social experiments. They go directly to the people to find out how refusers react. Fitriana (2015) studied a group of ten students who were in their seventh semester. This group had five male students and five female students. The information was gathered using a written task called Discourse Completing Task (DTC). Bella (2010) chose 60 people from different countries to be part of her study. She gathered information by having them pretend to be someone else. Other researchers study written text.

Ma'rifah (2015) studied how children are portrayed in James W. stories The book, *Akeelah And The Bee*, written by Ellison. The information was organized using Brown and Levinson's theory of politeness strategies, which were divided into 5 main strategies. The research findings are consistent with the issues mentioned in the problem statement. It pertains to the children characters of James W. *Akeelah And The Bee* book uses different ways of being polite when saying no, and it shows this in five different situations where characters refuse things. The things that influenced the strategies kids used when refusing were important factors

like how much power they had, how close they were to the other person, and how big of a demand they were making.

Farah Dina (2019) studied the students in the 5th semester of the English department at State Islamic University of Sunan Ampel Surabaya. The DCT tool was used to collect information, and 30 students were chosen to participate in the research. The research showed that the researcher found 95 direct strategies, 402 indirect strategies, and 193 adjuncts. The most commonly used strategy in this research is the indirect approach. The research found three different types of strategies that people use when they refuse something. The first type called pre refusal strategies was found 21 times. The second type called main refusal strategies was found 224 times. And the third type called post refusal strategies was found 124 times. The word "mot" is mentioned in the second result and it refers to the main ways of saying no.

Agus wijayanto (2013) studied that Based on the facts presented and discussed in the preceding part, no straightforward solution to the study questions could be provided, albeit certain points were quite evident. When declining an invitation to collocutors of the three status levels (equal, lower, and higher), JLE tended to employ a same sequential order, but NSE tended to alter sequential sequences according to different status levels. A few changes in semantic formulations and adjuncts used to communicate politeness were discovered. JLE frequently expressed apology/regret when declining invitations to all status levels, but NSE expressed apology/regret when declining an invitation to a collocutor of uneven status (lower or higher). Unlike JLE, NSE frequently ended refusals with a good luck wish.

Pawestri (2014)'s undergraduate thesis is the previous investigation. The purpose of this research is to describe Dre's rejection methods in the Karate Kid movie. Because Dre adapts to Chinese culture, the end outcome is 59 indirect and nine direct tactics. Mr. Han, Dre's teacher, influenced how he declines requests. He becomes more polite and employs less direct tactics. Unfortunately, she did not specify the theory she utilised to analyse the refusal methods in the Karate Kid film in her research. Furthermore, she made no notice of the limitations of her research.

There were some similarities and differences in the type and frequency of semantic equations and adjuncts discovered, albeit the proportion of similarities was greater than the number of differences. The discrepancies were essentially due to idiosyncratic usages, which were most noticeable in JLE's significant use of apologies.

JLE tended to concern the feelings of other interlocutors, e.g., utilizing acceptance, which was not generally utilized by NSE, reflecting Javanese politeness norms. Reflecting western politeness norms, NSE tended to attend to the negative face of other interlocutors by involving specific semantic formulations and adjuncts, such as gratitude, good luck, positive opinion/feeling, and avoidance.

Because people from different backgrounds and cultures refuse in different ways, it is reasonable to presume that they have varied notions about how to refuse. According to Al-Issa (2003), people's cultural backgrounds can influence how they communicate, perceive, and comprehend (Han & Tazegul, 2016). A refusal may be acceptable or appropriate for one nationality or culture but not for another. Refusals necessitate not just lengthy sequences of negotiation and cooperative accomplishments, but also "face-saving manoeuvres to accommodate the

noncompliant nature of the act" (Gass and Houck, 1999 in Farnia & Wu, 2012). As a result, people frequently negotiate the refusal through any supportive statement that can decrease the offensive or threatening while maintaining the bad face of others. Furthermore, refusal is frequently followed by words as a strategy to lessen the refusal and is commonly employed for politeness. According to Brown and Levinson, politeness entails being aware of other people's facial desires (Xiaoning, 2017). As a result, the present of politeness in refusal utterance is intended to diminish or maintain the other's face.

From the previous studies above, the researcher will focus on refusal strategies. The previous researchers analyzed just children characters. In this present study, the researcher will analyze focusing on the characters of *The Great Gatsby*. The person which will be analyzed is all characters of the novel. Analyzing of all characters has not been done yet by other researcher.

In this research, the researcher will analyzed all characters in the novel. It is chosen because all the character sometimes using the refusal strategies. The researcher will focus on all characters. Because of it, the researcher will find the refusal strategies of the characters. Based on the refusal strategies, the researcher will also find out the type of refusal strategies according to (Gass & Houck, 1999) and the functions of it.

1.2 Research Problems

From to the background of study, the researcher attempts to provide the research problems as the following:

1. What are the classifications of refusals strategies used by the characters in *The*

Great Gatsby novel?

2. How are refusals strategies used by the characters in *The Great Gatsby* novel?

1.3 Significance of the Study

Significantly, the present study is expected to give an advantages either for the researcher or the reader in both practical and theoretical significance. Practically, the researcher hopes that this study will help the student English Department to deeper understanding about the refusal strategies expressions. For the readers, the researcher hopes that this research will help their communications run in harmony by apply politeness strategies in refusals expressions.

1.4 Scope and Limitation

This research concerned in the pragmatics study. It will focus to refusal strategies used by the characters of *The Great Gatsby* novel. The aspects that will be analyzed are the type and the function of refusal strategies by the characters of *The Great Gatsby*. The researchers limit the source of data from novel.

1.5 Definition of Key Terms

It is important for the researcher to give appropriate meanings of key terms in order to avoid misinterpretation. Some key terms are defined as follows:

- a) Refusals: Refusal means an unfavourable reaction to an offer, request, invitation, or recommendation. Because of their communicative importance in everyday discourse, refusals are quite essential. They also belong to the group of commissives since they commit the refuser to not executing an activity (Brown and Levinson, 1987).

- b) Refusal strategies: Refusal strategies are one of the face threaten acts because they use positive face to threaten some features of the interlocutor (Brown & Levinson, 1987). Refusal techniques are used when speakers refuse to accept the interlocutor's offers, requests, invitations, or ideas.
- c) *The Great Gatsby* a novel by F. Scott Fitzgerald: it is a novel written by F. Scott Fitzgerald in 1925, the author from American. The story concern the young and mysterious millionaire named Gatsby and his quixotic passion and obsessions with beautiful debutante named Daisy. The themes of "The Great Gatsby" novel are decadence, idealism, resistance to change, social upheaval, and excess, resulting in a depiction of the Roaring Twenties that has been described as a cautionary tale, as well as the story of the American Dream.

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CHAPTER II

LITERATURE REVIEW

This chapter discusses some related theories. Its purpose is to supplement the study's background and explain essential words introduced in the preceding chapter.

2.1. Theoretical Framework

2.1.1 Pragmatics

Pragmatics is a part of the study of language. According to Yule (1996), pragmatics is about studying how speakers express meaning and how listeners or readers understand it. Yule (1996) also said that pragmatics means understanding what people mean in a specific situation and how the situation affects what they say. Pragmatic also studies how a lot of things that are not explicitly said are still understood as part of the message being communicated.

According to Levinson (1985:21), pragmatics is the study of the relationships between language and context that are essential to an account of language understanding. He also claims that pragmatics is the study of the grammatical or encoded relationships between language and context. When learning a language, it is impossible to ignore the situation in which the communication is uttered. An speech and a situation have a close relationship. Instead of language usage, pragmatics includes the relevant context of the circumstance. According to the definition, pragmatics is a discipline that seeks to

comprehend the meaning of utterances by examining the context in which they occur.

According to Thomas (1995:22), pragmatics is almost entirely concerned with the process of interpretation from the perspective of the hearer. If the hearer understands what the speaker means, the speaker and the hearer will have a good conversation. While Richards describes pragmatics in Kuncana Rahardi (2002: 5) as "the study of the use of language in communication, particularly the relationship between sentences and the contexts and situations in which they are used." As a result, both the speaker and the hearer must comprehend the context of the situation in order to avoid miscommunication.

According to the definition above, pragmatics is the study of meaning included in the utterance in context. To comprehend and evaluate the meaning of a statement or an utterance, one must consider the relationship between language and the context in which the situation is expressed, according to pragmatics.

Thus, the pragmatics technique was employed to aid in comprehending the conversation's intended message. Pragmatics is concerned with four areas: the research of speaker meaning, the study of contextual meaning, the study of how more is transmitted than is spoken, and the study of the representation of relative distance.

2.1.2. Speech Act

Speech act refers to a statement or something someone says during a conversation. John Langshaw Austin (1911-1960) was a British philosopher who believed that language is used to perform important social actions. He was part of

a group of thinkers called ordinary language philosophers. The explanations are about how language is used. Speech acts are actions that are performed using specific words. People have tried to classify these actions based on the type of speech act they belong to.

According to Hymes and Fasold, a speech act is different from a sentence and should not be considered as a unit of grammar. Hymes believes that speech context is important for determining its meaning, and not just grammar and intonation. The way we talk connects how we use grammar and what happens in a conversation or situation. It involves both the structure of our language and the rules we follow in our social interactions (Fasold, 1990:43).

According to Searle, speakers can only make the following five illocutionary points on propositions in an utterance: the assertive, commissive, directive, declaratory, and expressive illocutionary points. The assertive point is what speakers achieve when they represent how things are in the world, the commissive point is what speakers achieve when they commit to doing something, the directive point is what speakers achieve when they try to persuade listeners to do something, the declaratory point is what speakers achieve when they act in the world at the time of the utterance simply by virtue of saying that they act in the world, and the expressive point is what speakers achieve when they express their attitudes about things and facts of the world (Vander and Kubo 2002)

The hearer is viewed as a passive actor in speech act theory. The illocutionary force of a certain utterance is determined by its linguistic form as well as introspection as to whether the requisite felicity conditions—not least in respect to

the speaker's beliefs and feelings—are met. As a result, interactional aspects are overlooked.

However, [a] conversation is more than just a series of isolated illocutionary forces; rather, speech acts are linked to other speech acts within a larger discourse framework. "Speech act theory is insufficient in accounting for what actually happens in conversation because it does not consider the function played by utterances in driving conversation," (Barron 2003).

According to Felix-Brasdefer (2008), languages have different ways of using words to communicate. Speech act verbs are words that we use to clearly express what we are doing with our words. For example, saying "I promise," "I apologize," or "I refuse" are all speech act verbs. A speech act can be used with spoken words or other language tools. According to Austin in Levinson (2983:236), when we speak, our words do more than just convey meaning. They also have the power to take specific actions or do certain things.

According to John L. Austin (1962), he identifies three types of speech act:

1. Locutionary act: speech act that certain words utterance deal with sentence using a grammatical pattern and meaning. The utterance of sentence with determinate sense and reference. E.g. *A cow is an animal* or *The earth is round*.
2. Illocutionary act: speech act that the intentions behind the utterance, like, commanding, promising, stating, and questioning. By virtue of the customary power connected with its explicit performatife paraphrase, the

making of a declaration, offer, promise, etc in uttering a sentence). (or E.g:
I baptise this ship 'The Spirit of Galway'.

3. Perlocutionary act: speech act that effect of illocutionary on the listener.

The act of causing an affect on the audience or reader by pronouncing a statement, with the effect being related to the circumstances of the utterance. To make clear the definition above, the example bellow may help to clarify:

A: Open the window!

B: OK

The act saying “Open the window” is the locutionary act. The act of requesting B to the window is the illocutionary act. Act of opening ‘the window’ is the result of the shared understanding on the result of the utterance (Perlocutionary deed). The process above is influence by specific social and situational context other social factors of communication.

Speech acts are actions conducted through utterances (Yule, 1996:47). An act is defined as the action performed in making an utterance in Speech Act Theory (Austin 1962). Utterances are considered in isolation, and the type of speech act done is controlled by factors such as the meaning provided by the words and the structures of utterances, the speaker's psychological state, and so on (Tsui, 1994:9).

2.1.3 Refusal Strategies

Refusing anything is fundamentally an act that disagrees with a condition or something. When there is a request or offer for anything, refusal generally occurs.

When someone asks for something from others, it suggests that person hopes his desire will be realised or approved by the individuals who respond to the request. It is our responsibility to seek out appropriate techniques for declining its offer with appropriate words and emotion that do not cause a problem or unfavourable impact on your conversational partner. While indirect refusal is when a refusal is expressed indirectly, such as I'd want to but I'm sorry. Sometimes the speaker simply explains why he or she was unable to comply with someone's request. People of various rank, age, and education generally convey their refusal in an indirect manner. The act of declining or rejecting requests, demands, offers, invitations, and so on. We can decline anything using polite or disrespectful language. One of the most common expressions in communication is refusal. In other terms, refusal occurs whenever someone refuses to take or accept something. Direct denial and indirect refusal are the two types of refusal (Beebe and Takashi, 1985: 72).

Refusal in English occurs when both native and non-native English speakers are participating in a dialogue. Intercultural communication refers to communication between native and non-native English speakers. According to Spencer-Oatey (2006), intercultural communication is concerned with communication between persons from various social backgrounds. As a means of intercultural or international communication, performing refusal in English becomes critical because refusing in an unsuitable manner risks affecting others negatively, thus breaking down dialogue. Furthermore, Shboul and Huwari (2016) state that people interact not only to share information and express feelings and ideas, but also to sustain relationships.

Refusal is commonly used in response to requests, invitations, offers, and suggestions. According to Gass and Houck (1999: 28), this happens as a negative reaction to other activities such as requests, invitations, offers, and suggestions (Illiadi & Larina, 2017). The capacity to refuse another's offer, request, or invitation without hurting his or her feelings is critical, since "inability to say no clearly has led many non-native speakers to offend their interlocutors" (Ramos, cited un Al Kahtani, 2005). Refusals are often performed in two ways, direct and indirect, upon realisation. A refusal is considered direct if the meaning of the remark can be interpreted as refusal. Meanwhile, when an utterance contains equivocal meaning, it is classified as indirect refusal.

Refusal strategies are ways people use to say "no" or reject another person's request, offer, or question during a conversation. Kline and Floyd, as mentioned by Johnson, Rolof et al. (2004) in Oktoprmasaki (2006, p. 104), explain that refuse means not wanting to do or accept something. It usually happens when someone asks or offers something. This is when someone asks others for something they want, and they hope those people will make their request come true or agree to it. The role is to find the best strategies to politely decline an offer using kind words and expressions.

Indirect refusal means saying no in a roundabout way, like saying "I would like to, but I'm sorry" Sometimes the speaker explains why they are unable to do what someone asks. People of different statuses, ages, and education levels usually refuse indirectly. Refusal means saying no or rejecting a request, command, offer, invitation, etc. We have the choice to say no to something using either polite or

impolite words. Refusal is a common phrase that is often used when talking to others. In simpler terms, when someone says no to something, it means they are refusing it. There are two types of refusal: Direct Refusal and Indirect Refusal strategies. (Beebe and Takashi, 1995: 72).

Refusal can also be seen as messages that are not liked by the receiver. According to Brown and Levinson (1987), people often make choices based on what will make them look good and maintain their positive image. When someone tells another person that they don't want something, it can make the other person feel bad. This is especially true when it is important to make sure the other person's feelings are protected. Saying no can be difficult because it means directly or indirectly telling someone that you don't want to do what they are asking, inviting, or suggesting.

Felix-Brasdefer (2008) studied how people learning a foreign language think when they refuse to do something. Immediately after the advanced Spanish learners finished acting out scenes with someone of the same or higher skill level, they were asked to look back on their performance and discuss it with a teacher. The study of the reports showed that when people said no to something, they were mostly focused on finding a reason for their refusal. They also made an effort to be polite and sometimes suggested a compromise.

When someone do not intend to accept an action, they use the word "refuse." Refusal occurs when someone rejects what the speaker requests, demands, commands, offers, invites, or advises. Direct or indirect refusal can be stated.

According to Rubin in Wolfson (1983:10), one must be able to recognise when a response has declined what the speaker has requested, solicited, or offered.

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In addition, Wardhaugh (2006: 272) says the way people use certain words to address each other is affected by their social position, gender, family, relationship, how close they are, age, and the hierarchy at their job and race. When talking to others, it's important to consider who they are in terms of their social status, gender, age, and race so that we can communicate effectively and avoid any confusion. He says that there are seven different ways to address someone. These include using their first name, last name, title and last name, pet name, family terms, just their title, or a special nickname. According to Wardhaugh (2006: 268-269), address terms have five functions: to get people's attention, be polite, show who you are, show a difference in power, and show closeness.

2.2 The classifications of refusal strategies

Refusals are negative answers to other speech acts such as requests, invitations, offers, and suggestions (Gass & Houck, 1999). According to Beebe et al. (1990), there are three sorts of refusals: direct refusals, indirect refusals, and adjuncts to refusals. According to Beebe, Takahashi, and Uliss-Weltz (1990), there are two types of refusals: direct and indirect, which are split into the semantic formula: utterances to perform refusals. While adjuncts to refusals: statements that do not communicate refusals on their own but work with a semantic formula to deliver specific effects to the given refusals. Direct refusals are when speakers convey their inability to agree by utilising negative statements.

2.2.1. Direct refusal strategies

Direct tactics are typically followed by convincing utterances, which are denoted by performative and non-performative verbs. The direct technique includes instances of both a direct "no," which means who rejects the request, as well as invites and so on. Proportions as a negative verb can be used with expressions such: "*I can't*" or "*I don't think so*". The direct strategies are separated into two statements, which are as follows:

1. Statement of Performance is a mitigated refusal is another term for a performative declaration. It is a denial tactic that is frequently employed to soften and mitigate the negative impact. of forthright refusal. Refuse and reject are examples of performative verbs. Examples: ("*I refuse.*" "*It appears I will be unable to come to work.*")
2. Statement of Non-Performance is Non-performative verbs that directly state "No" or demonstrate negative willingness are as follows: Only ("*I cannot,*" "*I will not*") will suffice. According to Beebe et al. (1990), the speaker may make an utterance that includes a non-performative verb as well as a negative willingness. "*No, I won't be able to make it this weekend,*" for example.

2.2.2. Indirect refusal strategies

Indirect refusal has several linguistic strategies through which invitations, offers, requests, and ideas are indirectly declined. The indirect strategy emerges because the head rejection activities include reason and explanation, statement of

alternative, the interlocutor off the hook, and conditional acceptance. The degree of conclusion increases in indirect refusal because the speakers must adopt the appropriate pattern to ensure that the negative effects of direct refusal techniques do not harm the interlocutor (Felix-Brasdefer 2008).

Many verbal tactics are employed in indirect rejection head acts to reject an invitation, offer, request, or suggestion. Indirect techniques include reasons and explanations, assertions of alternatives, letting the interlocutor off the hook, and conditional acceptances.

2.2.3. Adjunct refusal strategies

A refusal feedback is often to guide the adjunct to refusal which is preceded or follow the main responses. The adjuncts itself can't be use independently but also with refusal strategies. The short of adjunct are complicated speech act because not only long sequence of agreement and cooperative realizations but also "the non manage of compliant nature of the act itself." (Gass & Houck, 1999).

2.3. The functions of refusal strategies

Refusal is a negative feedback to others, invitation, suggestions, and request. Regarding their unique communicative roles, each sort of rejection can be further classified. Refusals are characterized as speech acts in which a speaker "fails to engage in an action purposed by the interlocutor" (Chen et al., 1995). They serve as a response to a starting act. Refusals frequently include justifications for why they are necessary. The goal of refusal tactics is to validate the interlocutor's offer, invitation, recommendation, or request. While doing so, the speaker must provide

a justification for the refusal and demonstrate the regret of the one who is refusing as a primary factor.

According to Eryani (2007:9), refusal means saying no or rejecting offers, requests, invitations, and so on in a negative way. Refusals are considered a type of speech where the speaker agrees to not do something. According to Aziz, refusal means saying no to requests, offers, invitations, or suggestions. These are the groups that different ways of saying no can be divided into:

2.3.1 Refusals of Requests

A request is an activity that entails doing things that take time or effort on the side of the recipient. For minimising the threatening nature of refusals, request techniques are dependent on specific content and the suitable form. There are four types of requests as initiators., as follow:

1. Request for a favor (e.g. borrowing or help “*Do you mind if I borrow your pen?*”)
2. Request for permission/acceptance/agreement (e.g. job application “*Are you sure for letting me in?*”)
3. Request for information/advice (e.g. product information “*Would you mind to give me an advice about this stuff?*”)
4. Request for action (e.g. Payment “*Will you let me pay your beverage?*”)

2.3.2 Refusals of Offers

According to what is offer, there are four types of offer there are: gift offer, favour offer, drink or food offer, and opportunity offer. An offer is an expression

of readiness to do or give something. Offers as an initiating action is divided into four categories, as follows:

1. Gift offer
2. Favor offer (e.g., giving a ride)
3. Food/drink offer
4. Opportunity offer (e.g., job and promotion)

2.3.3 Refusals of Invitations

The invitations refusals have two types there are ritual invitations and real invitations. The ritual invitation is the inviter shows his willingness of maintaining relationship with the listener in the future. The real invitation is the invitation that expresses the addresser sincere intention to treat the addressee. Ritual invitations often occur between the acquaintances as way to show the willingness to maintain relationships with each other. Invitation as an initiating action is divided into two categories, as follows:

1. A genuine refusal means that the speaker doesn't agree with or want to do something that was asked of them. When someone genuinely says no to something, it can be seen as rude or disrespectful to their face. (Brown & Levinson, 1987).
2. Ritual refusal means politely saying no to show you are thinking about the other person. Ritual refusals mean saying no in a polite way, and they show that someone values their relationships with others. Ritual refusals means using polite ways to say no. (Chen et al 1995).

2.3.4 Refusals of Suggestions

A suggestion happens when someone tells another person to do something or make a change. There are two kinds of suggestions: asked for suggestions and suggestions given without being asked. Solicited suggestions are suggestions that the listener wants to hear. Unsolicited means something that is given by someone without being asked for by the person who receives it. A suggestion is an idea that someone suggests for people to think about. The act of suggesting something can be divided into two categories.

1. Solicited suggestion: the suggestions proposed by interlocutor.
2. Unsolicited suggestion: the suggestions voluntarily given by the interlocutor.

There are two categories of unsolicited suggestion:

- a. Personal suggestion: the suggestions given by speaker to create and manage the relationship between the interlocutors.
 - Show concern: (*"the traffic is getting a jam. You doesn't better hurry."*)
 - Develop conversation rapport: (*"the lecturer doesn't come today, You can go home earlier!"*)
 - Show membership in a group: (*"Because I consider you as my little girl, I suggest you not to go with them."*)
- b. Commercial suggestion: suggestion to guide others' commercial thoughts or behaviours, like, suggestions to buy the salesman or advertisement.

Refusal, like all other forms of speech, occurs in all languages. However, not all languages or cultures reject the same offer or proposal in the same way, nor do they feel comfortable doing so. In many communities, how people say "no" is more important than the response itself; hence, conveying and receiving a "no" message requires specialised abilities. The speaker must understand when and why to utilise the right form.

Among the speaking acts, refusal is regarded as face-threatening. A person's face is his or her public self-image. It refers to everyone's emotional and social sense of self, which they expect everyone else to recognise. According to Yule (1996), a face threatening action occurs when the speaker says anything that indicates a threat to another individual's expectation of self-image. As a result, rejection threatens the hearer's face since it contradicts his/her expectations and limits the hearer's ability to behave according to his/her will. Refusals, on the other hand, may jeopardise the addressee's public image and ability to keep acceptability from others.

Because failing to refuse appropriately can jeopardise the speakers' interpersonal relationships, refusal usually includes a variety of methods to avoid offending one's words. However, it necessitates a high level of pragmatic ability, and the choice of these tactics may differ depending on language and culture. Brown and Levinson then devised civility tactics as a response to Face Threatening Actions, namely refusing. Thus, in terms of the

theory of politeness and saving strategies, this research uses the theory of politeness strategies in refusal agress with Brown and Levinson.

Aside from the fact that refusal techniques are important for developing and maintaining intercultural communication and relationships, as previously stated, picking refusal as the main focus of this research is owing to the fact that there are few studies examining refusal tactics. According to Athieh and Yassin (2011), there have been many studies in sociocultural pragmatics on the speech acts of request, complement, apology, and complaint, but not on rejection. Refusals have received little attention, but they are becoming more so (Beebe et al., 1990; Bardovi-Hartford, 1990; Liao and Breshnahan, 1996; Blum-Kulka and Olshtain 1984; Gass 1999; Takahashi and Beebe 1987; Nelson and Cason 2002 in Farnia & Wu, 2012). Furthermore, among those studies that look into refusal tactics, only a handful look into the use of refusal methods by non-native English speakers.

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CHAPTER III

RESEARCH METHOD

This chapter introduces the methods researchers use to collect and analyze the data. Includes research design, data collection and data analysis.

3.1 Research Design

This study employed a qualitative approach. Qualitative research is always descriptive that the data collections are in the words form or the pictures rather than number (Bogdan, 1992). Qualitative research refers to the method that orientate on the process for understanding, interpreting, and developing the theory. The descriptive qualitative used for collecting and analyzing data from the charters utterance which rejecting. It also for describing how the refusals strategies by the characters when they rejecting.

3.2 Data Collections

This section contains information about research data, data sources, Instruments, and data collection methodologies.

3.3 Research data

This research data are words, phrases or sentences the characters in the “*The Great Gatsby*” are include the type of refusal strategies and the functions of refusal strategies.

3.4 Data Source

In this research, the data was taken from utterance by the characters in *The Great Gatsby* novel. The data was taken from novel book from free eBook at planet eBook.com. The researcher analyzed refusal strategies used by the main character.

3.5 Instrument

This study's instrument was the researcher herself. Because the researcher is the one who collects data, analyzes data, describes data, and draws conclusions. The researcher need a notepad to rewrite the words and phrases spoken by the novel's characters.

3.6 Data collection techniques

The researcher did the following steps to collect the data. First, the researcher read the novel several times. Second, the researcher make some summary by the chapter of the novel. Third, the researcher underline the quote which is included as a refusal strategies. Fourth, the researcher

3.7 Data analysis

In the data analysis, the researcher applied the following steps. The first step was identifying data. the researcher indentified the type and functions of refusal strategies accroding to (Gass & Houck, 1999). There are direct refusal strategies, indirect refusal strategies, and adjunct refusal strategies. The function of it is offer, invitation, suggestion, and request. The researcher identified an utterance as refusal strategies if it occurs when the speaker invite but the listener

rejection the invitations. In identifying data, the researcher will highlight words or phrases which are categorized as a function of the refusal strategies and uses code: IV for invitation function. The researcher will identify an utterance as refusal strategies offer when the speaker offers something to the listener but the listener reject the offer. In identified the data, the researcher underlined the words or phrases which are categorized as a function of a refusal strategies and uses code: O for offer functions. The researcher will identify an utterance as refusal strategies offer when the speaker requests something to the listener but the listener reject the offer. In identifying the data, the researcher underlined the words or phrases which are categorized as a function o a refusal strategies and uses code: R for request functions. The researcher identified an utterance as refusal strategies offer when the speaker suggests something to the listener but the listener reject the offer. In identifying the data, the researcher underlined the words or phrases which are categorized as a function o a refusal strategies and uses code: S for suggestions functions.

For example:

“‘Don’t look at me,’ Daisy retorted. ‘I’ve been trying to get you to New York all afternoon.’” ’ ‘No, thanks,’ said Miss Baker to the four cocktails just in from the pantry, ‘I’m absolutely in training.’”

From the conversation above Daisy use the offer functions of refusal strategies and Miss Baker reject using the direct refusal strategies because she said “No, thanks” after Daisy offering to her.

Classifying was the second step in data analysis. The researcher classified the data into several categories based on the type of denial techniques used. The researcher also uploaded a page from the text as well as lines from the pages.

The final step in data analysis was to draw conclusions. The researcher formed a conclusion based on the evidence. The conclusion provides simplified responses to the outcome.



CHAPTER IV

FINDINGS AND DISCUSSION

In this chapter, the researcher presents the findings and the discussions of Refusal Strategies used by characters in *The Great Gastby Novel*.

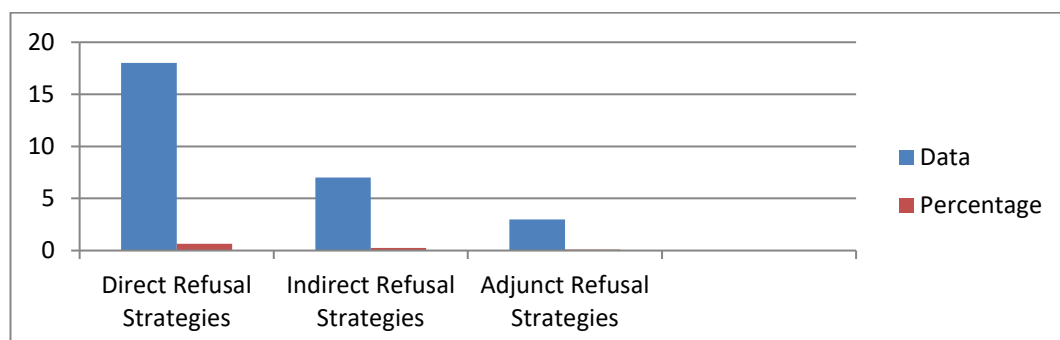
4.1 Findings

After reading the novel and found a lot of refusal strategies, the researcher try to provide the data into this section. This section will be devided into two points. The first is refusal strategies according to Gass& Houck (1999) and the second is the functions of refusal strategies by Aziz (2012).

4.1.1 Refusal Strategies

Gass and Houck in 1999 stated about the types of refusal strategies. There are three types of refusal strategies according to him. They are direct refusal strategies, indirect refusal strategies, and adjunct refusal strategies. The researcher is collecting all refusal strategies used by characters in *The Great Gastby Novel* and classifying them into three types of refusal strategies found by Gass and Houck. The results reflect in the table below.

Table 4.1 Refusal Strategies Used by Characters in *The Great Gastby Novel*



From the table, we know that the most popular type of refusal strategies used by characters in *The Great Gatsby* Novel is direct refusal strategies with 64%. The second type is indirect refusal strategies with 25%. And the least type used by the characters has 11% of using. That is adjunct refusal strategies.

4.1.1.1 Direct Refusal Strategies

Direct refusal strategies are the most popular type of refusal strategies. 18 from 28 (64%) which is more than half refusal strategies used by characters in *The Great Gatsby* Novel are direct refusal strategy. This strategies usually followed by convince utterance that indicated by performative and non-performative verb. Here are some direct refusal strategies used by characters in *The Great Gatsby* Novel:

Data 1 (chapter 1 page 23)

‘Did I?’ She looked at me. ‘I can’t seem to remember, but I think we talked about the Nordic race. Yes, I’m sure we did. It sort of crept up on us and first thing you know——’ ‘**Don’t believe everything you hear, Nick,**’ he advised me.

From the data above, the researcher found Daisy was using direct refusal strategies to Nick. When Nick was giving advise by recalling his memory with Daisy. She said “Don’t believe everything you hear, Nick”. It means she directly refuse to believe the advise given by Nick.

Data 2 (chapter 2 page 31)

‘Hold on,’ I said, ‘I have to leave you here.’

‘No, you don’t,’ interposed Tom quickly.

This time the character who use direct refusal strategies was Tom. When he going to the house of Myrtle (his affair), Myrtle want to say that she want to move to another town with his husband. She said “I have to leave you here” and Tom answered with the direct refusal strategy “‘No, you don’t,”. it means Tom directly refused to be left by Myrtle.

4.1.1.2 Indirect Refusal Strategies

The second strategy which has 7 from 28 (25%) total refusal strategies used by characters in *The Great Gatsby* Novel is called indirect refusal strategies. Not like the previous strategy that clearly use the word “no” or the negative proportions like “*I can’t*” or “*I don’t think so*”, people who utter the indirect refusal strategy are usually using utterances form that showing the excuse, reason, statement of regret, postponement, wish, and setting conditions of acceptance.

Data 3 (chapter 1 page 31)

‘We don’t know each other very well, Nick,’ she said suddenly. ‘Even if we are cousins. You didn’t come to my wedding.’ **‘I wasn’t back from the war.’**

The indirect refusal strategies was used by Nick. Data 3 is the conversation between Daisy and Nick. She is upsetting because Nick didn’t come to her wedding with Tom. Nick didn’t directly saying the refusal word but he stated the reason why he wasn’t coming. His stating reason that indirectly refusing Daisy's invitation to her wedding is indicated as indirect refusal strategies.

Data 4 (chapter 9 page 176)

‘Will you ring again?’ ‘I’ve rung them three times.’ ‘It’s very important.’ **‘Sorry. I’m afraid no one’s there.’**

The other indirect refusal is uttered by Owl-Eyes. When he and Nick came to Gastby's house. Nick stated the request to open the door three times to the Owl-Eyes. Then, he was refusing to Nick by stating apologize ‘Sorry. I’m afraid no one’s there’. His apologize is indicated as the indirect refusal strategies.

4.1.1.3 Adjunct Refusal Strategies

The most unpopular strategies used by characters in The Great Gastby Novelis adjunct refusal strategies. The characters just used them three times out of 28 refusal strategies (11%). According to Gass and Houck (1999), adjunct refusal is indicated as a complicated speech act because not only long sequence of agreement and cooperative realizations but also the non manage of compliant nature of the act itself. The adjunct refusal strategies is including the form of expression of gratitude, statements of positive opinion, and statement of empathy.

Data 5 (chapter 5 page 97)

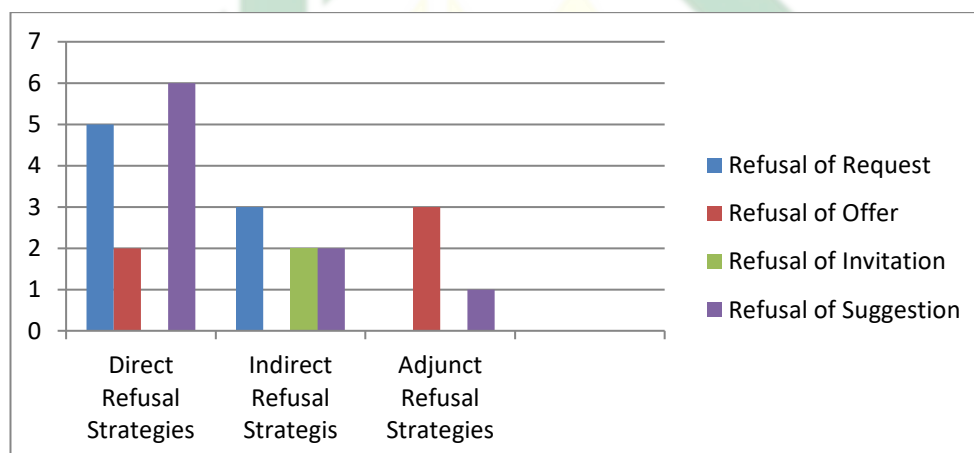
‘Do you like it?’ **‘I love it, but I don’t see how you live there all alone.’**

Data 5 indicates as adjunct refusal strategies because the answer of Daisy. Data 5 was a conversation between Gastby and Daisy. Gastby was asking Daisy’s opinion about his big beautiful house. Then she answered with the statements of positive opinion ‘I love it, but I don’t see how you live there all alone’ that indicates as adjunct refusal strategies.

4.1.2 The Functions of Refusal Strategies

According to Aziz (2012), refusal is a negative response towards directives speech act include request, offer, invitations, suggestions. Based on those statements, researcher classify the refusal strategies found in The Great Gastby Novel into four functions of refusal strategies. The refusal strategies classification into the functions of refusal strategies are described in the table below.

Table 4.2 The Functions of Refusal Strategies Used by Characters in The Great Gastby Novel



The table 4.2 reflected that there are two functions with the highest using. They are refusal of suggestion and refusal of request with 9 refusal strategies. The second spot is refusal of offer with 5 refusal strategies. And the last with the least refusal strategies (2) is refusal of invitation.

4.1.2.1 Refusals of Requests

The request strategies depend on specific content and the appropriate form for mitigating the threatening nature of refusals. Request as a refusal functions is divided into four categories. They are: Request for a favour, Request for

permission/acceptance/agreement Request for information/advice Request for action. The sample data of refusal of request are:

Data 6 (chapter 9 page 175)

‘Left no address?’

‘No.’

‘Say when they’d be back?’

‘No.’

‘Any idea where they are? How I could reach them?’

‘I don’t know. Can’t say.’

From the data above, we know that Nick was uttering a request functions of refusal strategies and Owl-Eyes was refusing by uttering the direct refusal strategies. By saying ‘Left no address?’ ‘Say when they’d be back?’ ‘Any idea where they are? How I could reach them?’, all of the question uttered by Nick were indicated as the request for information to the Owl-Eyes. Owl-Eyes answered those question with direct refusal strategies by saying “No” twice and adding ‘I don’t know. Can’t say’. It means Owl-Eyes was refusing to give the information to the Nick.

Data 7 (chapter 9 page 175)

‘But how did it happen? Did you run into the wall?’ ‘Don’t ask me,’ said Owl Eyes, washing his hands of the whole matter. ‘I know very little about driving—next to nothing. It happened, and that’s all I know.’ (chapter 3 page 59)

The data 7 come from the same page and the same situation with data 6. Nick was requesting for information to the Owl-Eyes by saying ‘But how did it

happen? Did you run into the wall?'. Then Owl-Eyes was refusing to give the information by saying 'Don't ask me'.

4.1.2.2 Refusals of Offers

The next functions of refusal strategies is refusal of offer. The refusal of offer got the second spot with 5 refusal strategies over the entire novel. There are four types of offer there are: gift offer, favour offer, drink or food offer, and opportunity offer. The sample of the data is:

Data 8 (chapter 6 page 121)

Next day Gatsby called me on the phone. 'Going away?' I inquired. **'No, old sport.'** The data 8 is taken from the conversation between Nick and Gastby on the phone. Nick was offering Gastby the opportunity to go with asking 'Going away?'. It reflected as the functions of refusal of offers since Gastby refused it with direct refusal strategies by saying 'No, old sport'.

Data 9 (chapter 7 page 131)

'Well, shall I help myself?' Tom demanded. 'You sounded well enough on the phone.' **With an effort Wilson left the shade and support of the doorway and, breathing hard, unscrewed the cap of the tank. In the sunlight his face was green. 'I didn't mean to interrupt your lunch,'** he said. 'But I need money pretty bad and I was wondering what you were going to do with your old car.'

Data 9 is the conversation between Tom and Wilson when Tom stopped by Wilson's gas station. Tom was offering a favour to Wilson by saying 'Well, shall I help myself?'. It is indicated as a refusal offers since Wilson refused it with the action of adjunct refusal. The statement from the novel "With an effort Wilson left

the shade and support of the doorway and, breathing hard, unscrewed the cap of the tank” is indicated as adjuct refusal strategies because the action of lazy Wilson to give the service to the Tom until Tom saying the offer to help himself.

4.1.2.3 Refusals of Invitations

Refusal of invitation is the least functions used in this analysis. The character of the novel just used them twice. One of them is:

Data 10 (chapter 5 page 94)

‘You’re acting like a little boy,’ I broke out impatiently. “Not only that but you’re rude. Daisy’s sitting in there all alone” **He raised his hand to stop my words,** looked at me with unforgettable reproach and opening the door cautiously went back into the other room.

The data 10’s conversations occur when Nick was inviting Gastby to his house because Daisy has been waiting for him. It was not completely invitation but it was happened when Gastby runaway into his house after he has been inviting her into the tea party at the Nick house. He was so nervous for meeting his love Daisy and run into his house. That caused Nick angry and implicitly invite him to come to the tea party again, by saying ‘Not only that but you’re rude. Daisy’s sitting in there all alone’. The implicit invitation functions answered by indirect refusal act from Gastby. As the statement from the novel “He raised his hand to stop my words”. The meaning of Gastby raised his hand is he is refusing the invitation from Nick.

4.1.2.4 Refusals of Suggestions

The last functions of refusal strategies is refusal of suggestion. It has the highest number of refusal strategies along with the refusal request with 9 total of refusal strategies. There are 2 kinds of suggestion: solicited and unsolicited suggestion. The suggestion in this chapter are mostly counted as a unsolicited suggestion. The sample data is:

Data 11 (chapter 7 page 128)

‘Well, you take my coupé and let me drive your car to town.’ The suggestion was distasteful to Gatsby. **‘I don’t think there’s much gas,’** he objected. (chapter 7 page 128)

The data was taken as the sample of this subchapter because at that time, Tom was giving an unsolicited suggestion to Gatsby and Gatsby rejected it with indirect refusal strategies. The suggestion from Tom is ‘Well, you take my coupé and let me drive your car to town’. It means he was suggesting Gatsby to take his coupé and letting him to drive Gatsby car to the city. Gatsby refused it with ‘I don’t think there’s much gas’. The excuse stated by Gatsby reflected the indirect refusal strategies for Tom’s unsolicited suggestion.

Data 12 (chapter 3 page 61)

‘But the WHEEL’S off!’ He hesitated. **‘No harm in trying,’** he said. ‘Hold on,’ The last data is stated the suggestion of not trying because the wheel is off. It said ‘But the WHEEL’S off!’. The suggestion is indicated as a functions of refusal because the direct refusal uttered after it. The addressee refused to stop trying by saying ‘No harm in trying’.

4.2 Discussions

The discussions of refusing strategies has been an interesting case nowadays. Refusals are important because of their communicatively central place in daily conversation. In stating refusal, the refuters have to make the listeners feel not to be offended or to be hurt. People will be uncomfortable if we directly say “no” without knowing the refusal strategies. Therefore from this study, the researcher wants to analyse the refusal strategies along with their function of refusal from the characters of *The Great Gatsby* Novel.

The finding of this study shows that the characters of *The Great Gatsby* Novel are using 28 refusal strategies. The characters from the novel who uttered the refusal strategies are: Jay Gatsby, Nick Carraway, Daisy Buchanan, Jordan Baker, Tom Buchanan, Myrtle Wilson, George Wilson, and Owl-Eyes. The 28 refusal strategies uttered by the characters are classified into three refusal strategies stated by Gass and Houck in 1999. They are: Direct refusal strategies; dominated the chart with 64% of utterances, indirect refusal strategies; had 25% of refusal utterances, and the last strategies with the least refusal utterances is Adjunct refusal strategies with 11%.

The finding of this analysis does not compatible with the latest study that analyzed by Farah Dina (2019). From the analysis of refusal strategies used by the students of English department student in State Islamic University of Sunan Ampel Surabaya, Farah Dina found that the most popular refusal strategies used by the students is indirect refusal strategies, the second is adjunct refusal strategies, and the last is the direct refusal strategies. It means the students analyzed by Farah Dina

isimplementing more refusal strategies rather than the fictional character of The Great Gastby that use a lot of direct refusal strategies in their utterances.

The few untteraces of indirect refusal strategies andadjunct refusal strategies in this study is caused by the character that has high social status in their society like Jay Gastby described as a rich man loves make a party in his house, Nick Carraway, Daisy Buchanan, Jordan baker, and Tom Buchanan described as an old money person. Five of them has a power in their society with the result that they can used the direct refusal word freely like the data 1 when Daisy directly refused Nick and data 2 when Tom was refusing Myrtle directly. Sometimes, they used indirect or adjunct refusal just when they need it like the data 11 when Gastby indirectly refused Tom because he didn't want to get the conflict with his husband's lover. People that has a low social status like Myrtle Wilson, George Wilson, and Owl-Eyes are mostly used indirect or adjunct refusal strategies like the data 4 and 9. They used direct refusal in some situations, that was when they feel comfortable and close like the data 6 and 7 when Owl-Eyes refused Nick directly.

This study combained refusal strategies with the functions of refusal strategies. Four functions of refusal strategies are: refusal of request, refusal of offer, refusal of invitation, and refusal of suggestion. From four functions of refusal strategies, there are two functions with the highest using. They are refusal of suggestion and refusal of request with 9 refusal strategies. The second spot is refusal of offer with 5 refusal strategies. And the last with the least refusal strategies (2) is refusal of invitation.

Table 4.2 was showing that in this study the invitation of refusal has no refusal utterances except 2 indirect refusal strategies. It reflected that when the characters are invited by his illocutor, they would automatically use the indirect refusal strategies. Meanwhile the two highest number of refusal utterances that were refusal of suggestion and refusal of request, both of them have the similarity. Refusal utterances from both of them are dominated by direct refusal strategies. It means the characters that used the function of suggestion and request are mostly answered by direct refusal strategies.

In the Islamic perspectives, refusal strategies is categorized as a politeness words or a good words. Allah said in Al-Qur'an surah Al-Baqarah-83:

“... احْسِنُ لِلنَّاسِ وَقُولُوا...”

“... And speak good to people”

From the verse above, we know that Allah is giving order to speak good to people.

It reflected that Allah was supporting us to learn and use the refusal strategies in our daily communication in order to make people happy with our words. Nabi Muhammad said:

قالا خلا مكارم لا تممبعثنا

"Indeed, I was sent by Allah only to refine noble morals." (Az-Zarqoni in the book of Mukhtashor Al-maqoosid number:184)

This hadits means Rasulullah sent to the world is to refine the good morals. The good morals are including the politeness words and the refusal strategies. As long as we uttered good words for making people feel nice, Rasulullah is always

supporting us because it was one of his purpose of being a Rasul. Although the finding of this study is the characters of The Great Gastby novel did not contain a lot of refusal strategies, we can still learning that the refusal strategies is still important and good for our daily conversation because the refusal strategy is the part of politeness word that supported by Allah and His Rasul



CHAPTER V

CONCLUSION AND SUGGESTION

The final chapter contains a summary of this thesis as well as the researcher's opinion after evaluating all of the material concerning this thesis. It is divided into two chapters. They are the conclusion and the suggestion.

5.1 Conclusion

This study analyses Refusal Strategies used by characters in The Great Gatsby Novel. The author of this study attracted to analyse about refusal strategies because there are a lot of aspects and objects that still do not investigated by refusal strategies . In the novel of The Great Gatsby, there are 8 characters uttered refusal strategies in their dialogue. 28 refusal utterances are collected from this novel.

According to Gass and Houck in 1999, there are 3 types of refusal strategies. The 28 refusal utterances are classified to each type of refusal strategies and this is the result: Direct refusal strategies; dominated the chart with 64% of utterances, indirect refusal strategies; had 25% of refusal utterances, and the last strategies with the least refusal utterances is Adjust refusal strategies with 11%.

The result is different from the latest study that stated the highest refusal strategies used by the students is indirect refusal strategies, adjunct refusal strategies, and the last is direct refusal strategies. Difference results from both studies caused by the difference social status of the speaker of refusal utterances. The refusal utterances speakers from this study are fictional characters that have a high social status and power in their society. Those social status provoked a lot of direct refusal strategies in this study.

This study combined refusal strategies with the functions of refusal strategies. This is the total of refusal strategies classified with 4 functions of refusal: refusal of suggestion and refusal of request are the two functions with the highest using with 9 refusal utterances. The second spot is refusal of offer with 5 refusal strategies. And the last with the least refusal strategies (2) is refusal of invitation. The result of the functions of refusal used by the characters reflected that refusal of invitation utterances are completely using indirect refusal strategies. Meanwhile, refusal of suggestion and refusal of request have similarities. Both of them are the highest number of refusal utterances and dominated by direct refusal strategies. It means the characters that used the function of suggestion and request are mostly answered by direct refusal strategies.

5.2. Suggestion

This chapter offers recommendations to future pragmatics researchers, focusing on rejection tactics. The potential researcher should employ role play or interviewing the study's instruments. It will generate new research because some researchers utilise films as research objects to analyse refusal techniques.

For future studies, this subject were published between 2010 and 2019, the author of the current study suggests analyzing resistance techniques on different societies of the current generation or civilization for future studies. The research of today's age will be appealing because we can witness the upgrade research about refusal techniques and functions from instagram stars, mukbangvloggers, or celebs live streaming. Future research can combine refusal techniques with other theories,

including not just the functions of refuse but also the social link between the refusal user and the refusal addressee.



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