#### **CHAPTER 1**

## **INTRODUCTION**

The writer of this study will analyze the "Apologizing Strategies Used by English Department Students of State Islamic University Sunan Ampel Surabaya". This chapter contains background of the study, statement of the problem, objective of the study, significance of the study, scope and limitation, and operational definition.

## 1.1 Background of the Study

Living as human beings, people are created to socialize with each other. To socialize with the others, they use language. As cited from Spolsky (1998:56), "one of the principles uses of language is to communicate meaning". By using language, they know each other and begin to start a relationship. People communicate in many different ways, and due to these differences, misunderstanding or miscommunication may happen. Any mistake can occur when people communicate; these mistakes may break the relationship. In order to restore the relationship, they have to do something. In this case, apologizing strategies must be applied to survive and in order to make the relationship last longer.

In daily activities, people need to communicate to each others. Human can communicate to each other throughout. Language is an important in human life. Language cannot be separated with human life. In doing their daily activities, people always use language to communicate or to share something with the others. Language is important for human to communicate either spoken or written. There is a message within the language that is conveyed. The message itself can be communicated in written text or spoken. Through language, every kind of expression can be revealed. According to O Grady (1996:1) language are many things. A system of communication, a medium for thought a vehicle for literal expression, a social institution, a matter for political controversy, catalyst for nation building

In having conversation with the others, people should involve aspects of politeness. The term politeness must be involved to respect both the hearer and the speaker. Therefore, both of the speakers and hearers can keep their relationship. According to Holmes (2001:268) when people speak, they have to be polite to the others to keep their relationship.

According to George Yule (1996:60) politeness in an interaction can be defined as a means employed to show awareness of another person's face. In this politeness case is done to show awareness and respect the speaker and the hearer's face and respect to the speaker and the hearer's face. According to Brown and Levinson (1978:66) Face's expression is something that is emotionally invested, and be lost, maintained, or enhanced and must be constantly attended to in interaction.

Misunderstanding sometimes occurs in the conversation with the others. It can occur because both of the speakers and the hearers have different characteristics. Misunderstanding is a form of understanding which is partially or totally deviant from what the speaker intended to communicate (Weigan, 1999 cited in Kasper and friends, 2003). When misunderstanding occurs and hurts or violates someone, his/her face needs to be restored, so in the conversation, the term of apology begins to occur. Apologies are offered to express regret for having offended someone. Brown and Levinson state that an apology is the acknowledgement by the speaker that a violation has been committed and an admission that he or she is at least partially involved in its cause (1978:12). People realize they have done mistakes which disturb another person's feeling and affect their relationship. In this case, people immediately do something which is called apology. People do the apology in different ways. Sometimes people utter the apology in explicit way, people directly say the apology word such as "I am sorry ". But sometimes people do not acknowledge the offense that they have done.

Based on the phenomenon, this study tries to analyze about "Apologizing Strategies Used by English Department Students of State Islamic University Sunan Ampel Surabaya". In doing this study the writer uses several studies that have been conducted by other researchers. The studies are used by the writer as references in conducting deeper about the study. The studies of apologizing strategies have been done in the Pragmatic field and Sociolinguistic field. The writer uses the study of apologizing strategies that is done by Bergman and Kesper which is done in the Pragmatics field. The study of apologizing which done by Bergman and Kesper is a basic guidance for the writer to conduct the research. Bergman and Kesper conducted research in apologizing strategies in Thai native speaker of English and Thai non native speaker of English. Bergman and Keeper found that the closer the interlocutors the more lively the offender was to expressly assume responsibility.

The writer also uses unpublished thesis by some researchers who apply apologizing strategies such as thesis Fajar Suryadi (2007), Selvy Gunawan (2008), Ika Rohmania (2009), she is from English Department Student State University of Malang, she also conducted apology strategies used by English Department students based on Social status and Social distance English Department students of Petra Christian University. Ayubaidah Fitrahnanda (2014), she is from English Department of Brawijaya University. They chose apology strategies as the theory with several themes as the content.

Suryadi (2007) also conducted research about apology strategies used by Students of Petra Christian Uneversity. Suryadi analyzed the apology based on the degree of offense and level of intimacy betweeen the speaker and the hearer. Suryadi analyzed the apology strategies that are used to friends and the apology strategies that are used to strangers. According to Suryadi (2007), three strategies such as explanation, expression of apology, and offer of repair were mostly used to deal with friends and rejection strategy was used to deal with stranger.

Gunawan (2008) also conducted research about apology strategies used by female tenant in boarding house. Gunawan (2008) analyzed apology strategies in Sociolinguistics field based on social distance and gender. Gunawan (2008) stated that apology strategies that are used by the speakers who have close social distance with the hearer uses apology strategies from least to most polite strategies and the speakers uses almost all apology strategies. On the other hand, for those

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who have distant social distance, they tend to use polite apology strategies except promise of forbearance.

Fitrahnanda (2014) also conducted a study on gender based on differences in apology strategies of English Department students in Campus Setting. According to Fitrahnanda, male and female students tend to use different strategies in making apology. Male students tend to use explanation or account of situation strategy while female students tend to use expression of apology strategy. Female students use acknowledgement of responsibility strategy toward friends more while male students only use this strategy toward lecturers. Direct offer of repair are mostly used by male students. The factors that facilitate the use of different apology strategies are female usually involves personal feeling, emphasizes in intimacy and solidarity and apologizes for light offences whereas male uses logical thinking, emphasizes in power and status and prefer getting or giving solution rather than to sympathy.

In this study, the writer conducts different research from Suryadi's, Gunawan's, and Fitrahnanda's research which are done in the Sociolinguistics field based on Ana Trosborg (1987) theory. The writer conducts the research in the Pragmatics field and uses Bergman and Kesper's theory. The writer does not analyze about gender because in pragmatic field does not distinguish between male and female.

Meanwhile, the thesis is done by Rohmania (2009), she did it with different theory over Suryadi's, Gunawan's and Fitrahnanda's. Rohmania uses the study of apology strategies that is done by Bergman and Kesper (1993). This thesis is a Socio-pragmatics study about the apologizing strategies used by English Department Students of State University of Malang to nine people based on social status and social distance differences. This research only investigated the apologizing strategies based on social status and social distance differences and the data for this study were from a DCT which did not reflect the naturally occurring speech.

The writer is interested in using the theory of apologizing strategies by Bergman and Kesper with the purpose is to reveal more knowledge of apologizing by taking some necessary data from the English Department Students of State Islamic University Sunan Ampel. The writer collects the data by recorded real conversation used by English Department student so the data which are got is more natural and valid. The writer will collect the data for 6 weeks (1, 5 month) that data taken on 10 March until 23 April. The analysis only involves the students who speak English. Sometimes, it is found they speak both English and Indonesia. Thus, the writer intends to explain the possible purpose of the collected data. In this analysis, the writer focuses in English Department students of State Islamic University Sunan Ampel Surabaya the eighth semester.

The writer chooses State Islamic University Sunan Ampel Surabaya as the place of observation because the objects are the students of English Department students who are in the same semester. The objects are friends of the writer's it can help the writer to collect the data easily. Therefore, the students have good comprehension in Speaking English. In collecting the data, the writer tries to record the conversation that occurs among students. The writer joins the group but the writer does not take part in the data in apologizing. The writer does not involve in the conversation that related in apologizing. Recording is chosen because the writer wants to collect the data that comes out naturally by the speaker in certain situation.

In addition, the writer applies apologizing strategies because the writer wants to know what kinds of apology strategies and what is the possible purpose that occur conversations among the English Department students of State Islamic University Sunan Ampel Surabaya.

# **1.2** Statement of the Problem

- 1. What kinds of apologizing strategies are used by the English Department students of State Islamic University Sunan Ampel in the eighth semester?
- 2. What is the possible purpose of apologizing strategies in the conversation by English Department students of State Islamic University Sunan Ampel in the eighth semester?

#### **1.3** Objectives of the Study

In this study, the writer tries to identify kinds of apologizing strategies that are used by English Department students of State Islamic University Sunan Ampel. The writer also tries to explain the purpose of apologizing strategies that possibly occur in the conversation. In this study, another purpose is to contribute knowledge to the readers about kinds of apology strategies that are used by English Department students of State Islamic University Sunan Ampel. By knowing the kinds of apologizing strategies, the readers can broaden their knowledge about apologizing strategies that occur in the conversation.

#### **1.4** The Significance of the Study

The writer hopes this study may be a reference for the readers to enrich the knowledge about apologizing strategies. The writer also hopes that this study may be a reference for other researchers who are interested in conducting deeper research about apologizing strategies. The writer wants to contribute knowledge to the readers about apologizing strategies so that the readers can broaden their knowledge about apologizing strategies that occur in the conversation.

# **1.5 Scope and Limitations**

In this study, the writer conducts a research in apologizing based on apologizing strategy proposed by Bergman and Kesper (1993). The writer tries to analyze the data in apologizing to find out the apology strategies used by English Department students of State Islamic University Sunan Ampel. This study limits the data are taken during six week only. The writer does this study using pragmatic feature because the writer wants to find out what is behind the speaker's utterances.

According to Yule (1996:3) pragmatics is the study of speaker meaning, the study of contextual meaning, the study of how to communicate more than it is said, and the study of the expression of relative distance. In addition, the writer analyzes in pragmatic area because the data is obtained from the friends of writers naturally. In the data the writer finds so many conversations that consist of two languages because sometimes they spoke Indonesian and English at once. In this analysis, the writer only selects the data in apologizing that occur in English Department students because the writer's participants are the English Department students. The writer tries to analyze the data in apologizing based on apology strategy by Bergman and Kesper (1993).

### **1.6 Definition of Key Terms**

### 1. Apologizing

An apologizing is the acknowledgement by the speaker that the violation has been committed and admitted that they are at least partially involved in its cause (Blum Kulka, house and Kesper, 1989:21).

# 2. Apologizing Strategies

The specified acknowledgement components that are needed by the speaker in doing appropriate apologizing (Bergman and Kesper, 1993:84)

### **3. Pragmatics**

Pragmatics is the study of speaker meaning, the study of contextual meaning, the study of how to communicate more than it is said, and the study of the expression of relative distance. (Yule 1996:3)