

**GENDER DIFFERENCE IN APOLOGIES STRATEGIES USED BY
NATIVE INDONESIA AND EFL INDONESIA**

THESIS

Submitted as Partial Fulfilment of the Requirements to Obtain Bachelor of
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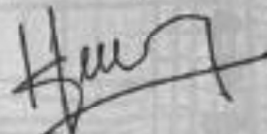
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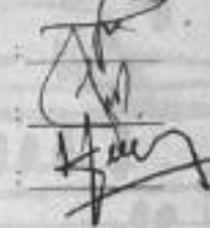
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ABSTRACT

Illahi, Fitriatul (2023). Gender Difference in Apologies Strategies Used by Native Indonesians And EFL Indonesians Thesis. Padang: English Language and Literature Department. Faculty of Languages and Arts. Universitas Negeri Padang.

The objective of this study was to analyse the apology strategies employed by native Indonesian speakers and Indonesian learners of English as a Foreign Language (EFL). The study utilized a descriptive quantitative research methodology, specifically employing the Discourse Completion Test (DCT) and analysing the data using the framework developed by Banikalef et al. (2015). The study identified differences in the utilization of apology strategies among male and female native speakers of Indonesia and Indonesian EFL learners. The overall number of participants is 40, consisting of 20 Native Indonesians and 20 EFL Indonesians. The hierarchy of apology strategies employed by male native speakers of Indonesia was as follows: IFID, explanation of account, offer of repair, acknowledgment of responsibility, concern for the hearer, and denial of responsibility. The preferred order of apology strategies among female native speakers of Indonesia was as follows: IFID, explanation of account, offer of repair, acknowledgment of responsibility, denial of responsibility, and concern for the hearer. The apology strategies employed by male Indonesian EFL learners were as follows: IFID, acknowledgment of responsibility, explanation of account, offer of repair, denial of responsibility, and concern for the hearer. The apology strategies of female Indonesian EFL learners were as follows: IFID, offer of repair, explanation of account, acknowledgment of responsibility, concern for the hearer, and denial of responsibility. The study discovered that Indonesian EFL learners demonstrated an understanding of pragmatic failures and employed suitable apology strategies, explanation of account, social power dynamics and the level of familiarity between the speaker and listener.

Keywords: *Interlanguage Pragmatics, Apology, Politeness, Gender Differences*

ABSTRAK

Illahi, Fitratul (2023). Perbedaan Gender dalam Strategi Permintaan Maaf yang Digunakan Penutur Asli Indonesia dan Pelajar Bahasa Asing. Padang: Jurusan Bahasa dan Sastra Inggris. Fakultas Bahasa dan Seni. Universitas Negeri Padang.

Tujuan dari penelitian ini adalah untuk menganalisis strategi permintaan maaf yang digunakan oleh penutur asli bahasa Indonesia dan pelajar bahasa Inggris sebagai Bahasa Asing (EFL) di Indonesia. Penelitian ini menggunakan metodologi penelitian deskriptif kuantitatif, khususnya menggunakan Discourse Completion Test (DCT) dan menganalisis data menggunakan kerangka yang dikembangkan oleh Banikalef et al. (2015). Penelitian ini mengidentifikasi perbedaan dalam penggunaan strategi permintaan maaf di antara penutur asli Indonesia pria dan wanita serta pelajar EFL Indonesia. Jumlah subjek keseluruhan adalah 40 orang yang terdiri dari 20 orang Indonesia dan 20 orang EFL Indonesia. Hierarki strategi permintaan maaf yang dilakukan oleh penutur asli laki-laki Indonesia adalah sebagai berikut: IFID, penjelasan akun, penawaran perbaikan, pengakuan tanggung jawab, kepedulian terhadap pendengar, dan penolakan tanggung jawab. Urutan strategi permintaan maaf yang disukai di kalangan perempuan penutur asli Indonesia adalah sebagai berikut: IFID, penjelasan akun, penawaran perbaikan, pengakuan tanggung jawab, penolakan tanggung jawab, dan kepedulian terhadap pendengar. Strategi permintaan maaf yang digunakan oleh pelajar EFL laki-laki Indonesia adalah sebagai berikut: IFID, pengakuan tanggung jawab, penjelasan akun, tawaran perbaikan, penolakan tanggung jawab, dan kepedulian terhadap pendengar. Strategi permintaan maaf pelajar EFL perempuan Indonesia adalah sebagai berikut: IFID, tawaran perbaikan, penjelasan akun, pengakuan tanggung jawab, kepedulian terhadap pendengar, dan penolakan tanggung jawab. Studi ini menemukan bahwa pelajar EFL di Indonesia menunjukkan pemahaman tentang kegagalan pragmatis dan menggunakan strategi permintaan maaf, penjelasan akun, dinamika kekuatan sosial, dan tingkat keakraban yang sesuai antara pembicara dan pendengar.

Kata Kunci: *Pragmatik Antarbahasa, Permintaan Maaf, Kesantunan, Perbedaan Gender*

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CHAPTER I

INTRODUCTION

This chapter provides the initial description of the research. It contains the study's background, identification of problems, limitation of problems, research formulation, research questions, the study's purpose and significance, and definition of key terms.

1.1 Background of the Problem

It is extremely crucial for students studying English as a foreign language to practice using polite language when communicating. Politeness is essential to the study of interlanguage pragmatics. According to Yule (1996), it is regarded as an interpersonal relations system created to reduce conflict in interpersonal interactions. To put it another way, being courteous is the act of engaging in conduct that promotes the growth of positive relationships between those involved in a particular engagement.

Moreover, when learning a foreign language, cultural and situational factors of politeness cannot be neglected. Different politeness rules may apply depending on the language. In order to minimize misunderstanding in verbal cross-cultural contact, people must acquire the politeness of the other cultures' languages. This may be investigated further using through cross-cultural, intercultural pragmatics, or interlanguage. Yet, these three ideas are commonly conflated and misconstrued. There are some differences that can be seen between interlanguage, intercultural, and cross-cultural phenomena. The field of interlanguage pragmatics centers on the

examination of how individuals who are not native speakers of a language utilize the target language in connection to its respective cultures and contextual circumstances. Cross-cultural pragmatics examines the manner in which individuals from diverse cultures and languages utilize their respective languages, while intercultural pragmatics investigates the ways in which individuals from varying cultures and languages interact with one another when utilizing a common language

Interlanguage Pragmatics, or ILP for short, is a relatively young subfield of pragmatics that focuses on the intersection of interlanguage communication and language use. According to Kasper and Rose (2002), interlanguage is defined as the ability of non-native speakers to understand and carry out activities in the target language, in addition to the growth of that language. With a theoretical framework in a cross-cultural setting, interlanguage pragmatics explains how to comprehend the words and actions. Interlanguage is also developed in a non-native language environment; the speaker must come from a completely different cultural background. Therefore, in order to assess the language usage of non-native speakers, such as Indonesian, it is more appropriate to undertake an interlanguage pragmatics research, which focuses on the use and acquisition of target language knowledge.

Further, Intercultural pragmatics is a relatively new field of study that seeks to explain how people from various cultural backgrounds use, interpret, and assess language usage. According to Kecskes (2013)

Intercultural Pragmatics is the study of how the language system is utilized in social encounters between individuals with various first languages, who communicate in a common language, and who typically represent different cultures. Whereas, McConachy & Spencer-Oatey claim (2021) Cross-cultural pragmatics has historically attempted to compare and contrast linguistic behaviors across languages or various national accents of the same language, with an emphasis on profiling linguistic realisation techniques and comprehending the ways that elements of social environment impact linguistic choices. This is discovered by Chintawidy and Sartini (2022), they studied on the politeness and request methods of two groups of native Indonesian speakers, namely Javanese and Sundanese.

This research study provided a concise overview of the historical development of research in the field of interlanguage. The study of interlanguage pragmatics related to requests is a significant area of research. Hasem and Naein (2017) examines the request strategies employed by Iranian English as a Foreign Language (EFL) learners. The study focused on the contrastive pragmatics aspect of the learners' use of request strategies, specifically in relation to their Persian L1 and English L2. Similarly, the study conducted by Min and Chung (2012) aims to examine the use of English language among Korean learners, with a particular focus on their usage and response to the speech act of requesting permission in English. Then, as conducted by Wijayanti, et al (2019), the current study investigates the strategies employed by Indonesian English as a Foreign Language (EFL)

learners to convey civility in their use of request speech acts. The final topic pertains to the politeness strategy employed by international debaters in interlanguage pragmatics of request, as discussed by Bachtiar in 2022. The present research centers on the examination of request speech acts and the utilization of politeness strategies among international debaters who possess diverse cultural backgrounds. Then, international debater's politeness strategy in interlanguage pragmatics of request.

Hence, researchers also investigate the topics of refusal. El-Dakhs et al (2021) authored an article that aims to investigate the refusal of student appeals by university-level educators. The article analyses the educators' refusal strategies, considering cross-cultural and interlanguage perspectives. The 2016 study by Piao investigates the differences between the refusal strategies and linguistic forms employed by Chinese learners of English as a foreign language and those employed by native speakers of American English. Subsequently, Lin conducted a study in 2014 that serves two primary objectives. An area of inquiry involves the analysis of intercultural variances in the manner in which refusals are expressed between the Chinese and English languages. One possible research objective is to investigate the perception and performance of the speech act of refusal among Chinese learners of English as a foreign language. The use of refusal techniques by American English speakers and Indonesian English as a foreign language learner is also examined in Artika et al study in 2022.

The subject of compliment must not be overlooked. There exist several research studies pertaining to this particular topic. The research study conducted by Al-Shboul et al (2022) investigated the tactics adopted by adolescent pupils in Jordan when responding to compliments, while also analyzing the influence of gender and social power on the implementation of these tactics. Alotaibi (2016) conducted research on the extent to which female Kuwaiti English as a Foreign Language (EFL) learners can generate compliment replies comparable to native British English speakers when conversing in English. Then, the research carried out by Wu and Takahashi (2016) investigated the developmental trends of pragmatic transfer in the domains of giving and responding to compliments among Taiwanese English as a foreign language (EFL) learners. Lastly, Yingqi and Kaur's (2017) explores the responses of Malaysian Chinese undergraduates to compliments. The aim of this study is to investigate the compliment responses (CRs) produced by undergraduate students who are of Malaysian Chinese descent.

Furthermore, a significant amount of theoretical research has been conducted on the speech acts of apologies following the development of the theory of speech acts and politeness. Hence, there exist multiple research studies that examine the concept of apology. The research studied by Dozie and Otagburuagu (2019) sought to investigate the employment of politeness strategies by Igbo English language learners in Nigeria during their conversational exchanges in English. Eda Çetin et al (2016) performed a

study that explores the variations in apology tactics utilized by English language learners from Arab and Turkish backgrounds. The primary aim of this study was to differentiate and compare the apology strategies employed by Turkish and Arab students, who are acquiring English as a second language. The primary objective of the research article authored by Burhanuddin and Arham (2016) is to identify linguistic variances within a specific community, with a particular focus on the Makassar language. The author's research pertains to identifying various methods of expressing apologies in the Makassar language, with consideration to diverse contextual scenarios. Furthermore, Anane (2022) has done a research study that examined the implementation of the apology speech act within the Akan (Twi) speaking community. This particular speech act is known to be highly dependent on contextual factors and is not as commonly used as other speech acts.

The researches mentioned earlier had examined the comparative nature of utilizing speech acts in English in relation to other languages, specifically in the context of apologies. The present study entails a comparative analysis of the utilization of speech act apology among Indonesian English as a Foreign Language (EFL) speakers and Indonesian Native speakers. Additionally, it examines the gender-based apologies in Indonesia by comparing Indonesian EFL learners and Indonesian Native speakers. However, the existing research in this area remains limited. Also, there appears to be a lack of scholarly inquiry into the utilization of

apologies by individuals who have not received formal education in the English language. Lastly, there has been no comparative analysis conducted on the politeness strategies employed in English language usage and the variations in apology techniques between Indonesian English as a Foreign Language (EFL) speakers and Indonesian Native speakers. Therefore, this study aims to fill in the gaps about non-native students' interlanguage pragmatic competence of speech acts of apologizing in the English language as non-native languages and native people in their mother tongue while taking into account gender and contextual factors (social distance and social power).

1.2 Identification of the Problem

Using polite language is necessary for effective communication, especially for those who learn English as a foreign language. Also, it is important to consider politeness in the context of culture and situations. People need to learn how to speak with politeness in the other cultures' languages in order to reduce miscommunication during verbal cross-cultural interactions. Nonetheless, there is a close relationship between politeness and speech act theory, and the researcher focus on apology strategies. Apologizing is typically influenced by three societal factors, and people from different cultures may have different opinions about what types of things call for an apology and what kinds of apologies should be made in different situations

Also, there exist several potential research areas. These include a comparative analysis of the employment of speech act apologies among Indonesian native speakers and Indonesian EFL speakers, an examination of the utilization of speech act apologies across different genders, and an exploration of the use of apologies among individuals with no prior exposure to the English language. Lastly, there has been no comparative analysis conducted on the level of politeness exhibited in English language usage and the variations in apology strategies employed by Indonesian English as a Foreign Language (EFL) learners and Indonesian Native speakers (INS).

1.3 Limitation of the Problem

The scope of the study is narrowed to prevent deviating from its intended subject matter. The researcher solely examined Indonesian EFL and Indonesian Native Speakers (INs) of different genders when they utilized apology strategies in this study. Theory by Banikalef et al., (2015) that was adopted from the framework of strategies reported by Olshtain and Cohen (1983) and Brown & Levinson (1978) Politeness: Some universals in language use are utilized

1.4 Formulation of the Problem

This study investigated how Indonesian EFL learners and Indonesian native speakers (INs) with different gender produce apology strategies.

1.5 Research Questions

In this study, the researcher only focuses on an analysis of Indonesian EFL learners and Indonesian Native speakers of different genders. Based on the research problem, the following objectives are set for this study:

1. What are apologizing strategies employed by males and females Indonesian Native Speakers (INS) in Bahasa Indonesia?
2. What are apologizing strategies employed by males and females Indonesian EFL learners in English?
3. Do INs produce different apologizing strategies as compare to Indonesian EFL learners?

1.6 Purpose of the Research

Related to the problems that have been outlined previously, the purpose of the research is described as follows:

1. To find out **how** the male and female Indonesian Native speaker apologize in Bahasa Indonesia
2. To find out **how** the male and female Indonesian EFL learners apologize in English
3. To find out the differences between Indonesian Native speaker and Indonesian EFL learners when they produce apology strategies

1.7 Significance of the Research

The findings of this research have both theoretical and practical implications. As follow:

1. Theoretically, based on the stated purpose of the research, the outcome of this research is expected to provide something value to those who wish to study English. Thus, the result of this study provided a deeper understanding of learners' ability in Interlanguage Pragmatics, particularly apology strategies.
2. Practically, it improves the readers' awareness of the phenomena of meaning in communications. Thus, it facilitates learners' comprehension of study meaning, especially about apology strategies.

1.8 Definition of the Key Term

Regarding this study, there are several terms used to provide explanation. These terms are described in order to provide readers with a better knowledge and also to avoid any misunderstanding. Which are:

1. Interlanguage pragmatics

Kasper (1996: 145) discovered that the study of how non-native speaker use and pick up second language pragmatics knowledge is known as Interlanguage Pragmatic (ILP). It studies how non-native speakers comprehend and implement linguistics action in a target language, as well as how they learn L2 pragmatic knowledge

2. Speech Act

Speech Act, a key piece of work in the field of natural language processing, introduced a new method of considering conversational

discourse and communication (Searle, 1976). It signifies that speech act is the use of verbal language to exchange information.

3. Apology

Apology is a speech act that acknowledges that a violation of a social standard has occurred. It expresses the mental and emotional state of the speaker or the sincerity of the propositional content (Searle, 1976).

4. Politeness

Politeness consists of language and non-linguistic actions that demonstrate consideration for the feelings of others and how they should be treated.