

**REFUSAL STRATEGIES TOWARD REQUEST IN INDONESIAN AND
ENGLISH USED BY ENGLISH DEPARTMENT STUDENTS OF
STATE UNIVERSITY OF PADANG**

THESIS

*Submitted as a Partial Fulfillment of the Requirements
To Obtain Strata One (SI) Degree*



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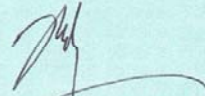
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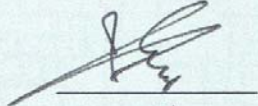

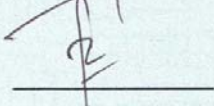
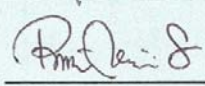

**Dinyatakan Lulus Ujian Setelah Dipertahankan di Depan Tim Penguji Makalah
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ABSTRAK

Susanto, Delfi Putra. 2012. Refusal Strategies Toward Request in Indonesian and English Used by English Department Students of State University of Padang

Penelitian ini bertujuan untuk mendeskripsikan bermacam-macam strategi penolakan. Penelitian ini dimaksudkan untuk mengetahui strategi penolakan yang digunakan oleh mahasiswa Bahasa dan Sastra Inggris dalam Bahasa Indonesia, Dalam Bahasa Inggris dan melihat persamaan dan perbedaan strategy penolakan mahasiswa jurusan Bahasa dan Sastra Inggris dalam Bahasa Indonesia dan Bahasa Inggris.

Penelitian ini dilakukan dengan metode kuantitative dan kualitatif untuk menghitung frekuensi penolakan dalam bentuk persentase dan menganalisa strategi penolakan mahasiswa jurusan Bahasa dan Sastra Inggris didalam Bahasa Indonesia dan Bahasa Inggris. Strategi penolakan dari mahasiswa jurusan Bahasa dan Sastra diukur dengan *Discourse Completion Test (DCT)* yang diberikan dalam Bahasa Indonesia dan respondent diminta untuk merespon dalam Bahasa Indonesia dan Bahasa Inggris. Respons dianalisa satu persatu untuk menentukan jenis strategi penolakan berdasarkan klasifikasi Felix-Brasdefer.

Berdasarkan perhitungan statistik, mahasiswa jurusan Bahasa dan Sastra Inggris menuntukan perbedaan persentase strategi yang digunakan dalam Bahasa Inggris dan Indonesia. mahasiswa jurusan Bahasa dan Sastra Inggris menolak suatu permintaan dalam Bahasa Indonesia, lebih dominan menggunakan strategi *Reason/explanation*. sedangkan dalam Bahasa Inggris, mahasiswa jurusan Bahasa dan Sastra Inggris lebih dominan menolak dengan strategy *apology/regret*.

Kata Kunci : strategi penolakan; Bahasa Indonesia; Bahasa Inggris

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CHAPTER I INTRODUCTION

A. Background of the Problem

Language holds an important role in communication. Without language, people will have difficulties in interaction. In interaction, there are goals to be achieved. It can be in the form of delivering message, expressing intention or purposes from speakers to listeners. In order to reach those goals, people usually do requests, apologies, compliments, complaints, and refusals.

Refusal is used to respond negatively to an offer, invitation, and request. The utterance of refusal might contain just one word such as 'No' to perform a refusal or several words or sentences such as: "I'm sorry, I can't, I have another appointment". In short, in real life, interactions require the appropriate use of language within a given culture (Miller, 2006:3).

A refusal is risky and potentially can make tension in intercultural interactions. Moreover, as intercultural exchanges grow, the potential for intercultural miscommunication because of misinterpretation refusals is also growing. Moreover, in daily conversation, it is often difficult to refuse the requests. It is even harder to reject them in a foreign language without risking offending the interlocutor or requester.

The choice of utterances used by people to refuse can be said as refusal strategies. The choices of refusal strategies possibly depend on certain condition. The strategies used can be influenced by some variables like culture, authority, social distance, and situational.

People sometimes provide some different strategies during communication takes place. Each of them tries to apply some strategies. Based on the consideration, the researcher sees an interesting phenomenon. It means that in one particular language, there are some possibilities strategies will be used to refuse. Definitely, it may be similar or different between one and other language. For instance, this quote was taken from Hollywood movie with the title “Band Slam”. In this movie, they were just met in a class.

Will: How old are you?

Sam: Why do you ask? How old do you think?

From conversation above, the speaker did not answer or to tell her age to him. It will be direct refuse if she answers the question “I do not want you know my old.” Refusal is close relation to the word “no”. There are many ways to conduct the word “no”, beside to say direct “no” there is also indirect ways to say “no” like the example above. People use indirect “no” usually people who want to refuse politely.

In Indonesian culture, people possibly tend refuse by conducting a reason. For example:

Yuni : *setelah kuliah, mau gak nemanin aku ke Plaza Andalas?*
‘after this study, would you like to accompany me to plaza andalas?’

Desi : *maaf, setelah kuliah, aku ada janji dengan rini.*
‘sorry, after college, I have appointment with rini’

From that example, we can see that Indonesians value an apology or an expression of regret as the most important part of refusing. An expression of regret helps people to ‘save face’ when refusing since it gives the requester the

feeling that if the individual could change the situation, the request would not have been turned down. Furthermore, because the addressee expresses regret, requesters may not interpret the refusal as a rejection, but merely the inability of the individual to perform the act.

Based on the illustration above, the researcher was interested to research the refusal strategies toward requests used by English Department students of the State University of Padang in Indonesian and English. The reasons of the research are; first, there has been no linguistics research of this focus yet, that is comparing the refusal strategies used by English Department Student in Indonesian and English. Second, this study seeks to explain, describe, and explore the phenomenon chosen for study in two different languages that are in Indonesian and English. Therefore, the purpose of this study is to investigate similarities and differences in the refusal strategies across two different languages that are Indonesian and English. Third, the writer chooses the English Department Student as his object because as they, as the citizen of Indonesia, know how to refuse in Indonesian and as learner of English know how to refuse in English.

B. Identification of the Problem

The research about refusal is an interesting phenomenon to be studied. Based on the background above, the researcher identifies some problems related to this research. There are many problems dealing with refusal that can be identified such as refusal behavior based on gender, politeness principle of refusal, the refusal strategies toward request, offers, suggestions, invitations, and the response of requester toward refusal.

C. Limitation of the Problem

Based on the identification above, this research was limited to the refusal strategies toward requests used by English Department student in Indonesian and English based on pragmatics research. This research also analyzed the similarities and differences between the refusals strategies toward requests used by English Department students of the State University of Padang in Indonesia and in English. Moreover, this research was also limited to the refusal strategies toward requests used in Campus especially in the classes, English Department office, library, and English Students Association (ESA) Office, Faculty of Language and Art, the State University of Padang. The researcher is not considering the gender of the respondents.

D. Formulation of the Problem

The problem of this research can be formulated as follows: “what are the refusal strategies toward requests in Indonesia and English used by English Department students of the State University of Padang?”

E. Research Questions

The formulation of the problem above is elaborated into the following research questions:

1. What are the types of refusal strategies toward requests in Indonesia used by English Department students of the State University of Padang?
2. What are the types of refusal strategies toward requests in English used by

English Department students of the State University of Padang?

3. What are the similarities and differences between refusal strategies toward requests used by English Department students of the State University of Padang?

F. Purposes of the Research

The purposes of this research are:

1. To identify the refusal strategies toward requests in Indonesian used by English Department students of the State University of Padang.
2. To identify the refusal strategies toward requests in English used by English Department students of the State University of Padang.
3. To identify the similarities and differences between refusal strategies toward request in Indonesia and English used by English Department students of The State University of Padang.

G. Significances of the Research

This research is expected to give significant contribution to several aspects. First, it is expected that this research provide a significant contribution to the enrichment of linguistic studies, especially pragmatics. Second, The findings of this research are expected to provide example of how the refusal strategies toward requests in Indonesian and English realization used by English Department students of the State University of Padang. Third, this research may also become input for the readers to know the differences of refusal strategies in two different languages, Indonesia and English.

H. Definition of Key Terms

Request : an expression that is used to ask English Department Student to do something or to express the speaker's intention.

Refusal : an act of English Department student for expressing unable to or do not want to do a request from requester.

Refusal strategies toward

Requests : the choice of refusal realized or performed by English Department Student.