An Analysis of Types of Disagreement and Politeness Strategy Made by English Department Students of State University of Padang

Thesis

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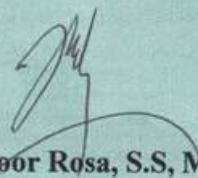
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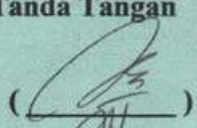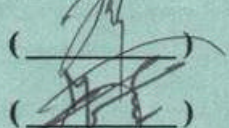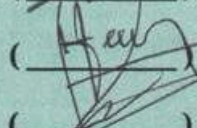
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ABSTRAK

Rio Juliandra Ardian. 2011: "An Analysis of Types of Disagreement and Politeness Strategy Made by English Department Students of State University of Padang".

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Penelitian ini bertujuan untuk mendeskripsikan jenis-jenis ungkapan ketidak setujuan dan jenis-jenis strategi kesopanan serta yang di buat oleh mahasiswa jurusan bahasa inggris Universitas Negeri Padang. Penelitian ini adalah penelitian kualitatif dengan pendekatan deskriptif, yaitu berusaha menggambarkan dan menginterpretasikan tentang kondisi yang ada. Data penelitian berupa ungkapan ketidaksetujuan dan jenis strategi kesopanan yang dibuat oleh mahasiswa bahasa inggris.

Objek penelitian adalah mahasiswa bahasa inggris yang dipilih secara acak tanpa mempertimbangkan latar belakang sosial mereka, jenis kelamin, umur dan etnis. Untuk mengumpulkan data, penulis menyebarkan angket yang berisikan beberapa situasi dan meminta responden dari mahasiswa jurusan bahasa inggris UNP untuk mengisi angket tersebut. Penulis mengklafikasikan data berdasarkan angket tersebut. Data dianalisa berdasarkan teori ungkapan ketidaksetujuan (*types of disagreement*) dan strategi kesopanan (*politeness strategy*) dalam mengungkapkan ketidaksetujuan.

Hasil penelitian menunjukkan ada 5 macam tipe dari ketidaksetujuan yang dipakai oleh mahasiswa jurusan bahasa inggris dari 6 jenis tipe ketidaksetujuan yang dikemukakan oleh Muntigl dan Turnbul yang ditambahkan oleh Al-Ahmad (2009) yaitu; Challenges (CH), Contradictions (CT) and Counterclaims (CC), Derogatory disagreement (DO) and Religion Flavored disagreement (RF). Namun ada satu tipe yang tidak ditemukan yaitu Irrelevancy Claims (IC). Selain itu ada empat jenis strategi kesopanan yang dipakai dalam menyampaikan ketidaksetujuan, yaitu : bald on record, positive politeness, negative politeness, negative politeness, and off record. Dan dari hasil penelitian tersebut ditemukan tipe ketidaksetujuan yang paling sering ditemukan adalah Counterclaims dengan jumlah presentasi 52% dan yang paling jarang ditemukan adalah Religion Flavored Disagreement dengan jumlah persentasi 2,3 %. Sedangkan strategi kesopanan yang sering digunakan adalah Positive Politness dengan jumlah presentasi 50,4%, dan yang paling sedikit ditemukan adalah menggunakan Off Record dengan jumlah persentase 0,9% .

ACKNOWLEDGEMENTS

Finally, the researcher cannot close it without any acknowledgement to all members and best friend at English Department Student for our togetherness and strong effort and may Allah SWT blesses you all.

Padang, November 2011

The Writer

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CHAPTER I

INTRODUCTION

A. Background of the Problem

Communication is the basic need of human being. It is the most important thing for people to keep their own survival. As a social creature, people really need communication with others in their life to fulfill their daily needs. Therefore, it is impossible for us not to communicate and also interact with others.

In daily communication, people talk or discuss many various topics. Stating much kind of expressions of feeling is one of speech act that mostly happen when they are having discussion. There are many ways which can be used to express the feeling. One way to express the feeling with others is by using disagreement. Speaker sometimes makes an expression of disagreement when they have different opinions from their interlocutor or when they are not satisfied with their interlocutor. The speaker tends to express it in order to achieve their purpose. It becomes very common among people to state disagreement toward someone argument in certain topic.

Disagreement is a speech activity in which two conversants try to keep their own positions by opposing each other. In conversation people may defend their statement or idea by arguing each other. In this case people may express their statement, felling and ideas directly and indirectly. When one expresses the disagreement directly, it can be said that they are more confrontational. On the other hand, someone is said to be more nonconfrontational if he expressed it

indirectly (Brown and Levinson 1978). For this reason, the researcher is interested to study types of disagreement, mainly whether they are directly or indirectly

. According to WordNet, disagreement is a difference between conflicting facts or claim or opinion. It also means a conflict of people's opinions or action. For instance, you are blamed for something that in fact you never did it. As a result, you can express your disagreement by showing the fact that you never did the action. For that reason, some situation will be created so that the respondent can more easily utter their disagreements in English language.

. In addition, Brown and Levinson (1978) state that disagreement is a kind of face threatening act. Paying attention to face, the act of disagreement might threaten the positive face of addressee. Positive face refers to the want of a person that his wants to be desirable to others. In other words, a person wants that his attributes, achievements, ideas, possession, and so on to be appreciated and accepted by others. Thus, the speaker might threaten the positive face of addressee by indicating that the speaker does not want to accept the hearer's wants or they have negative evaluation of hearer's wants. Therefore, the speaker is supposed to use an appropriate strategy to minimize the threat. Most people have difficulty in expressing disagreement without hurting other's feeling. In this case, people use politeness strategy in stating their statement or idea when disagreeing with others.

Brown and Levinson (1987) and Miles (2003) add that politeness strategies are developed in order to save the hearer's "face". Face refers to the respect that an individual has for him or herself, and maintaining that "self-esteem" in public or in private situation. Politeness is also related to avoid

embarrassing to other person, or making them feel uncomfortable. There are four types of politeness strategies described by Brown ad Levinson (1987): Bald on Record, Negative Politeness, Positive Politeness and Off-Record-indirect strategy. That is why, the researcher also interested to investigate the politeness strategies used in stating disagreement.

Expressing disagreement is one of speech event that happens in our daily life, including in education life, such as between students in campus. Campus is one of center places of students to interact and have conversation or discussion. State University of Padang (UNP) is one of the campus that can be a place to interact for students. The researcher himself is a student of this university who actively involved in interacting and having communication or discussion in Campus. Most students frequently use many kinds of disagreement when they are talking or discussing in daily life in campus. Therefore, the researcher is interested to investigate the types of disagreement and politeness strategies and also analyze the meaning of those disagreement made by students of State University of Padang.

Among Students of UNP, researcher chooses English department students as the object of the research. The first reason is English department students who mostly study about English language is able to comprehend and use English for communication. It is very important, since the researcher will have data in English language. Then, it is also because of the high frequency of students in using disagreement in small discussion whether formally or informally when they meet or interact with each other or even with their lecturer in campus.

Besides that, based on the pre observation, most of students of English department have an informal discussion or talk after class or in their spare time in waiting for the class to discuss a certain topic. In this case the high frequency of informal meeting enables them to express their ideas or thought in many ways especially in stating disagreement. It means that most students tend to disagree in informal meeting rather than in formal meeting.

B. Identification of the Problem.

There are some aspects identified by the researcher related to disagreement. First is a rhetorical structure of the disagreement. It is the study of how utterance is constructed related to syntactical study. Second is the type of utterances. In this study, the researcher sees the variety of disagreement utterances. Third are the politeness strategies of those utterances. It relates to the way or manners are expressed in the disagreement. In this case, the use of degree politeness is identified. Fourth, it is possible to interpret the meaning of disagreement. It is about how disagreement is interpreted related to contextual meaning or pragmatically and how the disagreement interpreted literally or semantically. All of the aspects explained are possible found in disagreement, but the researcher limits the analysis on the types of disagreement and politeness strategies in those utterances found in daily communication.

C. Limitation of the Problem

Based on the identification of the problem above the study is limited on the types of disagreement and politeness strategies made by English Department students of State University of Padang in English language.

D. Formulation of The Problem

The problem of this study was formulated as follows: "What types of disagreement and politeness strategies are made by English Department students of State University of Padang?"

E. Research Questions

Considering the formulation of the problem, this study is formulated as following questions:

1. What are the types of disagreement made by English Department students of State University of Padang?
2. What are the politeness strategies used in those disagreement made by English Department students of State University of Padang?

F. Purposes of The Research

The purposes of the study are as follows:

1. To find out the types of disagreement used by English Department students of State University of Padang.

2. To find out the politeness strategies used in stating disagreement made by English Department students of State University of Padang.

G. Significance of The study

Theoretically, the findings are significant for linguistic study in analyzing and describing the meaning and the development of the way people make a disagreement that might develop from time to time, especially for English Department students. Besides, it also provides the description of how English department students in making disagreement and the use of politeness in daily communication. In addition, the researcher expects the result of the study will be useful for other researchers who want to observe the relevant study.

Practically, the research provides insight to people to identify and analyze the meaning and the way English Department students communicate, especially in making disagreement in daily communication.

H. The Definitions of Key Term

To avoid any confusion of the readers in understanding the topic discussed, the researcher describe some key terms involved:

1. Disagreement : Statement or expression of disagreement to oppose someone's ideas or statement.

2. Politeness strategy : The consideration in deciding how people organized what they want to say in accordance with whom are talking to, where, when, and under what circumstances.

CHAPTER II

REVIEW OF RELATED LITERATURE

This chapter presents some related theories. The Researcher uses a disagreement form theories based on pragmatic content and uses the theory of Politeness Strategy to analyze the data.

F. A Basic Concept of Disagreement

Disagreement is one of speech act. Stating disagreement is one of the ways that frequently used by people to express their disagreement in daily communication especially in conversation. Disagreement is situation in which people express different opinion about something and sometimes argue following Longman Dictionary.

According to Honda (2002), disagreement is one of a speech activity in which two conversant try to keep their own positions by opposing each other. More broadly, he defines disagreement as a process of opposition which includes not only the manifestation of opposition, but the whole process of inducement, initiation, development, and management of opposition. So that, disagreement can be said as a sequence of a process in disagreeing that may happen in an interaction like in a conversation. It makes that disagreement can be uttered in various types or ways.

Meanwhile, Locher (2004) stated that disagreement is likely to involve the exercise power, because it entails a conflict and therefore also a clash of

interest. Loc her quoted Waldron and Applegate's (1994) definition of verbal disagreement that verbal disagreement is a form of conflict, because verbal disagreement tax communication events, characterized by incompatible, goals, negotiation, and the need to coordinate self and other's action. Speaker will not only be in conflict with their conversational partners on conflict level, but also with regard to protect the addressee and their own face.

Disagreement also can be said to restrict the addressee's action of environment because it creates a slot in which an answer to the subject of disagreement is expected. In addition, Brown and Levinson (1987) consider disagreement belongs to the act that threaten the positive want, by indic ating that the speaker does not care about the addressee's feeling, wants, etc. Disagreement by its nature is a face-threatening act which threatens the solidarity between the speaker and the addressee. By expressing disagreement, the speaker does not accept or even sometimes appreciate the opinion or idea of the hearer and it may threaten the positive face of the hearer. The notion of face entails both the need for solidarity with others-positive face- and the need for the approval of others-negative face (Brown and Levinson, 1987; Goffman, 1967).

On the other hand, Grimshaw (1990) argued that disagreement is a highly face-threatening act which can result in negative social relations. Because opposition does not always cause destruction to the social relations. For example, Tannen and Kakava (1992) point out that disagreement can strengthen the bond between the speaker and the addressee by showing cooperation and solidarity. In disagreement, the speaker may try either to lessen the face-threat and repair the

damage by mitigating the threat to the addressee's face (Brown and Levinson, 1987) using different strategies such as making apologies and excuses (Turnbull, 1992), or enhance face or damage it (Wood and Kroger, 1994; Wilson et al, 1991).

Disagreement is culturally determined and may vary according to situation within a culture. For example, in the Western context it is structurally and socially a 'dispreferred' action (Brown and Levinson, 1987; Leech, 1983; Pomerantz, 1975). As Sacks (1973) introduced the concept of disagreement as a dispreferred action which is based on the notion of preference. He pointed out that preference for agreement should be conceived as part of the structural organization of the talk, as a formal 'apparatus', instead of 'a matter of individual preferences'. Sacks claims that disagreement is governed by communal attitudes and not individual choice. To prove it, Sacks maintains that when a question requires an agreement, the agreement response will occur contiguously, whereas a disagreement will be pushed rather deep into the turn that it occupies.

Some reseacher have discussed differences between preferred and dispreferred assessment turn format. Pomerantz (1984) argues that preferred formats are linguistically an unmarked class, while dispreferred seconds are marked by the following features: the inclusion of delay devices prior to stated disagreements like silences, hesitating prefaces, requests for clarification, and secondly the inclusion of weakly stated disagreement components, that is, partial agreements or partial disagreements.

Pomerantz (1984) introduces the notion of 'dispreferred-action turn shape' that refers to second assessment which exhibits features like silence or delays after an assessment has been stated. Based on the concept of preference that is introduced by Sacks, she defines a dispreferred action as an action that is not oriented to the talk as it is invited. According to her, these dispreferred actions are structurally marked, showing dispreference features like "delays, requests for clarification, partial repeats, and other repair initiators, and turn prefaces" (1984: 70).

Based on the assumptions and principles above, it is clear that disagreement happens because there is difference of opinion and when it happens, it can create a conflict between the speaker and the hearer. It can also be said that disagreement as an acts that may destroy social solidarity and threaten interlocutors' face. Yet, Kakava (1993, 1993) finds out that disagreement is not always destructive and can be a factor or a preferred speech act that maintains solidarity and social integrity. Disagreement happens in an interaction like in a conversation. It makes disagreement can be uttered in various types or ways.

G. Types of Disagreement

Several studies has been done to identify the types of disagreement. Muntigl and Turnbull and supported by Al-Ahmad (2009), identify that there are six types of disagreement: Irrelevancy Claims (IC), Challenges (CH), Contradictions (CT) and Counterclaims (CC), Derogatory disagreement (DO) and Religion Flavored disagreement (RF)

First, Irrelevancy Claim (IC) are "meta-dispute-acts that comment on the conversational interactions". They show that a previous claim is not relevant to the discussion of the topic at hand. It can be seen like these kinds of expressions; *'It doesn't matter'* , *'You're straying off the topic'* , *'It is nothing to do with it'*.

Second, Challenges (CH) are preceded by reluctance markers that display disagreement with prior turn and typically have the syntactic form of interrogative with question particles such as *when, what, who, why, where and how*. This type does not make a specific claim (e.g. *why or like who*). It implicates that the addressee cannot provide evidence for his claim.

Third, Contradictions (CT) is the type which a speaker contradicts by uttering the negated proposition expressed by the previous claim. Contradictions are often marked by negative particles like *no* or *not* as in (*No, I don't*), indicating that the contradiction of the prior claim is true.

Fourth, Counterclaims (CC) tend to be preceded by pauses, prefaces, and mitigating devices. With contradictions, speakers propose an alternative claim that does not directly contradict or challenge others' claim. They allow further negotiation of the previous claim. Mitigating devices and pauses are likely to precede CCs. In CCs, speakers suggest an alternative claim that is not considered as a challenge or an opposition to others' claim. In other words, the previous claim is mitigated and there is a possibility of further negotiations of speaker's claim.

By the same token, Scott (2002) empirically distinguishes two types of disagreements identified on the basis of two characteristics: the implicit and

explicit nature of disagreement. That is, backgrounded disagreements are less explicit and calm ones (longer turns, no fierce personal attacks, mitigation of the sense of opposition) whereas foregrounded disagreements are explicit and direct ones (heavy use of overlapping during disagreements, short turns, and raised voices). Between these two types emerged a third type, mixed disagreements, which exhibit combined characteristics of the backgrounded and foregrounded types.

Within foregrounded disagreements emerge three types: collegial disagreements, personal challenge disagreements, and personal attack disagreements. Collegial disagreements are moderate. Here, discussants do not mean to attack their interlocutors, and may even interject humor in the midst of disagreement, thus mitigating the sense of opposition.

The main characteristic of personal challenge disagreement is their emphasis on confrontational questions and negation. Additionally, interlocutors tend to use the second person pronoun and modals.

Personal attack disagreements display notable affective involvement, often accompanying their blunt language with looks of shock, narrowed eyes, and/or dramatic gestures. This type is mainly characterized by a strong use of negation and repetition and a moderate use of second-person pronouns.

Then, Al-Ahmad (2009) adds two types of disagreement. They are Derogatory disagreement (DO) and Religion Flavored disagreement (RF) which

seem to be true of Arabic arguing. These are Arabic-specific patterns which distinguish Arabic disagreement from such talks in other settings.

Derogatory Disagreement (DO) is the type of disagreement entails the use of blunt and vulgar language aiming at hurting the opponent's feeling and insulting him in a way that makes him feel that she or he is downgraded and knows nothing. It can be seen like in expression as follow:

- *'I have never been disgusted in my life as I have been from your stupidity and ignorance'*
- *'You are hallucinating'*

Next, Religion Flavored disagreement (RF) is the kind of disagreement, speaker use religious expressions such as swearing by *ALLAH (God)* to emphasize their opposition. When a Muslim swears by *ALLAH*, it means that they want to assure you that what they have said are definitely true because swearing by *ALLAH* is sacred in Islam and a falsified swearing is a great sin. When swearing is used in disagreement, the purpose is to add more emphasis to the opposition and to make others strongly believe that what the conversant has said is absolutely true. It can be seen like in this expression 'I *swear by ALLAH that it is not him*'

In conclusion, people may get involved with types of disagreements which may happen in a conversation or in an interaction. It depends on the situation, setting or context even culture that influence people to express their disagreement. The most important consideration to infer the meaning of disagreement is the role of context. The researcher will analyze the data based on the theory of types of disagreement proposed by Muntigl and Turnbull (1998)

which also supported by Al-Ahmad (2009) who found two other theories about types of disagreement. Moreover, the theories are related to this research and can be applied in present research.

H. Politeness Strategies

1. Politeness

In daily conversation, we use different ways to go about getting the things we want. How we organize, what we want to say is in accordance with whom we are talking to, where, when and under what circumstances when we are with a group of friends, a group of adults at a formal or informal situation surrounds us, we will use different words. This happens because we take the consideration of politeness into account.

In Oxford Dictionary (1981), politeness is defined as 'the attitude of being socially correct, being refined and having good manner'. Being polite means avoiding unexpected responds of the society because of our attitude is not acceptable in society. It also means someone will be regard as a polite person if he or she has well behaved.

According to Holmes (1995) politeness refers to behavior which actively express positive concern for others, as well as non-imposing distancing behavior. Therefore, politeness involves showing concern for two different kind of face needs which are negative face needs or the need not to be imposed upon, and secondly, positive face needs or the need to be liked and admired.

There are some acts that threaten addressee's positive face want, by indicating potentially that the speaker does not care about addressee's feeling,

wants, and so on, include those that show that speaker has a negative evaluation of some aspects hearer's positive face:

a. Expression of disapproval, criticism, contempt or ridicule, complaints or reprimands, accusations, insults (speaker indicates that he does not like or want one or more hearer' wants, acts, personal characters, goods, beliefs or values).

b. Contradiction or disagreement, challenges (speaker indicates that he thinks hearer is wrong or misguided or unreasonable about some issues, such wrongness being associated with disapproval). (Brown and Levinson, 1987)

Hill (1986:282) adds that politeness is one of the constraints of human interaction, whose purpose is to consider other's feeling, establish levels of mutual comfort, and promote rapport. In other word politeness is viewed as kind of an abstract rule to save one's self esteem or good name in communication. When someone breaks the rule he or she will fail to achieve good relationship with others.

In other side Lakoff (1972: 910) defines politeness as what we think is appropriate behavior in particular situation in an attempt to achieve and maintain successful social relationships with others. It does not mean that each person has his own perception. However the perception of politeness has been same among the society that all the member of the society respects it.

2. Politeness Strategy

According to Brown and Levinson (1987) and Miles (2003), politeness strategies are developed in order to save the hearer's "face". Face refers to the respect that an individual has for him or herself, and maintaining that "self-esteem" in public or in private situation. Politeness is also related to avoid embarrassing to other person, or making them feel uncomfortable. There are four types of politeness strategies described by Brown ad Levinson (1987): Bald on Record, Negative Politeness, Positive Politeness and Off-Record indirect strategy.

First, Bald on Record is the strategy which commonly found with people who know each other very well and are very comfortable in their environment, such as close friend and family. Most of the time people shock the person to whom they are speaking to, embarrass them, or make them feel a bit uncomfortable. It also can be happened in an urgent situation that focuses on the task or action has been uttered. For example: *HELP!* (Emergency), *put your coat away!* (Request), *give that!* Etc.

Second is Positive politeness. It is usually seen in groups of friends or where people in the given social situation know each other fairly well. Positive politeness usually tries to minimize the distance between them by expressing friendliness. For example: attend to the hearer by saying: *"you must be hungry, it's a long time since breakfast. How about some lunch?"*

Third is Negative Politeness. In this kind of strategy, it is seen clearly that there is social distance in the situation. Speaker assumes that he may make

the hearer feel uncomfortable or disturbed. In this situation, speaker is hoping that they will not have to ask directly.

Fourth is Off Record (indirect). In this kind of politeness, the speaker's meaning is ambiguous and deniable. For example when someone have, on purpose, decided not to return someone's phone call, therefore we say, *" I tried to call a hundred times, but there was never any answer."*

In conclusion, politeness is crucial in communication. In all the utterances people make every day, there must be a sense of politeness in it. Politeness related to our consideration in deciding how we organize what we want to say in accordance with who we are talking to, where, when and under what circumstances.

I. Review of Previous Studies

There are few people who researched on semantics and pragmatics meaning and types of disagreement. Scott (2002) identifies multiple co-occurring linguistic features which mark disagreements and types of disagreements (back grounded ones which are long, less explicit and calm disagreements, and fore grounded ones which are direct and explicit disagreements). She maintains that her study "affords a starting point for research aiming to identify the linguistic makeup of conflict talk, or attempts to distinguish between types of disagreements" (p. 301).

Al-Ahmad, (2009) analyze types of disagreement or conflict talks in "Opposite Direction" , TV talk show aired on Al-Jazeera TV channel in the State of Qatar, a Gulf Arab state. In this analysis, he found several types of

disagreement which have been previously observed in other pieces of research carried out in a variety of other contexts by researchers including Grimshaw (1990), Jones (1990), Kotthoff (1993), and Muntigl and Turnbull (1998) among several others. There are four types which are not restricted to Arabic conflict talks; Contradictions, Challenges, Irrelevancy Claims, and Counterclaims. Yet, two more types have been found in this research; these are Derogatory disagreements and Religion Flavored conflicts which seem to be true of Arabic arguing. These are Arabic -specific patterns which distinguish Arabic conflict talks from such talks in other settings.

Based on the previous researches, it is seen that most of people tend to show disagreement in several types depends on many aspect, such as situation, setting, and context of the talk or conversation are made. Besides that, culture or religion also may consider another types of disagreement which can be happen in certain setting depends on the culture or religion that speaker professed.

Related to politeness, Rees-Miller (2000) probes disagreement in university courses and academic talks in the United States of America. The act of disagreement is examined in terms of the factors of power, severity and context. The study reveals that professors use more markers of positive politeness when disagreeing with students than do peers disagreeing with each other or students disagreeing with professors. Professors' use of positive politeness, in our viewpoint, is an indicative of the possibility that they would like to have a good control and discipline in their classes. Otherwise, clashes would occur, thus threatening professors' face. As far as peers are concerned, it is evident that we

are dealing with peers that may not worry that much about FTA. Also, severity of disagreement seems to have two effects: politeness is increased to lessen face threat to the addressee, and face threat to the speaker outweighs considerations of the addressee's face, resulting in aggravated disagreement. Otherwise, solidarity would be jeopardized.

In the researched to Chinese and American students, Liang Guodong & Han Jing (2005), Chinese students were found to employ more politeness strategies and address forms than American students did when disagreeing with the superior. In the case of peers, with the increase of social distance, both American and Chinese students applie d less politeness strategies. Positive correlation was found between the rates of disagreement and the change of the social distance for the Chinese students while negative correlation of the American students. When disagreeing with the sister, the Chinese male used the least politeness strategies while the Chinese female used the most politeness strategies. Female students behave more sensitive to politeness and used politeness strategies than male subjects do.

To sum up, each of society has its own strate gy of politeness that might different each other. However, the basic concept is almost same. The rules of how to express politeness when communicate to older people, to friends of the same age and to the strangers is almost same among the society.
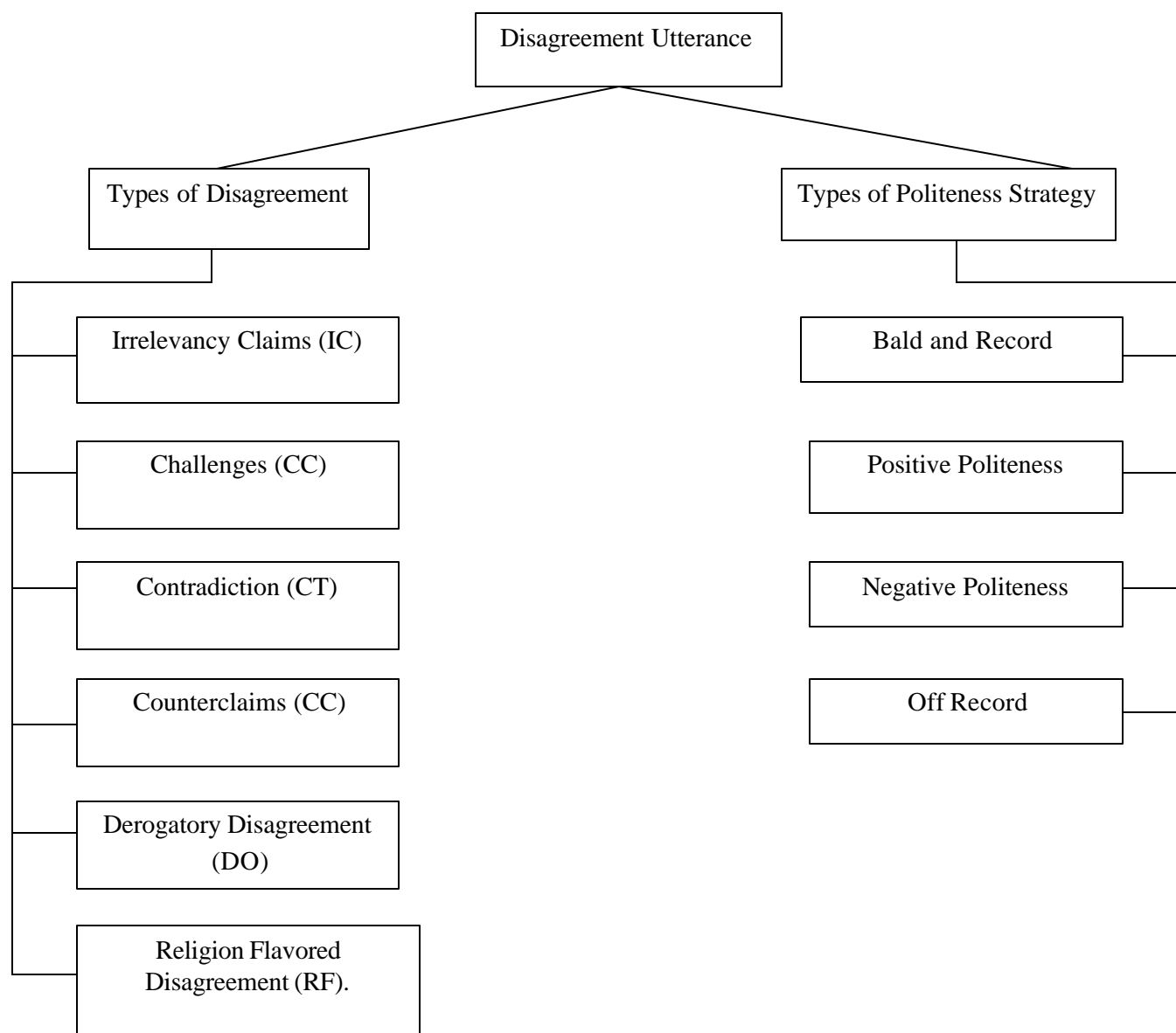
J. Conceptual Frame Work

This research will be formulated on a scheme to explain how this research was done theoretically. This research used tape recorded and will record disagreement utterances in conversation made by English department student of State University of Padang and analyze the meaning of disagreement semantically and pragmatically. Then also analyze the types of disagreement and politeness strategy of those utterances. As a result, it will be able to identify type of disagreement and politeness strategy and also to analyze the semantics and pragmatics meaning found in disagreements in daily conversation of student of English department student State University of Padang. The types of disagreement are Irrelevancy Claim (IC), Challenges (CH), Contradiction (CT), Counterclaims (CC), Derogatory disagreement (DO), and Religion Flavored disagreement (RF).

Next, the researcher will examine the use of politeness strategy in those disagreement utterances and classify them based on theory of politeness strategy of Brown and Levinson. There are four types of politeness strategy suggest in the theory; Bald and Record, positive politeness, negative politeness, and off record.

The following scheme draws the process of the research:

| Disagreement Utterance |

| Types of Disagreement | | Types of Politeness Strategy |

| Irrelevancy Claims (IC) | | Bald and Record |

| Challenges (CC) | | Positive Politeness |

| Contradiction (CT) | | Negative Politeness |

| Counterclaims (CC) | | Off Record |

| Derogatory Disagreement (DO) |

| Religion Flavored Disagreement (RF). |

CHAPTER V

CONCLUSION AND SUGGESTION

A. Conclusion

Based on the findings, the researcher found that five types of disagreement were used by English Department Student. They are Challenges (CH), Contradictions (CT) and Counterclaims (CC), Derogatory disagreement (DO) and Religion Flavored disagreement (RF). There is only one type of disagreement which cannot be found in this research. It is Irrelevancy Claims (IC). Conducting with the theory of politeness strategy, there are four types of politeness strategy found in this research. They are Positive Politeness, Negative Politeness, Bald on record, and Off record.

In Discourse Completion Test (DCT) the higher number of types of Disagreement used by English Department students is Counterclaim (CC) and the lowest type of disagreement is Religion Flavored Disagreement. Meanwhile, the higher number of politeness strategy in stating disagreement that used by English Department students are Positive Politeness and the lowest is Off Record.

B. Suggestion

Related to present research, there are many aspects can be analyzed about the others kind of speech act in the future research. This research only focuses on disagreement and Politeness strategy produced by English department students. There are so many sources or objects that can be used in analyzing many kinds of speech act, especially in stating disagreement like: Film, Novel, Drama, movie and direct interaction among students, etc. The researcher suggests other researchers that might be interested in analyzing about disagreement can continue this analysis from other aspects related to this topic. Second, other aspect which is related with politeness can also be analyzed from many diffrent speech act that always happend in daily life.

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