

CHAPTER I

INTRODUCTION

1.1 Background of the study

Language can be considered as one of identities of a country. English language has already widely known around the world. A lot of countries use English as their vernacular language, such as England, the United States, Australia, and many more. Besides, English has been also used by non-native speakers in various occasions such as in business field. They communicate with English language when they talk to someone who has different first language. Especially in this sophisticated era where we can communicate with people around the world easily, English becomes a language that is commonly used. According to Held (1999) “Globalization may be thought of initially as the widening, deepening and speeding up of worldwide interconnectedness in all aspects of contemporary social life”(as cited in Dewey, 2007). This description shows that we all are connected. In that case, English is mostly used by people who have different language and it comes up into lingua franca afterwards.

English as Lingua Franca, according to Firth, is a “contact language” between the persons with different mother tongue (language) and culture and they use English as the language for communicating (Ur, 2010). English is mostly used as Lingua Franca because those non-native English speakers have outnumbered the native speakers (Dewey, 2007). We can find people use English as lingua franca when they speak to

other who has different language. Especially in Indonesia where the people always use English to talk with foreigner, either English native or non-native speakers.

Sometimes in communicating, people make mistakes that they do not intend to do. Especially when we speak to the person whose language is different from ours. As non-native speakers, sometimes we misunderstand some of words or sentences that are uttered by other speakers whether English native or non-native speakers. The mistake might be made because they are English non-native speakers, in which the capability does not the same as English native speakers have. Usually, when people talking, they use jokes or compliment to make the conversation more interesting, but sometimes the joke or compliment turns into a wrong way. Misunderstanding sometimes occurs between both hearer and speaker within communication. We can make mistakes in translating the sentence or mispronounce, so the hearer might get offended. The joke or the compliment can turn to be offensive because of mishear or misconstrue considering they do not know the culture or the context well. An apology can often be the first step to have a better understanding within a defective relationship. However, apologizing is the way to reduce the offensive and mend the relation between the speaker and the hearer. As Robinson (2004) stated that apologizing is an important component to maintain the social harmony as it communicates the awareness and the acceptance of the responsibility of the guilt for offensive behavior (p.292). According to Goffman (1971), “gestures through which individual splits himself into two parts, the part that is guilty of an offense and the part that dissociates itself from the delict and affirms a belief in the offended rule”(as

cited in Mickiewicz, 2011). People utter apology in different ways. People say “I’m sorry” to show his/her regret after offended someone, but sometimes people say “I’m sorry” is just to please someone without knowing what his/her fault.

Apology strategies (I’m sorry, excuse me, please forgive me, I beg your pardon, I apologize) are anything from remedial expressions of regret to the sarcastic intimation of blame (Kramer-Moore & Moore, 2003). Apology are important to explore because we will learn how people ask for an apology appropriately to repair mistakes. We apologize to the hearer in order to get forgiveness. However, the theory of this study is Robinson (2004) which studies about explicit apology. Robinson (2004) explain that explicit apology is the term to differentiate the apology and other remedial offense. Explicit apologies include Sorry based units of talk and offers of apology (Robinson, 2004). In this case, the writer conducts the research on apologies used in conversation between English non-native speakers. In the conversation, the English non-native speakers uttered apology, which fit to the study that the writer conduct. This study focuses on the apology used by all English non-native speakers in conversation. Based on the Wierzbicka’s idea, this study fits perfectly because the object of this study is Non-Native speakers which come from different countries and have their own language.

This study uses Conversational Analysis because this study focuses on apology in the conversation between non-native speaker with different language and culture. As woffitt (2005) said,” CA is methodological approaches to the study of

talk, which has far-reaching implications for understanding of social interaction and the role of discourse and communication in everyday life”

CA is a method which is mostly used to analyze the conversation and interaction. In this case CA is applied to analyze the conversation of the non native’s conversation. According to Schegloff (2002), conversational analysis is a study of talk and forms of talk in interaction like posture, facial expressions, and many more (p. 3). No matter what the condition (speaking using their mother tongue or other, fluent or not, in the classroom or office, etc.), there always be a certain issue that the participant find in dealing with in interaction, for example the order of participant who talk one at a time (turn-taking)(Schegloff, Emanuel A; Koshik, Irene; Jacoby, Sally; Olsher, David, 2002). Beside turn-taking, there are several aspects in Conversation Analysis that are to be commonly discussed such as repair. What described above is some part that we analyze in CA. CA has relationship in many fields, such as language, psychology, anthropology, and more. Schegloff is one of the founders of CA and he has published 70 articles about CA (Wong & Olsher, 2000). In this study, the writer uses Schegloff’s CA theory to analyze the conversation.

The Indonesian speakers are the students of Airlangga University majoring on English language. English language is one diploma major in Airlangga University. The Japanese speaker is Hiroyuki Yamaguchi. He came to Indonesia to attend AUN-ACTS.

There are several studies that discuss related material about apologies. Demeter (2010) investigated about the apology use among foreign language learner,

cross culture, different culture and language. while al-fattah (2010) investigates apology strategies that are used among the students of EFL University, Yemen. The last study is Isabel and Cruz (2012) explain apologizing in Spanish : a study of the strategies used by university students in Las Palmas De Gran Canaria.

However, all the studies mentioned above are field of pragmatic. Most of them use Bergman and Kasper's (1993) theory for determining the type of apology strategies that they discuss in their studies. Bergman and Kasper's study discuss about apology strategies used by native and non-native speaker. Bergman and Kasper's study is in pragmatic field. They classified apology into six types. However, this research that the writer conducts is in discourse field which is different from Bergman and Kasper's (1993) study. This study based on Robinson's theory. This study only analyzes the explicit apology which is different from Bergman and Kasper . mostly study of apology in field of pragmatic use account as one type of apology. The example of apology type that use account is downgrading. Excuse, justification, denial, etc is part of downgrading. Robinson (2004) explain that some researcher considered apologies conflate with account (e.g. excuse and justification) and also other offense remedial action such as accepting blame, promise forbearance, request forgiveness and many more. The term of explicit apology is used to differentiate between apologies and other offense remedial action.

Furthermore, the writer does not only see the apology from the word uttered, but the writer sees the whole content from the conversation like the apology, why the apology uttered, the answer from offender. It is clear that this research or study uses

the theory from Robinson (2004) as a tool to analyze the type of apology which are appear in the conversation between English non native speakers from different country. To avoid the broadening the discussion and also to make the study easier, the writer limit the reasearch and more focuses on the apology that uttered by them.

The writer is interested in conducting a research about apology that are used by English non- native speakers who are come from different country because apology have important role in conversation. People use apology as tool to maintain relationship. Apology also cannot be excluded on daily life because apology keeps the relationship right between participants, the speakers and the hearers. However, apology rarely used this day that is why this study is important to conduct to investigate the apology used in conversation and the reason they use apology. The writer is also interested in showing the apology uttered by English non-Native speakers from different countries.

1.2 Statement of the Problems

In this study, the writer analyzes the apology strategies that appear in the in the conversation between English non-native speakers. To help analyzing the apology strategies that occur in the conversation, the writer formulates the problems as follow:

1. What types of apology used by English non-native speakers?
2. What are the most frequent types of apology that are used by English non-native speakers?

1.3 Objective of the study

Based on the problems mentioned above, the objectives of this research are:

1. To describe the types of apologies used by the English nonnative speakers in the conversation.
2. To identify the most frequent types of apology used by English nonnative speakers.

1.4 Significance of the Study

There are some significance in this study. First, with this research, the writer intends to give contribution to anyone who wants to know more about the types of apology and the use of apology itself. Besides, the writer also has a purpose that this study can be the guidance for the readers. The writer also wants to show to the readers about the form of apology in the conversation between English Non-Native speakers which have different background language and culture. This study also can be the guidance for those use English as lingua franca. The reader will also learn some kinds of apology that can be practiced in their life in solving a certain problem. Finally, this research can be used for additional material or information for other writers who are willing to conduct research on the same topic about apology strategies.

1.5 Scope and Limitation

This research focuses on the apology used by English nonnative speakers in the conversation. The writer limits the research and focuses on the analysis only on “explicit” apology used by English non-native speakers in the conversation using the theory of apology by Robinson (2004). The limitation is made in order to avoid the broadening of the discussion and to make this research easier to understand.

1.6 Definition of the Key term

To avoid misunderstanding and misinterpreting to the reader, the writer formulates definition of key terms of some technical words used in this research.

1. Apology: One way to maintenance the relation of social harmony for the offensive behavior (Robinson, 2004).
2. Conversational Analysis: An approach to analysis of the practice of reasoning and inference that inform the production and recognition of intelligible course of action (Heritage & Goodwin, 1990).
3. Explicit apologies: the term that made to differentiate between apologies and other offense-remedial-related action. (Robinson, 2004).