

CHAPTER I

INTRODUCTION

I.1. Background of The Study

The increasing innovation in communication technology has led us into the world where space and distance no longer becomes a barrier. The various new means of communication has made the world a global village. People from different parts of the world can share their ideas, give information, and create a relationship easily at the same time even though they are separated by distances and wide areas.

There are numerous kinds of communication instruments that exist today. One of the communication instruments that seem to be the most widely used is Internet. Internet as a communication media serves one program namely chat programs. Chat programs allow people to talk over the Internet. The users of chat programs are called chatters. There are many kinds of chat programs: some are only allowing chat between two users and some are allowing chat among hundreds of people. Some chat programs available on the Internet are *Internet Relay Chat (IRC)*, *I seek You (ICQ)*, *Instant Messenger (IM)*, *MSN Messenger*, etc. Nowadays, *Instant Messenger (IM)* has become one of the most popular chat programs with million of many chatters using it daily.

Instant Messenger (IM) is a great way to talk to people from all over the world about anything without having to see each other. During chat session, chatters talk by typing messages that are instantly sent to other chat participants. Thus, the dialogue in *Instant Messenger* chat called as written dialogue. This kind

of dialogue is very attractive because the conversation in *Instant Messenger* is not one way but two-way conversation. Therefore, chatters can be able to give feedback to their interlocutors. Particularly, the general characteristic of *Instant Messenger* is that the chatters are able to create their own “room” or *chat-log*, whether they want to talk in one on one communication or to talk in *conferences* (communicate with two or more people). In *Instant Messenger*, chat intonation, expression, face, movement, or the context that explains about the participants cannot be seen directly. Some expressive characters have become a kind of convention for the chatters shape all of those things. Some examples of these expressive characters are (Carter et al., 2001: 308):

- Smiley => ☺
- Alteration of spelling to suggest sound => sooo, byyyeee
- Use of interjection => hoorah, dum, yum-yum
- Use of laughter => hehehe, kekekekek
- Use of nonstandard (regional and ethnic) forms => aint it, init, tarra luv, wassup
- Use of punctuation (exclamation marks) and capitalization to express heightened emotion.

One of the most popular of *Instant Messenger* services and the one that will be the object of this analysis is *Yahoo! Messenger*.

In *Instant Messenger*, especially *Yahoo! Messenger*, there should be a clarity in the message that is sent by the chatters. There will be misunderstanding and unfortunate consequences in the real world if the message is not properly

understood by the recipient. Also to get an efficient reciprocal relationship, the message that is sent should be written (typed) in a short form.

The way the chatters successfully handle this kind of communication is interesting to be analyzed. Although they cannot see each other and conduct the conversation by typing messages, chatters are successfully understand what other participants talk about. It is true that computer conversation involves writing, but 'chat room' dialogue has been likened to spoken language by researchers because it is produced synchronously by participants in which people are writing onto the screens of their computer quickly with little time for composition (Carter et al., 2001: 276). Thus in *Yahoo! Messenger* chat even though the chatters use written form of dialogues, it can be regarded as discourse and can be the object of discourse analysis. Dijk explains that the term 'discourse' usually refers to a form of language use or way of speaking, and language use is not limited to spoken language only, but also involves written (or printed) language, communication, and interaction (1991: 2). Furthermore, McCarthy explains that discourse analysis is the study of language in use, including all kinds of written text and spoken data from informal and formal form of talks (1991: 5). Still according to Dijk (1991: 3) discourse studies should deal both with text and talk, and with what is usually called the context, that is, the event that may systematically influence text or talk. Thus, discourse analysis is fundamentally concerned with the relationship between language and context of its use (McCarthy, 1991: 10). In short, discourse studies are about talk and text in context.

In this case, the writer wants to analyze written dialogues from Instant Messaging chat that are spoken by the students of the English Department Airlangga University. The writer focuses on a theory that is suitable to be applied in this analysis, that is, speech acts theory. The basic insight of speech acts theory was proposed by John L. Austin in 1962 and John R. Searle in 1969. The basic idea of this theory focus on how meaning and action are related to language (Schiffrin, 1994: 49). Since then, the theory of speech acts has been developed and revised by another linguists, such as Lyons (1977), Levinson (1983), Coulthard (1985), Schiffrin (1994), etc.

Speech is action; thus language can actually be used to do things. The important part of the meaning of utterances is what the speakers do by uttering them (Hurford and Heasley, 1983: 234). Concerning with speech acts, Searle (1987: 16) says that speaking a language is performing speech acts, act such as making statements, giving commands, asking questions, making promises, and so on. He also explains that the reason for concentrating on the study of speech acts is simply this: all linguistic communication involves linguistic acts. More precisely, Searle claims that the production or issuance of a sentence under certain condition is a speech act, and speech acts are the basic minimal units of linguistic communication. Therefore, although the focus of speech acts theory has been on utterance, especially those made in conversation and other face-to-face situations, it should be taken as a theory for any sort of language use, oral or written. Austin isolates three basic senses in which in saying an utterance, one is doing something, and hence three kinds of acts are performed simultaneously:

locutionary act, illocutionary act, and perlocutionary act (Coulthard 1985: 18).

Based on the theory the analysis is done.

In order to do the analysis, the writer takes some dialogues of *Instant Messenger* chat spoken by the students of the English Department Airlangga University. Then, the writer applies the theory proposed by Austin and Searle as well as some other supporting theories.

I.2. Statement of The Problem

In this study, the writer defines the problem as follow..:

1. What kinds of acts that are performed through speech acts in *Instant Messenger* chats spoken by the English Department students of Airlangga University?
2. How are the speech acts performed in *Instant Messenger* chats spoken by the English Department students of Airlangga University?

I.3. Objective of The Study

This study is intended:

1. To find out what kinds of acts which are performed through speech acts in *Instant Messenger* chats spoken by the students of the English Department Airlangga University.
2. To find out how the speech acts are performed in *Instant Messenger* chats spoken by the English Department students of Airlangga University.

I.4. Significance of The Study

This study is expected to give meaningful contribution to linguistic studies, especially speech acts, which is a part of discourse analysis subjects. Moreover, this study is expected to make readers understand about speech act as an important theory in analyzing human's oral interactions, especially in terms of virtual space that is represented by *Instant Messenger* chat dialogues. Also it is hoped that the reader will have an additional knowledge about Internet communication, especially about *Instant Messenger* chat.

I.5.Scope and Limitation.

The analysis is focuses on the study of speech acts in *Instant Messenger* chat. The writer does not take into account another chat form, that is, voice chat. The data are taken from the dialogues of *Instant Messenger* (IM) chat that are carried out by the English Department students of Airlangga University. The data used in this analysis are English language. The writer does this for the reason that the respondents must be able to use English in chatting since they are the students of the English Department. The data are collected from one *Instant Messenger* service namely *Yahoo! Messenger*. The writer does not take into consideration another servers, for example, *MSN Messenger*, *ICQ*, *AOL Instant Messenger*, *mIRC*, etc.

It is done by the reason that based on the observation, most of the respondents use *Yahoo! Messenger* rather than other chat services. Also, *Yahoo! Messenger* has one feature, namely Friend List. Whenever we open the computer

we will can see whether our friend on line or not, so that there will be a continual relationship between the chatters. Because speech acts concern about the action to do something in saying the utterance, and how to get the effect of what being said, this continual relationship will help the addresser get the effect of what they said from their interlocutors. Therefore, it is hoped that the three kinds of acts will be fully performed.

I.6. Theoretical Framework

This study is basically uses the theory of speech acts proposed by John R. Austin (1962) and John R. Searle (1969). The fundamental insight of speech acts theory focus on how meaning and action are related to language (Schiffrin, 1994: 49) Concerning with speech acts, Searle (1987:16) says that speaking a language is performing speech acts, acts such as making statements, giving commands, asking questions, making promises, and so on. He also explains that the production or issuance of a sentence taken under certain condition is speech act, and speech acts are the basic or minimal units of linguistic communication. By stating this he considers that all linguistic communication involves linguistic acts.

The theory of speech acts aims to analyze the fact that even though words (phrase or sentences) contain information, people do more things with words than just convey information. Speech acts cannot be regarded as true or false, and it is performatives in nature. Austin says that performatives are neither true nor false, they are not used to 'describe' or 'report' anything, but they are used to do an action (Schiffrin 1994: 50). Austin distinguishes these performatives utterance

from what he called as 'constantives'. Constantives are sentences or utterances regarded as statements that have the truth-value, and they are used to evince emotion, to describe or say something (Coulthard, 1985: 13). Therefore, it can be concluded that the distinction between constantive and performative utterance is, in Austin's general theory of speech acts, superseded by saying something and what one does saying it. 'Performative' is used to do something, while constantive is used to say something. Austin proposes some examples of these performative utterances (Coulthard, 1985: 13):

- 'I name this ship the Queen Elizabeth'- as uttered when smashing the bottle against the stern.
- 'I do' (take this woman to be my lawful wedded wife) - as uttered in the course of marriage ceremony.
- 'I give and bequeath my watch to my brother'- as occurring in a will.

The examples above show one characteristic in which all of the sentences have the verb in the simple present active form with a person singular subject "I". Thus, in general performative utterances can be formulated by I + Present Simple Active Verb (Coulthard, 1985: 15).

Austin explains that in saying an utterance, there are three acts that is performed by a speaker (Coulthard, 1985: 18), they are:

- Locutionary act : the act of saying something in the full sense of 'say'.
- Illocutionary act : the act that is performed in saying something, the act identified by the explicit performance.

- **Perlocutionary act** : the act that is performed by or as a result of saying.

Searle (1987: 57-65) suggests that speech acts can be characterized in term of felicity condition and there are three conditions that a speech act must meet. Those three kinds of conditions are: preparatory condition, sincerity condition, and essential condition.

In this case, the writer uses speech acts theory as the framework of analysis by the reason that speech acts is the most suitable theory in analyzing the acts performed by a speaker in saying an utterance. In supporting the analysis, the writer also uses some other theories by other linguists, such as Levinson (1977), Gillian Brown and George Yule (1983), Dijk (1991), Coulthard (1985), Schiffrin (1994), etc. For the detail see chapter II (Literature Review).

I.7. Method of The Study

In analyzing the problem, the method that is used is descriptive qualitative method. Qualitative research emphasizing product and process, and there is no statistical calculation in analyzing the data (Usman and Akbar, 1996: 91-92). Therefore, the writer collects the data, arranges the data, analyses and explains them based on the theoretical framework outlined before. The writer does not take any numerical or statistical calculation. On the contrary, the writer only describes and explains the data by analyzing them in conformity with the theory applied.

I.7.1. Location of The Study

The research of this study is held in Surabaya. The writer takes Surabaya as the location of the study because it is easy to find the respondents that suitable

for this study, and also it is the city where the writer studies. In this case, the writer allows the respondents to chat wherever they want as long as it still in Surabaya, therefore it will help to ease the research.

I.7.2. Population and Sampling

The population of this study is *Instant Messenger* chat done by the English Department Students of Airlangga University, Surabaya. In getting a sample, the writer uses purposive or judgmental sampling, that is a form of non probability sample in which the subjects selected seem to meet the study's need (Baker 163).

The data of this study are taken from *Instant Messenger* chat spoken by the English Department students of Airlangga University that are using English language. By the reason that from 15 respondents, the information about speech acts is already enough, in this study the writer collects 15 respondents based on these following criteria:

1. The students of the English Department Airlangga University.
2. Must be able to chat using *Yahoo! Messenger*.
3. Must be fifth year students and above.

The writer establishes such criteria by the assumption that the respondents who meet those criteria have better knowledge and competence in using English language to chat rather than those who are at the earlier semester. Thus, it is hoped the data that is obtained will be qualified.

I.7.3. Definition of Key Terms

- Discourse Analysis is the study of language in use: written texts of all kinds and spoken data.
- Speech act is the action of uttering a sentence in order that the hearer understands the speaker's intention of his utterance.
- *Instant Messenger* is a communication channel on the Internet that allows the user to quickly exchange messages with their online friends.
- Locutionary act is the act of saying something in the full sense of 'say'.
- Illocutionary act is the performing of a communicative function, such as stating, questioning, commanding, promising, etc.
- Perlocutionary act is the act which is performed by or as a result of saying.
- Felicity condition is a condition which can be used as a parameter in distinguishing between different speech acts.

I.7.4. Technique of Data Collection

In collecting the data, the first thing the writer does is observing the students of the English Department Airlangga University for determining the best way to get the respondents. Then, choosing the respondents who meet the criteria and asking them to chat using *Yahoo! Messenger*. In this case, the writer asks them to chat in informal and verbal manner. In fact, there is no difficulty to do such thing because chatting has become one of their hobbies. Finally is recording the data, that is, the writer removes the data from screen of the monitor and record the data into a floppy disc. In Computer-Mediated Communication, it is possible

to cite fragments of electronic messages from virtually any source as long as the anonymity of the participants is preserved (Herring, 2001). Therefore, in order to keep the privacy of both the addressers and their interlocutors, all addresses in server line and other identities in the content of the utterances are anonymized.

In short, several steps that the writer takes in collecting the data are:

1. Observing the students of the English Department Airlangga University.
2. Choosing the respondents.
3. Asking the respondents to chat.
4. Recording the data.

I.7.5. Technique of Data Analysis

There are several procedures in analyzing the data. First, the data that has been collected and recorded are transferred and written down on paper in orthographic transcription or in the usual way of writing without considering either phonetic or phonologic features. Second, after the data is completely transcribed, the writer starts with coding of the data. It is done examining each data in order to find the performative utterances as a base to determine speech acts in the utterances. Third, the writer starts analyzing and identifying locutionary, illocutionary, and perlocutionary acts in the utterances. Finally, the writer starts making tables of the data that contain the finding.

Briefly, the steps in analyzing the data are:

1. **Transcribing.**
2. **Coding of the data.**
3. **Analyzing and identifying locutionary, illocutionary, and perlocutionary acts.**
4. **Making table of findings.**

CHAPTER II LITERATURE REVIEW