

CHAPTER II

REVIEW OF RELATED LITERATURE AND THEORETICAL FRAMEWORK

2.1 Pragmatics

Yule (2010) stated that pragmatics is an investigation of “invisible” meaning or how it is comprehend, what is meant, and whether it is orally or written. Birner (2013) conveyed that pragmatics is a study of language where the use of context is important. Pragmatics is crucial to be comprehended because when people want to connect what is discussed, they must have a good understanding due to pragmatics. Generally, pragmatics relate to the speakers where the speakers have to consider what is going to be uttered or conveyed.

Yule (2010) stated that pragmatics is necessary to be investigated. It can make people understand easily the hidden meaning from the hearer. It could be easier for the hearers to get the idea when the speakers and the hearers can catch the understanding of pragmatics well. Finally, if the speakers and the hearers have the same understanding related to pragmatics, it could be produce good communication between the speakers and the hearers.

This research applied a pragmatic approach. The pragmatic approach is appropriate to be applied because every conversation needs context to gain the meaning where it can figure out the first and second questions. People always communicate where the meaning will show up during the communication. It needs an action to be performed because the speakers have an intention when they

express an utterance, when the conversation has a meaning. An act to deny what is proposed by the speakers, it is known as refusal.

2.1.1 Refusal

Félix-Brasdefer (2008) explained the speech act of refusal addresses one sort of dislike reaction. Refusal has a category with the class of commissives since the speaker commits the hearer to show the action. On the other hand, refusal is an activity or a reaction to deny what the speaker plans to perform. Félix-Brasdefer (2008) said that type of refusal is the arrangement of the refusal reaction that is communicated by the refuser (the hearer). Then, Houck, (1999) stated that refusal strategies in ways that are generally applied by the speaker or the author to perform refusal to console the speaker that she or he has a proper explanation. According to Beebe (1990) function of refusal is the speaker's intention to refuse in the form of suggestions, requests, offers, and invitations.

Then, Félix-Brasdefer (2008) conveyed that the types of refusal are inspected refusal to the invitation, refusal to request, refusal to an offer, refusal to suggestion, and refusal to an assortment of circumstances. Any kind of strategy of refusal, like the gender, level of education, social class, and age of the conversationalist impacts the refusal strategy of individuals. Houck (1999) stated that refusal is generally considered a speech act in which the speaker "refuses to take part in the activity proposed by the interlocutors". Beebe (1990) declared that function means that this refusal has meaning to apply. The discussion about nineteenth strategies and four functions of refusal was written below.

2.1.1.1 Strategies of Refusal

1. Direct Refusal

Brown and Levinson, (1987) explained that the direct verbal style alludes to the verbal message that epitomizes and invokes the speakers' true expectations as far as their needs, and desires in the discourse action. On the other hand, direct refusal implies the hearers express the refusal. They convey a genuine aim incorporates their needs, and desires when they get an offer, invitation, suggestion, and so on. There were two strategies explained below.

A. Performative statement

A Performative action reflects the genuine intention of the hearer or speaker. Beebe et al, (1990) stated that "performative" refers to when the hearer or speaker expresses their refusal explicitly.

The example:

“I refuse” (Retnowaty, 2018)

B. Non Performative statement

Félix-Brasdefer (2008) declared that a non-performative statement refers to when the hearer expresses a clear message about the refusal reaction.

The example:

“I can't come to your wedding invitation, it is impossible for me to attend yours” (Kayang, 2014)

This refusal strategy shows that it was unable to accept an invitation, suggestion, or request. As previously mentioned, the direct refusal has two strategies. It doesn't just say "no" to refuse something, but it can also use the words "can't" to deny the request, invitation, proposal, or a variety of other situations.

2. Indirect Refusal

Leech, (1983) explained that in terms of their wants, needs, and desires, the hearer prefers to hide or disguise their genuine intentions. The hearers express indirect refusal when they get a suggestion, offer, request, invitation, or other circumstance in which they refuse to complete by utterances an implicit meaning to decline what the speakers propose. Ting Tomey, (1988) claimed that the indirect verbal style refers to a verbal communication that hides and conceal the speaker's genuine intentions in terms of their objectives, desires, and goals in a discourse action. In other word, indirect refusal means that the hearers avoid making a direct refusal. They have a tendency to conceal their genuine intentions in terms of their desires, needs, and objectives.

A. Mitigated Refusal

Félix-Brasdefer (2008) claimed that mitigated refusal are internally adjust expressions that limit the negative impact that a direct refusal would have had on the interlocutor. Refusals that used the conditional form to communicate courtesy in specific situations were modified internally. Impersonal expressions by using mitigates such as

mental state predicates such as "to think, to believe," adverbs "unfortunately," or degree modifiers "a little, somewhat" have the effect of creating distance between the speaker and the content of the proposition expressed. It can be seen that mitigated resistance means that people use strategies to reduce the resistance themselves. When people directly deny a proposition, it has a negative consequence. This strategy can be used to reduce the negative impact of the refusal itself. The example:

“Unfortunately, I **won’t be able** to attend your farewell party”
(Kayang, 2014)

B. Reason or Explanation

Reason is something that people utter when they do not agree or agree. Félix-Brasdefer (2008) revealed that by providing justifications, accounts, or explanations, the respondent covertly refuses an invitation, request, or suggestion when this strategy is applied. A specific or general account might be used to indicate a refusal. A general reason or explanation does not provide precise specifics on why a person cannot accept an invitation, request, or suggestion. A generic rationale or explanation does not provide precise specifics on why a person cannot accept an invitation, request, or proposal. Giving a reason or explanation for refusing something is one way to use the refusal.

The example:

“**I am having dinner** with my parents who are visiting for the weekend” (Félix-Brasdefer, 2008)

C. Indefinite Reply

If the interlocutor cannot assure or give a clear decision on whether or not he or she can attend the invitation, accept the suggestion, and carry out the request, an indefinite response is a strategy that can be used, namely indefinite reply. Félix-Brasdefer (2008) offered that the speaker's intentional message remains vague, uncertain, and undecided by using an indefinite reply to refuse an invitation, request, or suggestion. Furthermore, an indefinite response frequently demonstrates the refuser's doubt, and the interaction's outcome is left open or undetermined.

The example:

“let me see if I can, I **can’t promise** you anything” (Retnowaty, 2018)

D. Apology or Regret

Leech, (1983) claimed that there is no implication that the speakers have benefited from the offence, and there is regret for some offence committed by the speakers against the hearers. In the case of refusal, apologies expressions of regret or requests for forgiveness function as indirect refusals that can be interpreted politely as manifestations of relational work and expression. In the case of refusal, apologies, expressions of sorrow, or requests for forgiveness operate as indirect refusals that might be interpreted politely as representations of relational work and expression. In the current study, the categories of

apology, regret, and begging for forgiveness were merged into apology/regret in the current study. On the other hand.

The example:

“I’m sorry, but it’s not going to be possible” (Félix-Brasdefer, 2008)

E. Alternative

This strategy is used to convey a different notion, and the purpose of this strategy is to determine whether the speaker and the hearer are on the same page. Félix-Brasdefer (2008) explained that the hearer and reader to present alternatives or options in order to negotiate face-to-face with the interlocutor and reach a mutual agreement use this strategy.

The example:

“how about if we agree to do, let’s say half of the work and then on Monday really early...” (Kayang, 2014)

F. Postponement

Félix-Brasdefer (2008) stated that when a speaker postpones a refusal, the hearer is indicating that the hearer do not want to make a definitive commitment and are deferring an invitation, a request, or a recommendation. In other word this strategy is an attempt to postpone or defer an invitation, a request, or a recommendation.”

The example:

“I’ll think about it and I’ll let you know later” (Félix-Brasdefer, 2008)

G. Repetition of Part of Previous Discourse

Repetition of earlier discourse can perceive to suggest that the hearer repeats the words spoken by the interlocutor, but this is actually a method to refuse the argument. Félix-Brasdefer (2008) explained that when this strategy is used, the speaker repeats a segment of prior speech that was cited in the interlocutor's invitation, request, or suggestion.

The example:

A: “check this out, next Friday my house at 8 p.m.”
B: “what? **Next Friday?**” (Félix-Brasdefer, 2008)

H. Request for Additional Information

Félix-Brasdefer (2008) clarified that this strategy considers an instance of verbal avoidance because it delays the refusal response and diverts the attention away from the interlocutor. In other word, for using this method, the speaker encourages face-to-face bargaining in order to reach a mutual agreement.

The example:

“Where is it? Is it at your apartment?” (Félix-Brasdefer, 2008)

I. Set Condition for Future or Past Acceptance

Félix-Brasdefer (2008) informed that by constructing a situation under which acceptance would occur (future) or would have occurred (past), this method can be used to decline or put off an invitation, a request, or a recommendation.

The example:

“if you had asked me earlier, **I would have** accepted” (Félix-Brasdefer, 2008)

J. Wish

This method could be viewed as a courteous way to promote face work while reducing the negative impact of refusal. Félix-Brasdefer (2008) claimed this strategy is intended to communicate the refuser's wish to receive the invitation, suggestion, or request.

The example:

“I wish I were able to go, but I already have plans” (Retnowaty, 2018)

K. Promise to Comply

Félix-Brasdefer (2008) examined that the interlocutor who employs this method does not want to commit to receiving an invitation, a request, or a suggestion. However, she or he may try to do so in the future.

The example:

“I’m gonna try to find a way around it, even if it’s to get there just to give you a hug and...” (Kayang, 2014)

L. Preparator

Félix-Brasdefer (2008) declared that preparators are statements in which the speaker notifies the listener that he or she will refuse an invitation, a request, or a suggestion.

The example:

“I’ll tell you what, I’d love to go, but you know, I’ve got something else” (Félix-Brasdefer, 2008)

3. Adjunct Refusal

Félix-Brasdefer (2008) conveyed adjuncts to refusals are always followed by refusal responses, which may introduce or follow the main refusal response., On the other hand, Adjunct to refusals imply that the hearers supply an external of modification to the refusal head act. When they get invitations, offers, recommendations, and requests, the interlocutor will not immediately refuse. By employing the strategy, the hearers tend to provide courteous interpretation to the speakers who are rejected. There were the strategies of refusal.

A. Positive Opinion

This strategy is to maintain a positive relationship between the refuser and those who are refused Félix-Brasdefer (2008) assumed when people are declining offers, invitations, requests, or ideas, they think about something good before or after the refusal head act. Its.

The example:

“Congratulations on your promotion, but it was not running smoothly” (Félix-Brasdefer, 2008)

B. Willingness

This strategy allows the reader to express himself or herself and engage with reader interlocutor. Félix-Brasdefer (2008) conveyed the listener or reader expresses his or her willingness to participate in the invites, offers, recommendations, and requests.

The example:

“I would love to go to celebrate it, but....” (Félix-Brasdefer, 2008)

C. Gratitude/Appreciation

When the hearer employs the gratitude or appreciation frequently, a polite attitude can develop Félix-Brasdefer (2008) claimed when refusing offers, invitations, requests, and suggestion, the statement of gratitude or appreciation is used to convey relationship work with an interlocutor.

The example:

“I really appreciate the offer, but I have prior engagements” (Félix-Brasdefer, 2008)

D. Agreement

Félix-Brasdefer (2008) examined this strategy indicates a partial or weak agreement in relation to the opinion expressed when refusing and invitation, a request, or a suggestion. On the other hand, when an

interlocutor employs this strategy frequently, it can create a respectful impression.

The example:

“**it’s fine**, but....” (Félix-Brasdefer, 2008)

E. Empathy

Félix-Brasdefer (2008) declared when the hearer or reader is faced with a refusal situation, she or he may empathize with others who are refused, demonstrating engagement with and understanding of the person's circumstances, feelings, and reasons.

The example:

“**I understand** you are in a pinch, but....” (Félix-Brasdefer, 2008)

2.1.1 Functions of Refusal

Beebe et al (1990) claimed that the speakers' objective was to refuse suggestions, requests, offers, and invitations. Then, Webster (1828) stated that function is the action for which a person or thing is specially fitted or used or for which a thing exists purpose. Means, everything that humans do has a function. Functions were found in objects. So, everything in the human sphere has its own function. Beebe et al (1990) classified function of refusal has four function.

A. Request

Beebe et al (1990) claimed that a request is a formal or polite request for something. Based on this definition, a request is an act of respectfully and formally requesting for something.

The example:

“**Would you** mind if I ask your help?” (Živković, 2020)

B. Invitation

Beebe et al (1990) stated that invitation is a written or verbal request inviting someone to go somewhere or to do something. On the other hand, which means that an invitation is a written or verbal request that invites someone to go somewhere or to do something”.

The example:

“**Let’s** go to the movie” (Qadi, 2021)

C. Offer

Beebe et al (1990) examined offer is present or extend something for someone to accept or reject as desired. In other word, which has the purpose of offering or presenting anything to others for them to accept or reject as they want.

The example:

“**Can I** help you, dear?” (Takashi, 1990)

D. Suggestion

Beebe et al (1990) declared Suggestion is the act of making a suggestion. Means that, suggestion has grasped the concept of suggestion as the act of suggesting or advocating something.

The example:

“**I think** you should have a pat” (Beebe, 1990)

Acceptance or agreement, rather than refusal or denial, is frequently preferable in response to requests, invitations, offers, and suggestion. Disappointments and refusals might indicate disapproval of the interlocutor's proposal and, as a result, a threat to the interlocutor's face. Acceptance and agreement are usually expressed in direct language with little delay, mitigation, or explanation, whereas refusals are usually expressed in indirect language with mitigation and/or delay within the turn or across turns.

2.2 Previous Research

In the previous research, the researcher described seven previous studies to compare this research. Fitri, Muslem, & Marhaban (2020) analyzed the refusal strategies. The theory was applied by Beebe et al (1990). The data source of this research was found in 25 students at fifth semester of English language department of Syiah Kuala University. The result was the students presented the refusal strategies in a variety of ways. The student also preferred to apply an indirect strategy by expressing regret or saying "sorry," as well as making excuses or explanations. While, direct and adjunct strategies were the ones that were used the least.

Živković (2020) investigated the refusal speech act strategies. Serbian native speaker in sociological variables and distance and power of sociological employed the samples of this study. The researcher used the theory by Beebe et al (1990). The resulted revealed the distinction between two groups that utilized indirect refusal more frequently than direct refusal. However, the study observed

that the disparities in property between the two groups were represented in how the strategies were used.

Next, Ababtain (2021.) investigated Saudi women's refusal strategies and preferences, as well as their gender disparities and commonalities.. This research applied the theory by Beebe et al (1990). The object of this research was the study involved 25 Saudi women and 25 Saudi men and was done in Saudi Arabia. Then, the findings were both genders agreed on their preferred strategy, according to the results. As a result, indirect strategies were chosen over adjunct strategies, which were then followed by direct strategies. On the other hand, male were found to be more straightforward than females. All genders preferred the 'excuse, reason, explanation' technique over the traditional methods.

Anggraini & Ambalegin (2020) discussed the strategies of refusal. The data source of this study from *Me Before You* movie. The theory was applied by Félix-Brasdefer (2008). The finding showed that there were 5 utterances that contained request for additional information and this strategy was mostly used by the characters in this movie.

Loebis (2020) explored the reflective language characteristics of refusal strategies in Sibolga culture. The theory proposed by Beebe et al (1990). The source of this research was from Sibolga society culture. The results that Sibolga speakers utilized expressions of remorse and generosity. The speakers then only used this method rather than another since it is easier to understand.

Fatemeh, Naji, & Abdulah (2021) analyzed a focus on gender about the appearance of the refusal of request speech act among Persian, English, and Balouchi speakers. This research applied the theory from Beebe et al (1990). The data source was taken from 180 participants include 30 males and 30 females. The resulted of this research, the implementation of the refusal of inquiry speech act by males and females in the three languages revealed both parallels and distinctions.

Finally, Chang (2021) explored Western children's speech act performance has been studied in terms of the influence of social status and social separation of listeners on the manifestation of the speech act; nevertheless, non-western children's development in this field has received comparatively limited research. This research applied theory of Beebe et al (1990). Then, the data was taken from Mandarin speaking children. The finding that a purpose of this study is to shed light on the development of interlocutor sensitivity in the delivery of apology and refusal speech acts.

There were the similarity and difference between this research and the previous study. The similarity of the previous research the current study was based on the theory used. The theory of Félix-Brasdefer (2008) & Beebe et al (1990) was used in both the observed in previous studies. The difference between the previous and current research resulted from the data source, the previous study was a survey research, whereas the present study used the theory of refusal in a movie.

2.3 Theoretical Framework

This research allowed the findings explained the strategies of refusal proposed by Félix-Brasdefer (2008) & Houck (1999). Beebe Et al (1990) concerned the 4 functions of refusal applied on “Spinning Out” series season 1 by using pragmatics approach. Then, Félix-Brasdefer (2008) & Houck (1999) classified the 18 strategies of refusal.

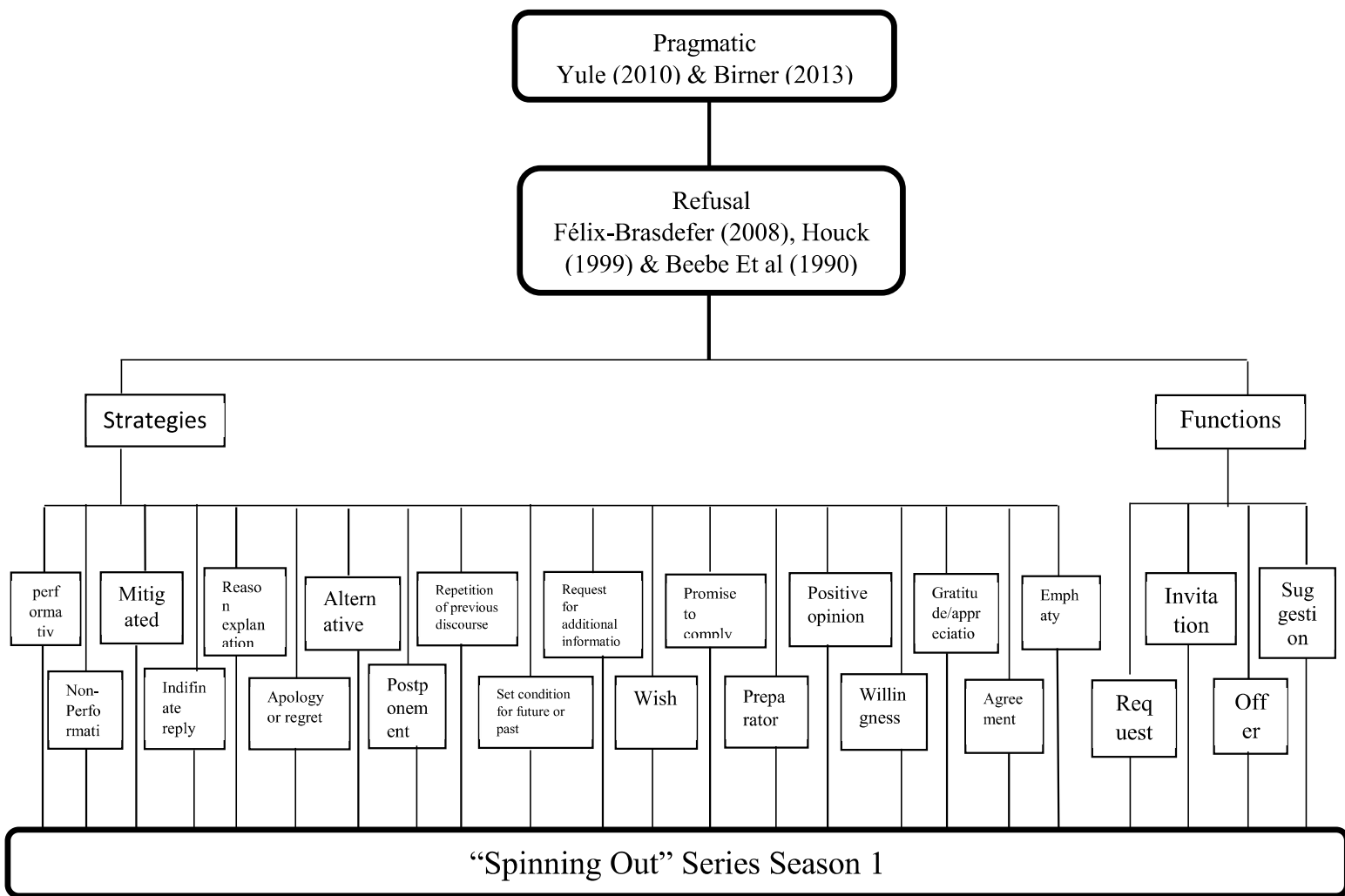


Figure 2.3 Theoretical Framework