A STUDY ON THE POLITENESS STRATEGIES IN REFUSALS BETWEEN ENGLISH NATIVE SPEAKER AND INDONESIAN SPEAKER BASED ON STATUS

A THESIS

In Partial Fulfillment of the Requirements for the Sarjana Pendidikan Degree in English Language Teaching

By:

WIDA WAHYUNI

1213094096

UNIVERSITAS KATOLIK WIDYA MANDALA SURABAYA
FAKULTAS KEGURUAN DAN ILMU PENDIDIKAN
JURUSAN PENDIDIKAN BAHASA DAN SENI
PROGRAM STUDI PENDIDIKAN BAHASA INGGRIS
APRIL, 1999
This thesis entitled A Study on the Politeness Strategies in Refusals Between English Native Speaker and Indonesian Speaker Based on Status prepared and submitted by Wida Wahyuni has been approved and accepted as partial fulfillment of the requirements for the Sarjana Pendidikan degree in English Language Teaching by the following advisor:

Dr. Abdul Wahab, M.A.
Advisor
This thesis has been examined by the committee on Oral Examination with a grade of on April, 30th 1999.

Drs. B. Budiyono, M.Pd.
Chairman

Dra. Susana Teophilus, M.Pd.
Member

Dra. M.N. Siti Mina Tamah
Member

DR. Abdul Wahab, M.A.
Member
Approved by:

Dr. Veronika L. Diptoadi, M.Sc.
Dean of the Teacher Training College

Dra. Agnes Shanti W. M. Pd
Head of the English Department
ABSTRACT

Wahyuni, Wida, 1999, A Study on Politeness Strategies in Refusals Between English Native Speakers and Indonesian Speakers Based on Status, S1 Thesis, The Faculty of Teacher Training. The English Department of Widya Mandala Catholic University Surabaya. Advisor: Dr. Abdul Wahab, MA.

Key Terms: politeness strategies, refusal strategies, status

Contact between American and Indonesian become more and more intensified despite the current situation when Indonesia experiences national disintegration and international mistrust politically, economically, and humanity. One of the product of cultural contacts is exchanging means of refusal in a polite manner. In other words, learning a foreign language is not apart from learning the culture of the language users. This is to help them avoid making non-language mistakes, and to give them a knowledge to understand the native speakers of the language.

Therefore, this thesis investigated a comparative study on refusal between English native speaker and Indonesian speaker. It was reflected in the thesis problem what refusing strategies are used by English native speaker and Indonesian speaker in the case of equal and unequal status.

To answer the thesis problem, the writer employed a qualitative research, which uses structured-questionnaires, supported by a quantitative calculation. From the analysis, this study found out 7 ways from all respondents (16 English Native Speaker respondents and 20 Indonesian respondents) refuse to an offer, an invitation, a request, and a suggestion. They are: (1) using 'No' or its equivalents, (2) using an Expression of Positive Opinion, (3) using an Excuse, Reason and Explanation, (4) using an Expression of Regret or Apologizing, (5) using a wish to be able to comply with the statement, (6) using Claim Common Ground, (7) using a statement to convey that Speaker and Hearer are cooperators.

The findings also show that there are two important reasons that Indonesians and English Native Speakers rarely used Direct Refuse, they are: (1) adaptation factor, (2) status.

At last, it is hoped that this study can give contribution to the teaching of Sociolinguistics where teachers should teach their students to use refusal strategies appropriately.
ACKNOWLEDGEMENTS

First of all, the writer would like to express her greatest gratitude to her Lord, Jesus Christ, who has given her His blessing, faithfulness and lovingkindness, which enable her to accomplish writing this thesis.

The greatest attitude also goes to:

1. Dr. Abdul Wahab, the writer's advisor, whose invaluable suggestions, comments and encouragement have been a great help in finishing this thesis.
2. Dr. Patrisius I. Djiwandono who lend the writer useful journal related with this thesis.
3. ILP and Sentra, the English course which helped the writer to distribute her questionnaires.
4. The writer's parents and some people who always give her support, encouraging and give a great spirit in doing this thesis: D.M., Lita Tedja, Yudhi, Agus, Yandi.
5. Jie Christina, who helps the writer typing the table in this thesis.

Without their kind of help this thesis will not appear in its present form. May the Lord repay all their kindness abundantly.
# TABLE OF CONTENTS

- Approval Sheet (1) .................................................. i
- Approval Sheet (2) .................................................. ii
- Abstract ..................................................................... iii
- Acknowledgement ..................................................... iv
- Table of Contents ..................................................... v
- Table of Appendices .................................................. vii

## CHAPTER I: INTRODUCTION

1.1. Background of the Study........................................ 1
1.2. Statement of the Problem ...................................... 5
1.3. Objective of the Study .......................................... 5
1.4. Significance of the Study ....................................... 6
1.5. Theoretical Framework ......................................... 6
1.6. Scope and Limitation of the Study ......................... 7
1.7. Definition of Key Terms ....................................... 7
1.8. Organization of the Study .................................... 9

## CHAPTER II: REVIEW OF RELATED LITERATURE

2.1. Review of the Previous Study ............................... 10
2.2. Review of the Underlying Theory ......................... 11
2.2.1. Sociolinguistics ............................................. 11
2.2.2. Refusal and Politeness Strategies ..................... 13
2.2.2.1. Refusal Strategies .................................... 13
2.2.2.2. Politeness Strategies ................................. 15
CHAPTER III: METHODOLOGY OF THE STUDY

3.1. Research Design ................................................................................................................. 21

3.2. Data Collection ..................................................................................................................... 21

   a. Subjects ................................................................................................................................ 21
   b. Instruments .............................................................................................................................. 22

3.3. Data Analysis ......................................................................................................................... 22

CHAPTER IV: DATA ANALYSIS AND FINDINGS

4.1. Analysis of the Questionnaires ............................................................................................ 25

   4.1.1. The Respondents ............................................................................................................... 25
   4.1.2. The Subjects and the Status ............................................................................................. 26

4.2. Analysis and Findings of Questionnaires for English Native Speakers and Indonesian Speakers (Table 1-4) ................................................................................................................................ 27

   4.2.1. Analysis and Findings on Table 1 and 2
   (Table of English Native Speakers) .............................................................................................. 29

   4.2.2. Analysis and Findings on Table 3 and 4
   (Table of Indonesian Speakers) .................................................................................................... 39

4.3. The Interpretation of the Findings ......................................................................................... 48

CHAPTER V: CONCLUSION AND SUGGESTIONS

5.1. Conclusion ............................................................................................................................ 57

5.2. Suggestion ............................................................................................................................ 59

BIBLIOGRAPHY ............................................................................................................................ 61

APPENDIX 1 .................................................................................................................................... 63

APPENDIX 2 .................................................................................................................................... 116

APPENDIX 3 .................................................................................................................................... 120