

# CHAPTER I

## INTRODUCTION

### A. Background of the Research

Communication is an activity to express ideas, feeling and to give some informations though an interaction. A communication cannot work if it does not have means. The most important thing in a communication language and it is produced by people naturally and voluntarily. Sapir (2006, p:4) stated that language is purely human and non – instinctive method of communicating ideas, emotion and desires by means of a system of voluntary produced symbols. People can communicate, convey information or message, and influence other through language. They can also express what they feel understand. Thus, language cannot be separated from people’s life. Communication is the way how to express our feel with other people, when we get happy, angry, disappointed, etc.

As everyone knows language cannot be separted from social, economic, and social problem. In holy Qur’an in surah Al- Hujjarat ayat 13 , God explained that he created many nations and tribes in the whole world and of course they have many different in Language.

يَأَيُّهَا النَّاسُ إِنَّا خَلَقْنَاكُمْ مِنْ ذَكَرٍ وَأُنْثَىٰ وَجَعَلْنَاكُمْ شُعُوبًا وَقَبَائِلَ لِتَعَارَفُوا إِنَّ أَكْرَمَكُمْ عِنْدَ اللَّهِ  
أَتْقَىٰكُمْ إِنَّ اللَّهَ عَلِيمٌ خَبِيرٌ ١٣

From the verse above it is known that Allah created human like a man and a woman from different nations and tribes so that human need to know each other. Every activity uses social interaction between man and other.

Making a communication is usually performed by conducting a conversation. There are two participants in a conversation, namely a speaker who delivers a message and a listener who receives it. In a conversation, people can understand each other and they can know the purpose of the conversation. The purpose of conversation depends on where people are talking and to whom they are talking. The conversation that is conducted by the participants has a topic and from the topic, the speakers usually deliver when they are going to deliver such as opinion, feeling, message or information to the listener. It needs language expression. Every human has different style to deliver the expressions. Therefore, to know people's expressions are one of important things in a conversation.

There is a context that gives an influence to someone using expression. People use an appropriate expression in the right situation and in the right place. It is impossible to use sad expression when people are celebrating a happy moment. Refusal expression is another example of people's expression.

Refusal expression do not only occur in real life but also happen in the learning process. Many students show the refusal expression, especially at Darul Istiqomah Islamic Boarding School for Girls Barabai. Because, in this school the students use English as their daily language to communicate with others. The refusal expression that used by the students are difficult to be understood. Because, they are using different refusal expression based on the situations. Hiding something, disbelieving and preserving the argument are the situations which make the students expressing different refusal expression in their conversation.

The student have different style when they deliver the refusal expression, because they have to make the listener's feel not to be offended or to be hurt. Refusing is not saying 'no' . It is always showed by the students in their conversation in a situation. Therefore, in doing the refusal expression the students should be made aware of the strategies used in order to lower the threats as well as to have smooth interaction. Refusal becomes one of the most potential miscommunication in a social interaction. The students also deliver the refusal expression by using the ways.

Commonly, refusal expression can be expressed by saying "no" but it can also be delivered indirectly. Saying "no" or "I refuse" does not exist in the indirect refusal expression. Uttering a reason is widely used in refusal expression. People usually use an explanation and a reason to refuse someone's offer or request. Politeness strategies are necessary because they have to deliver the refusal expression polite or impolite.

Here are some previous studies related to this problem. The first research was done by Irena Tomi Aswari, (2010 ). In this research she found there are eight kinds of refusal expression which are employed by the characters in the film, namely: be silent, hesitate, show lack of enthusiasm; offer an alternative; postponement (delaying answer); put the blame on third party or something over which you have no control; avoidance; divert and distract the addressee; direct refusal without reason; and direct refusal with reason. Second, the refusals uttered by the characters in "Harry Potter and the Goblet of Fire" film are expressed directly and indirectly. Third, there are several reasons why the characters apply

each kind of way to express the refusal. The reasons are to be polite and to show respect, to express feeling, to maintain a harmonious relationship, to convey the meaning of what one's says explicitly, and to increase the force of one's message.

The second research was done by Deva Indriani, (2011). In this research the researcher found that undergraduate students of the English Department of State University of Semarang choose positive opinion/ well wishing as the most frequently used strategy of refusal. There was other dominant strategies, that was refusal by giving suggestion, comment, and choices, reason/ explanation, direct refusal, thanking for refusing, expression of regret/ sorrow, criticism, promise of future acceptance, mitigated, and token agreement/ acceptance.

From what has been explained above, so the researcher wants to conduct a research entitled **“An Analysis of Refusal Expression during daily communication at “Darul Istiqomah” Islamic Boarding School for Girls Barabai”**

## **B. Problem of Statements**

Based on explanation above, the researcher focused on two problem, there are:

1. What are the types of refusal expression during daily communication at “Darul Istiqomah” Islamic Boarding School for Girls Barabai?
2. How are the strategies of refusal expression used by students during daily communication at “Darul Istiqomah” Islamic Boarding School for Girls Barabai?

### **C. Objective of the research**

Based on limitation of the problem, the problem of the research are as follows:

1. To know the types of refusal expression during daily communication process.
2. To describe the strategies of refusal expression used by students during daily communication process at “Darul Istiqomah” Islamic Boarding School for Girls Barabai.

### **D. Significance of the research**

This research is expected to provide the significance, theoretically and practically. Theoretically, this research is expected to enrich knowledge about types of refusal expression. This research can add the references about types of refusal expression.

Practically, this research is expected to be useful for other researchers, students, especially students of the study program of English Language and Literature who are going to do the similar topic of research.

### **E. Definition of key terms**

To avoid misinterpretation in this title, the researcher is going to explain the technical terms in this case:

### 1. Refusal expression

Refusal is a speech act performed when a speaker does not intend to accept an action. A speaker may express it explicitly or implicitly. As a response to another, a refusal carries a high risk of insulting the interlocutor. Refusal may have a potential negative impact on the future interaction; therefore, great care is taken following implicit rules of appropriate behavior that shows respect for each person's role in interaction. In this research, the researcher will analyze the refusal expression used by students during teaching in learning process.

### 2. Daily Communication

Daily Communication is communication that usually people used for conversation with each other, especially in Darul Istiqomah Islamic Boarding School the student in this Boarding school used Bilingual Language for daily communication but they used the Language alternately, first they used Arabic Language for a month and English Language for a month but there is another class that used English Language about two month because they have another rules they must follow English Class that make they must used English two month. In daily communication usually we found some request, invitation, offer, and also kind of refusal expression.