

## **CHAPTER IV**

### **FINDING AND DISCUSSION**

In this chapter the researcher explains about the refusal expression that uses or performed by students in Darul Istiqomah Islamic Boarding School during daily communication, and the researcher explains about types and strategies of refusal expression that they use in their daily communication.

#### **A. FINDINGS**

##### **1. The types of Refusal Expression**

First of all, the researcher focuses on the types of refusal expressions. In this part, the researcher found some words containing the refusal expressions. Secondly, the researcher focuses on the strategies of refusal expression that is showed by the students in Darul Istiqomah Islamic Boarding School. In this part, the researcher observe the strategy of situation in term of field.

The first observation was conducted on 1<sup>st</sup> of September 2017 in this first of observation the researcher just around the Boarding school and see the situation around the Boarding school, but in this observation the researcher already listen about the type of refusal expression that very familiar used by the student in Darul Istiqomah Boarding School like “*no*”, “*I can't*”.

The second observation was conducted on 02<sup>nd</sup> of September 2017 in this observation the researcher also only around the Boarding school because in this day the student have another activity that the researcher can make observation directly.

The third observation was conducted on 03<sup>rd</sup> of September 2017 in this observation the researcher already found some types of refusal expression the student in this Boarding school used the two type of refusal expression as Direct refusal and Indirect refusal but the researcher much found the student used type the refusal expression by Indirect refusal like : statement of regret, wish, excuse, reason, explanation, set condition for future or past acceptance, statement of empathy, avoidance, pause fillers, and gratitude refusal.

Based on observation the researcher found two types of refusal expression during students daily communication in Darul Istiqomah Islamic Boarding School they are direct and indirect refusal. In direct refusal is a kind of refusal which is used to refuse a request, demand, command, offer, invitation, or suggestion directly. In fact type of direct refusal expression divide into two part there are performative and non – performative this direct refusal expression related to the fact of students expresses their inability. In the direct refusal the students actually much used words “ I can’t “, I won’t , and “no” direct refusal is commonly used by the students in Darul Istiqomah because the words is familiar and easy to say and has meaning can refuse any question that the requester request to the speaker, it is different type with indirect refusal is refusal is which is said indirectly such as : statement of regret, wish, excuse, reason, explanation, statement of alternative, set condition for future or past acceptance, statement of principle, statement of philosophy, attempt to dissuade interlocutor, acceptance functioning as a refusal, avoidance, statement of positive opinion, statement of empathy, pause fillers, gratitude/appreciation. In this type of refusal expression the student in Darul

Istiqomah Islamic Boarding School usually used for refuse an invitation or a request from her friend indirectly declined or with some reason that can make the requester not hurts and understand why the speaker refuse their request. Most of them usually used the types from indirect refusal are :

a. Statement of regret

Students used this type of refusal by giving statement of regret by saying “ *I’m sorry.....*” this word commonly often used the students for refuse their friends request.

b. Wish

Wish statement of refusal expression also used by students in Darul Istiqomah by saying “*I wish I could help you*” *I wish I can go to Singapore*”. “ *I wish I could tell my name to him*” “ *I hope you to be better than now*”

A : Hi.. guys what’s are you doing now ?

B : hi.. we are talking about some one

A : is it true?

B : yes !!

A : do you know I have a news, a hot news !

B : what is it about ?

A : yesterday I meet someone in the market (smiling)

All her friends excited to listen her story

B : who is he, are he a handsome boy?

A : of course he is a handsome boy

B : who is his name ? is he Basit ?

A : no, no ( direct refusal )

B :

B : did he ask your name ?

A : yes, but I can't tell him

B : why did you don't like him?

A : no, I wish I can tell my name to him, but I'm so nervous ( indirect refusal statement of wish )

c. Excuse, reason, explanation

The student used this type of refusal by giving reason or explanation. It has purpose to avoid the hearer from feeling terrible or annoyed. The students used statement excuse, reason, explanation by saying “ *I have some problem with my own self* “

A : can I narrate about my broken heart

B : ok, lets story we will listen to you

A : I want to tell you I have meet someone that I falling in love with him

B : omg, who is his full name? is he Jalal

A : no, no ( direct refusal )

Before her friends continue the story another student is coming

C : where are you coming from ?

D : not from anywhere ( sad face )

C : can you tell me what happen to you

D : no, it's ok I just have some problem with my own self ( indirect from statement of reason )

d. Set condition for future or past acceptance

This commonly used by students in Darul Isttiqomah , in this statement of refusal the student express their feeling also express their face to her friends about future or their past acceptance by saying “ *if I had enough money, I will go with you*”

A : hey how about our planning to Singapore ?

B : yeah I cannot wait again until the date

C : hi why you just silent ?

One of her friends just silent because she cant go to Singapore with them

D : no, it ok never mind just if had enough money, I will go with you ( sad face ) (indirect refusal using statement of set condition for future or past acceptance )

A : oh no , I wish I could help you , I'm sorry ( indirect refusal using statement of regret combine statement of wish )

e. Statement of empathy

Statement of empathy is the next way to refuse indirectly. The students gives the empathy in performing the refusal expression. This statement of empathy usually used by the student by saying “ *I know you didn't want to tell me because you in bad situation*” *I , know you have many problem, please story to me*”.

A : how about you , do you follow to Singapore?

B : no ( bad face ) ( direct refusal )

A : why ?

B : because I don't have enough money , you know how my condition  
(crying)

A : oh no, I know you I bad situation and I know you have many  
problem can you story with me ? ( indirect statement of empathy )

B : the student only smiling and silent ( statement of avoidance refusal)

f. Avoidance

Avoidance is used when the students want to refuse something by being silent, hesitation, and doing nothing. It also can be used by switching the topic of the conversation, joking, repetition of part of request, postponement, hedging. They also refuse their request from her friends just by smiling to their friends or silent way.

g. Pause fillers

Pause fillers is one types of refusal expression is used by students in Darul Istiqomah when the students refused their friend by pause fillers or usually known with ignorant expression and usually students used ignorant word like “ *uhm no it's our secret*” , “ *well I go right now*”.

h. Gratitude/appreciation

Gratitude or appreciation usually used when the student lazy to answers their friends suggestion or not in mood to listen their friends

conversation or in bad situation and the word such as like “ *thanks*”, “*ok*”.

From fifteen types of refusal expression that included in types of indirect refusal expression the researcher much found only eight types of indirect refusal expression often used by the student in Darul Istiqomah during their daily communication, they also can combine the types of refusal expression from direct refusal and indirect refusal become one word such as like from direct refusal they take the word from non – performative refusal and from indirect refusal is from statement set condition for future or past acceptance like the word “ *no, I can't I have another exercise after the class*”.

## **2. The Strategy of refusal expression**

Based on the observation the researcher focused on the strategies of refusal expression that the student used in their daily communication, in this observation the researcher found some difficulties to distinguish about the types and strategies of refusal expression because in types and strategies of refusal that not much different or both almost same.

During students daily communication at Darul Istiqomah Islamic Boarding school they used some kind of refusal that indicated to the three strategies. In this three strategies of refusal the researcher much found the student used direct refusal for refuse their friend request because the direct refusal is simple word that has a lot of meaning to refuse without any reason, but there are some student that researcher listen used another strategy like indirect strategy of refusal and adjunct

to refusal expression to refuse their friend request. In this research the researcher found three strategies of refusal expression there are:

**a. Direct strategy of refusal expression**

In the fourth observation the researcher focused in first strategy it is direct refusal strategy, in this strategy the refusal divide become two part there are performative and non – performative but in this strategy the researcher only found non – performative strategy from direct strategy because they the student in Darul Istiqomah only used their familiar word from refusal like saying “no” or negative expression like “ I don’t think it so comfortable for you”, “ I can’t go with you”.

In direct strategy of refusal actually, there are two types of direct refusal that researcher found, performative and non- performative, but in this school the researcher did not found direct refusal in form of performative. The student in Darul Istiqomah Boarding school prefer to used non – performative than performative direct strategy of refusal. The researcher think that the student most like refuse their friends request by directly and clearly, that is why the most frequently the students prefer to used direct refusal in non performative statement.

Example:

*“no, I don’t want to hear you anymore”*

*“I can’t tell you”*

*“I don’t like your face”*

*“I don’t think so”*



### **b. Indirect strategy of refusal expression**

The fifth observation the researcher focused on the second strategy that is indirect refusal strategy, in this strategy the strategy divide into fifteen part it is like types of refusal expression but in the strategy the part refusal divide again into some part.

In this Darul Istiqomah Boarding school the students also used strategy from indirect refusal, this strategy divide into some kind of types it is about fifteen types and divide again into some part but only some kind of the strategy that used by the student not at all strategy used by students in their daily communication but there is strategy that commonly used the student during their daily communication such as; expression of excuse, reason, or explanation, statement of regret, wish, set condition for future or past acceptance, promise of future acceptance, and last strategy of avoidance that are some kind from direct refusal that commonly used by students in Darul Istiqomah during their daily communication.

First is strategy from indirect refusal is expression of excuse, reason or explanation, this indirect refusal usually the student used some reason or explanation for refuse their friends request, example:

A : can you help me to do my homework for tomorrow

B : *“sorry I can’t follow you because I have another job after the class”*I

A : what are you doing after the class ?

B : I must accompany my member to the office may be *“if you tell to me before she arrives I can help you”*

Second strategy from indirect refusal that also used by the student is statement of regret, in this statement the student will felt guilty because they refuse their friends request, example:

A : could you help me for take a book to the library , so accompany me to the canteen in the afternoon today

B : *“I ’m sorry for anything that I can’t do for you”*

The third strategy from indirect refusal is wish statement and this statement shown their expectation they can help their friends or accepted their friends request, example:

A : why you don’t go to Singapore with me, over there we can buy anything and we take a photo together

B : *“I wish I have the money for going to Singapore with you“*

The fourth strategy from in direct refusal is set condition for future or past acceptance, in this situation the student give reason why they can’t accept their request and they can if they ask the student before, example:

A : hi, can you help me tomorrow to the hospital , please ?

B : tomorrow ? oh no I have another promise with someone *“if you tell me before, may be I can help you”*

The fifth strategy from indirect refusal is promise of future acceptance, this statement like give people who ask request to the student promise will received their request but in next chance or another situation, time, or another place, example:

B : but “*next I will help you, or it can be tomorrow*”

A : how about to teach me about scouting ?

B : ok “*I promise i will teach you about scouting*”

Another strategy that the student used include indirect refusal strategy is avoidance strategy, this strategy divide into two part are non verbal avoidance refusal and verbal avoidance refusal, the student in Darul Istiqomah usually used non – verbal type from avoidance strategy in non – verbal type the student shown their refusal by silent way, hesitation, doing nothing, or physical departure, it is researcher saw when there is student ask their friend to talk something about their friend sadness or their friends problem in class but their friends only answer by smiling to their friend or silence but commonly they shown they physical departure like shrug (up their shoulder), shake them head, wave their hands ( it is clue if they do not want to tell the friend) or the last clue is make their face bad or not in their mood.

### **c. Adjunct strategy of refusal expression**

The last observation the researcher focused on last strategy it is adjunct to refusal this strategy divide into four part, and this part this strategy like positive refusal for make another students not misinterpreted in received the refusal from her friends. In this strategy of refusal the researcher found not too much students used this strategy.

And last strategy that student used in Darul Istiqomah Islamic Boarding school during their daily communication is adjunct strategy to refusal this adjunct refusal represent external modification to the refusal, and appear either before or

after (but do not count as) the main refusal this refusal more like positive word to say refusal this refusal divide into some kind of type such as: statement of positive opinion or feeling, statement of empathy, pause filler, and gratitude or appreciation in this strategy the researcher found some word from all the types for adjunct refusal, example “

*“that is good idea, I will do it next time “* this entered statement of positive opinion

*“I know you now in bad situation”* this statement entered to statement of empathy

*“oh..yeah I do it now”, well..i’m sorry before”* this statement entered to pause fillers

*“thank you for your opinion but I still can’t do it alone”* this statement entered to gratitude or an appreciation to the requester.

## **B. DISCUSSION**

### **1. Types of refusal**

A refusal is a negative response to an offer, request, invitation and suggestion. It is often difficult to reject some request, misunderstanding may arise if someone does not carefully choose the right word to refuse. Refusals are face threatening acts, the refusals function as a response to an initiating act and are considered a speech act by refuser fails to engaged in an action proposed by the speaker (Hassani, Dastjerdi, Mardani, 2011, p.37)

According to Beebe, Takashi, and Uliss-Welt (1990) point out that refusal is a complex speech act which requires a high level of pragmatic competence to be performed successfully. The important point is that indirect strategies should be used to eliminate the offense to the hearer. Beebe, Takashi, Uliss – Welt classify types of refusals into two main groups, direct refusals and indirect refusals. The researcher found some kind of types of refusal from direct refusal and indirect refusal. The types that usually used in Darul Istiqomah Islamic Boarding School commonly used the type of direct refusal expression but some kind from types of indirect refusal also used when their daily communication.

## **2. Strategy of refusal expression**

Refusing is very common thing that happened every time and everywhere regardless age, gender, and social status. According to Oxford dictionary (2008), the meaning of refusal is an act of refusing to do something, it can be shown unwillingness to accept or grant an offer or request from others. In refusal there is the kind of strategy and strategy is a plan of action or policy designed to achieve a major or overall aim. Strategy is important because it is the way to achieves goals. Strategy generally involves setting goals, determining actions to achieve the goals, execute the action. A strategy describe how the ends (goals) will be achieved (Freedman, 2013 p.1)

Refusal itself is a negative reaction towards an invitation, request or offer. In line with this, Chen, Ye and Zhang (1995, p.121) also defined refusal as “a response to an initiating act and is considered as speech act by which a speaker fails to engage in an action proposed by the interlocutor” (Brasdefer, 2008, p. 42).

There are three main types of refusal strategies proposed by Beebe, L. M., Takahashi, T., & Uliss-Weltz, R. (1990, pp. 60-70 as cited in Flor and Juan pp. 218-219) namely; direct strategy of refusal, indirect strategy of refusal, and adjunct strategy of refusal.