

Request Strategies Applied by Javanese and Chinese

Shop Customers In A Shop

**A Thesis Presented as Partial Fulfillment of the Requirements to Obtain the
Sarjana Sastra Degree in the English Department Study Program me**



By:

Name: STEFANNI MARCELINA

Student Number: 12.80.0005

**ENGLISH DEPARTMENT
FACULTY OF LANGUAGE AND ARTS
SOEGIJAPRANATA CATHOLIC UNIVERSITY
SEMARANG**

2017

A THESIS ON

Request Strategies Applied by Javanese and Chinese Shop

Customers In A Shop

By:

Name : STEFANNI MARCELINA

Student Number: 12.80.0005

Approved by,

Emilia Ninik Aydawati, Sp, M. Hum
Major Sponsor

July 27, 2017

Drs. Antonius Suratno, MA. PhD

July 27, 2017

Co-Sponsor

**A thesis defended in front of the Board of Examiners
July 27, 2017 and declared acceptable**

BOARD OF EXAMINERS

Chairperson : Emilia Ninik Aydawati,Sp,M.Hum
Secretary : Drs. Antonius Suratno, MA.PhD
Member : A

Semarang, July 27,A 2017

Faculty of Language and Arts

Soegijapranata Catholic University

Dean,

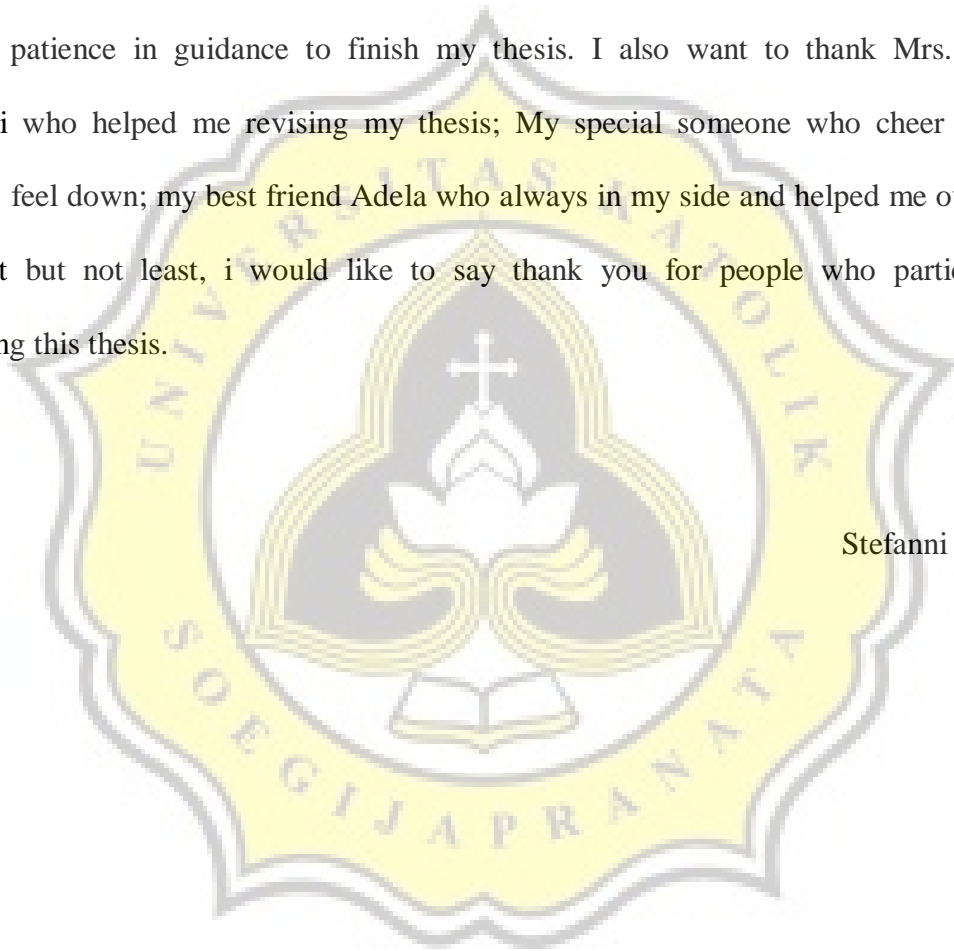
Angelika Riyandari,PhD.

NPP. 581996201

ACKNOWLEDGEMENT

In this occasion, I would like to thank for all people that supported me. First of all, I want to thank God for giving me strength to finish my thesis. Then, I want to thank my parents for their unconditional love and support. My special thanks to my major sponsor and mentor Emilia Ninik Aydawati, Sp., M.Hum and my co sponsor, Drs Antonius Suratno, M.A for their patience in guidance to finish my thesis. I also want to thank Mrs. Angelika Riyandari who helped me revising my thesis; My special someone who cheer me up in whenever i feel down; my best friend Adela who always in my side and helped me out through this. Last but not least, i would like to say thank you for people who participated in completing this thesis.

Stefanni Marcelina



ABSTRACT

Human is a social creature, they will need at least small conversation between them in daily basis and in work place. Human conversation is always interesting, not only in grammar, tone, of voice, and etc. We are really lucky to live in Indonesia because we have so many ethnic groups to study more about them that we take interest in. The writer saw that conversation in a shop between many kinds of people with different backgrounds are interesting. The purpose of this study is to analyze request strategies applied by “Javanese and Chinese Shop Customers in a Shop”. In this study, the writer uses qualitative method that take place in a shop to record and then transcribe the conversation. The result shows that people using various strategies. The Javanese people mostly uses strong and mild hint, they tend to indirectly ask the Chinese Shop Assistant. Meanwhile Chinese people are more direct towards Chinese Shop assistant.



ABSTRAK

Manusia adalah makhluk sosial, mereka setidaknya membutuhkan percakapan kecil di antara mereka setiap hari dan di tempat kerja. Percakapan manusia selalu menarik, tidak hanya dalam tata bahasa, nada, suara, dan lain-lain. Kita sangat beruntung bisa tinggal di Indonesia karena kami memiliki begitu banyak kelompok etnis untuk belajar lebih banyak tentang mereka yang kita sukai. Penulis melihat bahwa percakapan Di toko antara berbagai jenis orang dengan latar belakang yang berbeda memang menarik. Tujuan dari penelitian ini adalah untuk menganalisis strategi permintaan yang diterapkan oleh "Pelanggan Toko Jawa dan Cina di Toko". Dalam penelitian ini, penulis menggunakan metode kualitatif yang berlangsung di sebuah toko untuk merekam dan kemudian menuliskan percakapan. Hasilnya menunjukkan bahwa mereka menggunakan berbagai strategi. Orang-orang Jawa kebanyakan menggunakan petunjuk yang kuat dan ringan, mereka cenderung secara indikatif bertanya pada asisten toko China. Sementara orang Tionghoa lebih secara langsung kepada asisten toko China.

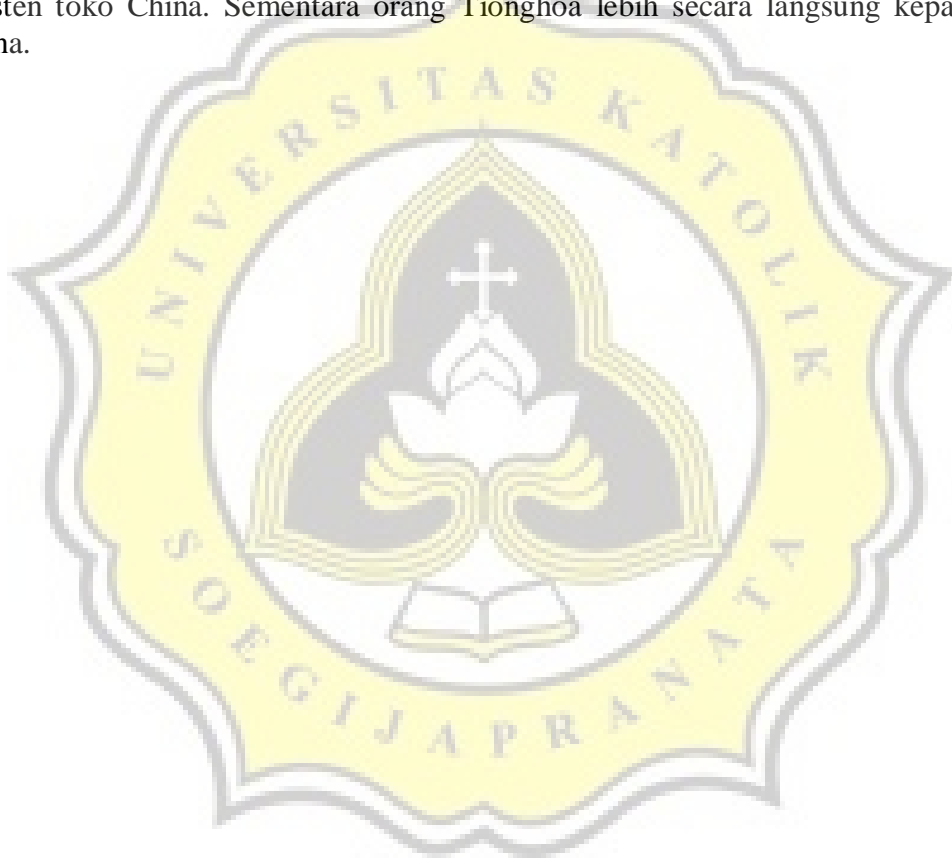


TABLE OF CONTENTS

PAGE OF TITLE

| | |
|---|------|
| COVER PAGE..... | i |
| A THESIS APPROVAL..... | ii |
| BOARD OF EXAMINERS..... | iii |
| ACKNOWLEDGMENT..... | iv |
| TABLE OF CONTENTS..... | vi |
| ABSTRACT..... | viii |
| ABSTRAK..... | xi |
| CHAPTER I INTRODUCTION..... | 1 |
| 1.1. Background of the Study..... | 1 |
| 1.2. Field of the Study..... | 3 |
| 1.3. Scope of the Study..... | 3 |
| 1.4. Problem Formulation..... | 3 |
| 1.5. Objectives of the Study..... | 4 |
| 1.6. Significance of the Study..... | 4 |
| 1.7. Definition of Terms..... | 5 |
| CHAPTER II REVIEW OF LITERATURE..... | 6 |
| 2.1. Internal and external factors affecting speaking skills..... | 6 |
| 2.2. Confidence in speaking skills..... | 8 |
| 2.2. Anxiety in speaking skills..... | 9 |
| CHAPTER III RESEARCH METHODOLOGY..... | 13 |
| 3.1. Method of Data Collection..... | 14 |
| 3.1.1. Participants..... | 14 |
| 3.1.2. Instrument..... | 14 |

| | |
|-----------------------------------|----|
| 3.2 Method of Data Analysis | 15 |
| 3.3. Research Procedure..... | 5 |

CHAPTER IV DATA ANALYSIS

| | |
|---|----|
| 4.1. Main aspects of self-confidence and Anxiety..... | 17 |
| 4.2. The correlation between confidence/anxiety and oral performance..... | 22 |
| 4.3. Coefficient correlation between factor and oral performance..... | 23 |
| 4.4. Internal factor..... | 24 |
| 4.5. External factor..... | 29 |
| 4.6. Strategies to increase confidence and decrease anxiety..... | 32 |

CHAPTER V CONCLUSION AND SUGGESTION 37

| | |
|-----------------------|----|
| 5.1. Conclusion | 37 |
| 5.2. Suggestion..... | 38 |

BIBLIOGRAPHY..... 40

APPENDIX

LIST OF TABLE

| | |
|---|----|
| Table1 Factors loadings, Communalities (h ²), Percent of Variance | 19 |
| Table 2. Factors loadings, Communalities (h ²), Percent of Variance | 21 |
| Table 3. Correlation between confidence/anxiety and oral performance | 24 |
| Table 4. Factor of confidence and oral performance..... | 25 |
| Table 5. Factor of anxiety and oral performance | 35 |