

CHAPTER 1

INTRODUCTION

1.1 Background

In daily conversations, people make invitations, requests, advice, complaints, etc. Sometimes people respond to them by accepting or refusing. If people are not able and not convenient with the requests then they will refuse them. On the other hand, if people are able and convenient with the request then they will accept the request.

The way people refuse a request is different from one to another. Some people refuse a request by saying it directly but some others refuse it by saying it indirectly. Sometimes people use an apology when they refuse a request to be more polite so they do not hurt those who are refused by them. The politeness in refusing should be considered so that those who are refused do not feel rejected. According to Brown and Levinson (1978, p.101), positive politeness can make the condition better; especially when it happens naturally.

In refusal, sometimes people who are refused by someone will feel hurt and offended. Mats (2003) as cited on Leyi (2004, p.7) states that some events that cause offence can be determined based on the type of offence such as: accidents, mistakes, and misunderstanding, breach of expectations, lack of consideration, talk offences, social gaffes, request, hearing offences, and offence involving

breach of consensus. In this case, the event that the writer deals with is the breach of expectations because if people do refuse, it means that they cannot fulfill the expectations of the person who asks a request.

In this research, the researcher is interested in analyzing how people in *Minta Tolong* reality show refuse a request. The researcher likes this reality show because this reality show is testing the people's sensitivity.

Tolong reality show used to be *Minta Tolong* reality show. Both of them have a similar concept. *Minta Tolong* and *Tolong* reality show are reality show that use hidden cameras to monitor the show in finding the real hero who helps someone sincerely. Unfortunately, it is not easy to find the hero because there are so many people who refuse the request politely nor rudely. However, if they know that it is *Minta Tolong* reality show, they become so generous to the participant sent by the reality show just in order to get the prize. Finally, if the hero has been found, the crew will give the prize and interview the hero about his or her life. Mostly, the heroes are from the low social class people. It touches the researcher's heart that the heroes are not the persons from the high class but from the low class which means they themselves also have problems but they still care and help others. In this study, the researcher wants to study on how people refuse requests from the low social class.

1.2 Field of the Study

The researcher conducted a research within the domain of Linguistics.

1.3 Scope of the Study

The scope of this study is Pragmatics.

1.4 Problems Formulation

This research has two research questions. They are:

1. What are the refusal statements used by people in *Minta Tolong* reality show?
2. What are the classifications of the refusal strategies in *Minta Tolong* reality show according to the theory of Takahashi Beebe and Uliss-Weltz?

1.5 Objectives of the Study

1. To identify the refusal statements used by people in *Minta Tolong* reality show in rejecting the requests.
2. To present the classifications of refusal strategies in *Minta Tolong* reality show according to the theory of Takahashi Beebe and Uliss-Weltz.

1.6 Significance of the Study

The writer hopes that this research will give information to those who are interested in linguistics, especially in Pragmatics about the way people from a low social status decline requests. The researcher also hopes that it will contribute to the teaching of pragmatics in the Faculty of Letters.

1.7 Definitions of Terms

1. Politeness

Politeness, in an interaction, can then be defined as the means employed to show awareness of another person's face (Yule, 1996, p.60).

2. Request

A request is to ask someone to do/not do something or to express the need or desire for something (Rue & Zhang, 1984, p.1).

3. Refusal

A refusal is a negative response to an offer, request, invitation, etcetera (Al-Kahtani, 2005, p.37).

4. Refusal strategies

Refusal is an act in response to other acts, acts that prompt refusal play an important role in the choices of refusal strategies (Yang, 2008, p.1).

5. Speech acts

- a. Actions performed via utterances are generally called speech acts (Yule, 1996, p.47).
- b. Speech acts are the actions performed in saying something (Austin, 1962) as cited in Cutting (2002, p.13).