

CHAPTER I

INTRODUCTION

This chapter provides some sub-chapters, namely background of the study, research questions, objectives of the study, significance of the study, and scope and limitation of the study.

1.1 Background of the Study

Liddicoat (2007) states that conversation analysis is a study that examines the organization and structure of social interactions. In everyday life, people engage in social interactions through conversations to build relationships. When carrying out a conversation, speakers often have problems that cause the conversation to not run well. To deal with the problems, conversation analysis becomes a tool to analyze the utterances which used by the speakers in conversation. Conversation analysis has five scopes such as Adjacency Pairs, Turn-taking, Preference Organization, Sequence organization, and Repair. All of the scopes in conversation analysis contribute to build a successful conversation. However, there is one of the scopes that becomes the basis of conversation and influences the smoothness of the conversation. It is called adjacency pairs.

Adjacency pairs are one of the scopes of conversation analysis. Yule (1996) states that adjacency pairs are the automatic sequences that consist of a first pair part and a second pair part. Each pair part must produce different utterances in the conversation. Furthermore, the utterances that are spoken by the speaker and the hearer must be in order. A conversation can be said to be successful if it has an orderly exchange between the first speaker and the second speaker in conveying their utterances. For example, if the first speaker inquires a question to the second speaker, then the second speaker provides an answer to the first speaker. Adjacency pairs help determine the first speaker whose task is to initiate a conversation and the second speaker as the hearer who gives a response based on the speaker's-initiated act (Coulthard, 1985). However, the response in conversation is not only

expected response but also unexpected response that can be called as preference organization.

Yule (1996) states that preference organization is an expectation of first pair part to get an acceptance from the second pair part by making a request or offer. In other words, preference organization can be called as the possible answer that is uttered by the second speaker in conversation. Preference organization is divided into two types, namely preferred response and dispreferred response (Yule, 1996). The preferred response is an expected answer of the second speaker. Meanwhile the dispreferred response is an unexpected answer of the second speaker. For example, if the first speaker makes a request, then the response of the second speaker can be either acceptance or refusal. In other words, if the second speaker accepts a request then it can be said that he performs a preferred response. In contrast, if the second speaker rejects a request, it means that he does a dispreferred response. A successful conversation is not only built from preferred responses, but dispreferred responses also contribute to the conversation.

In daily conversation, most of people assume that a good response is when we did the preferred response. Expected responses such as agreement and acceptance are normal in conversation because they are considered as the most polite responses. In fact, sometimes people also need to do a dispreferred response when they cannot fulfill the first speaker's request. By doing dispreferred response, it is not simple way than doing preferred response. It is because the second pair part should provide the reason why he does dispreferred response in conversation. In conversation, dispreferred response can be characterized by delay, preface, and giving account (Levinson, 1983). In addition, dispreferred response can also be done in a polite way by using marker format to avoid face threatening action that is related to the politeness strategy (Lerner, 1996). From the statement, it can be concluded that dispreferred responses can be done by using some features that make it seem more polite. The excerpt below shows an example of the dispreferred response phenomenon with the features:

Cindy : So chiropodists do hands I guess.

Julie : **Em – Well – out there – they they mostly work on people's feet.**

(Yule, 1996)

Based on the statement above, the phenomenon of dispreferred response has become an interesting topic to study. It is because this phenomenon is often found in everyday life, particularly in conversation. It means that dispreferred response cannot be separated in the conversation because it is one of elements that contribute to the flow of conversation. The dispreferred response is chosen as the subject of this study because it is necessary for the conversation when the second speaker wants to refuse politely. In addition, by using this topic we will know how to communicate well with each other, especially the way we give a negative response to the first speaker. A successful conversation is not only built by preferred response like acceptance, but dispreferred response like refusal can also arise in the conversation. Apart from everyday life, the phenomenon of dispreferred response is also often found in conversational media such as talk show, interview, podcast, movie, etc. But, the phenomenon of dispreferred response is usually well depicted in the movie.

Nowadays, a movie is one of the popular media in society. Even watching movies has become a hobby and a favorite thing for many people. In addition, a movie becomes one of the media to convey the sense, feeling, and expression through the characters. It can be seen when people watch a movie, they probably feel happy, sad, angry, afraid, etc. From the statement, a movie has become an interesting object to study. The reason why the writer chooses a movie as the object of study is because a movie has many elements such as plot, setting, character, etc. One of the interesting elements to analyze in a movie is the character. Movie is one of the conversational media that consists of many characters. Furthermore, the movie also contains many utterances that are produced by the characters. Both the characters and the utterances in the movie become crucial elements to study by using conversation analysis approach, especially dispreferred responses. One of the movies that will be analyzed in this study is *The Age of Adaline*.

The Age of Adaline is an American drama, fantasy, and romantic movie. This movie was released in 2015. This movie is directed by Lee Toland Krieger and written by J. Mills Goodloe and Salvador Paskowitz. This movie tells about a woman named Adaline whose age is stuck at 29 years old because there was a strange phenomenon that occurred when she had an accident. This is the reason why her face still looks young even her age is 107 years old. Then, she moved to other city to hide her identity. She changed her name to Jenny. In the new place, she changed her identity every ten years to keep her true identity from around. Only her daughter who knows her true identity. In the new place, she falls in love with a man named Ellis Jones and they have a relationship. In this movie, there are also many conflict that is faced by the characters.

In this study, the writer selects *The Age of Adaline* movie as the object of study. The writer focuses on the dispreferred responses that are uttered in *The Age of Adaline* movie. This movie is chosen as the object of study because the writer finds many utterances that contain dispreferred responses. In this movie, the characters also provide markers to indicate dispreferred responses. It becomes interesting things to study about how the characters do dispreferred responses by using the markers. From the statement, it can be seen that the elements in this movie can be analyzed by using conversation analysis theory, particularly regarding dispreferred responses. Furthermore, *The Age of Adaline* movie has data that is interesting to analyze to gain a deep understanding. Therefore, the writer would like to help the readers understand about the general pattern of dispreferred responses and how to do dispreferred responses in the conversation by using the markers.

1.2 Research Questions

Based on the background of the study above, the research questions will be formulated as the following :

1. What are the types of dispreferred responses performed by the second pair parts in *The Age of Adaline* movie?
2. How are the dispreferred responses in the second pair parts expressed in *The Age of Adaline* movie?

1.3 Objectives of the Study

Based on the research questions above, the objectives of this study are formulated as the following :

1. To describe the types of dispreferred responses performed by the second pair parts in *The Age of Adaline* movie
2. To explain the ways of doing dispreferred responses by the second pair parts in *The Age of Adaline* movie

1.4 Significance of the Study

After conducting this study, the writer expects that it will provide theoretical and practical contributions.

1. Theoretical Significance

By conducting this study, the writer expects that this study will provide a new additional information source that contributes to linguistics study. The writer also expects that this study can increase knowledge about conversation analysis, particularly regarding dispreferred responses.

2. Practical Significance

The writer expects that this study can provide benefits to many parties :

a. For the lecturers

The result of the study can be a reference to provide material in the course that relates to conversation analysis, particularly regarding dispreferred responses.

b. For the students

The writer expects that this study can increase understanding of material about dispreferred responses. The students can deepen their understanding about the types of dispreferred responses and the ways of doing dispreferred responses. In addition, this study can be used as a reference for conducting future research on the same topic.

c. For the researchers

The writer expects that this study can be one of the references for other researchers who will conduct the research with the same topic, namely

dispreferred responses. Besides that, the researchers can compare this study with their study and they can develop the concept of dispreferred responses.

1.5 Scope and Limitation of the Study

The scope of this study is conversation analysis. This study focuses on dispreferred responses found in *The Age of Adaline* movie. In this study, the writer limits the data of the types of dispreferred responses and the ways of doing dispreferred responses that are spoken by all characters in *The Age of Adaline* movie. This study uses the theory proposed by Levinson (1983) to analyze the types of dispreferred responses and the theory proposed by Yule (1996) to analyze the ways of doing dispreferred responses.