

CHAPTER 1

INTRODUCTION

1.1. Backgown of Study

Communication is very important for humans to interact with others. According to Grice(1975), making good conversation is when the speaker says something clearly, so the hearer can get what the speaker said.

Language is a tool for communication and system of conventional spoken used by people in a shared culture to communicate with others. A language both reflects and affects a culture's way of thinking, and changes in a culture influence the development of its language. Related to languages which become more differentiated when their speakers are isolated from each other. When speech communication come into contact, their language influence each other.

The language in its function is as a tool of communication is very important presence in the community. Communication through language allows each person can adjust to the social and physical environment as well as to learn the habits, culture, customs and background respectively.

The way people communicate is different from one to another. There are some factors that make the way of people communicateion is different. The factors are participants, setting, topic, and fucntion. Participant here include speaker and interlocutor (Holmes,1992, p. 8). Every participant have his/her social factors that may influence the used of language. If someone request,

invites or suggests, she/he expects that interlocutor will accept him/her. When someone expresses refusal, it may come up as a problem for the one whom the refusal is addressed to.

The culture of people influences in languages which they use it reflecting the value of their life in society. Every culture has the rule that must be obeyed. Refusals have been one of the most studied topics in pragmatics and it is very important because of their communicative role in everyday social interaction. When people do refusal, it is influenced by culture and it is reflected by politeness. Politeness and refusal has relations each other where people ask to refuse something in a polite way to convince the listener to do what they want. So that, people should know about the culture.

Refusal is one of the speech acts in which communication problems are likely to happen. Refusals are negative responses to requests, invitations, suggestions, offers, and the like which are frequently used in our daily lives (Sadler & Eroz, 2001). Generally speaking, how to say “no” is more important than the answer itself. The interlocutors are socially expected to know when to use the appropriate form of refusals to a certain context. Depending on ethnicity and cultural-linguistic values, the speaker must know the appropriate form and its function.

Saying “no” is difficult for nonnative speakers. How one says “no” is more important to many societies than the answer itself. Therefore, needs special skill to know if anyone sending and receiving a message “no”. Refusals are complicated due to the fact that they are influenced by some

social factors, namely, age, gender, level of education, social distance, and power (Fraser, 1990; Smith, 1998) and because they require sequences of negotiation.

A refusal is a negative response to an offer, request, invitation and suggestion. Refusals are important because of their communicative central place in everyday communication. It is often difficult to reject requests. Rejecting requests appropriately involves not only linguistic knowledge, but also pragmatic knowledge. It is even harder to reject them in a foreign language, where one risks offending the interlocutor. One may have a wide range of vocabulary and a sound knowledge of grammar, but misunderstandings may still arise if one does not apply pragmatic knowledge appropriately.

The use of refusal is also in movie because is representation of the real conversation with society. The language used in film is made up as natural as the real life. The language in movie and daily life is different because in movie has script so the utterances easy to understand but in daily life is fail script. In film it has two channel are eyes and ear. It films has relation of human interaction. It is also having social contactt. Here the writer chosen *The Help* movie to be analyzed.

The writer chooses this movie to be analyzed because in the *The Help* there are many dialogues that show refusal utterances conveyed by the charactes. *TheHelp* movie is that the film a historical drama film based on a novel written by Tate Taylor. It shows how act someone asks something in

the civil right era America or the early 1960s. The way people to request to other people are different. In February 2012 films *The Help* receives four academy award nomination including best picture, best actress, and win best supporting artist and win the screen actors guild award for outstanding performance by a cast a motion pictures. It influences language use in refusal. This films show how interaction in daily life between Caucasian people and Africa America. An example of refusal to this movie

Hilly : Tell Raleigh every penny he spends on a colored's bathroom, he'll get back in spades when y'all sell. It's just plain dangerous. Everybody knows they carry different diseases than we do. I double.

Elizabeth : **I can't ask Raleigh until tax season. But, it would be nice.**

Hilly : That's why I've drafted The Home Help Sanitation Initiative.

Elizabeth takes a puff of her cigarette and fidgets with her cards. Elizabeth refuses that he can't ask Raleigh until tax season. It can be seen that the bold utterance is catagorized as 'showing sympaty and consideration'. The utterance contains the word "can't" and "but..it would" that are considered to the positive politeness strategie for showing sympaty and consideratio first. Refuser uses "But, it would be nice" means that refuser's sympaty can be seen as a migating sympaty device in a refusal. Refuser uses those words to soften the refusal. ". This conversation show that how to know strategies of refusal and it will be very intresting if the topic is Analyzed using the theory of refusal.

1.2 Statements of the Research Problem

1. What are the types of refusal strategies found “The Help” movie?
2. What kind of refusal strategies found the most frequently in “The Help” movie?

1.3 The Objective of Study

1. To identify the types of refusal strategies used by the character of “ The Help”.
2. To find out the most frequently refusal strategies in The Help movie.

1.4.The Significances of the Study

Theoretically, the significance of this study can strengthen and enrich theory of politeness. This study explains the types and most frequently refusal strategy of the utterances produced by the characters in script film *The Help*. Meanwhile, practically this study expected to improve the reader understanding the refusal strategy and become reference for the next studies.

1.5. Scope and Limitation of the Study

The scope of the study is politeness, that is mainly focused on refusal strategy. The study identifies politeness strategies in refusal is used by the character in script film *The Help*. This study only limit on the utterance found refusal strategies of the characters in the help movie. The writer analyzes the refusal utterances in *The Help* movie.