

Could pragmatic ability develop through universal pragmatic knowledge?

Indrawati

Universitas Sebelas Maret Surakarta, Indonesia

Sri Samiati Tarjana

Universitas Sebelas Maret Surakarta, Indonesia

Joko Nurkamto

Universitas Sebelas Maret Surakarta, Indonesia

Corresponding Email: indrawatisudarmono1@gmail.com

Abstract: Pragmatics discusses the disparity between what someone intends to communicate and what someone says. This paper intends to see whether or not, the L2 pragmatic ability could develop in a classroom setting without instructions in Pragmatics. Learners gain knowledge because some pragmatic knowledge is universal and may be transferred from learners' L1 such as speech acts, sequencing, turn taking, and others. The paper intends to see strategies of apology across ethno linguistically distant speech community that is apology speech acts shown in English TV Series *Friends* and Indonesian TV Series *Office Boy*. The finding shows that strategies of apology in English and Indonesian are alike comprising IFID, Responsibility, Explanation, Repair, Forbearance, Addressed, Phatic, and Interjection. This explains the universal trait that is the transfer of L1 apology to L2 apology. However, as each culture is unique, the particular linguistic feature is essential. English Apology uses Forbearance more. Indonesian apology uses Addressed more. It can be concluded that English and Indonesian are alike in pragmatic aspect as apology speech acts. However, students also need knowledge of linguistic features that each culture carries. Learners acquire linguistic means and non-linguistic knowledge of other culture to perform apologizing.

Keywords: communicative acts; pragmatic ability; strategies of apology

Introduction

Language as part of culture functions as a unifying element among people of the same and different cultures. By using language, people can interact and communicate their feelings and thoughts. It is generally believed that an apology speech act shows someone's feeling of regret. It is an act to remedy a bad situation towards a better situation.

Apologizing is a standard feature of the daily language used in people's communication both in spoken and written. However, it is a complex phenomenon and trying to recognize as it takes into account various social, psychological, linguistic, and paralinguistic aspects in its real usage.

An apology is a speech act addressed to B's face needs and intended to remedy an offense for which A takes responsibility, and thus to restore equilibrium between

A and B (where A is the apologizer, and B is the person offended)

An act of apology is a post-event speech act signifying a violation of social norms (Spencer - Oatey, 2008). In regards to the face needs of the addressee and is often described as a supportive face act (Holmes, 1995). The speaker realizes the violation and takes responsibility for it while at the same time remedies the relationship with the hearer being offended.

Goffman (1971) mentioned apology as remedial interchange using speech acts which Holmes (1990) considered multifunctional both linguistic and nonlinguistic features in its realization. An apology is considered a negative politeness strategy as it expresses respect rather than solidarity or friendliness. It is different from strategies to show compliment and greeting aiming at showing solidarity and friendliness (Holmes, 1990, 1995) as positive politeness.

As the strategy of politeness, Brown, and Levinson (1987) and Holmes (1990) refer apology as the speech act indicating various levels of politeness involving face management.

In the case of apology as negative politeness, it concerns with the damage caused by the offense done by the speaker to the hearer (Deutschmann, 2003) in Ogeirmann (1984). Larina (2003) sees an apology as positive politeness as the Speaker repairs the mistake or offense to the hearer. Speaker seeks for maintaining a functional relationship between Speaker and Hearer.

An apology is the convivial speech act type whose illocutionary goal is similar to the social goal that is keeping harmony between Speaker and Hearer, which inherently means polite (Leech 1983).

The concept of apology seems to be universal, yet, its operation and interpretation maybe culture-specific, since an offense that requires an apology in one culture may not require an apology in another. As well, the frequency and type of apology vary significantly from culture to culture.

The apologetic expression to maintain harmony is used in various strategies. Blum-Kulka, House, and Kasper (1989: 290) in Jucker (2008: 231) assert the following five strategies with their illustrations:

- a) IFID: I am sorry
- b) RESPONSIBILITY: I missed the bus
- c) EXPLANATION: There was a terrible traffic jam
- d) REPAIR: Let's make another appointment
- e) FORBEARANCE: I will make sure that I am here on time

Indonesian apology expression calls for strategies addressed, phatic, and interjection. Apologizing in Indonesia also calls for nonlinguistic aspects such as age, gender, social distance and ranking of imposition.

About addressed, phatic and interjection, people sometimes use more than one strategy. They may merge one strategy with another. Choer (2010: 97) mentioned that first, people generally apply IFID followed by addressed. e.g., Maaf ya pak..; second, people apply IFID with phatic expression under different conditions. To the person of different power, distance and Rank of Imposition. e.g., Mohon Maaf yang sebesar-besarnya, ya pak, or, e.g. Maaf ya bro, sis; third, people apply IFID with interjection expression, e.g. Okay, Maaf ya, hehe.

Inquiring into apology has been conducted lately. Park and Guan (2006) discussed different impacts of apology among cultures. Spencer-Oatey (2008) stated that Japanese people are the ones who realized the act

of apology more frequently than other people of various cultures.

Many researchers have conducted the study of Indonesian apology strategies. Indonesian students applied eight strategies that are (1) IFID, (2) explanation or account of situation, (3) acknowledgement of responsibility with three subcategories (a) accepting responsibility; (b) explicit self blame; (c) denial of fault, (4) an offer of repair, (5) a promise of forbearance, (6) addressed, (7) phatic (approval), (8) interjection (show emotion) (Winda, S, WA: 2013). Wouk (2005, 2006) also conducted the study of Lombok apologies.

The study of apology which sees apology across cultures is possible to be conducted to see the differences of each culture related to aspects of prevailing linguistic and nonlinguistic.

As the present study suggests, the study analyzes apology in dialogues on the TV sitcoms. The two apology speech acts, English and Indonesian are analyzed. The apology expressions are taken from *Friends*, English language TV Sitcom, and *Office Boy*, Indonesian language TV Sitcom. The result of this study is expected to have significant pedagogical implication for EFL or ESL teaching in respect to L1 as the learners' native language.

Ideology in media

Television is crucial in preserving ideology in society. Ideology is the study of ideas and knowledge (Stuart Hall, 1986: 29 in Marshall, 2007). Ideology is the mental frameworks: the language, the concepts, categories, imagery of thoughts and the system of representation that are used by social classes to make sense of, define, figure, and render intelligible the way society works.

An ideology which is principal functions as a system about the world that supports the dominant social class. It controls and solves problems and returns the unstable social condition into a stable one to gain unity and conformity of knowledge (Butler, 2007: 446).

Television sitcoms of *Friends* and *Office Boy* serve as discourses popularized through TV as media. These discourses reveal the image of the world that TV producers plan to show to the public or TV viewers.

These discourses are very significant as the way to educate people through television. Television as media culture supports the hegemonic class of society which through TV Sitcom, people's lifestyle, social norms and behavior as shown through TV Sitcom Characters are presented, preserved, and widely spread.

Friends tv series

NBC produces friends as TV prime time show for ten seasons in 236 episodes from 1994 to 2004. The film shows six characters as friends: *Monica, Rachel, Phoebe, Joey, Chandler, Ross*. They were interacting and growing into maturity in pursuing love and career in New York, US.

Office boy tv series

MNC Media/RCTI produce office Boy in 2006. The film shows eight people who interact within the office in the media sphere. Although *Taka, Hendra, Gusti, and Sasha* are bosses in HRD section in the office, the other three office boys and a cleaning service: *Saodah, Sayuti, Ismail, and Susi* interact to each other in the informal register. Each episode presents a guest star who involves in the plot consistently.

Methods

This study analyzed dialogs in English *Friends* sitcom and Indonesian *Office Boy* sitcom to see apology strategy realized in English and Indonesian. The dialog of *Friends* sitcom consists of eight apology speech acts realized in the themes of friendship and courtship. The dialog of *Office Boy* sitcom consist of eight apology speech acts realized in themes of *The Ruin Holiday, Who Sayuti Picks?, and When Hendra Treats a Chick*. The above apology strategies are analyzed in the realization of IFID, responsibility, explanation, repair, forbearance, addressed, phatic, interjection.

The data are analyzed based on the criteria of apology strategy (Blum-Kulka, 1984) and Indonesia apology (Choer, 2010: 97).

Results and discussions

English apology speech acts

1. I'm sorry buddy, but I don't think I'm gonna be able to make it.
2. I'm sorry really. I'm so embarrassed. Really. I'm a pretty nice guy. Just ask my parole officer. Apparently, I'm not a funny guy.
3. I'm sorry. I'm sorry. I should have told you.
4. I'm sorry. I don't mean that. I want you to be happy. But only with me. No that's not fair. Uuuh.. who cares, leave him. Ooh I don't mean that. Yes I do..... I'm sorry ooh I think I should probably go.

5. I'm sorry. I'm sorry. If you want your key back, I totally understand.
6. I'm sorry honey, but we are gonna take you shopping. It's gonna be fine.
7. I'm so sorry. I really really am sorry.
8. Yes I'm sorry. I have never met boyfriend's parents before.

Indonesian apology speech acts

1. Maapin mpok, badan saya kagak enak banget nih ... duh kan mpok sudah saya kasih duit 10 ribu.

Sorry mpok, I don't feel well. Haven't I returned ten thousand rupiahs?

2. Maaf Pak Taka.. kalau boleh hari ini saya mau ijin pulang cepat, soalnya saya ada janji mau makan... tolong ya Pak..

I'm sorry Mr. Taka, can I leave earlier, I have an appointment.. please Sir..

3. Maaf Pak Taka, saya tidak bermaksud menyindir.

Sorry Mr. Taka, I don't mean to quip you.

4. Maaf banget ya.. udah marah-marah.. jadi nggak enak.. maaf lo..

So sorry.. I got mad with you.. Really sorry.

5. Maaf Pak Taka, uang kas kantor kita saat ini tidak mencukupi untuk ...

Sorry Mr. Taka, we don't have enough money this time.

6. Sori Taka. Sebetulnya saya mau minjem gratis sama lo, tapi sekarang ini gue lagi butuh uang segera.

Sorry Taka. Actually I want to lend it to you for free, but I really need some money this time.

7. Maaf Pak, kemaren ada pembayaran...

Sorry Sir, yesterday we had to pay ...

8. Maaf Pak, prosedurnya sangat rumit.

Sorry Sir, the procedure is very complicated.

Table 1 Apology strategy on tv sitcom friends

Sentence Number	Apology Strategy							
	IFID	Responsibility	Explanation	Repair	Forbearance	Addressee	Phatic	Interjection
1	✓	✓			✓	✓		

2	✓	✓	✓	✓			✓	
3	✓	✓						
4	✓	✓	✓	✓	✓		✓	✓
5	✓				✓			
6	✓				✓	✓		
7	✓							✓
8	✓	✓						

Table 2 Apology strategy on tv sitcom office boy

Sentence Number	Apology Strategy							
	IFID	Responsibility	Explanation	Repair	Forbearance	Addressed	Phatic	Interjection
1	✓	✓		✓		✓		✓
2	✓	✓				✓	✓	
3	✓	✓				✓		
4	✓	✓					✓	✓
5	✓	✓				✓		
6	✓	✓	✓			✓		
7	✓	✓				✓		
8	✓					✓		

Table 3 Total apology strategy on English and Indonesian tv sitcom

No	Apology Strategy	English	Indonesian
1	IFID	8	8
2	Responsibility	5	7
3	Explanation	2	1
4	Repair	2	1
5	Forbearance	4	-
6	Addressed	2	7
7	Phatic	2	2
8	Interjection	2	2
	Total	27	28

English apology applies IFID in the form of *I am sorry*, *I am sorry really*, using intensifier *really* and duplication to emphasize. *I am so sorry*; showing intensifier. Besides that, speech acts use addressed features like *honey* and *buddy*.

Responsibility is applied in apology sentences number 1, 2, 3, 4, and 8. Explanation is realized in sentences 2, and 4. Repair is used in sentences 2, and 4. Forbearance is applied in sentences 4, 5 and 6. Addressed is used in sentences 1 and 6. Phatic is realized in a sentence no 2, 4 and 8. Interjection exists on the sentences 4 and 7.

Indonesian IFID is applied in all sentences. Responsibility is realized in all sentences except 8. The explanation is used in sentence 7. Repair exists in sentence 1. Forbearance does not exist. Addressed is used in all sentences except sentence no 4. Phatic is on the sentence 2, 4 and 8. An interjection is on the 1 and 4.

Conclusion

Apology speech acts found on *Friends* TV Sitcom applied eight IFID, and five Responsibility, two Explanation, two Repair, four Forbearance -- the main feature in apology. Addressed, Phatic and Interjection are two respectively. The total strategy is 27.

Apology strategy found on *Office Boy* TV Sitcom, eight IFID, and seven Responsibility. Explanation and Repair are one respectively; Forbearance is none,

Addressed is seven, Phatic is two, Interjection is two. The total strategy is 28.

These findings show that IFID, Responsibility, Explanation, Repair, in English and Indonesian are the same. Forbearance is none in Indonesian, but four in English. While Phatic and Interjection features are alike between the two strategies, Addressed is seven in Indonesian, and two in English. It seems that English apology strategy applies more on Forbearance feature whereas Indonesia apology strategy uses more on Addressed.

The data show that English and Indonesian apology speech acts realized main apology features, which is IFID, Responsibility, Explanation, and Repair. English and Indonesian apology are similar in four main features. Whereas, English uses Forbearance more. Indonesian uses Addressed more. In conclusion, the pragmatic ability could develop through universal pragmatic knowledge because L1 could be transferred to learning L2. Learners need to be aware of culture-specific to each background. Learners acquire linguistic means as well as non-linguistic knowledge of other culture to perform apology.

Acknowledgments

The writer would like to express her gratitude to Prof. Dr. Sri Samiati Tarjana and Prof. Dr. Joko Nurkamto, M.Pd for their sincere advice and

supports. The writer also expresses her gratitude to Universitas Negeri Sebelas Maret, Surakarta for giving the opportunity to develop her knowledge of Pragmatics.

References

- Blum-Kulka, S & Olshtain. 1984. Request and Apologies. A cross-cultural study of speech act realization patterns (CCSARP). *Applied Linguistics*, 5 (3), 196-213.
- Brown, Penelope, and Stephen C. Levinson. 1987. *Politeness: Some Universals in Language Usage*. Cambridge: Cambridge University Press.
- Choer, A. 2010. *Kesantunan berbahasa*. Jakarta: Rineka Cipta.
- Jucker, A. H. & Taavitsainen, I. 2008. *Speech act in the history of English*. Amsterdam: John Benjamins Publishing Company.
- Leech, Geoffrey. 1983. *Principles of Pragmatics*. London: Longman.
- Marshall, L. 2007. Retrieved Agustus 18, 2017, from etd.ohiolink.edu: http://etd.ohiolink.edu/rwa_etd/document/get/bgsu1182538485inline
- Oatey, H. S. 2000. *Culturally Speaking: Culture, communication and politeness theory*. London: Continuum International Publishing Group.