DISAGREEMENT STRATEGIES USED BY INTROVERT AND EXTROVERT STUDENTS OF ENGLISH STUDY PROGRAM UNIVERSITAS BRAWIJAYA

THESIS

BY
AISYAH NABILA TATYAMANI
NIM 115110100111001

STUDY PROGRAM OF ENGLISH
DEPARTMENT OF LANGUAGES AND LITERATURES
FACULTY OF CULTURAL STUDIES
UNIVERSITAS BRAWIJAYA
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ABSTRACT

Tatyamani, Aisyah Nabila. 2015. **Disagreement Strategies Used by Introvert and Extrovert Students of English Study Program Universitas Brawijaya**. Study Program of English, Universitas Brawijaya. Supervisor: Tantri Refa Indhiarti; Co-Supervisor: Yana Shanti Manipuspika

Keywords: Speech Acts, Disagreement Strategies, Introvert, Extrovert, Discourse Completion Test (DCT).

Expressing disagreement is considered as dis-preferred act during daily interactions. The writer conducted a study about disagreement strategies used by introvert and extrovert students of English Study Program Universitas Brawijaya which portrays disagreement situations within campus environment. There were two problems to be solved in this study, namely: (1) what strategies do introvert students of English Study Program Universitas Brawijaya employ to express disagreement and (2) what strategies do extrovert students of English Study Program Universitas Brawijaya employ to express disagreement.

The method of this study was qualitative approach using survey. The writer used two kinds of questionnaires as the instrument to collect the data, namely: (1) Personality Type Questionnaire and (2) Discourse Completion Test (DCT). The participants of this study were 12 students of 2012 Batch of English Study Program Universitas Brawijaya.

This study revealed that both the introvert and extrovert students mostly used the same strategies; however, the use of the strategy to express disagreement was different during certain situations. Furthermore, the study also found that in facing disagreement, situational context might also influence in the selection of the strategies. This study was also able to discover new types of Act Combinations strategies namely, Challenges followed by Contradictions (CH+CT) and Challenges followed by Counterclaims (CH+CC) which could not be found in either previous studies or Muntigl & Turnbull's study.

The writer suggested next researchers investigate the factors that influence disagreement strategies from different aspects such as social status, gender, ethnic, etc. The next researchers could also investigate another strategy under the branch of speech acts such as, compliment strategies, refusal strategies, etc.

ABSTRAK

Tatyamani, Aisyah Nabila. 2015. **Strategi Ketidaksepakatan yang digunakan oleh mahasiswa *Introvert* dan *Extrovert* dari Sastra Inggris, Universitas Brawijaya.** Program Studi Sastra Inggris, Universitas Brawijaya. Pembimbing I: Tantri Refa Indhiarti; Pembimbing II: Yana Shanti Manipuspika

Kata Kunci: Tindak Tutur, Strategi Ketidaksepakatan, *Introvert, Extrovert*, Tes Melengkapi Wacana (DCT).

Mengungkapan ketidaksepakatan dapat juga dilihat sebagai bagian dari tindak tutur dimana seseorang menunjukkan ketidakpuasannya terhadap lawan bicaranya. Penulis mengadakan studi mengenai strategi ketidaksepakatan yang digunakan oleh mahasiswa *introvert* dan *extrovert* dari Sastra Inggris Universitas Brawijaya dalam ruang lingkup kampus. Penulis akan menjawab dua rumusan masalah: (1) strategi apakah yang digunakan oleh mahasiswa *introvert* dari Sastra Inggris Universitas Brawijaya dalam mengungkapkan ketidaksepakatan? Dan (2) strategi apakah yang digunakan oleh mahasiswa *extrovert* dari Sastra Inggris Universitas Brawijaya dalam mengungkapkan ketidaksepakatan?

Studi ini menggunakan pendekatan kualitatif dalam bentuk survei. Survei yang digunakan dalam studi ini adalah (1) Kuisioner Tipe Kepribadian dan (2) Tes Melengkapi Wacana (DCT). Partisipan dari studi ini adalah 12 mahasiswa angkatan 2012 Sastra Inggris Universitas Brawijaya.

Hasil studi menunjukkan bahwa baik mahasiswa *introvert* maupun mahasiswa *extrovert* kebanyakan menggunakan strategi yang sama untuk mengungkapkan ketidaksepakatan mereka, namun pemilihan situasi untuk menggunakan strateginyalah yang berbeda. Selanjutnya, hasil studi juga menunjukkan bahwa dalam menghadapi ketidaksepakatan, konteks situasi juga mempengaruhi pemilihan strategi yang akan digunakan. Studi ini juga menemukan dua tipe strategi *Act Combinations* baru, *Challenges* diikuti dengan *Contradictions* (CH+CT) dan *Challenges* diikuti dengan *Counterclaims* (CH+CC).

Penulis menyarankan peneliti selanjutnya untuk meneliti faktor-faktor yang mempengaruhi pemilihan strategi ketidaksepakan berdasarkan aspek yang berbeda seperti status sosial, jenis kelamin, tingkat kecakapan berbahasa, suku dan lain sebagainya. Penulis juga menyarankan peneliti selanjutnya untuk meneliti strategi lain dalam lingkup tindak tutur seperti strategi memuji, strategi menolak, dan sebagainya.

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