

CHAPTER II

LITERATURE REVIEW

For this chapter, the researcher explained several reviews of the literature to define the theories of the research. It contains a concept of Conversation Analysis, Speech Act, Illocutionary Act, Language and Gender, Love Language, Words of Affirmation, previous study and also the explanation that used for the research.

2.1 Conversation Analysis

Conversation analysis is an analysis of the language used in spontaneous communication which is influenced by non-linguistic factors. In conversation analysis (CA), analysis of social action is not through reference to the speaker's internal processes but through the interactional of the speaker (Sara Yasipourtehrani, Vladimir Strezov*, Tim Evans, 2020). In other words, conversation analysis refers to the conversations that are produced as a result of normal everyday interactions. This talk is referred to as „talk-in-interaction“. Therefore, the focus of this conversation analysis is a sequences of actions that are produced by focusing on how language is used in the form of requests, complaints, suggestions or accusations with the aim of understanding and responding in a natural conversation between the speaker and the interlocutor. Conversation analysis involves phenomena from interactional through naturalistic observation (Saraswati & Hamsia 2017).

Conversation Analysis is an interdisciplinary field that draws on linguistics, sociology, psychology, and communication studies to analyze how people interact in social situations. Involves the systematic examination of verbal and nonverbal behaviors, such as turn-taking, pauses, and gestures, to understand how people communicate with each other. Conversation analysis in psychology can be especially relevant in the study of communication disorders. By analyzing the structure and organization of conversations, researchers can gain insight into the underlying cognitive and linguistic processes involved in

communication. They can then develop effective interventions for individuals with communication disorders, such as stuttering or aphasia. Conversation Analysis is a form of interaction analysis that captures the organization of psychological matters (understanding, knowledge, and so on) in a way that simply obviates the requirement for a more individual cognitivist approach (Potter & Edwards, 2012)

In short, conversation analysis focuses on actual events with conversations recorded without engineering, the results of the recording are transcribed as they are. Conversation is not a random and aimless activity, but an activity that exhibits a certain pattern and purpose. Conversation analysis is the study of how people use language in conversation to accomplish their goals, such as conveying information, expressing emotions, or establishing social relationships (Shuy, 1972). Describing, analyzing, and understanding speaking as a feature of social life is called conversational analysis. In conversational analysis, speaking is seen as a means of acting in transfer information, asking, noticing, etc (Clift, 2016). Therefore speech act theory needs to be used in conversation analysis. Through speech acts, we can analyze the language used in a conversation. With this theory it can be concluded that, this research is in the realm of conversational analysis.

2.2 Speech Act

Speech act is a theory which states that the meaning of linguistic expressions can be explained by following the rules that apply when speaking, such as asserting, promising, commanding, etc. With the speech act, it can be seen the difference between the meaning of the speaker directly and indirectly. A speaker who wants to convey the meaning of a sentence to his listeners must apply it in the form of speech acts (Rosyidi et al., 2019). Speech acts are often found in everyday human communication. For example, parents forbid their children, and when the teacher asks their students to pay attention. The two examples above are very closely related to speech act.

The cultural differences and gender differences are also important while performing a speech act. Different cultural differences need to be

considered in the speech act (Solodka & Perea, 2018). Culture influences the impact of language, this is because language is part of culture. Language and cognitive biases in culture play an important role on cognitive processes and knowledge representation independent of each other (Imai et al., 2016). Gender also affects the impact of language, this is evidenced by men expressing directly what they think and easily understood. Women, what they think is not expressed directly, and women's language tends to be difficult to understand. Women's language indicate **hesitation**, and rising intonation on declaratives. While men's language is **more dominant** and tends to be easy to understand (Hall & Borba, 2020). Therefore, by applying speech act theory, the meaning of a sentence can be understood by the other person, thereby minimizing the occurrence of miss communication. Speech act theory is an important tool for interpreting the meanings and explanations of different words (Raza et al., 2021)

There are 3 types of speech acts, i.e locutionary, illocutionary, and perlocutionary acts. Austin cited by (Solodka & Perea, 2018) defines that there are three types of speech acts that are used as minimal units in communication, i.e locutionary, illocutionary, dan perlocutionary act. These three types have different meanings and purposes in speech acts. Locutionary act is the act of making a meaningful utterance. Two basic types of locutionary acts, i.e utterance acts and propositional acts. Utterance act is which consists of using words and sentences verbally in expression. Propositional acts is expressing a specific meaning in certain utterances that can be determined. Illocutionary act refers to the performance of an act in saying something specific, and the speaker's intent such as **informing, ordering, warning, undertaking**. Perlocutionary act is the effect caused by the utterance such as persuading, inspiring, or deterring. (Supri & Rahmatiany, 2021) states the difference between illocutionary and perlocutionary acts is that an illocutionary act is an utterance that is uttered with the aim that the addressee or the interlocutor does something for that, while perlocutionary action is the result caused by the utterance.

But in this research, researcher use illocutionary act and the types because there researcher find different utterances love language between main character in female and male in *Redeeming Love* movie.

2.3 Illocutionary Act

Illocutionary act is a speech act uttering a sentence with a main specific purpose. In literary works, illocutionary acts are often expressed. One of these literary works is film. In the film there is a dialogue with a specific purpose between the characters, this is what causes illocutionary acts to be used in literary works (Sihombing et al., 2021). According to Austin (1962) as cited in (Etsuko Oishi, 2006) defined that linguistic implication, in illocutionary acts created by linguistic conventions so that the intention of the speaker's revealed. Therefore, illocutionary acts are more difficult to identify than locutionary acts, this depends on the meaning of the speaker during the conversation. Illocutionary acts have power through the use of the verbs beg, promise, command, suggest, congratulate, or thank (Cholilir, Dr. Dwijani Ratnadewi, and Waode Hamsia, 2015). Usually illocutionary acts state the speaker's intention with several purposes, one of which is stating and denial in a conversation. Illocutionary acts are complete speech acts with the intent of commanding, predicting, confirming, promising, stating, etc (Hutajulu & Herman, 2019). On other hand (Suryanti, 2020) conclude that the purpose of the illocutionary act is to make speech as information that needs to be fulfilled so that the intent of the speaker can be obtained and spoken by the listener with several performative verbs. Therefore, in this study, the researchers used two theories. The first theory is a theory of illocutionary act and the second theory will be the theory of sentence.

The first theory by Austin is five types of illocutionary acts, i.e representative/assertive, directive, commissive, declarative, and expressive.

a. Representative

The speaker is commits to the truth of what is affirmed, i.e what is

the speaker believes to be true. Illocutionary acts are actions regarding the truth related to asserting, and claiming in the sentences of questions, statements of facts, descriptions, and conclusions (Suryanti, 2020).

Utterance:

Merry : “What about my dress tonight?”
Jack : **“You are so beautiful.”**

b. Directive

The speaker make an attempt to get subject to do something by expressing his/her wish. Kinds of illocutionary act to do something, i.e request, command, ask. (Sembiring & Ambalegin, 2022) Command, entreat, request, invite, permit, and advise is a verb related to directive.

Utterance:

Jack : **“Will you marry me?”**
Merry : “Sure”

c. Commissive

The speaker commits to take an action. (Austin., 1962) argued that to commit the speaker to a certain course of action is a main purpose from commissive. The example would be: promise, undertake, espouse, oppose.

Utterance:

Merry : “How long did you work there?”
Jack : “Until two years”
Merry : “Long enough, I’ll miss you”
Jack : **“I’ll be back soon, babe”**

d. Declarative

Speech act that the speaker alters the external status or condition of ansituation by making the utterance.

Utterance:

- Jack : "I'll be home in ten minutes"
Merry : "It's okay, his house is not too far from here. I can go alone"
Jack : **"I'll not let you go alone because you are my everything"**

e. Expressive

The speaker expresses a variety of psychological states to convey the speaker's feelings to the listener with a specific purpose and certain circumstances.

Utterance:

- Jack : "Don't be afraid I'm playing love behind your back"
Merry : "I'm just afraid of losing you"
Jack : **"Don't worries, my home is you"**.

The second theory by Frank (1972) as cited in (Willem Saragih & Christine Hutajulu, 2020) types of sentences are divided into two types, namely types of sentences based on function and based on the number of predications. Based on the functions are called declarative, interrogative, imperative, and exclamatory sentences.

- a. Declarative sentence state a statement or expresses an opinion or a piece of news. A declarative sentence is the type of sentence that is most often used in a sentence. For example: The clouds are black today.
- b. Interrogative sentence denotes an interrogative sentences by ending with a question mark. usually interrogative sentence are used to obtain information, confirm, or reject a question. For example: Why are you late to school today?
- c. Imperative sentence a sentence is in the form of order, command, instruction or a request by ending with a period or exclamation mark or a question mark. For example:

1. Don't forget to come back early from office today.
 2. Leave my room right now!
 3. Please, can you take that box for me?
- d. Exclamatory sentence a sentence that denotes different expressions like shock, surprise, anger, etc by ending. This sentences by ending with an exclamation mark. For example:

This is an excellent painting!

2.4 Language and Gender

Language and gender is the science of the relationship between male and female languages. Women and men do not speak in exactly the same way as each other in any community. Gender differences in language are often just one aspect of more pervasive linguistic differences in the society reflecting social status or power differences. The way people language is usually related to the social environment in which they live, activities, identities, and status with others (Herman, 2021)

Gender differences is also a research study in linguistics, psychology, and discourse analysis. In linguistics, language and gender are studied in the fields of anthropology, dialectology, sociolinguistics, and psycholinguistics. Anthropologists assume that language is part of social behavior in society that needs to be studied with a focus on phonology and lexical. Dialectologists say that the change and decline of dialects in society must be investigated. In sociolinguistics, gender is a social variable in studying the relationship between language and gender (Gu, 2013). While in psychology, language and gender are studied in the field of psycholinguistics, sociology, and social cognition. Discourse analysis is a combination of linguistics and sociology by taking into context social and cultural context of the language used. In discourse, the use of language analyzed is very diverse. Language regional and social dialect, language and gender, ethnicity, and speech functions are generally found in discourse analysis. Gender is a discourse because it is an integral part of social life through the daily language used (Sari, 2020.)

Several theories also reveal about language and gender. From some of these theories there are differences about language and gender. (Robin, 1973) claims that the linguistic form of discrimination against female causes female language to be inferior to male language. The theory by (Holmes, 1990) which considers that women's language is more pleasant as a consistent, active, confident, and supportive speaker. This is evidenced by research conducted by (Holmes, 1990) that in speech men more often express uncertainty and use the word "of course" as an intensifier than women. This evidence contradicts Lakoff's theory.

2.5 Love Language

Love languages are ways of conveying our affection for and from other people. Love language is not only spoken to partners, but also expressed by parents to their children. (Hecht, 1994) also arrived at five categories of love namely, mutual activity, special occasions, offerings, sacrifices, and selfless.

The language of love was first described by Gary Chapman with the title "*The 5 Love Languages*". In his book, Chapman states that there are 5 languages of love, i.e Acts of Service (helping a partner with necessary tasks), Quality Time (time spent together implies focused attention from both partners), Physical Touch (from holding hands, hug, etc), Words of Affirmation (verbal praise, or words of appreciation), and Receiving Gifts (visual symbols of affection). Act of Service, the act of helping with responsibility is how one feels loved by this love language; Quality Time, is a love language that involves meeting and full attention to your partner; Physical Touch is the language of love through physical contact and closeness with a partner; Words of Affirmation, this love language involves the use of words in the form of praise, appreciation, and expressions of affection for partners; Receiving Gifts, someone who has this love language, feels loved and appreciated when receiving gifts, the gifts given are not solely about price but are forms of love, attention, and efforts made to choose and give gifts (Stoimenovska Mantova n.d.). Someone who uses a love language, words of affirmation, will feel more

loved when they receive compliments from their partner. Languages of love, Acts of Service, making partners feel more loved through simple actions or treatments that can make them happy; such as treating wounds, cooking, wiping tears, etc.

Meanwhile, the language of love, quality time, will make couples feel more loved when lovers spend time together; such as dinner, watching movies, shopping, etc. Receiving gifts will make your partner feel more loved when you receive a gift or surprise from your partner (Wahyudi & Wijaya 2022). And the last is a type of physical touch, this is done so that the partner feels more loved by touching or caressing; such as holding hands, rubbing heads, hugging, cuddling, etc. These five love languages do not mean that someone only uses one type, but many people use two to three or even all five of these love languages. "Words of Affirmation" is expressed through words of praise or positive feedback from loved ones. "Quality Time" in the form of full attention to his partner. "Receiving Gifts" is giving gifts/surprises during the most important and everyday moments. "Act of Service" is an act of helping a partner. Thus, people will feel loved by receiving skin-to-skin contact or commonly called "Physical Touch" (Suriyah & Septiarly, 2016)

The importance of using love language is also discussed in Chapman's book. Chapman suggests that love languages have to be strategically executed as the couples have to learn each other's language and further make conscious efforts to practice it. Understanding your partner's love language can lead to lasting relationships and loving marriages. According to Chapman as cited in (Hughes & Camden, 2020) understanding the language of love is the best way to improve and maintain a relationship. When partners use different love languages, that's where the relationship is challenged. Relationships are strengthened when partners use the same love language. Several models of love languages exist as forms of expression of "love" that can be able to acknowledge and understand to partners in increasing relationship (Hazelwood, 2017). Of the various types of love language, researchers only focus on love languagewords of affirmation because this research is

research in the field of linguistics.

2.6 Words of Affirmation

Words of Affirmation is one of the love languages that is often used. Love language is a type of words of affirmation in the form of words of affirmation spoken directly or through messages with the aim of praising, convincing, expressing pride, or verbally encouraging which has a profound effect on them. Receiving affirming words creates the possibility for expression, the element of desire, and inspiration through a tender voice and a loving tone (Wahyudi et al. 2022). Someone who uses this type of love language, it would be nice as a partner who uses the same type of love language, because someone who uses the words of affirmation type of love language is a person who likes to communicate. Sending text messages is one of the best ways to show you care for your partner. In his book, (Chapman, n.d.) also state that verbal compliments, or phrases of appreciation, are effective communicators of affection.

But often, this type of love language is often seen as flattery and is not based on serious talk. So, when saying love language words of affirmations, you must know the limits, say it from the heart, and use simple ways. If not, it will hurt the partner's feelings with words such as excessive criticism or joking out of bounds. Three factors in expressing the word of praise, i.e sincerity, praise specifics, and praise efforts (Chapman, n.d.). There are some tips for using words of affirmation as a love language, including:

a. Be Authentic

One makes words of affirmation their primary love language must speak authentically when with loved one. Make sure what you say comes from the heart, because if make it up, your partner will know.

b. Be Empathetic

Words of affirmation are not just expressing affection. But also

includes letting your partner or other person know that you know what they are going through. For example, they are having a hard time. Then say what you feel when you think about it, such as, "It must be so hard for you; I'm sorry to hear that. If I were in your shoes, I would've been struggling like you are now."

c. Show Appreciation

Expressing feelings of affection isn't just the words, "I love you". There are many ways to say it, especially for what your partner does by expressing appreciation. For example they cook food, we can say, "It smells good. I bet it's delicious." Or "I love seeing you working hard."

d. Say, "I Love You" a lot

If our partner likes words of affirmation, the word "I love you" will not be boring for him. So, often say the word "I love you" to your partner.

e. Mail your partner a letter

If you have a partner who prefers written words because they are more touching than spoken language, then writing or sending messages to partner is a way to express feelings so that your partner is more touched.

f. Compliment your partner in front of people

Praising your partner is not only done in front of your partner, but can also be done in front of other people as a form of acknowledgment that your partner is important to you.

g. Be supportive

When your partner is sad, giving support is the best way. No need to give solutions, just be a good listener.

Therefore, knowledge of the five languages of love, including the language of love, types of words of affirmation as stated by Chapman, needs to be understood. That the word affirmation in the language of love is not always just flattery, because it could be that someone prefers the word affirmation in the language of love. Someone who gives and receives love through words of affirmation tends to be considerate and concerned about others. In addition, this type of person is a person who is more sensitive and aware of their surroundings. Directive words spoken in the language of love can change people's mental functions, responses, behaviors, expectations, physical functions, and personality structures (Nichols et al., 2018).

2.7 Previous Study

Several studies related to language and gender have been discussed. First, the research conducted a research entitled "Speech style and gender distinctions in the use of very and real/really: An analysis of the Corpus of Spoken Professional American English. In which discuss regarding style and gender distinctions in the use of very and real/really in American public speech by examining the CSPAE (Corpus of Spoken Professional American English). The data was collected technique is by explores the sociolinguistic functions of adjective-modifying very and real/really. They analyzed the research according to Holmes theory in 1988. The result of his research (1) Expository speech shows dependence on very and infrequent use of real/really, while exploratory talk favors the use of real/really. Whereas the use of very is not connected with any gender-linked tendency, real/really is used more often by women than men in the same setting, (2) information-giving speakers in WH (female) and FM (male) favor frequent use of attributive adjectives, compared with interactive conversation participants in CM (female) and CR (male), and men use attributive adjectives more often than women do in the same setting.

Second, the research that was done by Jeffrey A. Stone. He conducted a research entitled "*Gendered language differences in public*

communication? The case of municipal tweets". In which discuss there are significant differences in tweetcontent styles between municipalities based on the distribution of gender in government representation. The type this research used is exploratory research. The data source is explored Twitter content differences among municipalities in the United States. The method which is used by writer is sampling method. And the data collecting technique is by custom scripts with data extracted. After that, he categorized that Once the data was extracted, custom scripts were used to separate the data into three distinct datasets. The first dataset contained all of the tweets produced by the municipal accounts (all tweets). The second dataset contained all original tweets, i.e., those tweets that did not involve a retweet (original tweets). The third dataset contained only those tweets which were retweets (retweets). The results of their research showed that (1) municipalities with women mayors are significantly more likely to tweet with an informal, passive voice, and to include more language suggesting an awareness of risk (e.g danger, doubt). In contrast, municipalities with men as mayors are significantly more likely to tweet with language reflecting formal, logical, and hierarchical thought, (2) significant main effect of women's council/commission representation on six linguistic measures: total pronouns, personal pronouns, first person plural pronouns, references to drives/motivations, social processes, and affiliation references.

Third, the research that was done Janet Holmes. He conducted a research entitled "*HEDGES AND BOOSTERS IN WOMEN'S AND MEN'S SPEECH*". Using Lakoff's theory, this study aims to compare with Lakoff language and gender research which has a number of major weaknesses in the methodology it uses. In which discuss epistemic modality. In collecting data, the researcher done through technique observation with the function of a pragmatic within the discourse and context of situation in women's and men's speech in labels such as „hedge“ and „intensifier“ with summarize the findings on each of the following: (1) the tag question; (2) three pragmatic particles usually regarded as hedges: sort of, you know and I think; (3) a pragmatic particle usually regarded as an intensifier: of course. In the result of the research,

the researcher found that: (1) the function of these particles “*I think*”, “*Of course*”, “*You know*” shows that more frequently used by women to assert their views with confidence, or as positive politeness devices signaling solidarity with the addressee, rather than as devices for expressing uncertainty. (2) men use “*of course*” primarily as an intensifier or booster more often than women do.

Fourth, the research that was done Elmerson Baranao. He conducted a research entitled “*The Love Languages of Generation Z in Philippine School Doha: Basis for Designing the Student Development Program*”. In which discuss the types of love languages of the generation Z. The data was collected technique is by survey questionnaires. They analyzed the research according to Chapman theory in 1992. The result of his research (1) the primary love language of generation Z is words of affirmation. Positive words “always” make the generation Z feel loved. (2) showed that when the students were given positive affirmation technique, students confidence increased

From the four previous studies, it can be seen that the difference are in the data and research objects. Third research try to analyze gendered language differences in public communication. And the fourth research analyze types of love language in generation Z. Of the four previous studies, the researchers analyzed based on language and gender in real communication. But in this study, the researchers analyzed language and gender in films where the cast are fictional.