CHAPTER II
LITERARY REVIEW

2.1 Pragmatics

Pragmatics is a field of study that examines the interrelationship between linguistic forms and how they are used. According to Yule (1996), pragmatics refers to the study of the meaning conveyed by the speaker (writer), which is then interpreted by the listener (reader). Therefore, this study focuses more on analyzing what individuals intend to convey through their expressions rather than simply referring to the meaning implied in the words, sentences, or phrases themselves. In line with that, Griffiths (2006) states that the study of pragmatics deals with meaning utterances. In this case, pragmatics focuses on understanding the purpose and intent that the speaker wants to inform through speech. So, it can be seen that the study of pragmatics is an attempt to examine the complexity of meaning contained in every interaction carried out by both individuals and groups, with the agreement between the speaker and the listener through the conversation carried out to produce a harmonious connection regarding the meaning intended by both parties.

In an utterance, it has a meaning addressed to the listener. According to Tarigan (2009), the study of pragmatics relates to analyzing certain utterances in a more specific context and producing meaning from the situation. This study becomes a medium for speakers to express a particular meaning, which, if read more deeply, can create more than just the words spoken, providing awareness of the understanding that a message can have a broader and more complex meaning. In addition, Searle (1969) states that pragmatics details how language forms can vary in certain situations that contain meaning. This can give rise to various perspectives on the elements that influence implicit and explicit communication. In line with this, Yule (1996) types of pragmatic studies explicitly seek to interpret specific intentions and how the recipient of the message (the listener) can make inferences based on what is conveyed to achieve harmony of meaning spoken by the speaker. This is the basis of a concept tied to distance through physical and social contact

that reflects similarities in experience through people with each other. Based on the premise of the extent of the conversation or agreement between the speaker and the listener and the extent of the limits of information that needs to be conveyed, which will later become a decision or conclusion in the conversation. Thus, this study can be concluded that, in detail, it recognizes that the degree of proximity can affect the extent to which a message is interpreted.

Pragmatics is one of the studies that is essential in studying meaning in various contexts carried out by the speaker to achieve the desired understanding. The concept of this study leads to the speaker's actions carried out through his speech. According to Yule (2006), pragmatics is a study focusing on "implied" meaning, or how one can understand a specific meaning even though the meaning is not explicitly expressed in speech. To reach an agreement, a harmonious connection and some assumptions between the speaker and the listener are required during the conversation. Furthermore, Mey (2001), pragmatics is a discipline that reviews language in context, language use, notions of communication, and communicative interaction. Therefore, utterances can be adjusted based on the creativity of the speaker in delivering the utterance so that it can produce the desired meaning of the speech partner.

Language is a medium used to communicate with the aim of building good relationships between people and social responsibility. On the other hand, according to Mey (1993), the study of pragmatics is the use of language in communication, which can be formed through the framework of social conditions in society. To be able to digest the above meaning, it is necessary to understand that the use of language is diverse, which means that it is not always in a conventional form but is still acceptable. Therefore, one of the requirements as a language user is to have the awareness to be able to hear and understand what is meant. The study of pragmatics also discusses formal provisions. Mey (1993), this study does not center on the formal rules of language but validates the diversity of language variations in various communication contexts. So that speakers and listeners must have the intelligence to understand according to their respective roles. According to Horn & Ward (2006), the study of pragmatics refers to the sentences spoken by

speakers. They emphasize that applying language does not always affect conventional meaning but can lead to other meanings in a pragmatic context, such as when a speaker wants to convey an intention to the listener in a conversation. A review of pragmatics in the 20th century shows that humans have associated themselves with various thoughts and actions. However, the reality is that aspects of pragmatics are often ignored because the process is less visible. After all, it uses formal signs or symbols. Thus, pragmatics has a hand in shaping the interpretation of meaning in communicative interaction.

In the study of linguistics, there is a sub-discipline that applies language practices called pragmatics. For example, the concept of language is said to have meaning because its main function is to convey information, messages, assumptions, or intentions. According to Senft (2014), language use does not focus on language structure but on situational context, cultural context, and interpersonal relationships. That is, the focus in pragmatics is to investigate the relationship of language to the actions performed between speakers and listeners, not just examining the structure of the language used. Therefore, when speakers and listeners already know how to understand each other, this will make it easier to interact, exchange information, and even discuss with each other.

In addition, Thomas (1995) defines pragmatics as more focused on the meaning of speakers and the meaning of speech. More clearly, how speakers can express every meaning behind their speech, and listeners can reflect the meaning of the speech properly.

A study of pragmatics is a study of the meaning of speech in a context. Therefore, context is a factor that can influence speech in interaction and communication. The role of context is quite fundamental because it can affect the meaning of a phrase, sentence, or word. Often, all three are used in situations where they are not used literally. As stated by Cutting (2002), there are three types of context: Co-textual context, background knowledge context, and situational context.

According to Cutting (2002), co-textual context is an important component in the study of pragmatics, which is connected to how the meaning of an utterance can

be understood based on the linguistic context surrounding it. Co-textual context can refer to an utterance that is the focus of analysis that can support ascertaining the specific meaning of the language component by adding additional relevant information. The role of co-textual context is vital because various meanings or phrases have more than one meaning, often causing ambiguity. So, this Co-textual is useful to overcome by providing additional clues to choose the correct meaning.

Second, there is the background knowledge context. Cutting (2002) defines it as a context influenced by the background of the various participants in communication. This factor can include multiple elements such as knowledge, insight, information, or experience experienced by participants, which can affect how they interpret meaning in communication and interaction. This plays an important role in how participants infer meaning implicitly based on their knowledge.

Lastly, according to Cutting (2002), situational context includes various specific situations that occur in communication. This can consist of location, mood, time, and direction of communication. An utterance needs to pay attention to the situational context so that it does not go off track as it should. The role of situational context is very influential on how an utterance is interpreted because the meaning of an utterance or sentence can change in the situation in which it is uttered.

Pragmatics is the study of expressive forms produced by speakers. Levinson (1983) states that the relationship between language and context is central in pragmatics. This field focuses on how a speaker expresses an intention and how the two. In short, pragmatics has two tendencies regarding the speaker's meaning as well as how the listener interprets it.

Another definition is expressed by Leech (1983), who said that the study of pragmatics is viewed as a science that specifically studies the meaning influenced by the speaker's situation. In the process of speech, it involves the eyes of both speakers and listeners. That is, this study does not only focus on the meaning contained in an utterance but also reviews the roles and interpretations of both parties who are involved in an interaction. More deeply, pragmatics is not just an analysis of meaning but how an utterance can be conveyed clearly, received well,

and then interpreted by the listener. In delivering an utterance, there is a context to direct the utterance so that it can be understood properly. Still by Leech (1983), an utterance can be classified as follows: The speaker or someone who speaks, situational context, as an intention or appreciation, speech as a form of expression of action, speech as a result of verbal action.

2.2 Speech Act

Speech acts are one of the fundamental aspects in the domain of pragmatics studies, which involves researching interactions carried out by the speaker through speech and facial expressions as well as the actions and responses of the listener. This theory was first published by John Langshaw Austin, a professor at Harvard University, through ideas presented under the title "Words and Deeds" in front of his lecturer, William James. But after Austin's passing, his idea was discussed again and then made into a book titled "How to Do Things with Words," released in 1962. According to Austin (1962), every speech act has a dimension that can signal an action in every word spoken. As a result of this idea, Austin can say that this alternative meaning analysis approach involves linguistic talks related to words or sentences conveyed by the speaker and then responded to by the listener.

Speech acts are closely related to pragmatics; if pragmatics focuses on meaning, then speech acts embody an action of the utterance spoken by the speaker to the listener. According to Austin (2006), speech acts are actions that speakers perform through speech. These speech acts can be completed in various ways, such as "pleading," "commanding," "informing," "arguing," or "discussing." So, speech acts show the action between communication and interaction to reach an agreement in which the speaker conducts dialog, not only information but also actions to support his speech. According to Yule (2006), a speech act is a condition in which a statement or utterance is delivered conventionally to produce a specific purpose in communication. The point is, in certain contexts, besides giving meaning in the form of words, speakers also perform an action that can affect the movement or response of the listener and even affect the situation and conditions directly. Similar to the previous explanation, according to Searle (1969), the speech act is a theoretical framework used to investigate meaning in language by examining the

relationship between the speaker's utterance and the listener's response. This speech act can refer to a concept when a speaker conveys linguistic meaning through words or sentences and performs an action with a certain tendency. Therefore, speech acts become an essential element of the complexity of language and human interaction.

Speech acts and communication are two crucial aspects that refer to the situational dynamics between two parties, namely the speaker and the interlocutor, in the context of a specific time and topic. Realizing the context illustrates the dependence between individuals who interact with each other. According to Levinson (1983), there are three main components in communication: context, language, and meaning. So, it is necessary to realize that every utterance spoken by the speaker certainly has a specific purpose or intention. In communicating, each individual (speaker) must first intend to inform the interlocutor (listener) explicitly or implicitly about the purpose and intent. In another view, Ludwig and de Ruyter (2016) expressed that "speech act theory has an important role in explaining language in social media and is the foundation for forming a fascinating research field for academics." By dissecting speech acts, researchers can reveal the goals speakers want to convey in messages that can affect the listener's response. Therefore, the ability to regulate effectiveness and efficiency can be addressed through the ability to use explicit language so that both parties can understand the intended meaning properly.

Also, Levinson (1983) states that speech acts are essential in studying pragmatics. This can be caused by several concepts that are not only related to the meaning of words but also the existence of responses, such as in speaking. As in the following example, it is not only a formal statement that states information but also functions as a speech act performed by the speaker. In the example "Please, do the operation now!", it can be seen that this is not just information but an action that both the speaker and the listener must take. Thus, speech acts provide an additional dimension to understanding the complexity of communication and how meaning can be addressed through concrete actions.

In speech acts, Yule (1996) divides them into three essential elements: locutionary act, illocutionary act, and perlocutionary act.

2.2.1 Locutionary Act

Speech acts refer to the physical action of the mouth when the speaker says something, which includes the selection of diction, intonation of tone, and grammatical structure are called locutionary speech acts. According to Yule (1996), the locutionary act is the most basic introductory speech that produces expressions. In other words, this speech act involves basic linguistic actions by making vocals and writing through words or sentences of articulation that create oral expression. Therefore, the locutionary act is a part of the speech act directly tied to the linguistic component of the utterance produced. The concept of locutionary act is in the form of sentence construction and word list selection.

It can be expressed as an act of staging something in question. The researcher will provide some statements to understand the locutionary act better. For the example: "I am sleepy."

The sentence above is an expression uttered by the speaker. The subject is "I," while the object is "sleepy," which is a form of feeling tired and wanting to sleep immediately. This description can be indicated as a form of expression. In this context, the speaker only conveys his feelings directly without expecting a reply or response from the interlocutor or the people around him. The point is the speaker is trying to share his emotional state in general, not with the intention of being given a response or answer from the interlocutor. There are other examples, such as: "It's really hot today."

The sentence above is an expression uttered by the speaker. This statement is information conveyed by the speaker and as a form of expression directly to the interlocutor without expecting a reply or response. In this context, the speaker is only trying to share information that the weather today is very hot, and implicitly, there is a feeling of discomfort because of the weather. In other words, the speaker does not intend to provoke a response or answer from what he has expressed.

2.2.2 Illocutionary Act

In performing speech acts, the speaker requires action through the speech delivered to the speaker. This is used so the listener does what the speaker wants, commonly known as illocutionary speech acts. According to Yule (1996), an illocutionary speech act is an action intended through communicative activities in speech. The point is, that illocutionary speech acts direct the speaker to take action following the utterance delivered by including the intention or purpose in it, with this, the speech act will play a big role in influencing the situation or response of the interlocutor (listener). Illocutionary speech acts can also provide pragmatic effects and roles of an utterance such as pleading, reprimanding, inviting, criticizing, or suggesting. The concept of illocutionary speech acts is used, among others, to provide facts, make promises, give orders, give expectations, or invite. The researcher will give some examples to understand illocutionary speech acts better. For the example: "Please, close that door!"

The sentence above is an expression spoken by the speaker. The word "please" implicitly refers to an order or instruction, and the word "close that door" is an action that needs to be done. This expression certainly has the intention that the interlocutor obeys what is said by the speaker. In other words, in this context, the speaker gives an order to the interlocutor to take concrete action, namely, closing the door. The next is in this sentence, that is: "I promise to be on time for the opening of your new restaurant."

The sentence above is an expression spoken by the speaker, a statement of promise. The word "I promise to be on time" shows an accurate promise statement to convince the interlocutor, followed by the phrase "for the opening of your new restaurant," which reflects that the speaker promises to arrive on time at the opening of the interlocutor's restaurant. In other words, the interlocutor must believe that the speaker will keep his promise.

In illocutionary speech acts, Yule (1996) states that there are five illocutionary functions. The following is a brief explanation: (1) a declaration is a type of speech act that is able to change the status or foundation through verbal statements without requiring physical action as support. (2) a representative is needed to show validity

and fraud in a premise. (3) a directive is an act of speaking that can influence the action of the interlocutor. (4) commissive is an action related to a promise or commitment that actually needs to be realized to all who hear or know it. Therefore, the following will be explained in detail. (5) expressive is intended to show the form of one's emotions or beliefs.

2.2.2.1 Declaration

The declaration is one of the functions of illocutionary speech acts. Usually, this declarative speech act is uttered by someone considered important so that his speech act can significantly change the status and condition of individuals and groups while still paying attention to the existing authority. According to Yule (1996), this declarative speech act can have a big influence on the world through an utterance, and this type of speech act leads to actions that are used to declare changes in status and certain conditions. The utterance can build a new legality based on the power and authority attached to the speaker. For more details, the researcher will give two examples as follows: "Starting today, I officially resign from this company and relinquish my position as secretary."

The sentence above is a concrete expression conveyed by the speaker firmly and straightforwardly by setting firmly one's intention to resign or relinquish from a specific position. The expression explicitly shows a solid commitment to the decision that has been made to leave the job. This notice indicates a significant change in the status of the individual, changes in the structure of the work environment, and the impact on the surroundings or parties involved. In other words, the resignation taken by the individual can significantly impact his future career path. Furthermore, in the second sentence, "Now you are legally a husband and wife."

The sentence above is declaratory. That is, this expression can directly change the status of the two individuals. In this context, the speaker explicitly declares that this man and woman have officially become husband and wife, and their new status is also formally recognized by the state and religion.

2.2.2.2 Representative

Speech acts intended as a description of a condition or fact often connected by the speaker's belief through verbal speech are called representative speech acts. According to Yule (1996), a representative is a speech act expressing data or information to describe a situation the speaker believes and considers accurate. This speech act also says proportion or statement to represent the problem. The effectiveness of this representative speech act is related to the speaker's confidence and skill in conveying concrete information. In giving the information, there is an element of confidence that the information shared by the speaker to the listener can be validated and accounted for. The concept of representative speech acts can be in the form of delivering news, giving a point of view, expressing an opinion, or giving a description. To further clarify, some examples will be presented below: "Based on the data for this month, product sales have dropped dramatically."

The sentence above shows that the speaker considers the expression informative and valid. This statement can be seen as delivering news that needs to be announced to other employees by providing an overview through the data obtained if the results of product sales during this month did not produce good results and instead experienced a drastic decline. Thus, the above expression can be classified as representative because the speaker believes what he thinks correctly. Furthermore, which still includes representative type sentences are: "I think this new policy will have a good impact on this company."

The sentence above shows an expression that expresses the opinion of the speaker. This expression is intended as a personal point of view and opinion regarding the feelings and changes that are felt with the new policy, which will have a positive impact both from each employee and the company.

2.2.2.3 Directive

Some types of illocutionary speech acts do not require speech partners to respond to the speaker's speech, but this type requires a response to the speech conveyed by the speaker, which is called a directive. According to Yule (1996), a directive is a speech act imposed by speakers to order others to do something through requests, orders, and demands in good and bad contexts. In conducting

interaction, good communication, effective use of language, and proficiency in conveying must be possessed by the speaker because directive speech acts can play an essential role in reaching an agreement, involving participation, or controlling the behavior of others. The speaker's proficiency in conducting conversations can affect the effectiveness of interaction and communication. To better understand, the speaker will give some examples as follows: "Can you help me?"

The sentence above shows that the expression is a request made by the speaker. This expression certainly has the intention and hope that the listener can do what is requested. The success of this directive expression can be seen from the extent of the response or action taken by the listener. In short, if the listener requests to help the speaker, then this speech act can be successful. However, if the listener does not respond, this is a failed directive speech act. And followed by the next sentence, which is: "You should wear a skirt instead."

The sentence above implicitly shows that the expression is the speaker's request. This expression implicitly suggests to the listener to follow the speaker's request. Similar to the previous sentence, this directive speech act can be said to be successful or not, depending on the listener's response (interlocutor).

2.2.2.4 Commissive

This illocutionary speech act can be categorized as a speech act used to perform an action that can change a specific situation or status, known as commissive. According to Yule (1996), a commissive is a speech act used by speakers to commit to a promise or decision in the future. That is, commissive speech expresses the speaker's meaning to the interlocutor (listener). This certainly involves the speaker's determination and pledge to certain events that will occur in the future. The concept of commissive speech acts consists of the use of good grammar and speaking skills, and the success of the speech act can be seen through the extent to which the speaker can commit and be responsible for his utterance. Therefore, commissive speech acts are patterned on the speaker's intention and form the basis of interpersonal trust in interaction. Remember that commissive speech acts play a significant role in building trust and maintaining interpersonal relationships. To realize the understanding of commissive speech acts, here are some examples:

"When I am elected as President in 2024, then I promise to make Indonesia more qualified!"

The sentence above is the speaker's expression, a promise that will be carried out or implemented in the future. As can be understood, the expression indicates that the presidential candidate promises to all Indonesian people that when he is successfully elected, he will make the Indonesian State more qualified. The success of this speech act can be seen when he became president in 2024, regarding the extent to which the commitment to all these promises can be maintained until the termination arrives.

On the other hand, it is stated in the following sentence, namely: "I'll drive you to the airport tomorrow morning."

The sentence above is an expression said by the speaker. In this expression, the speaker implicitly promises the listener to drive him to the airport tomorrow morning. Similar to the sentence above, the success of this speech act can be seen tomorrow morning, whether the speaker keeps his promise to the listener (interlocutor) or not.

2.2.2.5 Expressive

In interaction, expressions are needed to reinforce what is intended to be addressed to speech partners, often known as expressive speech acts. According to Yule (1996), an expressive speech act is a type of speech act used by the speaker to express feelings that are being experienced, either feelings of happiness, sadness, heartbreak, disappointment, or despair. Based on the emotional feelings above, the speaker or the listener can speak using expressive speech acts. But mainly, this is the experience or feelings of the speaker. The main point of this speech act is to convey the speaker's feelings without having to give a response or movement from the interlocutor (listener). The realization of describing this expression of feelings can strengthen interpersonal relationships, build emotional bonds, and provide understanding from the speaker to the listener. In the communicative context, expressive speech acts can create psychological space for interpersonal relationships in interaction. So, this can be used as an essential component in interaction. Here are some sentences that reflect expressive illocutionary speech

acts, such as: "I'm so proud of your success in getting your master's degree in the US!"

The sentence above is conveyed by the speaker, who expresses his happiness for the achievements the listener has achieved (interlocutor). This expression shows an expression of pleasure, pride, and joy. It offers a positive emotional state that is also given to celebrate the happiness that is being felt by the listener (interlocutor). This feeling can build a warm atmosphere, maintain the relationship between the two, and strengthen the relationship. This example still reflects the expressive illocutionary speech act: "I'm sorry to hear about your brother's passing."

The sentence above is an expression conveyed by the speaker, who expresses sadness and grief and feels sorry for what the listener (interlocutor) has experienced. Showing a sad expression toward what is being supposed by the other party can show that the individual has a high level of concern and empathy for others.

2.2.3 Perlocutionary Act

This speech act is the effect caused by the utterance delivered by the speaker. According to Yule (1996), perlocutionary speech acts depend on the utterance of the speaker and the assumptions of the listener. That is, perlocutionary speech acts lead to the effect or impact of a language act on the interlocutor (listener). The perlocutionary act relies on the listener's interpretation and interpretation of what is conveyed. Many factors influence the speaker's condition in conveying a message, such as various contexts in perlocutionary acts supported by interpersonal relationships and psychological factors in the speaker. The concept of perlocutionary speech acts also needs to be considered in expressing a message not only to be accepted by the listener but also to what extent the message or purpose can affect the action or action of the interlocutor (listener). To be able to strengthen the perlocutionary speech act, then consider the sentence below:

"Congratulations on passing this exam".

It can be seen from the sentence that this expression shows perlocutionary speech acts where the expression can affect the listener by bringing up feelings of relief, gratitude, and happiness on the excellent statement he made about himself

passing this exam. The expression can be classified as perlocutionary because it can provide positive changes in feelings and emotional conditions for the listener.

"Please enjoy the food that has been served."

It can be seen from the sentence that this expression can show perlocutionary speech acts where the expression gives a different effect felt by the listener. In other words, if the food is good, then the change that arises is a feeling of pleasure and enjoyment by eating the food. Conversely, if the food is not good, the listener will feel disappointed and angry. From this statement, it can be noted that each person's effect or impact can be different.

2.3 Expressive Speech Act

Expressive speech acts can be used as information with the main focus to express the speaker's personal feelings or attitudes. This speech act can be used as a manifestation of the speaker's emotional condition and mental state in the form of verbal utterances that allow speakers to express their feelings about their surroundings through their words and expressions. According to Yule (1996), an expressive speech act is a type of speech act used by the speaker to express feelings that are being experienced, either feelings of happiness, sadness, heartbreak, disappointment, or despair. Based on the emotional feelings above, the speaker or the listener can speak using expressive speech acts. This speech act aims to create awareness, especially for the speaker to be able to express his feelings through his expression. Of course, this can strengthen interpersonal relationships, foster emotional bonds, and interpret the speaker's understanding to the listener.

2.4 Thanking Expression

Thanking expression is a part of expressive speech that conveys gratitude for someone's actions. When someone expresses themselves, what is displayed is not only an utterance with a grammatical and conventional structure but also performs an action through it. According to Levinson (1983), the first thing that needs to be done is to clarify in what way the utterance of a sentence can be said to be an action. An individual cannot act if no utterance influences him to act. Expressive speech focuses on the speaker's feelings, which cause the speaker to

convey or express his feelings according to his psychological state (Yule, 1996 & Peccei, 1999)

On the other hand, Eiseinstein and Bodman (1986) argued that thanking expression is non-independent but accompanied by various strategies such as demanding something, apologizing, and promising. This can be supported by the situational context that affects individuals in communication. The expression of gratitude is not always explicit but is reflected through more complex communicative actions, which can build the dynamics of social interaction. However, in this study, researcher will use the theory (Fishghadam & Zarei, 2011) to be able to classify all data included the type of thanking expression.

2.4.1 Type of Thanking Expression

Within the type of expression of thanking, there are variations depending on the level of closeness of the relationship, context, and Pecceisituation. Jacobson (1999) states that thanking is divided into simple and intensive forms of expression. The meaning is that simple phrases are usually universal, and standards follow patterns that are considered polite. On the other hand, intensive thanking phrases tend to be more expressive, exposed, and personal. This reflects the affection or purpose of the expression. However, in this study, a researcher will use the theory Fishgadam & Zarei (2011) to classify all data included in the thanking expression type. According to Fishgadam & Zarei (2011), thanking expression is divided into four types, which will be explained in detail as follows:

1) The first type can be referred to as thanks. It relates to expressive actions to show sincere and respectful feelings of thanks. In some situations, thanks are not just a formal act but a voice recognition for the help that has been given and a forum to express happiness and positive emotions. The expression of thanks can represent the emotional dimension of expressing thanks. When someone says thanks explicitly, the individual can indirectly build a more buoyant positive atmosphere through emotion, joy, and gratitude. This expression of thanks can realize the emotional attachment between the speaker and the interlocutor (listener) to enrich the interaction more effectively. The expression of thanks is seen through words and can

be recognized through facial expressions, body language, and even intonation heard from the speaker. By showing expressive actions, individuals also implicitly share happiness with the listener.

2) Praise here complements the contributions that individuals and groups have made in general. In a broad context, the word praise is not explicitly directed at the action or movement of the party assisting. Instead, it focuses on expressing widespread praise by showing the good and positive impressions that result from the action. Praise can foster harmony in interactional relationships and make individuals and groups feel appreciated for the kindness given. A real example of using the word praise is when an individual expresses praise for individuals or groups that have provided support or help by acknowledging the generosity and positive behavior extended by the interlocutor.

3) In terms of meaning, compliments and praise have the same meaning but have differences in usage. Compliment refers to special recognition done by individuals or groups. Applying the phrase compliment in thanking expressive is not just a formality. Still, it shows a compliment more focused on achievement, performance, value, and even the quality obtained that produces compliments. This word can cover several aspects, such as generosity, friendliness, and sincerity, tied to the help received, as when the speaker compliments one of his employees (the listener) for his excellent performance and achievements. From the example above, the compliment is not just a formality but emphasizes the positive dimension that the recipient justifies. Compliment in a context will strengthen the relationship between the speaker and the listener and build harmony.

4) A suitable expression can be embedded in the word appreciation to express a deeper meaning for the help or assistance that has been given. In some contexts, the word appreciation is intended to channel the interpretation and value of another party's help, contribution, or exemplary action, as in responding to and approving the benefits or quality of what has been done by the party assisting. The word appreciation can embody warmth and deep

appreciation and show how important and valuable it is to understand the value of help. By voicing appreciation towards the party providing the aid, the speaker understands the aid's quality, quantity, and value. A real-life example of this appreciation is the interpretation and justification of the positive value in the phrase, "I appreciate your dedication to this company. The example above shows that the speaker (boss) appreciates the commitment and devotion of one of his employees to the company.

2.4.2 Function of Thanking Expression

In various contexts, expressions of thanking can have multiple functions. As in this case, expression of thanking is not always associated with gratitude but can lead to other functions such as compliments and closing (Eisenstein & Bodman, 1993, p. 65). Meanwhile, Leech (1983) observed that thanking is "a convivial function" to provide warmth and a pleasant situation. By applying "a convivial function, " speakers and listeners can build a harmonious and agreeable interaction. However, in this study, a researcher will use the theory of Eisenstein and Bodman (1986) to classify all data included in the function of thanking expressions. According to Eisenstein and Bodman (1986), the function of thanking expressions is to show that thanking expressions are used as "illocutionary speech acts performed by speakers that rely on the past that the listener has previously done." The past action performed by the listener is considered favorable because the speaker feels the action as an expression of gratitude and appreciation. (p. 167). The following researchers will explain in detail the two functions according to Eisenstein and Bodman (1986) as follows:

1) Gratitude becomes one of the functions that can be used as a manifestation of all forms of good actions, kindness given, and even contributions from individuals or groups. Showing this gratitude can indicate that the speaker is very grateful for the help and sincere feelings for those who have helped or provided support. The use of this function can be seen in sentences such as "Thank you for accompanying me especially in my difficult times." The sentence above is intended to express profound gratitude for the support

given to the speaker and make the speaker feel honored for the kindness shown by the interlocutor (listener).

2) Appreciation can reflect an expressive action that functions as an action given to individuals or groups that appreciate and honor an action or participation carried out in a company or work project. The word appreciation in expressing gratitude is not only done as a formality in work. However, it has a more profound value and meaning to give an understanding that the speaker appreciates the dedication and performance provided, as seen through the sentence, "I appreciate your commitment to this company. The example above shows that the speaker (boss) appreciates the commitment and dedication of one of his employees to the company.