

# CHAPTER I

## INTRODUCTION

### A. Background of Study

The topic of this term paper is based on my apprentice that I did from 12 July until 11 August 2016, at Universiti Teknologi Mara in Shah Alam, Selangor, Malaysia. I was an apprentice in Office of International Affairs. I wrote announcement letter to the Turkey Embassy. When I wrote it, I chose 'Dear Sir/Madam' as salutation for the honorifics, but my supervisor told me to change it into 'His/ Her Excellency'. Another experience that happened to me was handshake. When I tried to greet my supervisor's friend with handshake, my supervisor's friend rejected my handshake and said *haram* directly. These two experiences happened during my apprentice. These experiences are a part of linguistic features, particularly social deixis. As stated by Martin (2008) that social deixis [/'daɪksɪs/] is a part of aspect of languages that encodes some information related to the relationship between participants in linguistic communication. Social deixis also encodes information about the social setting.

encodes information about the social setting, like selection of the speech levels, formal or informal. In addition, some social acts such as greeting, insult, gratitude. could represent reflection of social deixis. Therefore, this term paper aims to discuss social deixis and handshake that I mention in the previous paragraph, find the potential solution and solve the problem.

## B. Identification of the Problem

In this term paper, I would like to analyze the problem by answering the following questions. The research questions are as follows:

1. Why has the writer lacked of knowledge in using honorific and handshake?
2. What are possible solutions and the best potential solutions to take and anticipate if such problem occurs in the future?
3. How do the use of 'His excellency' and handshake influence the writer in nonverbal communication?

## C. Objectives and Benefits of the Study

This term paper has one objective and one benefit. The objective is to discuss the causes, the effects, and the potential solutions of the problem found during the internship. This benefit is both the reader and the writer will know more about social deixis and handshake in social context.

#### D. Description of the Institution

Office of international affairs is part of Universiti Teknologi Mara, which handles fields of international relations with other universities. Office of International Affairs was established in August 2007. It consists of two departments; they are ICTD (International Cooperation, Training and Development) and ISD (International Students and Development). Both divisions are interrelated to each other. ICTD is responsible for creating memorandum of understanding and development of employee and curricular. ISD's task is to manage the development of the students who are studying at Universiti Teknologi Mara. Universiti Teknologi MARA ( n.d.)

#### E. Method of the Study

The term paper data is taken from an internship journal. During the internship, I wrote a daily journal for about four weeks. Reflecting on the content of the journal, I found out a problem, which I believe is important to be discussed. I looked for theories that could support my analysis from the Internet and library research.

## F. Limitation of the Study

This term paper has limitations. The first limitation is that I only use literature as an instrument to collect data. The second limitation is that I only focus on social deixis in honorifics and non-verbal communication in handshaking. I chose to focus on them because I had these experiences and they would help me when I communicate with other English users later on.

## G. Organization of Term Paper

This term paper contains four chapters. The first chapter is Background of the Study, Identification of the Study, Objectives and Benefits of the Study, Description of the Institution, Method of the Study, Limitation of the study and Organization of the Term Paper. The second chapter comprises Problem Analysis with further explanation about causes and effects of the problem. The third chapter is Potential Solutions. The last chapter is Conclusion, which is followed by References, Appendices, and Evaluation sheets.