An Analysis of Illocutionary Acts in Business Letters
(A case study of some companies in Cilegon)

A Thesis
(Submitted to Letters and Humanities Faculty
in Partial Fulfillment of the requirements for the Strata One Degree (S1))

RATU RUCHINA
106026001021

ENGLISH LETTERS DEPARTMENT
FACULTY OF ADAB AND HUMANITIES
SYARIF HIDAYATULLAH STATE ISLAMIC UNIVERSITY
JAKARTA
2010
ABSTRACT


The research is aimed to analysis the kinds of sentences illocutionary act in Business Letter from P.T HELINDO MAJU MANDIRI and P.T MITSUBISHI CHEMICAL INDONESIA in Cilegon-Banten. The writer uses of John Searle Austin theory to analysis the Business Letters. In the research the writer uses the descriptive qualitative method and content analysis technique in which data are collected from the Letter of Business by relating the kinds of Illocutionary act.

This research is to find out the reason of communication activity which is always started from the speaker that wants to explain his or her purpose to hearer. For this purpose the speaker uses illocutionary act, as an illocutionary act is an act performed in doing something. In this case, the writer focuses on ten Business Letters.

As conclusion, the writer founds five of illocutionary act that can reveal the theme. Such as: Representative, Directive, Commisive, Expressive, and Declarative.
APPROVEMENT

An Analysis of Illocutionary Acts in Business Letters
(A case study of some companies in Cilegon)

A Thesis
Submitted to Adab and Humanities Faculty
in Partial Fulfillment of the Requirements for
the Degree of Strata One (S1)

Ratu Ruchina
NIM 106026001021

Approved by:

Drs. Abdul Hamid, M.Ed
NIP 150 181 922
Supervisor

ENGLISH LETTERS DEPARTMENT
FACULTY OF ADAB AND HUMANITIES
SYARIF HIDAYATULLAH STATE ISLAMIC UNIVERSITY
JAKARTA
2010
LEGALIZATION

The thesis entitled **An Analysis of Illocutionary Acts in Business Letters** has been defended before the Letters and Humanities Faculty’s Examination Committee on November 2, 2010. The thesis has already been accepted as a partial fulfillment of the requirement for the degree of Letters Scholar.

Jakarta, November 2010

<table>
<thead>
<tr>
<th>Examination Committee</th>
<th>Signature</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Dr. H. Muhammad Farkhan, M.Pd (Chair Person)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>NIP: 19650919 200003 1 002</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2. Drs. Asep Saefuddin, M.Pd (Secretary)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>NIP: 1640710 199303 1 006</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3. Drs. Abdul Hamid, M.Ed (Advisor)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>NIP: 150181922</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4. Inayatul Chusna, M.Hum (Examiner 1)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>NIP: 19780126 200312 2 002</td>
<td></td>
<td></td>
</tr>
<tr>
<td>5. Dr. H. Muhammad Farkhan, M.Pd (Examiner 2)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>NIP: 19650919 200003 1 002</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
DECLARATION

I HEREBY declare that this submission is my own work and that, to the best of my knowledge and belief, it contains no material previously published or written by another person nor material which to a substantial extent has been accepted for the award of any other degree or diploma of the university or other institute of higher learning, except where due acknowledgement has been made in the text.

Jakarta, November 2010

Ratu Ruchina
ACKNOWLEDGMENT

In the name of Allah, the Beneficent, the Merciful, Pries, and Gratitude to be Almighty Allah, the Lord of the Universe, peace, and blessing be upon Prophet Muhammad SAW, his family, descendants, and his all followers.

This paper is written as a partial accomplishment of the requirements for S1 Degree of English Department of the Adab and Humanities Faculty at the State Islamic University.

In this occasion, the writer would like to express her great honor acknowledgment to Mr. Abdul Hamid, as her advisor, for having guided her in writing this paper.

The writer would also like to say thanks to these following persons who have contributed the supports, namely:

1. Dr. Abd. Wahid Hasyim, M. Ag, the Dean of Adab and Humanities Faculty.

2. Dr. M. Farkhan, M. Pd, the Head of English Letters Department.

3. Drs. Asep Saepuddin, M. Pd, the Secretary of English Letters Department.

4. To all lectures of English Language and Letters Department, especially the writer will also not forget to thank Mr. Zahril Anasy and Mr. Hilmi
Akmal for giving their contribution for the writer in conducting this research.

5. Her beloved mother (Hj. Salimatul Abadiyah) and father (H. Ules Firdaus), her sisters, her brothers, and her whole families who have supported her in material and nonmaterial forms to make this paper ready.

6. My special friend for all his suggestion and support all the time.

7. Thanks to all of the writer’s best classmates of English Letters Department, Especially, Melinda Adriani, Ismi Adinda, Tazkiatul Fikriyah, Resmita Siska, Endah, Eli, Hani, Nana, Aliz and many others for their friendships, supports and suggestions all the time.

May Allah, the Almighty bless them all, Amen. The writer realizes that, this paper is not fully perfect. Therefore, the writer would like to accept any constructive suggestion to make this paper better.

Jakarta, November 2010

The writer

RATU RUCHINA
# TABLE OF CONTENTS

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>ABSTRACT</td>
<td>i</td>
</tr>
<tr>
<td>APPROVEMENT</td>
<td>ii</td>
</tr>
<tr>
<td>LEGALIZATION</td>
<td>iii</td>
</tr>
<tr>
<td>DECLARATION</td>
<td>iv</td>
</tr>
<tr>
<td>ACKNOWLEDGMENT</td>
<td>v</td>
</tr>
<tr>
<td>TABLE OF CONTENTS</td>
<td>vii</td>
</tr>
<tr>
<td><strong>CHAPTER 1. INTRODUCTION</strong></td>
<td></td>
</tr>
<tr>
<td>A. Background of Research</td>
<td>1</td>
</tr>
<tr>
<td>B. Focus of the Research</td>
<td>6</td>
</tr>
<tr>
<td>B. The Research Questions</td>
<td>6</td>
</tr>
<tr>
<td>C. The Significance of Research</td>
<td>6</td>
</tr>
<tr>
<td>D. Research Methodology</td>
<td>7</td>
</tr>
<tr>
<td>1. The Objective of Research</td>
<td>7</td>
</tr>
<tr>
<td>2. The Method of the Research</td>
<td>7</td>
</tr>
<tr>
<td>3. The Technique of Data Analysis</td>
<td>8</td>
</tr>
<tr>
<td>4. The Unit of Analysis</td>
<td>8</td>
</tr>
<tr>
<td>5. Instrument of Research</td>
<td>8</td>
</tr>
<tr>
<td>6. Place and Time of the Research</td>
<td>9</td>
</tr>
<tr>
<td><strong>CHAPTER 11. THEORETICAL FRAMEWORK</strong></td>
<td>10</td>
</tr>
<tr>
<td>A. Linguistics</td>
<td>10</td>
</tr>
<tr>
<td>B. Pragmatics</td>
<td>12</td>
</tr>
<tr>
<td>C. Speech Acts</td>
<td>13</td>
</tr>
</tbody>
</table>
1. Definition ................................................................. 13
2. Types of Speech act .................................................. 16
D. Illocutionary Act ......................................................... 16
   1. Definition ............................................................. 16
   2. Types of Illocutionary Acts ........................................ 18

CHAPTER 11. RESEARCH FINDINGS ................................. 23
A. Data Description .......................................................... 23
B. Data Analysis .............................................................. 28
   1. Letter 1 and 2 .......................................................... 28
   2. Letter 3 and 4 .......................................................... 33
   3. Letter 5 and 6 .......................................................... 36
   4. Letter 7 and 8 .......................................................... 39
   5. Letter 9 and 10 ......................................................... 42

CHAPTER IV. CONCLUSION AND SUGGESTION .............. 46
A. CONCLUSION ............................................................. 46
B. SUGGESTION ............................................................ 47

BIBLIOGRAPHY .............................................................. 48

APPENDIXES ................................................................. 51
CHAPTER 1

INTRODUCTION

A. Background of the Research

A business letter is basically written in formal language way, it is commonly used when writing from a particular business organization to another. A business letter basically is a letter which is put down in formal language, mainly applied when writing from one business organization to another, or for the purpose of communication amid such organizations and their clients and exterior parties.

A business letter is not the same the normal letter which we write to friends or family, according to it the producer have to write politely and properly.

The basic purpose of business letter is a formal way of communicating between two or more parties. It can be informational, persuasive, motivational, or promotional. The single most purpose of a Business letter is to communicate with a customer or a client or a business partner in a formal manner about an official business matter.

The language of a business letter is one of the main qualities that should be present in a business letter. It should be clear. Difficult words, different phrases and technical terms and jargons should be avoided.
Business letters are a form of communication and they are very important. A good business letter is very important because it carries the message of the organization to the customers, employees, suppliers, the government and media. A business letter is a formal written letter which is sent from one business organization to the other. The characteristics a business letter depends upon the message it holds.

Good relation between producer and consumer is highly needed in trade world. Producers as producing items have to keep communication with their partners. This communication is a part of getting faithfully from each other. Any methods are taken by producer to get consumer's attention, such as making a promotion, producing result item in interesting cover, and so on. Those efforts have purpose to communicate with their consumer. But, anything which has correlation with trade world can be done by using a letter, or in other meaning the letter holds important position in trade world. In general, effort and action that have been conducted with trade world started and done with correspondence between consumer and producer.

In Business, Letter is used more extensively than any other type of written communication. Letters are written to buy and sell goods, to welcome new customers, to ask for information, to answer requires, to request or to make adjustments, to collect overdue accounts, and to build a friendly attitude toward a company and its products. Letters are also written to get jobs. Just about everyone in business writes these kinds of letters. In fact, just above everyone in business
writes some of these letters in his everyday living, too. The knowledge and practice you need to develop your letters-writing skills, then, are extremely valuable to you. Being able to write a good letter has boosted the chance for advancement in business affairs of thousands like you.¹

According to Kamus Lengkap Bahasa Indonesia Modern by Muhamad Ali, "letter is a content and purpose written pepper".²

There are many methods of language that are used human society in daily activities, not only verbal language but also non verbal language. Even though verbal language is known as primer language and non verbal language as secondary language. However, when we are telling verbal language directly lost, whereas non verbal language can be saved very long and unlimited time³.

In organization, writing of business letter is started with interesting and precisely opening, and then it is followed by telling problem. This case has purpose to keep communicative relation between producer and consumer. For it, we can not redeemable us from relation with the function of language.

In its relation with the term which deal with trade world, this writer will use the writer's term (writer = W)) to relate to writer or consignor of letter and (reader=R) to refer to reader or letter receiver. Then, the expression written that

present in the data, the writer will be assumed as utterances or sentences that contain types of illocutionary acts.

To start an analysis about Illocutionary act of speech act is with presenting speech act by John Searle Austin. He isolates three basic senses that are called: Loctionary act is the act of saying something, Illocutionary act is the act of doing something and Perlocutionary act is the act of affecting someone.

To understand the three types of speech act more clearly, let us observe the following descriptions:

i. Locutionary act: the utterance of a sentence with determinate sense and reference. It is a speech to assert something. It is also called as the act of saying something. E.g I have just made some coffee.

ii. Illocutionary act: the making of a statement, offer, promise, etc. in uttering a sentence, by virtue of the conventional force associated with it (or with its explicit performative paraphrase). It is also called the act of doing something. It includes: telling, assertive, requesting, ordering, asking, promising, apologizing, threaten. E.g. Fasten your seatbelt!

iii. Perlocutionary act: the bringing about of effects on the audience by means of uttering the sentence the sentence, such effects being special to the circumstance of utterance. It is called the act of affecting something. It is utterance has a specific effect on another feelings,
behavior including statements that.\textsuperscript{4} E.g. she is tired to persuade me to accompany her.

In this study, the writer will focus her analysis on the illocutionary act.

The illocutionary act, that is the focus of Austin's interest, and indeed the term speech act has come to refer exclusively to that kind of act. Austin is careful to argue that (i) and (ii) are detachable, and therefore that the study of meaning may proceed independently, but supplemented by a theory of illocutionary acts. More troublesome, it seemed to him, was the distinction between (ii) and (iii). Some examples of his will indicate how he intended it to play address: \textit{SHOOT HER!}

It has so many meanings, one may say of this utterance that in appropriate circumstances, it had the \textit{Illocutionary Force}, variously, ordering, urging, advising the addressee to shoot her; but the Perlocutionary effect of persuading, forcing, or frightening the addressee into shooting her. Similarly, the utterance of \textit{YOU CAN'T DO THAT} may have the illocutionary force of protesting, but the Perlocutionary effects of checking the addressee's action, or bring him to his sense.

In summary, the Illocutionary act is what is directly achieved by the conventional force associated with the issuance of a certain kind of utterance in accord with a conventional procedure, and is consequently determinate. In contrast, a Perlocutionary act is specific to the circumstances of issuances, and is

therefore not conventionally achieved just by uttering that particular utterance, and includes all those effects, intended or unintended, often indeterminate, that some particular utterances in a particular situations may cause.

B. Focus of the Research

The writer focuses on analyzing ten of Business Letters that use English Language in Illocutionary Act, from P.T HELINDO MAJU MANDIRI and P.T MITSUBISHI CHEMICHAL INDONESIA.

C. The Research Questions

1) What kinds of Illocutionary act present in Ten Business Letter of P.T HELINDO MAJU MANDIRI and P.T MITSUBISHI CHEMICHAL INDONESIA in Cilegon City?

D. The Significance of Research

The research will analysis the Business Letters of P.T HELINDO MAJU MANDIRI and P.T MITSUBISHI CHEMICHAL INDONESIA. The writer expects, this research will be useful, especially for the writer herself to study about the kinds of sentences illocutionary act that is contained in Business Letters and to description the function of illocutionary act in Business Letters.
E. Research Methodology

1. The Objective of Research

1) To give description some kinds of illocutionary act in Business Letters.

2) To ascertain the functions of illocutionary act and to make social relation between language users.

2. The Method of the Research

The method which is used in this research is descriptive qualitative where the writer describes and analyzes is Business letters. They are collected from P.T HELINDO MAJU MANDIRI and P.T MITSUBISHI CHEMICAL INDONESIA in Cilegon-Banten that moved in spacious production of necessity items people and services cooperation office. That data are collected according to assumption that process of production will be progressed in balance if there is supply and demand. So, this selection criteria corpus data in this thesis conducted with supply and demand process. It can be said that data are classified according to the types of illocutionary act.
3. The Technique of Data Analysis

The data will be analyzed through descriptive analysis technique, by using the following steps:

1) To classify the collected-letters based on the types of letters.

2) To compile the data, then to classify into the types of illocutionary acts.

3) To analyze the selected data.

4) To write report of the study.

3 The Unit of Analysis

The unit of analysis used in this research is ten types of business letters which were taken from P.T HELINDO MAJU MANDIRI and P.T MITSUBISHI CHEMICAL INDONESIA in Cilegon-Banten.

4. Instrument of Research

The research uses the writer herself as instrument to analysis in collecting the qualitative data about Business Letters from P.T HELINDO MAJU MANDIRI and P.T MITSUBISHI CHEMICAL INDONESIA by identifying and classifying the Business Letters into the kinds of sentences or utterances illocutionary act.
5. **Place and time of the Research**

This research has been started since March 2010, in English Letters Department, Adab and Humanities Faculty, 'Syarief Hidayatullah' State Islamic University (UIN) Jakarta. This research was also taken place at some companies in Cilegon-Banten, they are P.T HELINDO MAJU MANDIRI and P.T MITSUBISHI CHEMICAL INDONESIA Cilegon-Banten, and other libraries to get more references and more information.
CHAPTER II

THEORETICAL FRAMEWORK

In this chapter, the writer will explain some theories based on users of that language, exactly with illocutionary act. Those theories are needed from just assumption analysis, because the useful of language in any situations are very complicated. One of the theories that explain kinds of these speech acts are John R Searle (1979) in Speech Acts an Essay in the Philosophy of Language. This theory is chosen as basic of data explanation, because it has clear limited enough for each of speech act and kinds of illocutionary act. So that, the writer can be easy to ascertain each of illocutionary act in every time that speech acts are said.

A. Linguistics

As we know linguistics is the study of language. Human cultures are alike in furnishing sets of systemized answers to the universal problems of human existence, but the answers are all different answers, and each culture is therefore unique. Each individual of our species is born into a society that is already a going concern, and since, to all intents and purposes, he is devoid of instincts, and he must learn to become a human being by internalizing the culture of his group. The kind of learning fully enculturated and socialized is highly exacting, and by far the larger part of this exacting tasks of learning to become human is handled through the principal modality of human communication-language.
Language is a learned, shared, and arbitrary system of vocal symbol through which human beings in the same speech community or subculture interact and hence communicate in terms of their common cultural experience and expectations.\textsuperscript{5}

We may perhaps identity five general headings: 1) language as means of access. 2) Language as ideology. 3) Language and social inequality; 4) language as metadiscourse (in contraction of reality); 5) language as model (for understanding system of other kinds).\textsuperscript{6}

When Charles Morris proposed his famous tracheotomy of syntax, semantics and pragmatics, he defined the last as “the study of the relation of signs to interprets” (1986,6) but he soon generalized this to “the relation of signs to their users (1938,29) one year later Rudolf Carnap proposed to “call pragmatics the field of all those investigations which take into consideration…… the action, state, and environment of a man who speaks or hears (linguistics signs), this tradition continues; both linguistics and philosophers (see Gazdar 1979). Bach and Harnish 1979) have taken the term pragmatics to cover the study of language use in relation to context, and in particular the study of linguistics communication.\textsuperscript{7}

\textsuperscript{7}Adrian Akmajian, Linguistics : An Introduction to language and Communication (America: The MIT Press, 1990 ), p. 308.
B. Pragmatics

Pragmatics is the branch of the study of language that has to deal with the contribution of the context to the production, structure and interpretation of utterances. At the turn of the decade, everybody agrees that context can not be neglected in the study of language; and no body denies that pragmatics is the branch of the study of language that has to deal with the contribution of the context to the production, structure and interpretation of utterances.8

Pragmatics is concerned with the study of meaning as communicated by a speaker (or writer) and interpreted by listener (or reader). It has, consequently, more to do with the analysis of what people mean by their utterance might mean by themselves. Pragmatics is the study of speaker meaning.9

Pragmatics is the study of the relationship between linguistics forms and the users of those forms. In this three-part distinction, only pragmatics allows human into the analysis. The advantage of studying language via pragmatics is that one can talk about people’s intended meanings, their assumptions, their purposes or goals, and the kinds of actions. (For example, request) that they are performing when they speak. The big disadvantage is that all these very human concepts are extremely difficult to analysis in a consistent and objective way. Two friends having conversation may imply something and infer some others without providing any clear linguistics evidence that we can point to as the explicit source

of the meaning of what was communicated. Example (1) is just such a problematic case. I heard speakers, I knew what they said, but I had no idea what was communicated.

(1) Her: so-did you?

Him: hey- who would not?

Thus pragmatics is appealing because it’s about how people make sense of each other linguistically, but it can be a frustrating area of study because it requires us to make sense of people and what they have in mind. And one of scope of pragmatics is Speech act.

C. Speech Act

1) Definition

"Speech act is something that some body, considered as an action, for example" I forgive you".11

"Actions performed via utterance are generally called speech act, and in English, are commonly given more labels, such as apology, complaint, compliment, invitation, promise, or request.12

"Finally, the necessary thoughts, feelings, and intentions must be present in all parties. In general, the spoken part of the total act, the actual speech act"."\(^{13}\)

The explanation of this kinds speech acts are explained based on assumption that saying something, somebody has definite desire, and that action or activities communication will be successes if that desire can be understood by hearer.

This statement shows that utterance can be realized to pass a language. So that, word, phrase, or sentence that are used by definite speaker in any fixed situations or the act of expressing something in words is utterance."\(^{14}\)

Ujaran adalah regangan wicara bermakna di antara kesenyapan actual atau potensial, atau kalimat atau bagian kalimat yang dilisankan."\(^{15}\)

("Utterance that is thigh meaning between actual pause and potential, or a sentence that is said")

In producing utterances, speaker has a definite purpose. That purpose can be known by the meaning of utterance that is expressed directly or indirectly. One of important element to ascertain the meaning of utterance is context. As Harimurti said:


“The concept of context can be roughly divided into the linguistics environment of an utterance (the context) (following Bar-Hillel’s suggestions), and the non Linguistic situation of utterance (for which Bar-Hillel reserved the term context).”

"Konteks adalah pengetahuan yang sama dimiliki pembicara sehingga pendengar paham akan apa yang dimaksud pembicara."

("Context is the same knowledge that has been by the speaker so that the hearer can understand by speaker's purpose")

If like that, context according to Dascal aims to envirounment linguistics like utterance and situation non linguistics that accompany occurrence of utterance, like:

- Speaker
- The hearer
- The spatiotemporal location of the speech event.
- The non linguistics behavior of speaker and audience.
- The preceding and following events
- The social cultural environment.

---

Those elements above hold important position in interpretation that is proceed by speaker. So from that explanation, context is very important element to ascertain illocutionary act.

2) Types of Speech Act

A fitting way to begun the study of speech act verbs is with the well-known distinction Austin makes between three kinds of speech act: a Locutionary act (performing the act of saying something), Illocutionary act (performing an act in doing something), and a Perlocutionary act (performing an act by effecting something).

D. Illocutionary Act

1) Definition

The illocutionary act is carried out by a speaker making an utterance is the act viewed in terms of the utterance's significance within a conventional system of social interaction. Illocutions are acts defined by social conventions, acts such as accosting, accusing, admitting, apologizing, challenging, complaining, condoling, congratulating, declining, deploring, giving permission, giving way, greeting, leave-taking, mocking, naming, offering, praising, promising, proposing marriage, protesting, recommending, surrendering, thanking, and toasting.

Illocutionary act is the action that is showed by speaker the spatiotemporal location of the speech event. Like that is explained by Austin in How to do Things with words.

An illocutionary act is an act performed in doing something.\textsuperscript{20}

Thus we distinguished the illocutionary act which has a meaning; the illocutionary act which has a certain force in saying something. The perlocutionary act which is the achieving of certain effects by saying something.\textsuperscript{21}

And then, in illocutionary act has felicity conditions.

Felicity condition of an illocutionary act are conditions that must be fulfilled in the situation in which the act is carried out if the act is to be said to be carried out properly, or felicitously.\textsuperscript{22}

One of the felicity conditions for the illocutionary act of ordering is that the speaker must be superior to, or in authority over, the hearer. Thus, if a servant says to Queen 'Open the window', there is a certain incongruity, or anomalousness, or infelicity in the act (of ordering) carried out, but if the Queen says' open the window' to the servant, there is no infelicity.

A felicity condition for the illocutionary act of accusing is that the deed or property attributed to the accused is wrong in some way. Thus one can felicitously

\textsuperscript{21} Ibid, p. 121.
accuse some one of theft or murder, but normally only infelicitously of say, being a nice guy, or of helping an old lady to cross the road.

Generally speaking, the illocutionary act inherent in an utterance is intended by the speaker, is under his full control, and if I is evident, it is so as the utterance is made, whereas the perlocutionary act performed through an utterance is not always intended by the speaker, is not under his full control, and is usually not evident until after the utterance is made.23

It is much more usual to talk of a speaker 'trying' to carry out a perlocutionary act (e.g. trying to assume, or shock, or annoy someone) than it is to talk of a speaker 'trying' to carry out an illocutionary act (e.g. trying to apologize, or to offer someone something, or to complain about something). In the later case, but not the former, there is the strong implication that one is being actually prevented from speaking. Because of these differences, it is possible in very many cases to classify acts as both illocutionary and perlocutionary.

1) **Types of Illocutionary Act.**

A different approach to distinguishing types of speech act can be made on the basis of structural. A fairly simple structural distinction between three general types of speech acts is provided, in English, by the three basics sentence types.24 As shown in:

---

23Ibid. p. 247.
Your fasten seat belt. (Declarative)

Are you fasten your seat belt? (Interrogative)

Fasten your seat belt! (Imperative)

There is an easily recognized relationship between three structural forms (Declarative, interrogative, imperative) and the three general communicative function (Statement, question, command/request).

Whenever there is a direct relationship between a structure and a function, we have a **direct speech act**. Whenever there is an indirect relationship between a structure and a function, we have an **indirect speech**. Thus, a declarative used to make a statement is a direct speech, but a declarative used to make a request is an indirect speech act. As illustrated 1). it's cold outside. The utterance is declarative. When it is used to make a statement 2). I hereby tell you about the weather; it is functioning as a direct speech act. When it is used to make a command/request.25

Indeed, there is a typical pattern in English whereby asking a question about the hear assumed ability {'can you?, 'could you?'} or future likelihood with regard to doing something (will you, or would you) normally counts as a request to actually to do that something.

---

Indirect speech acts generally associated with greater politeness in English than direct Speech acts. In order to understand why, we have to look at a bigger picture than just a single utterance performing a single speech act.\textsuperscript{26}

As we saw in the preceding section, Searle (1977) finds fault with Austin's taxonomy of speech acts for various reasons (inconsistency, incompleteness, and so on.) His twelve criteria (mentioned there) are supposed to lay the foundations for a better classificatory procedure. Yet, out his twelve criteria, Searle only uses four:\textsuperscript{27}

1) Illocutionary point (the 'force' of the speech act in Austin terminology ;)

2) Direction of fit (the way the speech act fits the world, and/or the world the speech act)

3) Expressed psychology state (of the speaker: a 'belief' may be expressed as a statement, an assertion, a remark. etc)

4) Content (what the speech act is 'about' e.g. a 'promise' to attend the party has the same content as a 'refusal' and so on).

(Searle, 1976) that there are just five basic kinds of actions that one can perform in speaking, by means of the following five types of utterance:

\textsuperscript{26}Ibid. p. 56.
1) **Representatives**, which commit the speaker to the truth of the expressed proposition (paradigm cases: asserting, concluding, allege, affirm, announce, predict, insist, forecast.) For example in a sentence: it was a warm sunny day.

2) **Directives**, which are attempts by the speaker to get the addresses to do something (paradigm cases: requesting, questioning, ask, beg, bid, command, demand, forbid, recommended). For example in a sentence: Don’t touch that!

3) **Commissives**, which commit the speaker to some future course of action (paradigm: promising, threatening, offering, swear, volunteer, vow). For example in a sentence: I’m going to get it right next time.

4) **Expressive**, which express a psychology state (paradigm cases: thanking, apologizing, welcoming, congratulating, pardon) for example in a sentence: I’m really sorry!

5) **Declarations**, which effect immediate changes in the institutional state of affairs and which tend to rely on celebrate extra-linguistic institutions (paradigm cases: excommunicating, declaring war, christening, firing form employment) for example in a sentence: Priest: I now pronounce you husband and wife.²⁸

---

The five general functions of speech act (following Searle 1979)\(^\text{29}\)

<table>
<thead>
<tr>
<th>Speech act type</th>
<th>Direction on fit</th>
<th>(S=\text{speaker})) or (W=\text{Writer}) (X=\text{situation})</th>
</tr>
</thead>
<tbody>
<tr>
<td>Representatives</td>
<td>Make words fit the world</td>
<td>(S \text{ believes } X)</td>
</tr>
<tr>
<td>Directives</td>
<td>Make the world fit words</td>
<td>(S \text{ wants } X)</td>
</tr>
<tr>
<td>Commissives</td>
<td>Make the world fit words</td>
<td>(S \text{ intends } X)</td>
</tr>
<tr>
<td>Expressives</td>
<td>Make words fit the world</td>
<td>(S \text{ feels } X)</td>
</tr>
<tr>
<td>Declarations</td>
<td>Words change the world</td>
<td>(S \text{ causes } X)</td>
</tr>
</tbody>
</table>

CHAPTER III

RESEARCH FINDINGS

In this chapter, the writer discusses Data Description and Data Analysis:

A. Data Description

In this data description, the writer compiles, classifies the collected data and tabulated into the following table.

<table>
<thead>
<tr>
<th>Number of letters</th>
<th>Types of Illocutionary</th>
<th>Indicators</th>
<th>Corpuses of Sentences</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 and 2 Representative</td>
<td>Inform, assigned, know, comment, and inform, say, question, attention.</td>
<td>-we inform you that you are assigned as the SHE Sub-Committee members, -we would like to say thank for our continue business relation, -we will change format of our Certificate of Analysis (CoA) as attached document.</td>
<td></td>
</tr>
</tbody>
</table>
| 3 and 4 Directive | Required, please submit, received, open, addressed, asking, describing, recommended, describe, | - We assure you that this changing will have no impact to our product quality and  
- Thank you for your kind attention and cooperation  
- we inform you that you are assigned as the SHE Sub-Committee members,  
- this assignment letter issued for to know and implement smoothly with full responsibility,  
- Thank you for your attention and cooperation.  

- please submit your application for following position,  
- and we're wide open for your interest to come and join with us  
-Thank you for your letter of May I asking about Copy Mechanic catalog, |
<table>
<thead>
<tr>
<th>5 and 6</th>
<th>Commissive</th>
<th>reported. Received.</th>
<th>-We are pleased to send you today our catalog describing the many models available, - and For your special anniversary sale we recommended the Fuji.</th>
</tr>
</thead>
</table>
| | | Offering, accept, confidence, forced, realize, intend, notice, Intentions. | -Thank you for your letter of January 10 offering me a secretary position in your company, -I accept! - Mr. Woerjantimo for your confidence in me and I will do my best to be worthy of it. - We shall be forced to place your account in the hands of a collection agency, - I am sure that you are realize that thus is a drastic step, - and is taken only when we have
<table>
<thead>
<tr>
<th>7 and 8</th>
<th>Expressive</th>
<th>reason to believe that a customer does not intend to pay his account, we wish it were not necessary for us to take it.</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>- There is only one way you can stop us; send us your check immediately, or at least let us know your intention and</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- This is the last notice you will receive from us.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- Congratulations on opening your own truck sales business,</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- I know it has been a dream of yours some time,</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- and I'm overjoyed that you finally have gotten your own business up and going.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- I must tell you how much I admire you for the determination,</td>
</tr>
<tr>
<td>9and 10</td>
<td>Declarative</td>
<td>9and 10</td>
</tr>
<tr>
<td>---</td>
<td>---</td>
<td>---</td>
</tr>
<tr>
<td>rejoice, celebration, best regards, sincerely</td>
<td>- Nani and I would love to join you at your opening reception next Sunday, - We will able be there to cheer you on and share in your joyous occasion.</td>
<td>- I write to inform you of my decision to retire from my position as member of team safety, - and My time with PT Mitsubishi Chemical Indonesia has allowed me to develop professionally - and we are going to terminate our current relationship with Pompton Paper Products, - I know you are well aware that sales have been soft lately for us - I’m really hopeful that economic conditions change ,</td>
</tr>
</tbody>
</table>
and so that we are able to do 
business with Pompton Paper 
Products again personally.

B. Data Analysis

From the data description data, then the writer would like to analyze the data through the descriptive of Searle's Speech act concepts, especially at the types of illocutionary act. The writer limited the data in 10 (ten) Business Letters which consist of illocutionary Act to make this study efficient and focus.

Referring to Searle's concepts, the data can be analyzed as follows:

**Letter No 1 and 2 (Representative of Illocutionary Act)**

(LETTER 1)

To : SHE Sub-Committee Members
Fr. : Factory General Manager
Re. : Assignment

Base on the Company or Plant activities development and for the implementation of the safe, neat, healthy and comfortable condition for to create and achieve high productivity, efficiency and effectiveness, is necessary to built the SHE Sub-Committee of PT. Mitsubishi Chemical Indonesia.

In order to implement the Safety & Health activities, herewith we inform you that you are assigned as the SHE Sub-Committee members, with formation as fellow:
A. SAFETY TEAM

Leader : Khairil Moesis (RCP)
Members :
Dandi Panggih T (Pro-TPA)
Bachtiar Jacobs S (Pro-PET)
Lukman Nur Aalim (Utility)
Didit Aditiya (QI-TPA)
Rudi Antoro (MFCoord)
Bambang Sentot (MNT Coord)
Syamsyul Hadi (Mech-1)
Seto A. Bremono (GAL)
Arifin Sunanta (SHE)

B. ENVIRONMENT TEAM

Leader : Rudi Antoro (MFG-Coord)

Aji Kurmana (Pro-TPA)
Usep Ruhemat (Q1/MTS TPA)
Heri Herlambang (Q1/MTS TPA)
Edi Sundaya (Mech-2)
Herliani Marnis (GAL)
Enang Supandi (SHE)
Irwan E. Setiawan (TC)
Sri Hartono (TC)

C. INDUSTRIAL HYGIENE TEAM

Leader : Company Doctor (Clinic)
Members :
Rustam Sasono (Pro-TPA)
Aji Kurmana (Pro-PET)
Each team is being responsible to monitoring and evaluating the Committee annual program, according to the job scope.

This assignment letter issued for to know and implement smoothly with full responsibility.

Thank you for your attention and cooperation.

Cilegon, 13 May 2009

Osafumi Fujimoto

For the first letter has purpose to give information about of the assignment as SHE Sub-Committee members and with its new formation. Based on the words or sentences have been underline marked, this letter included into Representative Illocutionary act classification.

According to Searle, Representative is to make words fit the world (S/W believes if X). It has mean, if the speaker or the writer believes that the reader will do his or her exceptions. Then, the utterances that are said in this letter are: we inform you that you are assigned as the SHE Sub-Committee members, this assignment letter issued for to know and implement smoothly with full
responsibility. Thank you for your attention and cooperation. Meanwhile, inform assign, know, and attention are words that categorize the letter into Representative Illocutionary Act.

(LETTER 2)

PT. Mitsubishi Chemical Indonesia Merak Factory
Gedung Setia Budi Atrium, jl. Raya Merak, Desa Grogol
Gerem Kec. Grogol, Kota Cilegon
Suite 710 Setiabudi Office Park Jl. H. R. Rasuna Said, Kuningan
Jakarta 12920 Indonesia Banten 42438-Indonesia
Tlp: (0254) 571330 (Hunting)

Merak, June 27, 2008

Our Ref. No: 08-06007/QA

PT. DAMAR BUANA MAKMUR JAYA
Gudang Ijo, Jl. Osowilangun 61
Blok A16, Surabaya

Attn: Ms. KIEM HWA / Mr. AJI

Cc: Mr. M TANAKA (MFG-II Division Manager-MCCI)
    Mr. S. SUZUKI (Marketing Director-MCCI)

Re: Changing Format of Certificate of Analysis

Dear Sir:

First of all we would like to say thank for our continue business relation and we will keep our best support to continue the good relationship.

In relation with improvement in customer satisfaction, here with we would like to inform you that starting from 1 July 2008, we will change format of our Certificate of Analysis (CoA) as attached document.

In existing format, Acetaldehyde (AA) specification and analysis result are written as Estimated <1(4). Then in the new format, AA specification and analysis result will be written as <1 because we can measure AA by
**headspace method.** Headspace method is the well known method in the world for AA analysis.

*We assure* you that this changing will have no impact to our product quality.

Please do not hesitate to contact us if you have any comment and or question regarding above matter.

*Thank you for your kind attention and cooperation.*

Sincerely yours,

WOERJANTIMO  
Manager  
Quality Assurance Section  
Responsible Care Promotion Division

In this letter, the writer not only to inform about a changing of format an analysis but also to give a tendency of utterance that letter. A tendency of utterances that printed in Changing Format of Certificate of Analysis letter above, besides it has tendencies informative, rather has tendencies social. Its Social tendency is to draw out interest receiver’s to buy that product is used.

According to Searle, Representative is to make words fit the world (S/W believes X). It has mean, if the speaker or the writer believes that the reader will do his or her exceptions. Then, the utterances that are said in this letter are: *we would like to say thank for our continue business relation, we will change format of our Certificate of Analysis (CoA) as attached document, we can measure AA by headspace method, We assure you that this changing will have no impact to our product quality, Thank you for your kind attention and cooperation.* Meanwhile,
to say, change, measure, assure, and attention are words that categorize the letter into Representative Illocutionary Act.

LETTERS no 3 and 4 (Directive of Illocutionary Act)

(LETTER 3)

Dear Sir/Madam:

NTLY REQUIRED

PT UNI-CHARM INDONESIA, a subsidiary of UNI-CHARM CORPORATION, Japan a world wide player in Ladies Napkin & Baby & Adult Diapers business. In view of our strategic business plan & rapidly growth Our brands such as Charm, MamyPoko, Lifree which already known & popular among the public.

If you have commitment to grow with us, please submit your application for following position:

SENIOR STAFF of EXPORT IMPORT

Qualification

• Male or Female
• Graduated from Reputable University Min. D3
• Age around 22~31 years old
• Fluent in English both oral or written
• Computer literate
• Experience in Export Import Minimum 2 years
• Able to work as well as team and independently
• Good interpersonal skills and result oriented
We're wide open for your interest to *come and join* with us.

Hrd-jkt@unicharm.co.id

Best Regards

Slamet

HRD Department

PT. Uni-charm Indonesia

This letter explains about requirement of the new senior staff of export import at PT. UNI CHARM Indonesia. For applicant has high commitment and accomplishing of qualification, this office opens big opportunity.

From the letter above, the writer analyzes that it is part of Directive Illocutionary act. The pattern of Directive illocutionary act is make the world fit the words, where (S/W wants X). It has meant, if the speaker wants or commend the reader so that join with her or his company.

Then, the utterances or sentences that are said in this letter are: *please submit your application for following position*, and we're wide open for your interest to come and join with us. Meanwhile, *please, submit, come required*, and *join* are words that categorize the Letter into Directive Illocutionary Act.
Dear Mr. Syukur:

Thank you for your letter of May 1 asking about Copy Mechanic catalog. We are pleased to send you today our catalog describing the many models available.

For your special anniversary sale we recommended the Fuji, an eight copy mechanic beauty. It is described on page 12 of the catalog. The Fuji wholesales $15.95 in quantities. The result of it's copy very clear.

We predict that The Fuji will be a big seller for you, Mr. Syukur. Retailers have reported great success with this fine copy mechanic. You can expect delivery of your The Fuji within one week after your order is received.

Cilegon, 16 November 2009

Cordially yours,

Rijalussalam

This letter explains about describing Copy Mechanic catalog. Besides it, Mr. Rijalussalam's company offers special anniversary sale that recommended The Fuji, an eight copy mechanic beauty to his partner. And then, distinctly he explains advantage factor whether product selection that recommended.

Base on the Letter, the writer analyzes that it is part of Directive Illocutionary act. The pattern of Directive illocutionary act is make the world fit the words,
where (S/W wants X), it has mean, if the speaker wants to the reader buy and use that product.

Then, the utterances or sentences that are said in this letter are, *Thank you for your letter of May I asking about Copy Mechanic catalog, We are pleased to send you today our catalog describing the many models available, and For your special anniversary sale we recommended the Fuji. Meanwhile, recommended, describe, and reported are words that categorize the letter into Directive Illocutionary Act.*

**LETTERS no 5 and 6 (Commisive of Illocutionary Act)**

**(LETTER 5)**

PT. Mitsubishi Chemical Indonesia
Gedung Setiabudi Atrium,
Suite Setiabudi office Park
Jl. H. R. Rasuda Said, Kuningan,
Jakarta 1290 Indonesia

Merak Factory
Jl. Raya Merak, Geram
kec.Grogol,kota Cilegon
Banten 42438-Indonesia
Tlp: (0254) 571330

Merak, June 13, 2008

Dear Mr. Woerjantimo:

_Thank you for your letter of January 10 offering me a secretary position in your company._

_I accept! You can be sure that I will do my best to be an effective worker,_

Our gradation activities end on Friday, January 10. Thus, with your permission, I will report to your company on Monday 13, at 9.00 am, ready to begin.
Again, thank you, Mr. Woerjantimo for your confidence in me. I will do my best to be worthy of it.

Sincerely yours,

Arif Rahman

This letter explains notification by mail that applicants are being offered the position for which their applied. And then, it's contain of letter are acknowledge the offer, reassures the employer that he has chosen the right person, and to inform the employer that when he report for work.

Base on the Letter, the writer analyzes that it is part of Commissive Illocutionary Act. The pattern of Commissives is to make the world fit words. Where S/W intents X. It has mean, if the speaker makes promise to his partner that he will work well.

Then, the utterances or sentences that are said in this letter are, Thank you for your letter of January 10 offering me a secretary position in your company, I accept! , Mr. Woerjantimo for your confidence in me and I will do my best to be worthy of it. Meanwhile, offering, accept, and confidence are words that categorize the letter into Commissive Illocutionary Act.
PT. HELINDO MAJU MANDIRI
Jl. Piranha No. 2A
Kavling Blok E Cilegon-Banten

Dear Mr. Rijalussalam:

Will you please mark the date of December 15 on your calendar. This is an important date to you, because, unless your account is paid by that time (the amount is $ 200). *We shall be forced to place your account in the hands of a collection agency. I am sure that you are realize that thus is a drastic step, and is taken only when we have reason to believe that a costumer does not intend to pay his account.*

Of course, such a step will damage your credit reputation; and *we wish it were not necessary for us take it. There is only one way you can stop us; send us your check immediately, or at least let us know your intentions. This is the last notice you will receive from us.*

Cilegon, 15 December 2008

Very truly yours,

Budi Winarto

This letter explains about the last notice receiving customer invoice that is given by creditor immediately to pay its account. This invoice have the character of to force because have fallen due.

Base on the Letter, the writer analyzes that it is part of Commissive Illocutionary Act. The pattern of Commissives is to make the world fit words.
Where S/W intents X. It has mean, if the speaker wants that the reader must pay the credit immediately.

Then, the utterances or sentences that are said in this letter are, *We shall be forced to place your account in the hands of a collection agency, I am sure that you are realize that thus is a drastic step, and is taken only when we have reason to believe that a costumer does not intend to pay his account, we wish it were not necessary for us take it, There is only one way you can stop us; send us your check immediately, or at least let us know your intention and this is the last notice you will receive from us.* Meanwhile, forced, realize, intend, notice, and intention are words that categorize the letter into Commisive Illocutionary Act.

**LETTERS no 7 and 8 (Expressive of Illocutionary Acts)**

(LETTER 7)

Dear: Mr Arief Lukmono:

*Congratulations on opening your own truck sales business. I know it is been a dream of yours some time, and I’m overjoyed that you finally have gotten your own business up and going.*
I must tell you how much I admire you for the determination and fortitude you have had to follow through on your dream. Those of us who have gotten to know you personally and professionally over the past several years are not at all surprised that you have been able to muster up the convictions to act on your passions, and we have little doubt that you will succeed beyond all expectations.

Nani and I would love to join you at your opening reception next Sunday. We will be there to cheer you on and share in your joyous occasion.

Regards,

Dede Irawan

This letter explains about congratulation to his friend that is not only from personally but professionally to make the grade on opening truck sales business. And the writer letter would love to join at his opening reception next Sunday.

Base on the Letter, the writer analyzes that it is part of Expressive Illocutionary Act. The pattern of Expressive is to make words fit the world. Where S/W feels X, it has mean, if the speaker wants to congratulation to his successful friend. The speaker feels so happy with the new job his friend.

Then, the utterances or sentences that are said in this letter are. Congratulations on opening your own truck sales business, I know it is been a dream of yours some time, and I’m overjoyed that you finally have gotten your own business up, Nani and I would love to join you at your opening reception next
Sunday, We will able be there to cheer you on and share in your joyous occasion. Meanwhile, congratulation, dream, overjoyed, admire, surprise, love and joyous are words that categorize the letter into Expressive Illocutionary Act.

(LETTER 8)

PT. Mitsubishi Chemical Indonesia
Gedung Setia Budi Atrium, Gerem
Suite 710 Setiabudi Office Park
Jl. H. R. Rasuna Said, Kuningan
Jakarta 12920 Indonesia

Merak Factory
Jl. Raya Merak, Desa Grogoi
Kec. Grogoi, Kota Cilegon
Banten 42438-Indonesia
Tlp : (0254) 571330 (Hunting)

Merak, June 25, 2008
PT. PT GAJAH TUNGGAL Tbk
Wisma HAYAM WURUK, 12TH Floor
Jl. Hayam Wuruk 8, Jakarta 10120, Indonesia.

Dear Mr. Tjahyo,

I was pleased to hear that you have been promoted to Assistant Sales Manager of PT. GAJAH TUNGGAL Tbk Division Corporation. This news came as no surprise to me; I had picked you out long ago as a person who was going places! I am very happy to see your abilities recognized- I know you will do an excellence job in your new position.

Please accept my sincere personal congratulation. I rejoice in your good fortune. Dose not this call for some kind of celebration on us. Of course. How about dinner the four of us on the 20th? We can make an agreement when I see you next Sunday at Permata Residence of Cilegon.

Best Regards,

Muhammad Reza

Head of Research
This letter describes someone's feeling to his partner that has been promoted to Assistant Sales Manager of PT. GAJAH TUNGGAL Tbk Division Corporation. Based on its classification, this letter contains Expressive Illocutionary Act. Expressive of Illocutionary act is to make word fit the world, where S/W feels what the feeling of the Reader.

Then, The utterances or sentences that present in this letter are, I was pleased to hear that you have been promoted to Assistant Sales Manager of PT. GAJAH TUNGGAL Tbk Division Corporation, and I rejoice in your good fortune. Meanwhile, pleased, happy, accept congratulations, recognized, sincere, and surprise are words that categorize the letter into Expressive Illocutionary Act.

LETTERS no 9 and 10 (Declarative of Illocutionary Acts)

(LETTER 9)

PT. Mitsubishi Chemical Indonesia
Gedung Setiabudi Atrium,
GeramSuite Setiabudi office Park
Jl. R.Rasuda Said, Kuningan,
Jakarta 1290 Indonesia
Merak Factory
Jl. Raya Merak,
kec.Grogol,kota
Banten 42438-

Dear Mr. Woerjantimo:

I write to inform you of my decision to retire from my position as Creative Manager Development.

I have very much enjoyed my tenure with PT Mitsubishi Chemical, first as a product taster and then as members of Safety Team for the City Region. In keeping a promise to my wife, I must step down from the company at
the age of 60 and join her in her charitable work with the Easter Seals Foundation.

*My time with PT Mitsubishi Chemical Indonesia has allowed me to develop professionally and personally.* For which I am extremely appreciative. It is my hope that I have served the company well. I wish you and all my colleagues the best fortune in all future endeavors.

Sincerely,

Khairil Moeis

It is a brief letter of resignation. The employee clearly states his intention to retire, gives a reason why, thanks his employer for a rewarding business relationship, and then closes. This formal letter will probably be followed by a face to face conversation; the letter is official and for record–keeping purposes.

Base on its classification, this letter contains Declarative Illocutionary Act. Declarative of Illocutionary act is words change the world, where S/W causes X. it has mean, if the speaker wants to tell his resignation to his Business partner. So that, with his statements can cause his partner fire him.

Then, The utterances or sentences that present in this letter are, *I write to inform you of my decision to retire from my position as members of safety team, and My time with PT Mitsubishi Chemical Indonesia has allowed me to develop professionally and personally.* Meanwhile, *decision, allowed, inform,* and *retire* are words that categorize the letter into Declarative Illocutionary Act.
PT. HELINDO MAJU MANDIRI
Jl. Piranha No. 2A
Kavling Blok E Cilegon-Banten

Dear Mr, Rudi Antoro:

I know you are well aware that sales have been soft lately for us. Well. This has caused us to reexamine the profitability of all of our vendor relationship. Because the costs of your goods are much higher than other paper product suppliers we do business with, we are going to terminate our current relationship with Pompton Paper Products.

Our decision reflects our decision to get our gross margins in better shape and in no way should reflect badly on the service we have received from your sales representatives nor on the quality of your goods. The professionals at Pompton Paper Product are among the most helpful and informed with whom we do business.

I'm really hopeful that economic conditions change so that we are able to do business with Pompton Paper Products again. Until then, please know that we have appreciated the service you have given us over the past eight years and are grateful for all the help you have given us in establishing ourselves as the leading retailer of stationary supplies in Java-Bali.

Cilegon, 14 March 2009

Sincerely,

Enang Supandi

It was written to cancel a contract with a supplier. The letter is short, but the letter writer clearly explains that his company would like to cancel a contract
coming up for renewal. He closes by requesting that the mechanic that was contracted out to his company be removed as soon as possible.

Base on its classification, this letter contains Declarative Illocutionary Act. Declarative of Illocutionary act is words change the world, where S/W causes X. It has mean, if the speaker wants to tell that the result of trade lately go down. As a consequence, the speaker cancels his contract with his business partner.

Then, the utterances or sentences that present in this letter are, *we are going to terminate our current relationship with Pompton Paper Products, I know you are well aware that sales have been soft lately for us, I’m really hopeful that economic conditions change, and so that we are able to do business with Pompton Paper Products again. Meanwhile, aware, inform, change, great, and terminate are words that categorize the letter into Declarative Illocutionary Act.*
A. CONCLUSION

As closing of this research, the writer is going to take conclusion as follows:

A business letter is basically written in formal language way, it is commonly used when writing from a particular business organization to another. A business letter basically is a letter which is put down in formal language, mainly applied when writing from one business organization to another, or for the purpose of communication among such organizations and their clients and exterior parties.

The basic purpose of business letter is a formal way of communicating between two or more parties. It can be informational, persuasive, motivational, or promotional. In Business Letter is used more extensively than any other type of written communication. Letters are written to buy and sell goods, to welcome new customers, to ask for information, to answer requires, to request or to make adjustments, to collect overdue accounts, and to build a friendly attitude toward a company and its products.

Meanwhile, in this research presents Ten Business Letters that categorize of illocutionary Act. Such as, Representative, Directive, Commissive, Expressive, and Declarative Illocutionary Act. However, the sentences or utterances
Illocutionary Acts that are often appeared in the data is Expressive Illocutionary Act.

In that relation of meaning, there is particular theory that will be used by the writer. It is John Searle's Theory that was explained in Speech Act Communication of linguistics. This theory has been described in chapter two.

From the data analysis of the chapter three, the writer finds some kinds of illocutionary act such as: Representative, Directive, Commisive, Expressive, and Declarative.

B. SUGGESTION

In this study, the writer has some suggestions as follows:

1. The readers or the students who want to understand the good form of Business Letters, they should enrich their knowledge of business letter study and another theory which supports the study, such as illocutionary act study.

2. Through this study, the writer hopes that this paper can be useful for all the students who want to study in depth about the use of suitable business letters.

Finally, the writer hopes that this study will be useful for future improvement of studying Pragmatics, basically Illocutionary Act and its types in used Business Letters in English, especially in the Faculty of Adab and Humanities, UIN JAKARTA.
BIBLIOGRAPHY


Dascal, Marcelo, *Contextualism*” in Posibilities and limitations of pragmatics vole 7 Herman Parret 153-177 Amsterdam: John Benjamin B .v.1981


Searle, J R, *Speech Act and recent Linguistics* Cambridge: Cambridge University, 1979


APPENDIX

(LETTER 1)

To : SHE Sub-Committee Members  
Fr. : Factory General Manager  
Re. : Assignment  

Base on the Company or Plant activities development and for the implementation of the safe, neat, healthy and comfortable condition for to create and achieve high productivity, efficiency and effectiveness, is necessary to built the SHE Sub-Committee of PT. Mitsubishi Chemical Indonesia.

In order to implement the Safety & Health activities, herewith we inform you that you are assigned as the SHE Sub-Committee members, with formation as fellow:

D. SAFETY TEAM

- Leader : Khairil Moesis (RCP)
- Members:
  - Dandi Panggih T (Pro-TPA)
  - Bachtiar Jacobs S (Pro-PET)
  - Lukman Nur Aalim (Utility)
  - Didit Aditiya (QI-TPA)
  - Rudi Antoro (MFG-1 Coord)
  - Bambang Sentot (MNT Coord)
  - Syamsyul Hadi (Mech-1)
  - Seto A. Bremono (GAL)
  - Arifin Sunanta (SHE)

E. ENVIRONMENT TEAM

- Leader : Rudi Antoro (MFG-1 Coord)
Aji Kurmana (Pro-TPA)
Usep Ruhemat (Q1/MTS TPA)
Heri Herlambang (Q1/MTS TPA)
Edi Sundaya (Mech-2)
Herliani Marnis (GAL)
Enang Supandi (SHE)
Irwan E. Setiawan (TC)
Sri Hartono (TC)

F. INDUSTRIAL HYGIENE TEAM

Leader: Company Doctor (Clinic)
Members: Rustam Sasono (Pro-TPA)
Aji Kurmana (Pro-PET)
Donald Pribadi (UTT)
Bambang Sentot (MNT Coord)
Mulyadi (Proc)
Erwin (Press)
Arifin Sunanta (SHE)
Endang Supandi (SHE)

Each team is being responsible to monitoring and evaluating the Committee annual program, according to the job scope.

This assignment letter issued for to know and implement smoothly with full responsibility.

Thank you for your attention and cooperation.

Cilegon, 13 May 2009

Osafumi Fujimoto
## APPENDIX

### (LETTER 2)

<table>
<thead>
<tr>
<th>PT. Mitsubishi Chemical Indonesia</th>
<th>Merak Factory</th>
</tr>
</thead>
<tbody>
<tr>
<td>Gedung Setia Budi Atrium, Gerem</td>
<td>jl. Raya Merak, Desa Grogol</td>
</tr>
<tr>
<td>Suite 710 Setiabudi Office Park</td>
<td>kec. Grogol, Kota Cilegon</td>
</tr>
<tr>
<td>Jl. H. R. Rasuna Said, Kuningan</td>
<td>Banten 42438-Indonesia</td>
</tr>
<tr>
<td>Jakarta 12920 Indonesia</td>
<td>Tlp : (0254) 571330 (Hunting)</td>
</tr>
</tbody>
</table>

Merak, June 27, 2008

Our Ref. No : 08-06007/QA

PT. DAMAR BUANA MAKMUR JAYA

Gudang Ijo, Jl. Osowilangun 61

Blok A16, Surabaya

Attn : Ms. KIEM HWA / Mr. AJI

Cc : Mr. M TANAKA (MFG-II Division Manager-MCCI)

Mr. S. SUZUKI (Marketing Director- MCCI)

Re : Changing Format of Certificate of Analysis

Dear Sir:

First of all we would like to say thank for our continue business relation and we will keep our best support to continue the good relationship.

In relation with improvement in customer satisfaction, here with we would like to inform you that starting from **1 July 2008**, we will change format of our Certificate of Analysis (CoA) as attached document.

In existing format, Acetaldehyde (AA) specification and analysis result are written as **Estimated <1(4)**. Then in the new format, AA specification and analysis result will be written as **<1** because we can measure AA by headspace method. Headspace method is the well known method in the world for AA analysis.

We assure you that this changing will have no impact to our product quality.
Please do not hesitate to contact us if you have any comment and or question regarding above matter.

Thank you for your kind attention and cooperation.

Sincerely yours,

WOERJANTIMO
Manager
Quality Assurance Section
Responsible Care Promotion Division
Dear Sir/Madam:

NTLY REQUIRED

PT UNI-CHARM INDONESIA, a subsidiary of UNI-CHARM CORPORATION, Japan a world wide player in Ladies Napkin & Baby & Adult Diapers business. In view of our strategic business plan & rapidly growth our brands such as Charm, MamyPoko, Lifree which already known & popular among the public.

If you have commitment to grow with us, please submit your application for following position:

SENIOR STAFF of EXPORT IMPORT

Qualification

- Male or Female
- Graduated from Reputable University Min. D3
- Age around 22~31 years old
- Fluent in English both oral or written
- Computer literate
- Experience in Export Import Minimum 2 years
- Able to work as well as team and independently
- Good interpersonal skills and result oriented

URGENTLY REQUIRED
We're wide open for your interest to *come and join* with us.

Hrd-jkt@unicharm.co.id

Best Regards

Slamet

HRD Department

PT. Uni-charm Indonesia
APPENDIX

(LETTER 4)

PT. HELINDO MAJU MANDIRI
Jl. Piranha No. 2A
Kavling Blok E Cilegon-Banten
550

Dear Mr. Syukur:

Thank you for your letter of May 1 asking about Copy Mechanic catalog. We are pleased to send you today our catalog describing the many models available.

For your special anniversary sale we recommended the Fuji, an eight copy mechanic beauty. It is described on page 12 of the catalog. The Fuji wholesales $15.95 in quantities. The result of it's copy very clear.

We predict that The Fuji will be a big seller for you, Mr. Syukur. Retailers have reported great success with this fine copy mechanic. You can expect delivery of your The Fuji within one week after your order is received.

Cilegon, 16 November 2009

Cordially yours,

Rijalussalam
Dear Mr. Woerjantimo:

Thank you for your letter of January 10 offering me a secretary position in your company.

I accept! You can be sure that I will do my best to be an effective worker.

Our gradation activities end on Friday, January 10. Thus, with your permission, I will report to your company on Monday 13, at 9.00 am, ready to begin.

Again, thank you, Mr. Woerjantimo for your confidence in me. I will do my best to be worthy of it.

Sincerely yours,

Arif Rahman
APPENDIX
(LETTER 6)

PT. HELINDO MAJU MANDIRI
Jl. Piranha No. 2A
Kavling Blok E Cilegon-Banten

Dear Mr. Rijalussalam:

Will you please mark the date of December 15 on your calendar. This is an important date to you, because, unless your account is paid by that time (the amount is $200). We shall be forced to place your account in the hands of a collection agency. I am sure that you are realize that thus is a drastic step, and is taken only when we have reason to believe that a costumer does not intend to pay his account.

Of course, such a step will damage your credit reputation; and we wish it were not necessary for us take it. There is only one way you can stop us; send us your check immediately, or at least let us know your intentions. This is the last notice you will receive from us.

Cilegon, 15 December 2008

Very truly yours,

Budi Winarto
APPENDIX

(LETTER 7)

Dear: Mr. Arief Lukmono:

Congratulations on opening your own truck sales business. I know it is been a dream of yours some time, and I’m overjoyed that you finally have gotten your own business up and going.

I must tell you how much I admire you for the determination and fortitude you have had follow through on your dream. Those of us who have gotten to know you personally and professionally over the past several years are not at all surprised that you have been able to muster up the convictions to act on your passions, and we have little doubt that you will succeed beyond all expectations.

Nani and I would love to join you at your opening reception next Sunday.

We will be able to cheer you on and share in your joyous occasion.

Regards,

Dede Irawan
Dear Mr. Tjahyo,

I was pleased to hear that you have been promoted to Assistant Sales Manager of PT. GAJAH TUNGGAL Tbk Division Corporation. This news came as no surprise to me; I had picked you out long ago as a person who was going places! I am very happy to see your abilities recognized- I know you will do an excellence job in your new position.

Please accept my sincere personal congratulation. I rejoice in your good fortune. Do not this call for some kind of celebration on us. Of course. How about dinner the four of us on the 20th? We can make an agreement when I see you next Sunday at Permata Residence of Cilegon.

Best Regards,

Muhammad Reza

Head of Research
Dear Mr. Woerjantimo:

I write to inform you of my decision to retire from my position as Creative Manager Development.

I have very much enjoyed my tenure with PT Mitsubishi Chemical, as members of Safety Team for the City Region. In keeping a promise to my wife, I must step down from the company at the age of 60 and join her in her charitable work with the Easter Seals Foundation.

My time with PT Mitsubishi Chemical Indonesia has allowed me to develop professionally and personally. For which I am extremely appreciative. It is my hope that I have served the company well. I wish you and all my colleagues the best fortune in all future endeavors.

Sincerely,

Khairil Moeis
APPENDIX

(LETTER 10)

PT. HELINDO MAJU MANDIRI
Jl. Piranha No. 2A
Kavling Blok E Cilegon-Banten

Dear Mr, Rudi Antoro:

I know you are well aware that sales have been soft lately for us. Well. This has caused us to reexamine the profitability of all of our vendor relationship. Because the costs of your goods are much higher than other paper product suppliers we do business with, we are going to terminate our current relationship with Pompton Paper Products.

Our decision reflects our decision to get our gross margins in better shape and in no way should reflect badly on the service we have received from your sales representatives nor on the quality of your goods. The professionals at Pompton Paper Product are among the most helpful and informed with whom we do business.

I’m really hopeful that economic conditions change so that we are able to do business with Pompton Paper Products again. Until then, please know that we have appreciated the service you have given us over the past eight years and are grateful for all the help you have given us in establishing ourselves as the leading retailer of stationary supplies in Java-Bali.

Cilegon, 14 March 2009

Sincerely,

Enang Supandi