

**THE USE OF VERBAL AND NONVERBAL EXPRESSIONS OF DISSATISFACTION
(*FUMAN*) IN SITUATION OF TARDINESS
IN THE JAPANESE DRAMA SERIES DRAGON SAKURA 2
BY TAKASHI KOMATSU**

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INTRODUCTION

1. Understanding Dissatisfaction

- Dissatisfaction or *fuman* is feeling unhappy or disappointed with a situation
- It occurs when expectations are not met, often during communication

2. Face Threatening Acts (FTA)

- FTAs threaten an individual's self-image or *face* and are seen as unpleasant
- Expressing dissatisfaction should be done carefully to avoid hurting others and maintain relationships

3. Role of Nonverbal Communication

- Nonverbal actions play a crucial role in communication
- They convey messages that words might not and emphasize pragmatic meaning (Kaluska, 2013)
- Nonverbal communication is more honest and spontaneous (Kusumawati, 2019)



LITERATURE REVIEW

1. Face

There are two types of face , (1) negative face, and (2) positive face. Negative face is the want of every 'component adult member' that his actions be unimpeded by others. And, positive face is the want of every member that his wants be desirable to at least some others (Brown & Levinson, 1987)

2. Speech Acts

Speech act is an action performed by the speaker during the conversation (Purba, 2011). Speech acts are divided into 3 types, (1) locution, (2) illocution, (3) perlocution (Chaer & Agustina, 1995)

3. Politeness Strategy

There are 5 types of politeness strategies according to Brown & Levinson (1987), : (1) bald on record, (2) positive politeness, (3) negative politeness, (4) off record, (5) don't do the FTA. And there are 6 types of politeness strategies according to Leech (1983) : (1) maxim of tact, (2) maxim of generosity, (3) maxim of approbation, (4) maxim of modesty, (5) maxim of agreement, (6) maxim of sympathy

METHOD

- Methodology : descriptive method with qualitative approach
- Data collection : the data used in this research consists of sentences and recordings.
Researcher chooses descriptive method to analyze verbal and nonverbal actions in expressions of dissatisfaction
- Data source : the data source used in this research is a Japanese drama series titled "Dragon Sakura 2" by Takashi Komatsu (10 episodes featuring situations of tardiness)
- Analysis framework :
 - a. Brown & Levinson's (1987) politeness strategies
 - b. The categorization of dissatisfaction expression strategies by Lee (2006) which includes :
 - (1) not expressing dissatisfaction, (2) indirectly expressing dissatisfaction,
 - (3) requesting reasons or explanations, (4) explicit expression of dissatisfaction,
 - (5) request for improvement, (6) demand for compensation,
 - (7) warning or threatening, (8) criticism

FINDING AND DISCUSSION

Verbal Expressions of Dissatisfaction in Situations of Tardiness

1. Expression of Dissatisfaction in Episode 1 (16:10)

- **Scenario :**

- Party A (Kumiko's father) arrives late to the meeting and says, 「遅くなってすまなかったね、くみこ」 ("Sorry I'm late, Kumiko")
- Party B (Kumiko) responds, 「ここでは、理事長とお呼びください。先代。」 ("Call me Chairman here, Former Chairman")

- **Analysis :**

- Kumiko directly expresses her dissatisfaction using a **bald on record** strategy
- Although Kumiko does not explicitly address her father's tardiness, she focuses on the way he addresses her
- This reflects **strategy 5 (改善要求/kaizen youkyuu) of requesting improvement**, as Kumiko asks her father to address her as "Chairman".

FINDING AND DISCUSSION

Verbal Expressions of Dissatisfaction in Situations of Tardiness

2. Expression of Dissatisfaction in Episode 10 (31:00)

- **Scenario :**

- Party B (Sakuragi Sensei) feels dissatisfied because Fujii (Party A) arrives late to class during the exam results announcement
- Sakuragi Sensei says, 「遅いぞ」 ("You're late"), to which Fujii responds, 「すみませんでした」 ("I'm sorry")
- Sakuragi Sensei then replies, 「座れ」 ("Sit down"), instructing Fujii to join his classmates

- **Analysis :**

- Sakuragi Sensei directly addresses Fujii's lateness using a bald on record strategy
- This reflects strategy 4 (明示的な不満表明/meijiteki na fuman hyoumei) of explicitly expressing dissatisfaction, as Sakuragi Sensei directly points out the mistake made by Fujii

FINDING AND DISCUSSION

Nonverbal Expressions of Dissatisfaction in Situations of Tardiness

1. Nonverbal Expressions in Episode 1 (16:10)

- **Scenario :**

- The first situation in episode 1 involves Kumiko's dissatisfaction when her father arrives late
- The dissatisfaction is not about the tardiness but rather about her father not addressing her as "Chairman"

- **Nonverbal communications :**

Kumiko exhibits the following nonverbal cues:

1. Crossing her arms over her chest

2. Giving a disdainful look

These actions can be interpreted as nonverbal expressions indicating dissatisfaction

Table 1 Tardiness Situation 1 Episode 1 (16:10)



FINDING AND DISCUSSION

Nonverbal Expressions of Dissatisfaction in Situations of Tardiness

2. Nonverbal Expressions in Episode 10 (31:00)

- **Scenario :**

- The second situation occurs in episode 10, where Sakuragi Sensei expresses dissatisfaction with Fujii for arriving late to class during the exam results announcement, while the other students were already gathered

- **Nonverbal Communication :**

Sakuragi Sensei exhibits the following nonverbal cue:

1. Gaze (However, Sakuragi Sensei's gaze does not indicate dislike)

Table 2 Tardiness Situation 2 Episode 10 (31:00)



CONCLUSION

1. Verbal and nonverbal expression of dissatisfaction (*fuman*)
 - Besides being expressed verbally, *fuman* is frequently conveyed through nonverbal expressions such as gestures and eye contact (gaze)
 - Nonverbal actions can enhance the impact of verbal expressions in situations of dissatisfaction
2. Influence of relationships
 - The verbal expression of *fuman* can also be influenced by the relationship between the speaker (the dissatisfied party) and the party who is late
 - If the relationship between the two parties is close (e.g., between a parent and child, or between a teacher and student), the *fuman* strategy used is often expressed more directly
3. Influence of gender
 - Gender also affects the strategy used when expressing dissatisfaction



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