REFERENCES

Brown, Penelope and Stephen C. Levinson. 1987. Politeness: Some universals in language usage. Cambridge: Cambridge University Press. [First published 1978 as part of Ester N. Goody (ed.): Questions and Politeness.]

Cameron, Deborah. 2001. Working with Spoken Discourse. Sage Productions

Coulmas, Florian. 1998. The handbook of sociolinguistics. Wiley-Blackwell.

Dunn, C. D. (2011). Formal forms or verbal strategies? politeness theory and Japanese business etiquette training. Journal of Pragmatics, 43(15), 3643-3654.doi:10.1016/j.pragma.2011.06.003

Lakoff, R. 1973. The logic of Politeness; or minding your p's and q's. Papers from the 9th Regional Meeting, Chicago Linguistics Society. Chicago: Chicago Linguistics Society.

Schiffrin, Deborah. 1994. Approaches to Discourse. Wiley-Blackwell.

Yule, George. 1996. Pragmatics. Oxford University Press.

Rees, Charlotte E., and Lynn V. Knight. "Thinking 'no' but Saying 'yes' to Student Presence in General Practice Consultations: Politeness Theory Insights." Medical Education 42.12 (2008): 1152-154. Web. 15 June 2016.

Ogiermann, Eva. "Politeness and In-directness across Cultures: A Comparison of English, German, Polish and Russian Requests." Journal of Politeness Research. Language, Behaviour, Culture 5.2 (2009): n. pag. Web.

Maha, Lounis (2014). "Cross-Cultural Perspectives on Linguistic Politeness". CSCanada.

Foley, William. 1997. Anthropological Linguistics: An introduction. Blackwell.

digilib.uinsby.ac.id digilib.uinsby.ac.id digilib.uinsby.ac.id digilib.uinsby.ac.id digilib.uinsby.ac.id digilib.uinsby.ac.id digilib.uinsby.ac.id

Goldsmith, D. J. (2006). Brown and Levinson's politeness theory. In B. Whaley & W. Samter (Eds.) Explaining communication: Contemporary theories and exemplars (pp. 219-236). Mahwah, NJ: Lawrence Erlbaum Associates.

Goffman, Erving. 1955. On Face-Work: An analysis of ritual elements in social interaction, Psychiatry: Journal of Interpersonal Relations 18:3, pp. 213–231 [reprinted in Interaction Ritual, pp. 5–4].

digilib.uinsby.ac.id digilib.uinsby.ac.id digilib.uinsby.ac.id digilib.uinsby.ac.id digilib.uinsby.ac.id digilib.uinsby.ac.id digilib.uinsby.ac.id