

POSITIVE POLITENESS STRATEGIES USED BY THE MAIN
CHARACTERS IN “DIVERGENT” MOVIE
A THESIS



Submitted as Partial Fulfillment of the Requirements for the Sarjana
Degree of English Department Faculty of Letters and Humanities the
State Islamic University of Sunan Ampel Surabaya



By
Roudhotul Maghfiroh *BSI*

PERPUSTAKAAN	
UIN SUNAN AMPEL SURABAYA	
No. KLAS	No. REG : A-2615/BSI/11
K A.2015 114	
ASAL BUKU	
TANGGAL :	

Reg. Number: A03211073

ENGLISH DEPARTMENT
FACULTY OF LETTERS AND HUMANITIES
STATE ISLAMIC UNIVERSITY OF SUNAN AMPEL
SURABAYA
2015

ADVISOR'S APPROVAL

This is to certify that this thesis written by Roudhotul Maghfiroh (A03211073) has been approved by thesis advisor to be examined.

Surabaya, 13 July 2015

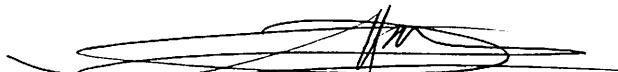
Thesis Advisor



Raudlotul Jannah M. App. Ling
NIP. 197810062005012004

Acknowledged by:

Head of English Department



Dr. Mohammad Kurjum, M.Ag.
NIP. 196909251994031002

ENGLISH DEPARTMENT

FACULTY OF LETTERS AND HUMANITIES

STATE ISLAMIC UNIVERSITY OF SUNAN AMPEL

SURABAYA

2015

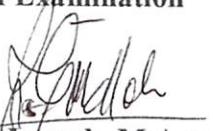
EXAMINER SHEET

This thesis has been approved and accepted by the board of examiner of English Department, Faculty of Letters and Humanities, State Islamic University of Sunan Ampel Surabaya

Surabaya, August 6, 2015

The Board of Examiners:

Head of Examination


Raudlotul Jannah, M.App.Ling
NIP. 197810062005012004

Secretary


M. Thoriqussu'ud, M.Pd.
NIP. 198011182009121002

Examiner I


Prof. Dr. Hj. Zuliatih Rohmah, M.Pd.
NIP. 197303032000032001

Examiner II


Murni Fidiyanti, M.A.
NIP. 198305302011012011



Acknowledged by:

Dean Faculty of Letters and Humanities


Dr. H. Imam Ghazali, M.A.
NIP. 196002121990031002

DECLARATION

This thesis is contained to the materials which one, they have been accepted for the award of the Sarjana degree of English Department Faculty of Humanities UIN Sunan Ampel Surabaya. And also the best of my knowledge to the more and improve my skills for the future. It contains no material to the previously published or written by person expect where due to get references is made in the text of the thesis until the finish and ask my lecturer.

Surabaya, 13 July 2015



Roudhotul Maghfiroh

Reg. Number A03211073

TABLE OF CONTENT

Inside Cover Page	i
Inside Title Page	ii
Thesis Advisor's Approval Page	iii
Thesis Examiner's Approval Page.....	iv
Declaration Page	v
Motto.....	vi
Dedication.....	vii
Acknowledgment.....	viii
Table of Contents.....	x
Abstract.....	xii
Intisari	xiii

CHAPTER 1 INTRODUCTION

1.1 Background of Study	1
1.2 Statement of the Problems.....	5
1.3 Objective of the study	5
1.4 Significance of the Study	6
1.5 Scope and Limitation	7
1.6 Definition of Key Terms	7

CHAPTER 2 LITERATURE REVIEW

2.1 Theoretical Framework.....	9
2.1.1 Pragmatics.....	9
2.1.2 FTA (Face Threatening Act).....	10
2.1.3 Politeness Strategies.....	11
2.1.4 Factors influence the use of politeness strategies	27

2.2 Previous Study	29
--------------------------	----

CHAPTER 3 RESEARCH METHOD

3.1 Research Approach	32
3.2 Instrument	32
3.3 Data and Data Sources	33
3.4 Technique of Data Collection	33
3.5 Technique of Data Analysis.....	33

CHAPTER 4 FINDING AND DISCUSSION

4.1 Finding	36
4.2 Discussion	57

CHAPTER 5 CONCLUSION AND SUGGESTION

5.1 Conclusion	60
5.2 Suggestion.....	61

REFERENCE

APPENDIX

ABSTRACT

Maghfiroh, Roudhotul 2015, Positive politeness strategies used by the main characters in Divergent movie. Thesis. English Department. Faculty of Letters and Humanities. State Islamic University of Sunan Ampel Surabaya.

Advisor: Raudlotul Jannah, M.App.Ling

Key words: Pragmatics, Face threatened Act, positive politeness strategies.

This study analyzes the positive politeness strategies used by the Main characters in Divergent movie. The source of data is Divergent movie. The problems proposed are: (1) what types of positive politeness strategies used by the main characters in Divergent movie? (2) What are the factors that influence the choice of using positive politeness strategies in Divergent movie? The theory of this research is from Brown and Levinson. It is about the types of politeness strategies, the factor that influence the choice of politeness. The writer uses descriptive analysis technique because she wants to make descriptive data about the problem. In collecting the data, the writer takes the following procedures:(1) Get the movie from YouTube (2) Watching and look for transcript of the movie (3) Reading and observing the transcript of the movie thoroughly (4) Noticing the utterances. Then, in the procedures of data analysis, the writer takes four steps, they are: (1) Identifying the data that related with the utterances by the main characters (2) Classifying and analyzing the data the data (3) interpreting the data (4) making conclusion.

After analyzing the data, the writer finds out the strategy of positive politeness that used. The strategies are:Be optimistic, presuppose/ Rise/ Assert common ground, Notice/ attend to the hearer, Assert or presuppose speaker's knowledge of and concern for hearer's intention, Include both speaker and hearer in the activity, Seek agreement, Exaggerate (interest, approval, sympathy with the hearer), Avoid disagreement. The most dominant of the strategy is Assert or presuppose speaker's knowledge of and concern for hearer's intention. Then the writer finds the factors that influence politeness strategies of choosing strategy payoff, relative power and social distance.

INTISARI

Maghfiroh, Roudhotul. 2015. *Positive politeness strategies used by the main characters in Divergent movie*. Skripsi .Sastra inggris, Fakultas ADAB dan Humaniora. Universitas Islam Negri Sunan Ampel Surabaya

Dosen pembimbing: Raudlotul Jannah, M.App.Ling

Kata kunci :Pragmatic, Face threatened act, Positive politeness strategy

Penelitian ini membahas tentang strategy kesopanan positive yang digunakan oleh pemeran utama dalam filem Divergent. Ada 2 rumusan masalah dalam penelitian ini. (1) tipe strategi kesopanan positif apa saja yang digunakan pemeran utama dalam film Divergent? (2) faktor apa saja yang mempengaruhi pemeran utama menggunakan strategi kesopanan positive? Peneliti menggunakan teori dari Brown Dan Levinson untuk menjawab rumusan masalah.Yaitu teori tentang tipe strategi kesopanan positif dan faktor yang mempengaruhi. Peneliti menggunakan metode descriptive, karena peneliti membuat penggambaran masalah dalam datanya. Dalam mengumpulkan data, peneliti melakukan langkah-langkah sebagai berikut: (1) download film dari Youtube (2) mencari transkrip film (3) membaca dan mengamati transkrip film (4) membagi dan mengidentifikasi ucapan yang mengandung strategi kesopanan positif. Kemudian dalam langkah analisis, penulis melakukan langkah-langkah sebagai berikut: (1) mengenali data yang berhubungan dengan ucapan pemeran utama (2) menghitung dan menganalisis data (3) mengartikan data bagaimana strategi kesopanan dipakai oleh pemeran utama (4) membuat kongklesi.

Setelah menganalisis data, penulis juga menemukan beberapa strategi kesopanan positif yang digunakan. Diantaranya adalah: memperhatikan minat, kebutuhan, keinginan atau segala sesuatu yang menjadi milik lawan bicara. Membesar-besarkan ketertarikan. Mencari kesepakatan. Menghindari ketidak sepakatan. Mengisyaratkan, menegaskan keadaan. Mengisyaratkan bahwa petutur memahami keinginan lawan tuturnya. Bersikap optimis. Berusaha melibatkan lawan bicara dan pembicara dalam kegiatan. Peneliti juga menemukan faktor yang mempengaruhi strategi kesopanan positif, yaitu menyakinkan pendengar bahwa apa yang dikatakan benar dan dengannya yang diafikirkan, Kekuasaan dalam hubungan, dan jarak sosial.

CHAPTER I

INTRODUCTION

1.1 Background of study

Communication is one of the important roles in our lives because through communication we can interact with other people. In doing communication, people use language to say or express their ideas and opinions, and provide information to others. There are many ways of communication; they are Direct and Indirect communication. Direct communication is communication that is performed by two or more persons without an intermediary. For example, chat or discussion. And indirect communication is communication through intermediaries that is by sending a message or Email.

Communication is the closest thing to us. Communication can be interpreted to share information and knowledge. Any activity carried out by a person with the aim of conveying a message to others is the purpose of communication. Such communication is done when humans interact with other people, one of them through spoken language.

Usually, communication could not be successful because of misunderstanding between speaker and hearer during the conversation. It is important to consider someone's attitude when they were doing or saying something. If the speaker decided to say something, it meant that she or he has already thought about the way and

choice of words which was used during the conversation. In this case, politeness played an important role in human life.

However, communication is not enough only by interaction, because when people interacting with other people, they might have their own purpose that they want to achieve. Their purpose could be to command, to inquire or to inform. Different purpose of communication has different way to express it. And this could be sometimes influenced by cultures or norms where the speakers or the hearers live in. For example, some cultures require speaker to speak politely when speaking to elders or vice-versa for some different cultures. From the example given, some cultures stress on politeness when they communicate with other people. According to Ogierman (2009) who stated different cultures focused on different aspect of politeness when they interact with other people.

Communication process becomes something essential for people in building a social relationship. The existence of other people will be nothing without communication. It will be impossible for people to create a friendship with other without communication. Actually, maintaining a relationship itself becomes one of communication function. One of the prime purposes of communication is to develop and maintain relationship with others, through communication people share their ideas, feelings, and information with others. Thus a relationship is finally constructed among them.

People deliver ideas, feeling and information to others in different ways. Your friend, teachers and parents have their own ways in conveying ideas. They take some consideration in selecting certain language before uttering something. Jess and Gregory (2008) stated “unique characteristics will give both considerately and individually to a person behavior”. In other words, it is true that people’s utterance reflect their real characteristics people who are aware of social value, will not speak rudely to another. Conversely, they who do not have the awareness of social value will speak impolitely to other people.

In communication process, the use of polite language becomes something significant. By speaking politely, it can be meant that a person appreciated his hearer. According to Yule (2006) “someone her shown awareness of and consideration for another person’s face when he speaks politely”. Face in this discussion can be seen as the reflection of someone’s emotion. It is used to show someone feeling. For example, a person will show his excitement expression when his talking partner treats him well by speaking politely. That excitement expression describes not only his feeling of being respected but also his appreciation to his talking partner. There will be no misunderstanding between the speaker and the hearer in a communication process because they appreciate each other. Hence, other people will treat a polite person as well as he treats them.

Politeness in process communication also brings a good relationship in a society, the use of polite language will show how well the relationship between the speaker and the hearer. The harmonious of speaker and hearer’s relationship can be seen

when they use polite language for communication. In the contrary, when the relationship between the speaker and hearer has a distance, the use of language seems to be rude. Wardhaugh, (2006) explained “certain linguistic choices a speaker make indicate the social relationship that the speaker perceives to exist between him and the listener”, it means polite speaking is important to do in order to create a good relationship in a society. The more polite the speaker and hearer speak, the better relationship they will have.

The existence of process communication and social relationship cannot be separated each other. If there is society, there will be a communication. It is shown not only in the real life but also in a story in the movie. As one of watching, movie owns some characters that play certain role in the story. The writer make the characters talk each other and conduct dialogue to create the story. That is what known as society and communication. Movie is a type of visual communication which use moving pictures and sound to tell stories or inform (help people to learn).

The writer considers it is important to analyze the factor influencing of politeness strategy used in Divergent movie. Divergent is an American science fiction action film directed by Neil Burger, based on the novel of the same name by Veronica Roth. This movie tells about human identity, searching of human soul when to be teenagers.

In this study there are some reasons of the research. there are many politeness strategies in requesting would be found in Divergent movie, the research based on two theories, it based on Brown and Levinson theory that politeness was the expression of the speakers intention to mitigate face threats carried by certain face

threatening acts toward another. Brown and Levinson, politeness theory has since expanded academia's perception of politeness. Politeness is the expression of the speakers' intention to mitigate face threats carried by certain face threatening acts toward another (Mills, 2003)

The writer chooses this movie because this movie is different with other movie. This movie takes theme identity of soul searching and human identity as a teenager. The theme is considered to be one version a very popular movie. The story taken from juvenile novel, with some predefined the theme of survival and self affirmation. So that the writer interest to analyze this movie becomes the proper subject to analyze in the study of politeness.

1.2 Statement of the problem

Based on the background of the study, the writer formulates the problem of the study as follows:

1. What are the types of positive politeness strategies used by the main characters in *Divergent* movie?
2. What are the factors that influence the choice of using positive politeness strategies in *Divergent* movie?

1.3 Objective of the Study

The purposes of the study having looked at the problems above, the research objective focused on:

1. To analyze the types of positive politeness strategies used in *Divergent* movie.
2. To analyze the factors that influences the choice of using positive politeness strategies in *Divergent* movie.

1.4 Significance of the Study

The findings of this research are expected to be able to give contribution theoretically in politeness strategy used by *Divergent* movie.

1. The writer expects this study can inform the readers more about positive politeness strategies, so that the readers can apply those strategies in daily conversation. Besides the writers also hopes this study will be useful for English Literature department's student of the state Islamic University Sunan Ampel Surabaya who want to study more about politeness strategies and use this study as a reference for their studies.
2. The writer also hopes this study provides a method or technique for other researchers to conduct further research on positive politeness and factors of using the certain strategies in the social interaction.
3. The writer hopes this research will be useful for the readers in learning about Literature, especially in Linguistic. It helps the readers in understanding pragmatics field, especially politeness strategy in requesting.
4. And the last the writer hopes this study can help the writer to improve the knowledge about positive politeness strategies.

1.5 Scope and Limitation

The scope of this study is pragmatics. The writer limits this study only on positive politeness strategies. The writer analyzes what the types of positive politeness strategies that used by the main characters in “Divergent” movie and explain the factors that influence of using positive politeness strategies.

1.6 Definition Of Key Terms

In order to avoid misinterpretation about the use of terms, it is important for the researcher to give the suitable of the key terms are defined as follows:

- Politeness is systems of interpersonal relations designate to facilitate interaction by human interaction by minimizing potential conflict and confrontation inherent in all human interchange (Yule, 1996).

It means the strategy of communication by polite in order to more digilib.uinsa.ac.id digilib.uinsa.ac.id digilib.uinsa.ac.id digilib.uinsa.ac.id digilib.uinsa.ac.id tighten of relationship.

- Politeness strategy is the expression of the speaker’s intention to mitigate face threats carried by certain face threatening acts toward another (Mills, 2003).

Is a battery of social skills whose goal to ensure everyone feels affirmed in a social interaction

- Positive politeness is techniques to imply common ground or sharing of Wants for the purpose of the interaction, it indicates that the

speaker wants for to gain closer relationship with the hearer (Brown and Levinson, 1987).

- Negative politeness is techniques to satisfy the hearer's negative face, in which his behavior is expected to respect (Brown and Levinson, 1987).

The hearer's must technique in order to the step is respectful.

- Face is the self image that every person wants to claims for himself. (Brown and Levinson, 1987)
- Positive face is the need to be appreciated and accepted, to be treated as the member of the same group, and know that his or her wants are shared by others.
- Negative face is the desire to have freedom of action, freedom of

- Movie is a recording of moving images that tells a story and that people watch on a screen or television.

CHAPTER II

LITERATURE REVIEW

2.1. Theoretical Framework

In this chapter, the study is presented by giving some brief explanation and discussion on the theories used in analyzing the data in this study. This chapter is divided into some topics, which are: Pragmatic, FTA (Face threatening act), politeness strategies and factor influences the choice of positive politeness.

2.1.1 Pragmatics

According to Yule, (1996) states that pragmatics is the study of contextual meaning. According to him, pragmatics is concerned with the study of meaning as communicated by a speaker (a writer) and interpreted by a listener (a reader). So that, it involves the interpretation what people mean in the particular context and how the context influences what it said.

Pragmatics according to Levinson, (1985) is the study of the relation between language and context that are basic an account of language understand. He also states that pragmatics is the study of relation between language and context that are grammatically, or encoded in the structure of a language. In studying language, one cannot ignore the situation which is the speech is uttered. There is close relation between an utterance and situations. Thus, pragmatics includes the relevant context or situation, instead of the language usage.

Politeness is an aspect of pragmatics in that its use in language is determined by an external context. This external context is the context of communication, which is determined by the social status of the participant.

From the definition above, it can be conclude that pragmatics is the study of meaning contained the utterances in context. Therefore in pragmatics view, to appreciate and to interpret the meaning of a statement or an utterance, one most consider the relationship between language and context in which the situation is uttered.

2.1.2 FTA (Face Threatening Acts)

FTA is the acts that infringe on hearer's need to maintain their esteem, and their need to be respected (Brown and Levinson, 1987). FTA is described as when the speaker says something that represents a threat to another individual's expectations regarding self-image (Yule, 1996).

Brown and Levinson, (1987) stated that in human communication, either spoken or written, people tend to maintain one another's face continuously. People need to do saving face to keep the conversation well; therefore face is the most part of our body which is used to show the expression, appearance, and identity among others. Face refers to the self-image that everyone wants to claim them. Face is something that is emotionally invested, and that can be lost, maintained or enhanced and must be constantly attended to in an interaction Brown and Levinson, (1987). Then Yule, (1996) also stated that face is a mask that constantly changes depending

on the audience and the social interaction. Face is divided into two different categories, which are positive face and negative face. Positive face is the desire of being seen as a good human being, and negative face is the desire to remain autonomous. A person's positive face is the need to be accepted, even liked, by others, to be treated as a member of the same group, and to know that his or her wants are shared by others. A person's negative face is the need to be independent, to have freedom of action, and not to be imposed on by others. In simple terms, negative face is the need to be independent and positive face is the need to be connected.

2.1.3 Politeness strategies

In communication, politeness can be defined as the means to show awareness of another person's face. Face means public self-image of person. It refers to that emotional and social sense of self that every person has expects everyone else to recognize (Yule, 1996). According to Fasold (1996) Face means something that is emotionally invested. It can be lost, maintained, or enhanced, and must be constantly attended to in interaction. According to Brown and Levinson (1987) Face has two aspects, namely Positive and Negative.

1) Positive face

Positive face is the need to be appreciated and accepted, to be treated as the member of the same group, and to know that his or her wants are shared by others. Brown and Levinson (1987), that certain speech act is liable to damage or threaten another person's face, such as known Face threatening Acts. In

order to reduce the FTA's Brown and Levinson sum up four main types of politeness strategies, namely bald on record, negative politeness, positive politeness, and bald on record.

2) Negative face

Another kind of face that everyone has is negative face. It is the kind of face that highlights the freedom of action and the feeling of not to be imposed of others. This kind of face is related to negative politeness. In the case , hearer can do acts that can show negative politeness. According to Brown and Levinson, (1987) negative face is the basic claim, rights to non distraction, such as freedom of faction and freedom from imposition.

For avoiding the face threatening acts of the hearer, it is better for the speaker to know about politeness strategies. Politeness strategies are strategies used to minimize

or avoid the FTA (Face Threatening Act) that the speaker means (Brown and

Levinson, 1987). There are four kinds of politeness strategies. They are bald on record, positive politeness, negative politeness and off record. However, the writer will focus on positive politeness strategies because what the writer going to analyze the implementation of positive politeness strategies.

a. Bald on record

Bald on record strategy do not attempt to monimize the threat to the hearer's face. This strategy is most often utilized by the speaker who closely know their audience. With the bald on record strategy there is a direct possibility that the audience will be shocked or embarrassed by the strategy. For example, a bald on

record strategy might be to tell your sister to clean the dishes “Do the dishes. It’s your turn”.

Specially, Brown and Levinson (1987) explained that an FTA will be done in this way only if the speaker does not fear retribution from the addressee, for example in circumstance where:

- a) Speaker and listener both tacitly agree that the relevance of face demand may be suspended in the interest of urgency or efficiency.
- b) The danger to listener’s face is very small, as in offers, request, suggestions that are clearly in listener’s interest and do not require great sacrifice of speaker.
- c) Speaker is vastly superior in power to Hearer, or can enlist audience support to destroy Hearer’s face without losing his own.

b. Positive politenessstrategies

Positive politeness is used to satisfy the positive face of the hearers, desire of being liked and accepted, by regarding them as people who have close relationship with the speaker. Holmes states that positive strategy expresses solidarity and minimize status difference (1992: 297). According to Brown and Levinson positive politeness consist of fifteen strategies, they are :

1. Notice, attend to hearer (his interest, wants, needs and goods).

In this strategy the speaker should take notice or pay attention to the hearer’s condition, the speaker should give a response to the hearer’s condition. By doing it, the hearer will know and realize that the speaker notices to his condition. This kind of

strategy is used by the speaker to show solidarity and make close relationship with the hearer. Therefore, the speaker can redress the FTA on the hearer.

It means to make relation come closer between speaker and hearer than the speaker must follow response the hearer in order to the hearer satisfied with something that instruction with the speaker.

Example: *what a beautiful case this is! Where did it come from?*

From the example above it can be seen that the speaker notice with the case's hearer. She said that the case is very beautiful, so it makes the hearer feel satisfy because the speaker attention what the hearer has, and it can make close relation between them.

2. Exaggerate (interest, approval, sympathy with the hearer)

This strategy is often conducted with exaggerate intonation, stress, and other aspect of prosodic as well as with intensifying modifiers.

Brown and Levinson (1987) argued that for showing his interest, approval and sympathy, the speaker can use exaggerative intonation, stress, or other aspect of prosodic, such as really, for sure, exactly, and absolutely.

Example: *what a fantastic garden you have!, how absolutely incredible!*

From the example above the speaker show his interest with the garden of the hearer, she said if the garden is so fantastic with exaggerate intonation, so that it can make the hearer satisfy.

3. Intensify interest to the hearer

In this strategy, there is another way for the speaker to communicate to the listener that he shares some of his wants to intensify the interest of his own (the speaker) contribution to the conversation, by making a good story. This may be done by using 'vivid explanation or description, tag question or expression that draw listener as a participant into the conversation. Such as 'as you know?', 'see what I mean?', 'isn't it?'

Example: *you always do the dishes! I'll do them this time.*

A related technique is to exaggerate facts

4. Use in groups identity markers

This strategy by using any of the innumerable ways to convey in-group membership, the speaker can implicitly claim the common ground with the listener

that is carried by that definition of the group.

This strategy includes in-group usages of address forms, use of in-group language or dialect, and use of jargon or slang.

Example: *come here, buddy* (buddy mind that best friend)

In this strategy the solidarity of the people can be seen because they are approved as the same member's of group.

5. Seek agreement

Another characteristic of claiming common ground with the listener is to seek ways in which it is possible to agree with him, there are two ways: safe topics and repetition (Brown and Levinson, 1987)

Agreement may also be stressed by speaker repeating part or all of what the preceding speaker has said in a conversation and by using particles that function to indicate emphatic

In communication process, the speaker sees ways to agree with the hearer, when the speaker shows his agreement to the hearer means that the speaker tries to satisfy the hearer's positive face. (Brown and Levinson, 1987) said that showing the agreement, the speaker can repeat part of all of the preceding hearer has said in conversation.

Example: *Let's go to Bali.*

: *what, Bali!!*

It means the speaker can repeat part of the preceding hearer has said, with the word "Bali"

6. Avoid disagreement

There are four ways to avoid disagreement namely by means of token agreement, pseudo agreement, white lies, and hedging opinion.

a) For instance of 'token' agreement are the desires to agree or appear to agree with the listener leads also to mechanism for pretending to agree (Brown and Levinson, 1987). The remarkable degree to which speakers may go in twisting their utterance so as to appear to agree or to hide disagreement to respond to a preceding utterance with 'Yes, but...' in effect. Rather than 'No'.

For example:

A: What is she, small?

B: Yes, yes, she's small, smallish, um, not really small but certainly not very big.

b) Pseudo agreement is found in English in the use of than as a conclusion marker, an indication that the speaker is drawing a conclusion to a line of reasoning carried out cooperatively with the addressee (Brown and Levinson, 1987).

For example: *we'll be taking together then.*

c) White Lies ways happen when a speaker confronted with the necessity to state an opinion . Wants to lie rather than to damage the listener's positive face. It is also used to avoid confrontation when refusing a request by lying, pretending there are reasons why one cannot comply (Brown and Levinson, 1987).

For example: *yes I do like your new hat! (Even speaker does not like)*

d) Hedging Opinion occurs when the speaker may choose to be vague about his own opinions, so as not to be seen to disagree (Brown and Levinson, 1987). Normally hedges are a feature of positive politeness function as well. This may be done by hedging it with several phrases *such as, sort of, like, in a way.*

For example: *it's really beautiful, in a way.*

7. Presuppose/ rise / assert common ground

This strategy includes three ways among them are gossip or small talk, point of view operations and presupposition manipulation.

- a. Gossip or small talk the value of speaker's spending time and effort on being with the hearer, as a mark of friendship or interest him. It gives rise to the strategy of redressing FTA by talking for a while about unrelated topic before leads to the real topic. For example: actually the speaker wants to request with the listener and indicates that he has not come to see the listener simply to do it even though his intent might be obvious by his having brought gift to the listener.
- b. Point of view operations. It is used for reducing the distance between the speaker and the listener's point of view.
 - 1) Personal-center switch: the speaker to the listener. This is where the speaker speaks as if the listener was the speaker, or the listener's knowledge was equal to the speaker's knowledge (Brown and Levinson, 1987).
For example: when the speaker gives directions to a stranger, unfamiliar with the town 'it's at the fare end of the street, the last house on the left, isn't it'
 - 2) Time switch, the use of 'vivid present', a tense shift from past to present tense (Brown and Levinson, 1987). The vivid present function to increase the immediacy and therefore the interest of the story.
For example: John says he really loves your roses.
 - 3) Place switch, the use proximal rather than distal demonstrative (here, this, rather than that, there), where either proximal or distance would

be acceptable, seems to convey increased involvement or empathy (Brown and Levinson, 1987)

For example: (on saying good bye) : this was a lovely party

c. Presupposition manipulation means that the speaker presupposes something that is it mutually taken for granted (Brown and Levinson, 1987)

1) Presuppose knowledge of the listener's wants and attitudes. Negative question, which presume 'yes' as an answer, are widely used as a way to indicate that the speaker knows the listener's wants, tastes, habits, etc. and thus partially to redress the imposition of FTA.

For example: 'Wouldn't you like a drink?'

2) Presuppose the listener's values being the same as the speaker's values. For example: the use of scalar prediction such as 'tall' assumes that the speaker and the listener share the criteria for placing people (or things) on this scale.

3) Presuppose familiarity in speaker-listener relationship. The use of familiar address forms like honey or darling presupposes that the addressee is 'familiar'.

4) Presuppose the hearer's knowledge. The use of any term presupposes that the referents are known to the addressee. For example: 'well I was watching High Life last night'. The speaker assumes that the listener does know the program even though the listener indeed does not know

about the TV program. However, it may operate as an expression of good intentions, indicating that the speaker assumes that the speaker and the listener share common grounds.

8. Joke

Jokes may be used as an exploitation of politeness strategies as well, in attempts to reduce the size of the FTA. For instance the speaker may joke in order to minimize an FTA or requesting. Jokes are also used as a basic positive politeness technique for putting the listener ‘at ease’.

Joke is also useful in maintaining friendship. It is a way to share experience or knowledge through fun situation. And it is also can minimize the face threatening act of requesting.

Example: *so, it is okay if I throw away your book.*

It is also used as a basic positive politeness technique for putting the

listener ‘at ease’

9. Assert or presuppose speaker’s knowledge of and concern for hearer’s intention

This strategy is done by asserting or implying knowledge of listener’s wants and willingness to fit one’s own with them.

Example: *I know you can’t bear parties, but this one will really be good, docome!*

The speaker knows before asking for request and offering something to the hearer in order to make the hearer accept that request.

10. Offer, promise

In this strategy, the speaker may choose to stress his cooperation with the listener in another way. The speaker may claim that whatever the listener wants, the speaker will help to obtain the hearer's wants. Offers and promises are natural outcomes of choosing this strategy even if they are false. They just demonstrate the speaker's good intentions in satisfying the listener's wants.

Example: *I'll come to your house sometimes.*

In this example show that the speaker will help to obtain the hearer's wants, it just demonstrate the speaker's good intentions in satisfy the listener wants.

11. Be optimistic

In this strategy the speaker assumes that the listener wants to do something for the speaker (or for the speaker and the listener) and will help the speaker to obtain the goals because it will be in their mutual shared interest.

Example: *I'm borrowing your pen for second, ok?*

It means that the speaker and the hearer can share mutual interest. So the utterance above considered as positive politeness strategy 11.

12. Include both speaker and hearer in the Activity

This strategy uses an inclusive 'we' form, when speaker really means 'you' or 'me', he can call upon the cooperative assumption and thereby redress FTAs. An inclusive 'we' often use with the word let's.

Example: *Let's go to the wedding party!*

This example indicates the word “We” (speaker and hearer). And it indicates that they are in the same activity.

13. Give or Ask for reason

This strategy can be used for complaining or criticizing by demanding reason ‘why not’, and assuming that if there are not good reasons why the listener should not or cannot cooperate he will cooperate, for example, complaining past action. Thus, the indirect suggestion which demands rather than gives reason is a conventionalized positive politeness form.

Example: *why we don't go to the beach?*

In this example used for complaining by demanding reason “why”. It means the speaker ask the reason to the hearer.

14. Assume or assert reciprocity in this strategy

The speaker may say, in effect, ‘I'll do X for you if you do Y for me’, or ‘I did X for you last week, so you do Y for me this week’ (or vice versa). By this strategy, the speaker may soften his FTA by negating the debt aspect and / or the face threatening aspect of speech act such as criticism or complaints.

Example: *i'll give you bonus if you can sell these clothes.*

It means that the speaker promises to do something as long as the hearer does something for the speaker too for cooperation.

15. Give gifts to the hearer (goods, sympathy, understanding, cooperation)

The last strategy, the speaker may satisfy the listener's positive face want (that the speaker wants to the listener's wants, to some degree) by actually satisfying some

of the listener's wants. Hence we have the classics positive politeness action of gift giving, not only tangible gifts but also human relation wants such as admired, listened, understood, etc.

Example: *Hey, look at me, if there is a will there is a way, so don't give up.*

This strategy is used to increase solidarity and human relations among the speaker and hearer.

C. Negative politeness

Negative politeness strategies are oriented mainly to satisfy the hearer's negative face, its basic want to claim territory and self determination. In other word, this strategy is the desire to remain autonomous so the speaker is more apt to include an out for the hearer, through distancing styles like apologies. For the reason, sometimes the speaker is humbling, not showing off, and being formal, and restraining himself/herself. This strategy might cause some social distance in the interaction. Therefore, the tendency to use of the negative politeness is the speaker is aware of and respects the social distance between him/her and the hearer.

a. *Be conventionally indirect*

Negative politeness enjoins both on record delivery and redress of an FTA. The simplest way to construct an record message is to convey it directly, as in bald on record usages.

It means the speaker uses the phrases or sentences that have contextually The strategy involved is:

1. Be conventionally indirect

In this strategy a speaker is faced with opposing tensions the desire to give it an out by being indirect, and the desire to go on record. In this case it is solved by the compromise of conventional indirectness, the use of phrases and sentences that have contextually unambiguous meaning which are different from their literal meaning.

For example: *could you pass the salt?*

b. *Don't Presume / Assume*

This strategy can redress listener's negative face by carefully avoiding presuming that anything involved in the FTA is desired or believed by listener. This will include avoiding presumptions about listener's wants, relevant, interesting or attention that keeps distance from listener.

2. Question, hedge

Hedge is a particle, word or phrase that modifies the degree of membership of a predicate or noun phrase in a set.

c. *Don't Coerce listener or Hearer*

Another ways of redressing listener's negative face want is used when the proposed FTA involves predication an act of listener, for instance, when requesting his aid, or offering him something which requires his accepting.

The strategies involved are:

2. Be pessimistic

This strategy gives redress to listener's negative face by implicitly expressing doubt that the condition for the appropriateness of speaker's speech act obtain.

3. Minimize the imposition

One way of defusing the FTA is to indicate that Rx, the intrinsic seriousness of the imposition, is not in itself great, leaving only D and P as possible weight factors. So, indirectly this may pay listener deference.

4. Give deference

By conveying directly the perception of a high P differential, deference serves to defuse potential FTA by indicating that the addressee's rights to relative immunity from imposition are recognized and moreover the speaker is certainly not in a position to coerce listener's compliance in any way.

d. Communication Speaker's want to not impinge on Hearer

One way to partially satisfy listener's negative face demands is to indicate that speaker is aware of them and taking them into account in his decision to

The strategies involved are:

5. Apologize

The speaker can indicate his reluctance to impinge on listener's negative face and thereby partially redress that impingement.

6. Impersonalize Speaker and Hearer

The speaker doesn't want to impinge on listener is to phrase the FTA as if the agent were other than speaker or at least possibly not speaker alone, and the addressee were other than listener or only inclusive of listener.

7. State the FTA as a general rule

That speaker doesn't want to impinge but is merely forced to by circumstances, is to state the FTA as an instance of some general social rule, regulation, or obligation.

8. Nominative

In English degrees of negative politeness (or at least formality) run hand in hand with degrees of noisiness; that is associated with the noun end of the continuum.

e. *Readers Other Wants Of Hearer's*

A final strategy of negative politeness is offering partial compensation for the face threat in the FTA by redressing some particular other wants of listener's.

9. Go On Record as incurring a debt or as not indebting hearer.

It means that speaker can redress a FTA by explicitly claiming his indebtedness to listener, or by disclaiming any indebtedness of listener, by means of expression such

as the following, for requests, I'd be eternally grateful if you would.

D. Off-Record

This strategy uses indirect language and removes the speaker from the potential to be imposed. Even if the speaker decides to say something, the speaker does not actually have to ask for anything. Yule, 1996 stated that the types of statements are not directly addressed to the other. According to Brown and Levinson, 1987 a communicative act is done off-record if it is done in such a way that it is not possible to attribute only one clear communicative intention to the act. Therefore if a speaker wants to do an FTA, and chooses to do it indirectly, he must give the hearer

some hints and hope that the hearer picks up on them and thereby interprets what the speaker really means (intends) to say.

2.1.4 Factors influence the use of politeness strategy

The employment of politeness strategy is influenced by several factors. According to Brown and Levinson (1987) there are two factors that influence the speaker to employ politeness strategy. The factors are payoff and circumstances.

1. Payoff

The speaker employs the politeness strategy because they can get advantages. The speaker can minimize the FTA by assuring the listener that he likes the listener and wants to fulfill the listener's wants. Thus, the listener positive face is not threatened by the speaker because it can be seen for their mutual shares.

Example: Let's get on for dinner

The example above shows that the speaker minimizes the FTA (request) to the listener by including the speaker himself equally as the participant.

2. relevant circumstances

The seriousness of an FTA is also influenced by the circumstances. Sociological variables and thus to a determination of the level of politeness, according to Brown and Levinson in Rahardi (2005) there are three dimension to determine the level of politeness. Among them are relative power (P), social distance (D) and size of imposition (R)

a. Relative power

Power (P) is the general point is that we tend to use a greater degree of politeness with people who have some power or authority over us than to those who do not. It is based on the asymmetric relation between the speaker and the listener. These types of power are most found in obviously hierarchical setting, such as courts, the military, workplace.

Example: you would probably be more polite about conveying to your employer because she or he always arrives late, than in conveying to your brother. This is because your employer can influence your career in a positive way (reward power) or negative way (coercive way)

b. Social distance

Social distance (D) can be seen as the composite of psychologically real factors (status, age, sex, degree, of intimacy, etc.) which together determine the overall degree of respectfulness within a given speech situation. It based on the symmetric relation between the speaker and the listener.

Example: you feel close to someone or you know him well because he is similar in terms of age or sex, then you will get closer to him and the distance rating will get smaller. As a result you will not employ polite utterance when you ask him to do something. On the contrary, you will employ polite utterance when you interact with person whom you have not known well, such as person who is older than you.

c. Size of imposition

Size of imposition (R) can be seen from the relative status between one speech acts to another in a context.

For example: borrowing a car in the ordinary time will make us feel reluctant, but in urgent situations it will natural. Thus, in the first context we will employ polite utterance. Meanwhile, in the second context it is not necessary to employ polite utterance because the situation is urgent.

2.2 Previous study

There are some researchers who have conducted the study on positive politeness related to politeness strategy. Belongs to Yuni Murliati (2013) entitled "*Politeness Strategies used by George Milton in John Steinbeck's Of Mice and Men*". She intended to know how the politeness strategies used by George Milton in his directive utterances in Steinbeck's *Of Mice and Men* and the reasons why certain politeness strategies used by George Milton in his directive utterances. She used the theory of

Brown and Levinson of four categories of the politeness strategies and also two factors why the speaker chooses certain strategy based on Brown and Levinson

theory to analyze the data.

The second one belongs to student of English Department of Faculty of Humanity in Airlangga University done by Nurul Hidayati (2007) entitled "*The study of politeness strategies in mixed-sex conversation*". Studied the politeness strategies concerned in mixed-sex conversation which are applied in SKI and UKMKI, the paper employs Brown and Levinson Politeness theory to classify the utterance produced by the participants in order to generate interpretation about power and the notion of "face" between men and woman. The study also applies the theory about

discourse and ideology to see the politeness strategies in mixed-sex conversation as the practice of ideology in SKI and UKMKI. Analysis and discussion of this study point two key findings. First, male participants prefer to use positive politeness strategies.

The third is the study conducted by Puspitorini, (2004) analyzed politeness and gender. The title is "*the similarities and differences of politeness strategies used by male and those used by female student of Tourism Department Airlangga University in making Request*" the research tried to find out the differences between male and female student in making request. The study found that female students were more positive polite, because the request were highly elaborated on positive politeness, whereas the man were relatively negatively polite.

1.2.1 Comparison

This part used to show the similarities and differences of this study and those previous studies.

The similarities of this study with those previous studies, all of them used qualitative approach as the data, and politeness strategy as the topic that analyze. And also this study and those previous studies used the theory of politeness strategy by Brown and Levinson.

The differences are, those previous studies analyze using four categories of politeness. That is positive politeness, negative politeness, bald on record and off record. Than this study just focuses on positive politeness strategy that used by the main characters in Divergent movie.

CHAPTER III

RESEARCH METHOD

In this chapter discussed about the method used in this study. It was explained about the general procedure in collecting and analyzing the data. This chapter consisted of research approach, instrument, data and data sources, technique of data collection and technique of Data Analysis.

3.1 Research Approach

In this research the writer used descriptive method. According to Surakhmad, (1994) states that descriptive method is a kind of research using technique of searching, collecting, classifying, analyzing the data, interpreting and making conclusion.

digilib.uinsa.ac.id digilib.uinsa.ac.id digilib.uinsa.ac.id digilib.uinsa.ac.id digilib.uinsa.ac.id
The writer's main purpose in doing the study was to find out the type of positive politeness strategies that used by the main characters in Divergent movie and the factors that influenced her to choose the certain the politeness strategies.

3.2 Instrument

The main instrument of this study was the researcher herself. The researcher took the accurate data by herself. In analyzing the data, the researcher used positive politeness strategies used by the main characters based on the theory of Brown and Levinson.

3.3 Data and Data Sources

This study analyzed the positive politeness strategies used by the main characters in Divergent movie. The researcher used the transcript of the Divergent movie as the object. And the writer found the transcript from internet.

The data was based on the conversation between Tris and Four as the main characters to the others characters. Usually using of positive politeness strategies in a movie often occurs in a kind character. Therefore, the writer only focused on the utterances which were produced by the main characters to the other characters in Divergent movie.

3.4 Technique of Data Collection

For collecting the data, the writer did several steps.

1. Getting the movie from YouTube. (www.movie.UK.com)

digilib.uinsa.ac.id digilib.uinsa.ac.id digilib.uinsa.ac.id digilib.uinsa.ac.id digilib.uinsa.ac.id
2. Looking for transcript of the movie. (www.moviequotesandmore.com)

3. Reading and observing the transcript of the movie thoroughly

4. Noticing the utterances and selecting particular dialogues one by one that has relation to the research, namely the utterances that contain the positive politeness strategies.

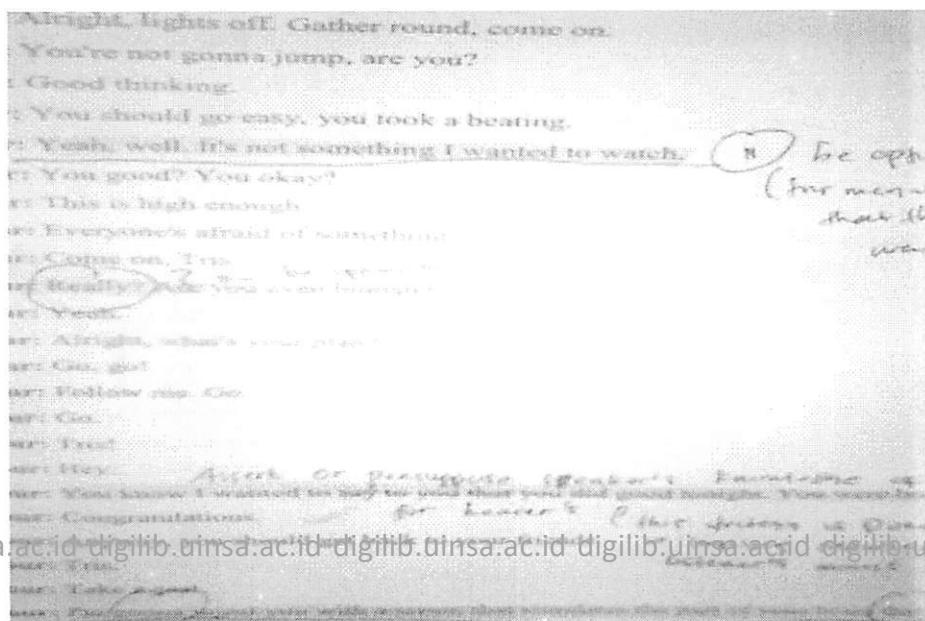
3.5 Technique of Data Analysis

In analyzing the data, the writer tried to describe the positive politeness strategies used By Brown and Levinson (1987) theory in Divergent movie. All of them

described clearly by the writer, so it can make the reader understand on positive politeness.

The steps of analyzing data are ordered as follow:

1. Identifying the data that related with the utterances by the main characters by giving an underline with the color. We can see the example in the picture:



2. After identifying the utterances, the researcher classifying and analyze the utterances that have been identified in the first step of positive politeness strategies. In table:

No	Strategies	Data
1.	Notice, attend to hearer	13
2.	Exaggerate	16
3.	Intensify interest to the hearer in the	—

speaker's contribution	
4.	Use in groups identity marker's
5.	Seek agreement

3. After classifying the data, the researcher interpreting the data how politeness strategies used by the main characters in the movie. We can see the example below:

(Example): This statement employs positive politeness, namely include both the speaker and the hearer in the activity. In the conversationshow that Four said “Let’s go” to Tris and in this strategy uses an inclusive word “We” when the speaker means “You and Me”, an inclusive “We” often use with the word Let’s.

4. After interpreting the data how politeness strategies used by the main

characters in the movie. The researcher makes a conclusion based on the result of the analysis.

CHAPTER IV

FINDING AND DISCUSSION

This chapter presented some data which classified the data based on the politeness strategies; there are Bald on Record, Positive politeness, Negative politeness, and Bald off Record. The analysis of this study just focused on positive politeness used by the main character in Divergent Movie, the data was taken from the transcript.

4.1 Research Finding

The research employs Brown and Levinson (1987) politeness strategy to describe the kind of positive politeness strategies, in the Divergent movie the researcher found 17 data containing strategies of politeness.

4.1.1 Strategy 9 (Assert or presuppose speaker's knowledge and concern of hearer's intention)

There are 8 strategies of positive politeness that found in this research. One of them is strategy 9 Assert or presuppose speaker's knowledge and concern of hearer's intention, it is the dominant strategy of positive politeness that used by the main characters in this movie. This strategy is done by asserting or implying knowledge of listener's wants and willingness to fit one's own with them. The writer finds six utterances by the main characters that include this strategy, all of them are presents on datum 1 until datum 5.

Datum 1(01:13:17)

[as Tris snaps out of simulation looking shaken Four tries to calm her]

Four : Alright. It's alright. It's alright. You okay?

[Tris breaths heavily as she tries to calm herself and gets out of the chair]

Four : How long did you think you were in the hallucination, Tris?

Tris : Twenty minutes?

Four : Three. Four times faster than the average. I've never seen anyone do that well their first time. How did you get rid of the birds? The image wasn't clear.

Tris : Um...I just went into the water.

Four : Well, next time it will be a lot easier.

Tris : I have to do that again?

Four : **Yeah, you have to practice several times before the final. But you're a natural, you got nothing to worry about.**

The dialog token when Tris along with the rest of the initiates wait outside the simulation room where they will be tested on the control of their fears, they watch as Molly is taken out of the room looking shaken, after that Four than steps into the waiting area and call Tris to enter the simulation area. And after the simulation, Four said if she four times faster than the average of other people, because Four had never seen others succeed as soon as the first time. Tris explain the hallucinations to Four, so Tris asked whether she should perform the test again, but Four said if she had to practice a few times before the exam, and Four know that Tris has talented. And then he calms Tris that she need not worry about the test results.

The statement employs positive politeness **Assert or presuppose speaker's knowledge and concern for the hearer's wants.** The conversation show that Four order to Tris to do rehearse more and more, the speaker "Four" explain that Tris must

stimulate part of her brain again, but Four know if Tris has tallented. This strategy is done by asserting knowledge of the listener's want's.

The influence factor of polite utterance that produced Four to Tris is social distance. Tris uses politeness strategies when talking with Four because Four is older than her. From the utterance the speaker Four feel know Tris well because she is similar in terms of the status.

Datum 2 (01:19:26)

Tris : I'm...I'm...I'm just, I'm not like them.

Caleb : Who is? They're crazy.

Tris : Maybe I can go back to Abnegation.

Caleb : You can't got back.

Tris : **I know, but they actually think that they're running the government now?**

Caleb : They're never gonna let you do that.

Tris : Who?

Caleb : Erudite. They are not gonna let Abnegation break anymore rules.

digilib.uinsa.ac.id digilib.uinsa.ac.id digilib.uinsa.ac.id digilib.uinsa.ac.id digilib.uinsa.ac.id
This situation happened when Tris go to Erudite to visit Celeb. Celeb is Tris'

brother, Tris meet Celeb because she wants to tell that she had a lot of problems and she was not successful become a Dauntless, since Tris felt she did not fit here and want to go back to Abnegation, but Celeb said if he could not return because of Erudite, they will not let Tris back faction to him before, because Erudite will not allow Abnegation to break the rules again. Celeb tell to Tris if Erudite should not Abnegation ruling. Tris suddenly shocked because she did not believe it because all factions wish that.

The conversation above show that Tris employs positive politeness **Assert or presuppose speaker's knowledge and concern for the hearer's wants**. The conversation show when Tris convine to Celeb that what he known is not correct, because there are people who know to manipulate him. This strategy is done by asserting or implying knowledge of listener's wants. The speaker knows before asking for request and offering something to the hearer in order to make the hearer accept the request.

The influence factor is social distance. Tris feels close to Celeb because the status of them is brother and sister. So they have known each other very well. As a result sometimes Tris does not employ polite utterance when she talks to Celeb or ask Celeb to do something, and the positive face of Celeb will not threatened.

Datum 3 (01:24:27)

[Four gently tends to her wounds]
 Tris : I can't believe Al.
 Four : You're moving up through the ranks and he's failing. It makes him hate Himself, it makes him hate you. He's...he's just afraid.
 Tris : Everyone's afraid.
 Four : I know, but fear does something strange to to people like Al. But not you. Fear doesn't shut you down, it wakes you up. I've seen it.
[Four finishes tending to her wounds and stands]
 Four : You should lie down, get some sleep.
 Tris : Yeah.

After Four helped Tris and then Four takes Tris to his room and brings her a sweater as she sift on his bad. Tris very disappointed with Al, because he wanted killed her. Tris just does not expect mindless Al is her close friend, but he just wanted killed Tris, then Four assert that it all happened because Al jealous with Tris' rank.

Tris' rank is increased while Al is down, and that makes Al hate to Tris and hate with himself as well.

The conversation above shows that the speaker employs positive politeness **Assert or presupposes speaker's knowledge and concern for the hearer's wants.** This strategy done by asserting knowledge of listener's wants to fit one's own wants with them. In this conversation Four concern to Tris and try to be calm it, because she attack by three masked guys, Four said they attack because jealous with Tris's levels is go up but he is go down.

The influence factor of polite utterance that produced Four to Tris is social distance. Tris uses politeness strategies when talking with Four because Four is older than her. From the utterance, the speaker and the hearer knew each other very well because she is similar in terms of the status.

Datum 4 (02:10:27) digilib.uinsa.ac.id digilib.uinsa.ac.id digilib.uinsa.ac.id digilib.uinsa.ac.id

Tris : My Mom and Dad died today. They're gone.
 Four : I know. But they loved you, Tris. For them there was no better way to Show you.
 Tris : We have nothing. We have no home, no faction. I don't even know who I am anymore.
 Four : I know exactly who you are.
 Tris : Are you sure about that?
 Four : Yeah, I'm very sure.
[she faintly smiles at him]
 Four : Come here

The conversation above happened when Four hugged to Tris. Tris tells if her mother and father died today. Then Four said if he already knows and Four tried to

calm Tris that her parents very fond of her, so they are willing to sacrifice to save them daughter. Her mother and father very love her and for them it is the best way.

In the utterance above show that Four employs positive politeness **Assert or presuppose speaker's knowledge and concern for the hearers wants**. This strategy is done by asserting or implying knowledge of the listener's want. In the conversation Four calm Tris in order to she did not sad because she losses her mother and her father.

The influence factor or politeness strategies between Four and Tris are social distance. Four feel close to Tris because they are similar in status, they fall in love and in the finding, and they know each other very well. As a result, sometimes Tris does not employ polite utterance when she talks to Four, and the positive face of Four will not threatened.

[Tris goes over to Caleb who starts crying]

Caleb : I should have believed you.

[Tris embraces him]

Caleb : I left as soon as I realized. Why is this happening? I don't understand. Why Are Dauntless fighting for Erudite?

Tris : They don't know what they're doing, they're under simulation. We need To wake them up, I need to get to Dauntless.

Tris' mother died because she had saved him, then Caleb asked "why Dauntless fighting for Erudite?", and also Tris explained that the Dauntless did not realize what they are doing, because they are under the influence, therefore now they must awaken them by going to the Dauntless.

The conversation above shows that Tris employs positive politeness **Assert/presuppose speaker's knowledge of and concern for hearer's intention**. In this conversation the speaker "Tris" satisfy to the listeners when the Dauntless battle with Erudite, Tris satisfy that they influenced and should makes them realize and need to get to Dauntless.

The influence factor is social distance. Because Celeb is Tris' brother, so they have known each other very well. Tris does not employ polite utterance when she talks or ordered Celeb to do something.

4.1.2 Strategy 12 (Include both speaker and hearer in the activity)

The other strategy that found by the writer in the utterances of the main characters is Strategy 12 (include both speaker and hearer in the activity). This strategy uses an inclusive "We" when the speaker really means you or me. The writer finds the utterances that include of this strategy, those utterances are explains on datum 6 until datum 9.

Datum 6 (01:23:27)

[when Tris returns to Dauntless she is caught by three masked guys and dragged across to be thrown into the chasm]

Dauntless Male: Come on! Get her over!

[as Tris struggles she unmasks of the guys and is shocked to see it's Al]

Dauntless Male: Come on! Do it! Do it!

[as they are about to throw her over the edge Four arrives and fights them off, after he's knocked them all down he goes over to Tris]

Four : You alright?

Tris : Yeah.

Four : Come on. Let's go.

This conversation happened when Tris return to Dauntless. She is caught by three masked people and dragged across to be thrown into the chasm and it turns out people who want to kill her is Al, fellow soldier in the Dauntless. Four come and then help Tris.

The conversation above show that Four said Let's go to Tris and in this strategy uses an inclusive word "We" when the speaker means "You and Me", an inclusive "We" often use with the word Let's. This statement employs positive politeness **include both the speaker and the hearer in the activity.**

The influence factor of polite utterance that produced Four to Tris is social distance. Tris uses politeness strategies when talking with Four because Four is older than her. From the utterance the speaker Four feel know Tris well because she is similar in terms of the status.

digilib.uinsa.ac.id digilib.uinsa.ac.id digilib.uinsa.ac.id digilib.uinsa.ac.id digilib.uinsa.ac.id
Datum 7 (01:28:23)

Tris : It's my fault that he's dead.
Four : **No, it's not because of you. He made his own choice. He would have Been Factionless, he was not gonna pass the final test.**
Tris : Neither am I.
Four : Why do you say that?

The conversation above show when all of Dauntless member has break, but they hear an alarm going off, and all of them going to the investigate and find some Dauntless pulling out Al's body from the charm. Tris very surprised because Al suicide, and she also felt guilty when Al apologize for his mistake. Tris angry and would not forgive him. Then Four try to calm him know that Tris was not his fault

but it is because Al chose his own. Al know that he will be non factions, he will not pass the final exam, but Tris said if she would also died if the others know that she was a Divergent.

The conversation above show that Four employs positive politeness **Include both speaker and hearer in the Activity**. In the conversation show that Four explain to Tris if she didn't guilty, Four try to involve to Tris if she not guilty of this problem.

The influence factor of polite utterance that produced Four to Tris is social distance. Tris uses politeness strategies when talking with Four because Four is older than her. From the utterance the speaker Four feel know Tris well because she is similar in terms of the status.

Datum 8 (01:54:46)

Tris : Mom?

[Natalie reaches Tris]

digilib.uinsa.ac.id digilib.uinsa.ac.id digilib.uinsa.ac.id digilib.uinsa.ac.id digilib.uinsa.ac.id
Natalie : Okay *[she takes one of the dead guard's knife and cuts Tris's bondage]*

Natalie : Okay, we gotta run.

[they both start running off and Tris picks up one of the guards gun]

Tris : You were Dauntless?

[Natalie smiles at her]

Natalie : Served me well today.

Tris : Is Dad okay?

Natalie : Yeah. He led a group over to Monroe in the State, we're gonna meet him there.

[they see some Dauntless members running over to them]

Tris : Mom..Let's go!

[Tris and Natalie run off but the Dauntless members chase after them and shoot at them, they take cover and shoot back when Tris notices Will pointing his gun at them]

After final tested, Tris gets dressed and join the others as they line up in the pit where Eric and Max are checking them. And the conversation showed when Tris taken to a quiet spot to be executed, just as the guards are about to shoot her, they are shot and killed. Tris looks up to see Natalie (Tris' mother) running towards her. Tris happy because his mother saved her, and appears then her mother was a Dauntless.

The conversation above show that Tris employs positive politeness **includes both the speaker and the hearer in the activity**, in the conversation Tris said word “Let’s” to her mother. It means “you or me” the cooperative and thereby readers FTA, an inclusive “We”.

The influence factor of politeness in this utterance is social distance. Social distance can be seen as the relation between the speaker and the listener. (status, age, sex, degree, of intimacy, etc). Although Tris has know well of Natalie and their intimacy every close, but Tris must used polite utterance to Natalie, because the status of Natalie is as her mother.

Datum 9 (01:59:40)

[as Peter guides them to where the Dauntless are being controlled]

Marcus: Did you really need to shoot him?

Tris : Every minute we waste another Abnegation dies and a Dauntless becomes a murderer.

[to Peter]

Tris : Peter, let's go.

[they come to a stop as they see Dauntless members gathered outside a room]

Tris : It's there, isn't it?

Peter : Yeah.

After Tris shot to the Pater, Tris invite Pater to show where the place of the Dauntless controlled. And it turns out the Dauntless is controlled by the engine, and the execute that is Jeanine. Tris presume that she is a good people, because all this time she kind with Tris and her family, but apparently, Jeanine wishes to crush all of faction. She wants to destroy Abnegation by controlling the Dauntless.

In the dialogs show that Tris employs positive politeness **Include both the speaker and the hearer in the activity**. It indicates that Tris saying “Let’s” to the Peter, and the speaker (Tris) means ‘You or Me’ with the word “Let’s”. In the conversation, Tris invite Peter to look for the place that makes to retain the Dauntless, in this strategy uses an inclusive “We” often use with word “Let’s”.

The influence factors of politeness strategies between Tris and Pater is social distance. Tris feel close to the Pater, because they are similar in age, and she known

4.1.3 Strategy 11 (Be optimistic)

In this strategy the speaker assumes that the listener wants to do something for the speaker and will help the speaker to obtain the goals because it will be in their mutual shared-interest. The utterances are presented on datum 10.

Datum 10 (00:40:28)

- Tris : Can I just ask you...?
- Tori : You made a mistake choosing Dauntless. They'll find out about you...
- Tris : Who? Who will?
- Tori : People you're a threat to.
- Tris : What people? The Dauntless?

Tori : The whole society. If you don't fit into a category, they can't control you.

Tris : **But I'm Dauntless. I'm going to be Dauntless, I chose Dauntless.**

The conversation showed when Tris would make the tattoo, and then she didn't know if there were Tori. And then Tris inquire about the test yesterday because Tris knew only Tori who knew the results of the test. But at the times, Tori did not respond and she didn't replied Tris question, that he was the one who made the tattoo, but on the side lines conversation, Tori was told that Tris would be making a mistake if it chose Dauntless, because Tori knew during the test Tris did not only include categories Dauntless but more than one factions and groups, this is called Divergent.

The conversation it can be conclude that the speaker has applied be optimistic. Because Tris very certain with his selection. And Tori said that Tris was not dauntless category, and when the other knew that, they could manage it. But Tris was very optimist if she was a Dauntless and that selection was correct. It provided when Tris said that, "I'm Dauntless, I'm going to be Dauntless, and I chose Dauntless."

The influence factors of polite utterance that used by Tris to Tori is payoff. From the conversation show that the speaker minimizes the FTA (request) to the listener by including the speaker herself equally as the participant. She want satisfy to Tory that what she doing is true.

4.1.4Strategy 7 (presupposes/ rises/ asserts common ground)

In this strategies includes three ways among them are gossip or small talk, point of view operations and presupposition manipulation. The writer finds 2 utterances of this strategy that explains in datum 11 and 12.

Datum 11 (00:48:47)

Four : You alright?
Tris : You cut me.
Four : I meant to.
Tris : You meant to?
Four : You think he was gonna let you off without a scratch? You'd still be standing There if I hadn't hit you.
Tris : So am I supposed to thank you?
Four : You're supposed to be smart. If I wanted to hurt you, I would have.

These dialogs were taken when the Dauntless tried to throw knife to the

target. When Tris throw it, all off Tris' friend said if she was very expert in throwing.

But at that time there was one of Tris' friends has more to throwing many times but miss the target, his name is Al. When Eric observed to Al that was throwing his knife weakly. And it didn't hit the target, then Erik ordered Al to stand in front of the target. After that, Eric ordered to all of member to stop and throw their knife to Al, then Eric said to Al if he saw Al flinch that Al was out. Here, Tris felt pity when she saw Al in fear and then Tris replaced Al position in front of the target. And then Four begun to throw his knife to Tris and when at last Four throw the knife until Tris was a bruise. After that accident, Eric ended the practice, then Four asked to Tris

“you are right?” but Tris felt fed up because Four intentional to do it, but Four explain if he was sure intentional, Tris shocked with Four utterances, but Four immediately explain if Eric didn’t desert the game over without injury, so that Four intentional hurt a section ear of Tris.

From the explanation above, showing that Tris shocked when Four said if he intentional to do it. It can be concluded that the speaker has applied positive politeness, namely **Presuppose/ Rise/ assert common ground**. It means the speaker “Four” explain to Tris if he intentional to do that, but Four does it because he want to save Tris. Four wants the games over. This is include avoid disagreement because Four explain that, in order to Tris believe with Four utterances.

The conversation above Tris uses relative power because the relation between Tris and Four is a senior in Dauntless, so Tris need express very polite utterance when they are talking. In this situation, Tris make a mistake, so that Eric as a leader ordered Four to throws his first knife and hits the target beside Tris’ leg.

Datum 12 (1:35:09)

Four : Do you wanna see them?

[Tris smiles, Four turns, takes his shirt off to show the tattoos on his back]

Tris : That's amazing.

[Four has symbols of each faction on his back, Tris touches his back as she looks at them]

Tris : The factions. Why do you have all of them?

Four : I don't want to be just one thing. I can't be. I want to be brave, and I want to be selfless, intelligent and honest and kind.

[he turns to face her]

Four : Well, I'm still working on kind.

The situation of the conversation above is when Tris saw the tattoo on the Four's back, Tris wonder why Four tattooed all factions, then Four explain if he didn't want to become just one faction, Four wanted to be brave and not only themselves, he also wants to become a smart, honest and well even though he was still trying to be a good.

The conversation above shows that Tris employs positive politeness **Presuppose/ Raise/ assert common ground.** It indicates that Tris want to know what Four's tattoos and Tris understand why Four tattoos all of the faction in that back. In this strategy Tris assert to Four that he make a good job.

The influence factor of politeness in this conversation is social distance. Because they known each other very well. Tris used polite utterance when she talks with Four, because Four is older than Tris.

4.1.5 Strategy 1 (notice, attend to hearer)

This strategy the speaker should take notice or pay attantion to the hearer's condition. The speaker should give a respons to the hearer's condition, because by doing it, the hearer will know and realize that the speaker notices to his condition. In this research the writer just finds one utterance that includes this strategy. The utterance explains in the datum 13

Datum 13 (01:05:34)

Four : Tris!
[Tris walks over to Four]

Four : Hey.
 Tris : Hey.
 Four : Congratulations.
 Tris : Thanks.
Four : You know I wanted to say to you that you did good tonight. You were brave.
 Tris : Yeah.
 Four : Anyway, you should get back to your friends.
[Tris smiles at him]
 Tris : Okay.

The chronological of this Dialogs, happened when all of Dauntless finished the game. Dauntless groups play the game of poach the flag of enemy, because of that game, they allotted as two groups, who guide by Four and Eric. The game used the gun, but the gun not dangerous and they called the bow that shocked nerve.

From the explanation above, it can be concluding that the speaker Four has applied **Notice, attend to hearer (his interest, wants, need, good)**, Four proud to

Tris, because she is courageous person and very unusually woman because she has

the win for the event. It means that the speaker gives the notice with the hearer, the speaker should take notice of utterance condition.

The influence factor of polite utterance that produced Four to Tris is social distance. Tris uses politeness strategies when talking with Four because Four is older than her. From the utterance the speaker Four feel know Tris well because she is similar in terms of the status.

4.1.6 Strategy 5 (Seek agreement)

This strategy may also be stressed by speaker repeating part or all of what the preceding speaker has said in a conversation and by using particles that function to indicate emphatic. The writer finds two utterance of this strategy that explains in datum 14 and 15.

Datum 14 (01:29:11)

Four : You're gonna practice.
 Tris : In my fear landscapes?
 Four : No, in mine. We go in together.
 Tris : Have you ever done this before?
 Four : No, I haven't.
Tris : **Are you sure you want to.**
 Four : Why wouldn't I?
 Tris : I don't know, I mean you haven't told me anything about yourself and now you just wanna let me inside of your head?
 Four : Are you afraid of that?
 Tris : Afraid, You're not?
 Four : No.

The situation of the conversation above is when Four takes Tris into the simulation room, Tris felt a little scared because Tris didn't know anything about Four, but Four let him get into his thoughts. And after that Four injects to himself and Tris with the serum.

The conversation above show that Tris employs positive politeness **seek agreement**, it indicates that Tris look for the agreement of Four, because they wants inject them self with the serum together. In this conversation is seek agreement because Tris feel wary but Four make convincing with saying "Why wouldn't I" it

means that Four also agree with Tris. So that Tris only feel not afraid if they doing it together.

The influence factor of politeness in this conversation is social distance. Because they known each other very well. Tris used polite utterance when she talks with Four, because Four is older than Tris.

Datum 15 (01:38:05)

Four : You're ready. You can do this.

[Tris walks into the building where the final testing is to take place, she looks around and sees Jeanine there along with the Dauntless leaders]

Four : They can see your hallucinations on the screen. So you get passed your fears the way the Dauntless would, but do it quickly.

Tris : Right. If I'm too good then they'll kill me, and if I'm too slow then I'll die.

Four : Right. Good luck.

This conversation taken when Tris had to report for the final exam at the time

Four try to calm Tris and give the support that she must successfully pass the test.

because at the ending of the exam can all see hallucinations in front of a screen, Four addresses Tris to fight the fear that it faces later. Fighting as was done by Dauntless, so that they do not suspect.

The dialog above, show that Tris employs positive politeness Seek agreement. It indicates that Tris intensify of her own conversation by making a good story or good responses. This speaker communicate to the hearer that she share some of his wants to intensify of her own contribution to the conversation. Tris listen what Four saying with good responses.

The influence factor of polite utterance in this conversation is social distance.

Social distance can be seen as the relation between the speaker and listener. (status, age, sex, degree, of intimacy, etc). Although Tris has known about Four well and their intimacy very close, but Tris must used polite utterance to Four because the status of Four is as her senior.

4.1.7 Strategy 2 (Exaggerate) interest, approval, sympathy with the hearer.

This strategy is often conducted with exaggerate intonation, stress and other aspect of prosodic, as well as with intensifying modifiers. The writer just fined one utterance of this strategy that explains in datum 16.

Datum 16 (01:34:33)

Tris : Four? Four fears?

Four : Four then, four now. I keep going in there, but I don't think you ever lose them.

Tris : Can I ask you something?

Four : Sure.

Tris : What's your tattoo?

[Four smiles at her]

Four : Do you wanna see them?

[Tris smiles, Four turns, takes his shirt off to show the tattoos on his back]

Tris : That's amazing.

[Four has symbols of each faction on his back, Tris touches his back as she looks at them]

The conversation takes when Four is in the balcony of his room when Tris walks over to stand beside him. When they told me suddenly Tris want to see the

tattoo on the back of four, then four opened his shirt and showed his tattoo on Tris.

Tris suddenly surprised because Four tattooed all factions.

The dialog shows that Tris employs positive politeness **exaggerate (interest, approval, sympathy with the hearer)**. Tris tells to Four that she wants see the Four's tattoo, so Four takes his shirt or to show the tattoos on his back, and Tris say "Amazing" the word Amazing indicates the exaggeration.

The factor that influence Tris used polite utterance to Four is social distance. They known each other very well, but Tris must use polite utterance because Four is older than her.

4.1.8 Strategy 6 (Avoid disagreement)

This strategy deals with how someone prefers to avoid disagreement by pretending to agree with hearer which is known as token agreement rather than showing the disagreement directly. The writer just fined one utterance of this strategy that explains in datum 17.

Datum 17 (01:26:13)

Four : How are you feeling?
 Tris : Better.
 Four : Good. Where did you go yesterday?
 Tris : To see my brother.
 Four : It's getting a little boring for you here, is it?
 Tris : My brother said that he thinks Erudite's is planning to overthrow Abnegation. Do you think they could do that?
 Four : Yeah, I do. I think it's possible. Depends on how far they're willing to go.
 Tris : I'm worried about my parents.
 Four : **Yeah. But I think you got other things you need to worry about. Don't you?**
 Tris : Yeah. I should go.

The situation of the conversation above are in the next morning Tris wakes up to find Four not in the room, as she gets up Four enters the room. Four ask to Tris about the feeling this morning, after that suddenly Four ask about yesterday Tris goes to her brother, and Tris tell that her brother said that he thinks Erudite's is planning to overthrow Abnegation. And Four answer that it is possible, so Tris said that she afraid about her parent, but Four respond if he think Tris got other thing need to worry about, not just think her parent because there is the other people that jealous with her and wants to killed her.

The dialog shows that Four employs positive politeness **Avoid disagreement**. Show that Four agree with Tris' utterances that she worry about her parent, but Four respond if he think Tris got other thing need to worry about, not just think her parent because there is the other people that jealous with her and wants to killed her.

The influence factor of politeness in this conversation is social distance. Because they known each other very well.

From the analysis above, the writer conclude that there are 8 types of positive politeness strategy that used by the main characters in Divergent movie. They are: Strategy 11 Be optimistic, strategy 7 presuppose/ Rise/ Assert common ground, strategy 1 Notice/ attend to the hearer, strategy 9 Assert or presuppose speaker's knowledge of and concern for hearer's intention, strategy 12 Include both speaker and hearer in the activity, strategy 5 Seek agreement, strategy 2 Exaggerate (interest, approval, sympathy with the hearer), strategy 6 Avoid disagreement.

The strategy that main characters doesn't applied in the movie are: strategy 3 intensify interest to the hearer in the speakers contribution, strategy 4 use in group identity, strategy 6 , strategy 8 joke, strategy 10 offer/ promise, strategy 13 Give or ask for reason, strategy 14 assume or assert reciprocity, and the last strategy 15 Give gift to the hearer. And the most factors that influence the main characters used politeness are social distance.

4.2 Discussion

This section discusses the finding of the data analysis. The data is gotten from movie entitle Divergent (2014), there are 17 data positive politeness strategies that was analyzed. After the writer analyzed the data, the writer finds some types of positive politeness strategy. They are: Be optimistic, presuppose/ Rise/ Assert common ground, Notice/ attend to the hearer, Assert or presuppose speaker's knowledge of and concern for hearer's intention, Include both speaker and hearer in the activity, Seek agreement, Exaggerate (interest, approval, sympathy with the hearer), Avoid disagreement.

Based on the explanation above, there are some important points. There are 8 strategies that used by the main characters in Divergent movie. The strategies based on the finding on the types of positive politeness strategy, it is shown that strategy 9 namely, Assert/ presuppose speaker's knowledge of and include both the speaker is dominant. It means that the main characters in this movie are conventionalized positive politeness form. The most factors that influence chosen polite strategies used

by the main characters on the Brown and Levinson theory are social distance. Social distance can be seen as the composite of psychologically real factors (status, age, sex, degree of intimacy, etc) which together determine the overall degree of respectfulness within a given speech situation. It based on the symmetric relation between the speaker and the hearer.

Moreover, there are different focuses in my research among other research done before. In my research the writer focuses on the types of positive politeness strategy and the factor that influence the use of politeness strategy. Furthermore, different from the previous are those previous studies analyze using four categories of politeness. That is positive politeness, negative politeness, bald on record and off record. However, in this research the writer just focuses on positive politeness strategy.

digilib.uinsa.ac.id digilib.uinsa.ac.id digilib.uinsa.ac.id digilib.uinsa.ac.id digilib.uinsa.ac.id

In addition, the writer tries to add another point of view about this study. Politeness appears naturally in every conversation and other face interaction. In case of communication, the speaker will choose the strategies to have polite well. It means that not only speaking in fine linguistics but also considering other's feeling are important. In other word, speaking politeness involves taking account of the other's feeling and being polite person means that he should make others feel comfortable. On the other hand, like in the Qur'an surah Al-a'raaf: 199

خُذِ الْعَفْوَ وَأْمُرْ بِالْعُرْفِ وَأَعْرِضْ عَنِ الْجَهَلِينَ

Meaning: keep to forgiveness, and enjoin kindness and turn away from the ignorant.

This ayah contains learned about polite behavior, in the words “become forgiving” consist in sayings to do a kindness to the person who break the relations, forgive to someone who does the wrong, be a gently to the faithful.

CHAPTER V

CONCLUSION AND SUGGESTION

A. Conclusion

After analyzing the data based on the research finding. The writer concludes that positive politeness strategy is an important thing for daily communication because by applying it, the message can be accepted by the hearer well. In this study the writer analyzes 17 data. Based on the data that has been analyzed, the writer concludes that there are 8 strategies applied by the main characters in Divergent movie. The strategies are: Strategy 11 Be optimistic, strategy 7 presuppose/ Rise/ Assert common ground, strategy 1 Notice/ attend to the hearer, strategy 9 Assert or presuppose speaker's knowledge of and concern for hearer's intention, strategy 12 Exaggerate (interest, approval, sympathy with the hearer), strategy 6 Avoid disagreement.

After classifying the types of strategy, the writer describes the factor that influence the choice of strategies in Divergent movie. According to Brown and Levinson there are 2 factors that influence the choice of strategies, the factors are payoff and circumstance (relative power, social distance, size of imposition), but in my research, the writer concludes that three factors that influence the choice of the strategy in Divergent movie, there are payoff, relative power and social distance. The most factors that influence chosen polite utterances used by the main characters based on

the Brown and Levinson theory is social distance. Finally, the researcher concluded the main characters apply politeness strategies in requesting to manage their utterance during the conversation, especially in positive politeness.

In the previous there are some researchers who have conducted the study on positive politeness related to politeness strategy. Such as, the studies from Yuni Murliati (2013) entitled "*Politeness Strategies used by George Milton in John Steinbeck's Of Mice and Men*". And from Nurul Hidayati (2007) entitled "*The study of politeness strategies in mixed-sex conversation*". And the last by Puspitorini, (2004) analyzed politeness and gender. The title is "*the similarities and differences of politeness strategies used by male and those used by female student of Tourism Department Airlangga University in making Request*" The similarities of this study with those previous studies, both of them are used theory of politeness strategy by

digilib.uinsa.ac.id digilib.uinsa.ac.id digilib.uinsa.ac.id digilib.uinsa.ac.id digilib.uinsa.ac.id

The differences are, those previous studies analyze using four categories of politeness. That is positive politeness, negative politeness, bald on record and off record. Than this study just focuses on positive politeness strategy.

B. Suggestions

Based on the analysis of the research above, the researcher proposes some suggestions to the following parties:

1. To Linguistic Students

It is suggested that students learn more about pragmatics. Especially on positive politeness, it is expected that the students can get more knowledge about positive politeness strategies that are reflected in their language.

2. To Other Researchers

This study can be used for additional references for those who want to make further research in this field. The research can also be done by choosing another field of study like Sociolinguistic. Besides, other researchers can also use this movie for a research by choosing another field of study like speech act and the type of politeness strategies used by the main characters in their conversation, because the researcher thinks that this movie is very good to be analyzed. And the writer hopes this research gives the benefit to other researcher especially in English department faculty of humanities states Islamic university of Sunan Ampel Surabaya.

REFERENCES

Brown, P and Levinson, S. 1987. *Politeness Some Universal in Language Usage*. Cambridge: Cambridge University Press.

Brown Gillian, Yule. George. 1993, *Discourse Analysis*. Melbourney: Cambridge University Press.

Coulthard, M. 1985. An introduction to Discourse Analysis. Essex: Longman Group, Ltd.

Holmes, J. 1992. *An introduction to sociolinguistics*. London: Logman Press.

Holmes, J. 1995. *An introduction to sociolinguistics*. London: Logman Press.

Hidayati, Nurul. 2007. *The study of politeness strategies in mixed-sex conversation*. Surabaya: Airlangga University Press.

Levinson, S. 1985. *Pragmatics*. Cambridge: Cambridge University Press.

Murliati, Yuni. 2013. *Politeness strategies used by George Milton in John Steinbeck's of Mice and Men*. Surabaya: Airlangga University Press.

Puspitorini. 2004. *The similarities and differences of politeness strategies used by male and those used by female student of Tourism Department of Airlangga University in making reques*. Surabaya: Airlangga University Press.

Sugiyono. 2010. *Metode penelitian Kuantitatif Kualitatif dan R&D*. Bandung: Alfabeta.

Surakhmad, W. 1994. *Pengantar penelitian ilmiah: Dasar metode teknik*. Bandung: Tarsito

Susan, Stainback: 1989. *Understanding and conducting Qualitative research*. Dubuque.

Wardaugh, R. 2006. *An Introduction to Sociolinguistics*. United Kingdom. UK: Blackwell Publishing

www.movie.UK.com

www.Moviequotesandmore.com

Yule, George. 1996. *Pragmatics*: New york. Oxford University Press.

Yule, G . 2006. *The study of language*. New york: NY Cambridge University Press.