

**POLITENESS STRATEGIES IN INTERCULTURAL COMMUNICATION
USED BY THE CHARACTERS IN “BLACK OR WHITE” MOVIE**

THESIS

Siti Ruhama Azzamzami

NIM 13320078



ENGLISH LETTERS DEPARTMENT

FACULTY OF HUMANITIES

**UNIVERSITAS ISLAM NEGERI MAULANA MALIK IBRAHIM
MALANG**

2017

**POLITENESS STRATEGIES IN INTERCULTURAL COMMUNICATION
USED BY THE CHARACTERS IN “BLACK OR WHITE” MOVIE**

THESIS

Presented to

Universitas Islam Negeri Maulana Malik Ibrahim Malang

in partial fulfillment of the requirements

for the degree of *Sarjana Sastra (S.S)*

Advisor:

Irham, M.A.

By

Siti Ruhama Azzamzami

NIM 13320078



ENGLISH LETTERS DEPARTMENT

FACULTY OF HUMANITIES

**UNIVERSITAS ISLAM NEGERI MAULANA MALIK IBRAHIM
MALANG**

2017

STATEMENT OF THE AUNTHENTICITY

The undersigned,

Name : Siti Ruhama Azzamzami

Student Number : 13320078

Faculty : Humanities

Department : English Letters

declares that the thesis she wrote to fulfill the requirement for the degree of *Sarjana Sastra (S.S)* in English Letters Department, Faculty of Humanities, Universitas Islam Negeri Maulana Malik Ibrahim Malang entitled “Politeness Strategies in Intercultural Communication Used by the Characters in *Black Or White* movie” is truly her original work. It does not contain any material previously written or published by other persons, except indicated theory, quotation and references. Due to this fact, she is the person only responsible for the thesis if any objection or claim from others.

Malang, November 28, 2017



Siti Ruhama Azzamzami

APPROVAL SHEET

This is to certify that the thesis entitled *Politeness Strategies in Intercultural Communication Used by the Characters in Black or White Movie* written by Siti Ruhama Azzamzami has been approved by thesis advisor, for further approval by the Board of Examiners.

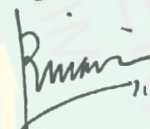
Malang, November 28, 2017

Approved by
The Advisor,



Irham, M.A.

Acknowledged by
The Head of English Letters Department,



Rina Sari, M. Pd.

NIP 19750610 200604 2 002

The Dean of Faculty of Humanities
Universitas Islam Negeri Maulana Malik Ibrahim Malang,



Dr. Hj. Syafiyah, M.A.

NIP 19660910 199103 2 002

LEGITIMATION SHEET

This is to certify that Siti Ruhama Azzamzami's thesis entitled "Politeness Strategies in Intercultural Communication Used by the Characters in Black or White Movie" has been approved by the Board of Examiners as one of the requirements for the degree of Sarjana Sastra (S.S) in English Letters Department, Faculty of Humanities, Universitas Islam Negeri Maulana Malik Ibrahim Malang.

Malang, November 28, 2017

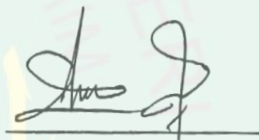
The Board of Examiners

Signature

Rina Sari, M.Pd. (Main
NIP 197506102006042002 Examiner)



Zainur Rofiq, M.A. (Chair
Examiner)



Irham, M.A. (Advisor)



Acknowledged by
The Dean of the Faculty of Humanities,



Dr. Hj. Syafiyah, M.A.
NIP 19660910 199103 2 002

MOTTO

هَلْ جَزَاءُ الْإِحْسَانِ إِلَّا الْإِحْسَانُ

Is there any reward for good other than good?



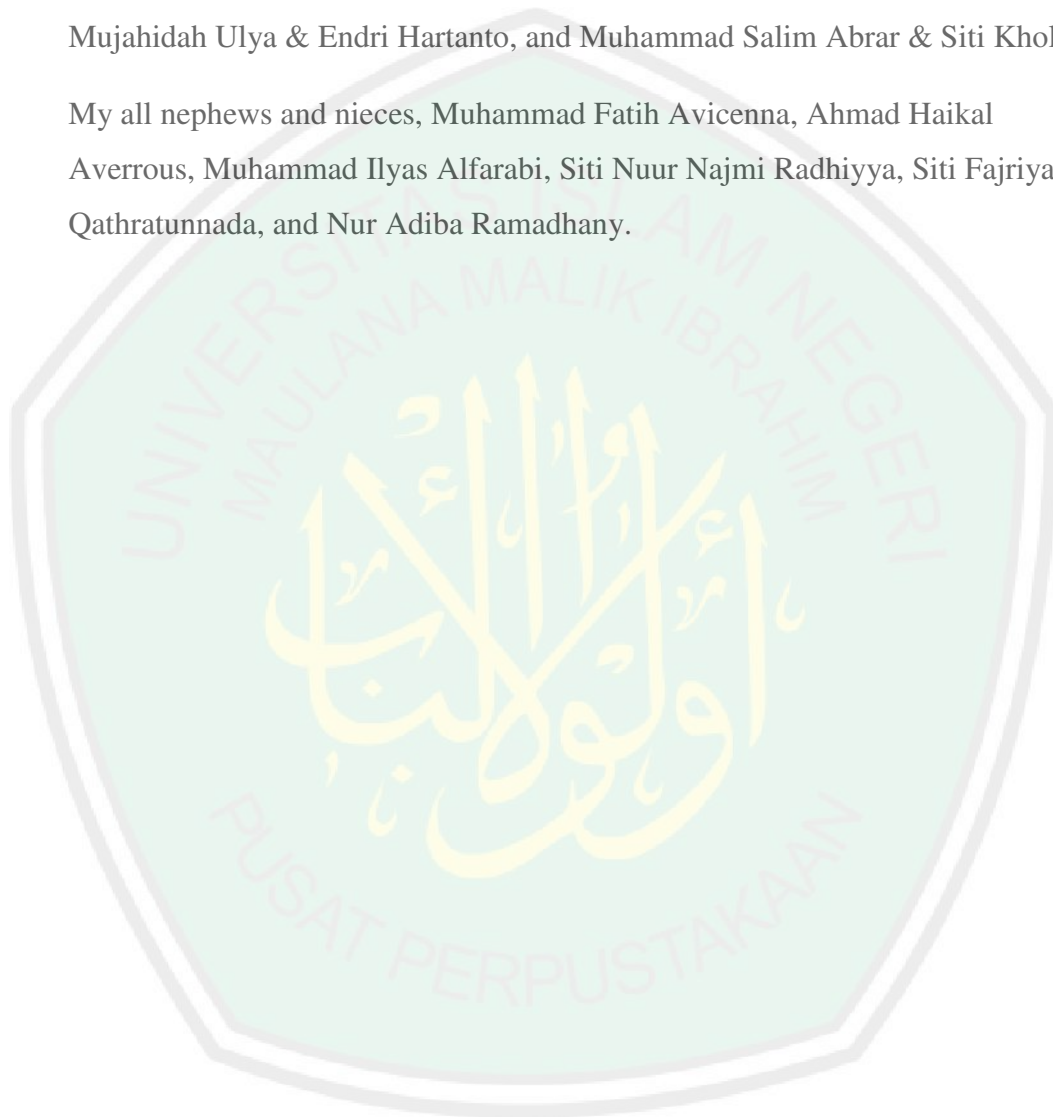
DEDICATION

This thesis is proudly dedicated to:

My parents, H. Chairani Idris and Hj. Rabiatal Adawiyah.

My all brothers and sisters, H. Ahmad Syauqie Mubarak & Nur Fadilah, Siti Mujahidah Ulya & Endri Hartanto, and Muhammad Salim Abrar & Siti Kholilah.

My all nephews and nieces, Muhammad Fatih Avicenna, Ahmad Haikal Averrous, Muhammad Ilyas Alfarabi, Siti Nur Najmi Radhiyya, Siti Fajriyah Qathratunnada, and Nur Adiba Ramadhany.



ACKNOWLEDGEMENT

Bismillahirrohmanirrohim.

Praise and gratitude the writer sends up only to Allah who has given the mercy and blessing so that the writer is completely able to finish this thesis.

Shalawat and salam are expected to be exerted by to the lovely Prophet Muhammad SAW, because of that divine gift of graced from Allah, she finally is able to finish this thesis entitled *Politeness Strategies in Intercultural Communication Used by the Characters in Black or White Movie* as the requirement for the degree of S1 in English Letters Department, Faculty of Humanities, Universitas Islam Negeri Maulana Malik Ibrahim Malang.

The writer realizes that her thesis will never get success without any contribution from other people, therefore, she wants to say a highly thanks to all people surrounds her who make many valuables contribution in making this thesis. First of all, she would like to thank to her beloved parents H. Chairani Idris and Hj. Rabiatul Adawiyah for their continual moral and material contribution supports for her, her beloved brothers and sisters, my brother H. Ahmad Syauqie Mubarak and his wife Nur Fadilah, my sister Siti Mujahidah Ulya and her husband Endri Hartanto, and my brother Muhammad Salim Abrar and his wife Siti Kholilah.

Accomplishing this thesis was not easy and simple so that she would like to express her deepest gratitude to her advisor, Irham, M.A., for his patience, critics, great attention, motivations, suggestions and also corrections to realize this thesis. Also, she would like to express her gratitude to the Board of Examiners,

Rina Sari, M.Pd., and Zainur Rofiq, M.A., who have suggested her some recommendations for her thesis revision. Then, she would like to express her gratitude and big thanks to all of her lecturers in English Letters Department for being kind, patience, in teaching her and giving her priceless knowledge.

She would like to thank for her best friend, Syarifah Fatimah who has been always beside her to give never stop support and suggestion. Also, she would like to thank for her friends in this university, Fifi, Fira, Iis, Ira, Laila, Niroh, Nisa, Rury, and Tuti, thanks for sharing knowledge, experience and laughter. Last, she would like to thank for the team mates of same advisor, Aida, Ima, and Vani.

Finally, she is truly aware that this thesis still has some deficiencies. Therefore, she needs the constructive critics and suggestions from the readers to make it better. She hopes this thesis will be useful.

Malang, November 28, 2017

Siti Ruhama Azzamzami

TABLE OF CONTENTS

STATEMENT OF AUTHENTICITY	i
APPROVAL SHEET	ii
LEGITIMATION SHEET	iii
MOTTO	iv
DEDICATION	v
ACKNOWLEDGEMENT	vi
TABLE OF CONTENTS	viii
LIST OF FIGURES	ix
ABSTRACT	x
CHAPTER I: INTRODUCTION	
1.1 Background of the Study	1
1.2 Research Problems	7
1.3 Objectives of the Study	7
1.4 Significances of the Study	7
1.5 Scope and Limitation	8
1.6 Definition of Key Terms	8
1.7 Research Method	9
1.7.1 Research Design	9
1.7.2 Research Instruments	10
1.7.3 Data Sources	10
1.7.4 Data Collections	11
1.7.5 Data Analysis	11
CHAPTER II: REVIEW OF RELATED LITERATURE	
2.1 Politeness	13
2.2 Scollon and Scollon's Concept of Politeness	14
2.2.1 Involvement and Independence Strategies	15
2.2.2 Linguistic Strategies of Involvement	16
2.2.3 Linguistic Strategies of Independence	17
2.3 Politeness System	19
2.3.1 Power (+P, -P)	19
2.3.2 Distance (+D, -D)	20
2.3.3 Weight of Imposition (+W, -W)	20
2.3.4 Deference Politeness System (-P, +D)	22
2.3.5 Solidarity Politeness System (-P, -D)	23
2.3.6 Hierarchical Politeness System (+P, +/- -D)	23
2.4 Intercultural Communication	24
2.4.1 Verbal Communication	25
2.4.2 Nonverbal Communication	26
2.5 Previous Studies	27
CHAPTER III: FINDINGS AND DISCUSSIONS	
3.1 Findings	30
3.2 Discussions	53
CHAPTER IV: CONCLUSION AND SUGGESTIONS	
4.1 Conclusion	65
4.2 Suggestion	68
BIBLIOGRAPHY	69
APPENDICES	71

LIST OF FIGURES

Figure 2.1 Deference politeness system.....	22
Figure 2.2 Solidarity politeness system	23
Figure 2.3 Hierarchical politeness system	24



ABSTRACT

Azzamzami, Siti Ruhama. 2017. *Politeness Strategy of Intercultural Communication Used by the Characters in "Black or White" Movie.*
Thesis, English Letters Department, Faculty of Humanities, Universitas Islam Negeri Maulana Malik Ibrahim Malang. Advisor: Irham, M.A.

Keywords: politeness strategy, intercultural communication

Being polite in intercultural communication is very important for people because it can show how a person's right through the way she/he is using the strategy in communication. There will be miscommunication and also misunderstanding which happen in communication between people come from different cultural background. Therefore, learning strategies are considered essential decency. Therefore, politeness strategy is the one of communication strategies used to keep the communicative events among people run well especially with different cultural background in intercultural communication. Accordingly, this research focuses on analyzing politeness strategies used by people with different cultural background in Black or White movie.

The researcher as the main instrument has a biggest role in collecting, identifying the data based on the characters in Black or White movie. Moreover, the researcher used Scollon and Scollon's (2001) politeness strategy framework. This research used qualitative method with case study approach to describe politeness strategies used by the characters with different cultural background in the movie.

The results of this research shows that the characters use two strategies of politeness in the movie. Those are, involvement and independence politeness strategies. Involvement politeness strategies are used when they want to show their interest and attention to the hearer in the conversation. The strategies used are noticing or paying attention to hearer, exaggerating, assuming or asserting reciprocity, using names or nicknames, and being voluble or speaking a lot. In addition, independence politeness strategies are used when they want to show their respect towards hearer during the communication. The strategies are making minimal assumptions about hearer's wants, minimizing threat, apologizing, be pessimistic, stating a general rule, and using family names or titles.

The researcher suggests the next researchers to investigate theory of politeness strategy in different forms of object of the study such as communication between foreign and native students in university, or between native and non-native English in guiding tourism. Moreover, the researcher recommends the next researcher to conduct the same topic by using another theory of politeness such as theory from Lakoff and Grice in order to expand knowledge about politeness strategy.

ABSTRAK

Azzamzami, Siti Ruhama. 2017. *Strategi Kesantunan pada Komunikasi Antar Budaya yang digunakan oleh Karakter-Karakter dalam film "Black or White"*. Skripsi, Jurusan Sastra Inggris, Fakultas Humaniora, Universitas Islam Negeri Maulana Malik Ibrahim Malang. Pembimbing: Irham, M.A.

Kata Kunci:strategi kesantunan, komunikasi antar budaya

Berperilaku santun dalam komunikasi antar budaya sangat penting bagi orang-orang karena pada saat berlaku santun dapat menunjukkan bagaimana seseorang itu sebenarnya melalui cara dia menggunakan strategi dalam berkomunikasi. Akan ada miskomunikasi dan juga kesalahpahaman yang terjadi dalam komunikasi antara orang-orang yang berasal dari latar belakang budaya yang berbeda. Oleh karena itu, mempelajari strategi-strategi komunikasi sangat perlu dipertimbangkan. Berdasarkan hal tersebut, strategi kesantunan adalah salah satu strategi komunikasi yang digunakan untuk menjaga agar peristiwa komunikasi antara budaya diantara orang-orang terutama orang-orang dengan latar belakang budaya yang berbeda berjalan dengan baik. Dengan demikian, penelitian ini berfokus pada analisa strategi kesantunan yang digunakan oleh orang-orang dengan latar belakang budaya yang berbeda dalam film *Black or White*.

Peneliti sebagai instrumen utama mempunyai peran penting dalam mengumpulkan, mengidentifikasi data berdasarkan pada karakter-karakter dalam film *Black or White*. Selain itu, peneliti menggunakan kerangka teori strategi kesantunan Scollon dan Scollon (2001). Penelitian ini menggunakan metode kualitatif dengan pendekatan studi kasus untuk menjabarkan strategi kesantunan yang digunakan oleh karakter-karakter dengan latar belakang kebudayaan yang berbeda pada film.

Hasil penelitian ini menunjukkan bahwa karakter-karakter dalam film menggunakan dua jenis strategi kesantunan. Kedua strategi tersebut adalah, *involvement and independence politeness strategies*. *Involvement politeness strategies* digunakan ketika orang-orang ingin menunjukkan ketertarikan dan perhatian mereka terhadap pendengar saat berkomunikasi. Strategi-strategi itu diantaranya adalah memberikan perhatian kepada pendengar, melebih-lebihkan, mengasumsikan atau menyatakan timbal balik, menggunakan nama panggilan, dan menjadi banyak bicara saat berkomunikasi. Selain itu, *independence politeness strategies* digunakan ketika orang-orang ingin menunjukkan rasa hormat mereka terhadap pendengar saat berkomunikasi. Strategi-strategi tersebut adalah meminimalkan asumsi-asumsi tentang apa yang pendengar inginkan, meminimalkan paksaan, meminta maaf, menjadi pesimis, menyatakan aturan umum, dan menggunakan nama keluarga atau gelar.

Peneliti menganjurkan pada peneliti berikutnya untuk meneliti teori strategi kesantunan pada bentuk yang berbeda dari objek penelitian seperti komunikasi antara mahasiswa asing dan mahasiswa Indonesia di kampus, atau komunikasi antara penutur asli English dan yang bukan saat pemanduan wisata. Selain itu, peneliti juga menganjurkan peneliti berikutnya untuk

menggunakan terori strategi kesantunan lainnya seperti teori dari Lakoff dan Grice untuk memperluas pengetahuan tentang strategi kesantunan.



الملخص

الزمزمي، سيتي رحماء. 2017. استراتيجية الكياسة حول الاتصالات بين الثقافات التي تستخدمها الشخصيات في فيلم "Black or White"، رسالة البكالوريوس، قسم الأدب الإنجليزي، كلية العلوم الإنسانية، جامعة مولانا مالك إبراهيم الإسلامية الحكومية مالانج. المرشد: إرحام، الماجستير.

أن يكون مهذبا في الاتصالات بين الثقافات مهم جدا بالنسبة للناس لأنه في الأوقات المهذبة يمكن أن يظهر كيف يكون الشخص في الواقع من خلال الطريقة التي يستخدم بها استراتيجيته في التواصل. سيكون هناك سوء فهم وسوء فهم يحدث في التواصل بين الناس من خلفيات ثقافية مختلفة. لذلك، دراسة استراتيجيات الاتصالات أمر ضروري. فإن إستراتيجية الكياسة هي استراتيجية واحدة في الاتصالات التي تستخدم للحفاظ على التواصل بين الثقافات بين الناس، خاصة الأشخاص ذوي الخلفيات الثقافية المختلفة. وتركز هذه الدراسة على تحليل استراتيجية الكياسة المستخدم من قبل أشخاص ذوي خلفيات ثقافية مختلفة في فيلم "Black or White".

كانت الباحثة كأداة رئيسية دورا مهما في جمع البيانات وتحديد استنادا إلى شخصيات الفيلم "Black or White". فاستخدمت الباحثة الإطار النظري لاستراتيجية الكياسة Scollon و Scollon (2001) وتستخدم هذه الدراسة الأساليب النوعية مع نهج دراسة الحالة لوصف استراتيجية الكياسة التي تستخدمها الشخصيات ذات الخلفيات الثقافية المختلفة في الفيلم. تشير نتائج هذا البحث إلى أن الشخصيات في الفيلم تستخدم نوعين من استراتيجيات الكياسة. الاستراتيجيتان، استراتيجيات الاستقطاب المشاركة والاستقلال. تستخدم استراتيجيات التداؤب عند محاولة الناس إظهار اهتمامهم واهتمامهم للمستمع أثناء الاتصال. وتشمل هذه الاستراتيجيات إعطاء الانتباه إلى المستمع أو المبالغة أو الافتراض أو الرد باستخدام الألقاب كونهما ثرثرة أثناء الاتصال. بالإضافة إلى ذلك، يتم استخدام استراتيجيات الاستقلالية عندما يرغب الناس في إظهار احترامهم للمستمع أثناء الاتصال. هذه الاستراتيجية تقلل إلى الحد الأدنى من الافتراضات حول ما يريده المستمع، وتقليل الإكراه والاعتذار والتشاؤم والإفصاح عن القواعد العامة، واستخدام الشهرة أو الألقاب.

تنصح الباحثة الباحثين اللاحقين بفحص نظرية الاستراتيجيات المخططة في أشكال مختلفة من الأشياء البحثية مثل التواصل بين الطلاب الأجانب والطلاب الإندونيسيين في الحرم الجامعي، أو التواصل بين المتحدثين باللغة الإنجليزية وليس خلال المرشدين السياحيين. وتشجع الباحثة الباحثين اللاحقين على استخدام نظريات استراتيجية أخرى مثل نظرية Lakoff و Grice لتوسيع المعرفة حول إستراتيجية الكياسة.



CHAPTER I

INTRODUCTION

This chapter presents the introduction of the study consisting of the background of the study, research problems, objectives of the study, significances of the study, scope and limitation, and also definition of the key terms. Besides, the researcher explains the research method. It contains research design, research instrument, data source, data collection and the data analysis.

1.1 Background of the Study

Intercultural communication may happen when a speaker is a member of a culture that conveys a message to the hearer who is from other cultures.

Intercultural communication was introduced by Edward Hall in his work “The Silent Language” (1959). He stated that intercultural communication is communication that occurs between people from different nations, race or language community. Meanwhile, Tubbs and Moss (1996) said that intercultural communication is an exchange process of ideas and meanings between people different cultures.

Intercultural communication may occur in kind of situations such as education, healthcare, and socio-economy need. For instance, in the education field, when some of Deakin’s students study in UINMaulana Malik Ibrahim Malang, the intercultural communication absolutely happens. They interact with other students from Indonesia which have different cultures, religions, and norms with them. Furthermore, intercultural communication also occurs in multicultural family which is every member of the family from different city or country. From

the examples above, there will be misunderstanding communication between people come from different cultural background because every member has different way to communicate based on her or his culture value. Therefore, people need a strategy to avoid misunderstanding while doing intercultural communication in order to get their communication run well and go smoothly that is called politeness strategies.

Politeness strategy is firstly formulated by Brown and Levinson in 1987 and has been studied also conducted by other experts such as Holmes (1995), Song (2012), and Scollon and Scollon (2001). Politeness has several characteristics from some experts. First, according to Goffman in Song's (2012), a person is obliged to protect both his own 'face' and the 'faces' of others in social interactions. Goffman (1967) defined the concept of face as the positive social value a person claims for himself by the line others assume he has taken during the particular contact. In his opinion, face is an image self-delineated in terms of approved attribute.

Furthermore, Lakoff (as cited in Song, 2012: 16) defined politeness as a system of interpersonal relations designed to facilitate interaction by minimizing the potential for conflict and confrontation inherent in all human interchanges. Politeness also means people are speaking carefully to respect other people's needs and feelings in every social situation people are in. Thus, politeness involves speaker's intention not to upset the hearer in social interactions, like communication.

According to Scollon and Scollon (2001), politeness strategy is defined into two strategies. First, involvement strategy. It deals with person's right. Someone tries to show involvement to the other persons in communication because people want to be contributed and supported the member of the society. Second, independence strategy. It relates to the individuality of the participants. Someone tries to give independence to the other persons, because people want to be free of his or her choice.

Furthermore, Scollon and Scollon (2001) stated that there are three factors which influence politeness system: power, distance, and weight of the imposition. Power is the important role to emphasize the interpretation of speaker's meaning in his or her conversation. Distance is the aspect which is relevant to the participant who should not be complicated with the power. Weight of the imposition is how people make the conversation more important on the topic to influence other people. Thus, politeness strategy has the biggest role in communication among people because politeness strategy is purposed to make the hearers are comfortable and to avoid misunderstanding between the speakers and the hearers.

Based on the explanation above, this research intends to analyze the appropriate strategy that is used in intercultural communication between people with different cultures. Intercultural communication does not only occur in real social interaction but it can occur in a movie. In addition, this research proposes Scollon and Scollon's (2001) theory of politeness strategy.

The related studies about politeness have been conducted by several researchers. First, Sholihah (2014) analyzed the kinds of politeness strategies used by the main characters in “Door to Door” movie. By using Scollon and Scollon’s theory of politeness, she found that the main character used both strategies, involvement and independence. She found that the main character in the movie uses involvement strategies when the main character wants to show the closeness to the hearer, those strategies are notice or attend to hearer, exaggerate, claim common point of view and opinion, be optimistic, use given names and nicknames, and to be voluble or speaking a lot. Meanwhile, the main character uses independence strategies when the main character tends to respect to the hearer, those strategies are make minimal assumptions about hearer’s wants, give hearer opinion not to do the act, minimize threat, state a general rule, and use of family names or titles.

Second, Oktaviyani (2015) investigated the criminal case used in Lie To Me movie. Moreover, this research explained the combination of politeness language using Scollon and Scollon’s (2001) and gesture in communication which is proposed by Navarro. She found that both involvement and independence politeness strategies appeared on the investigated scene. She also found that politeness strategy could be combined with gesture and facial expression theory. She found that the main character in the movie uses only three types of involvement strategy, those are notice or attend to hearer, exaggerate and be optimistic. In addition, she found four types of independence strategy, those are make minimal assumption, give hearer option, minimize threat and use family name.

Third, Nasrulloh (2014), observed about types of politeness strategies used in Short Message Service (SMS). This study aimed at investigating more about the comprehension of politeness strategies applied in the SMS from lecturers to students of the university by using Brown and Levinson's (1987) theory of politeness strategy. He found three kinds of politeness strategies used in SMS. The first is bald on record, which is employed when the lecturers explicitly request something addressed to the students which aims to minimize the threat. Second is positive politeness is used when the lecturers show the closeness to the students as a mean of decreasing the distance between them. Third, he found the use of negative politeness is frequently used by the lecturers as it is aimed to minimize the offenses or requests toward the students.

Fourth, Safi'i (2015) carried out to describe the kinds of politeness strategies used by judges in public discussion on civics education taught in American schools. He used Brown and Levinson's (1987) theory of politeness and found the judges often used positive politeness strategies in term of showing interest or exaggeration, seeking agreement, avoiding disagreement, including speaker and hearer together, and giving a gift.

This research has differences from the previous studies above. The differences are in the terms of the subject, the form of data gathering, and the theory. The researcher will explain into three parts.

First, this research is different from the third and fourth previous studies in the terms of subject. The researcher takes the data from the script of the movie. On the contrary, this research is different from the third and fourth previous

studies. Nasrulloh (2014) took his data collection from the lecturers' SMS to students of the university while Safi'i(2015) took his data collection from the judges in public discussion on civic education taught in American schools.

Second, this research is different from the third previous study in the terms of the data gathering. Narulloh(2014) conducted his research in the Short Message Service (SMS) which was included into written form data gathering. However, this research uses the oral form which is utterances of characters different cultures.

Third, this research is different from the third and the fourth previous studies in the terms of the theories that other researchers used. Nasrulloh (2014) and Safi'i (2015) used Brown and Levinson's theory of Politeness for analyzing their research. In addition, the researcher uses theory of politeness strategy which is proposed by Scollon and Scollon (2001) for analyzing this research. The researcher chooses this theory because this theory is the suitable theory for the object of this research that is intercultural communication.

Based on the consideration above, the researcher wants to analyze politeness strategies of intercultural communication. This research focuses on politeness strategies of intercultural communication in a movie that is Black or White movie. The researcher believes that there are many data related to politeness strategies which are proposed by Scollon and Scollon (2001) in intercultural communication could be found in this movie. Therefore, the results of this research may be useful to get new findings in politeness strategies.

1.2 Research Problems

Based on the background of the study, this study is intended to answer the following problems of the study:

1. What are the types of politeness strategies in intercultural communication used by the characters in “Black or White” movie?
2. What are the functions of politeness strategies in intercultural communication by the characters in “Black or White” movie?

1.3 Objectives of the Study

Relating to the focuses above, this study intends to:

1. Identify the types of politeness strategies used by the characters in communication with their different culture background in “Black or White” movie.
2. Describe the function of politeness strategies used by the characters in “Black or White” movie.

1.4 Significances of the Study

This study gives both theoretical and practical contributions. Theoretically, this study can improve the knowledge of Politeness strategies and intercultural communication. Besides, this study can help the linguistic students to give a deeper understanding in politeness especially on Scollon and Scollon’s theory. Whereas practically, this study can be one of the examples or references to others who want to analyze or study about politeness strategies of intercultural communication.

1.5 Scope and Limitation

The researcher focuses on analyzing the politeness strategies in intercultural communication used by the characters using English (black and white skins) in *Black or White* movie. The strategy is divided into two types, those are involvement strategy and independence strategy which are proposed by Scollon and Scollon (2001).

This research is only limited to the intercultural communication between the several characters which are from different cultures in “Black or White” movie. The researcher only takes 7 (seven) of 17 total characters to analyze the data because they frequently do intercultural communication.

1.6 Definition of the Key Terms

In order to avoid misunderstanding on what discussed in this research, it is important for the researcher to provide definitions of some crucial key terms. Some terms are defined as follows:

1. Politeness Strategy

Politeness strategy is one of the communication strategies used to keep the communication among people run well.

2. Involvement Strategy

Related to person's right. Someone tries to show involvement to the other persons in communication because people want to be contributed and supported the member of the society.

3. Independence Strategy

Related to individuality of the participants. Someone tries to give independence to the other persons because people want to be free on his or her choice.

4. Power

The vertical difference among people in a hierarchical structure.

5. Distance

The amount of space among people in society.

6. Weight of Imposition

Relates to the topic which is talked about among people.

7. Intercultural Communication

A communication which occurs between people different cultural background, religions, or rules.

1.7. Research Method

This section presents the method that is used in this research which consists of the research design, research instrument, data source, data collection and data analysis.

1.7.1 Research Design

The researcher used descriptive qualitative design. There are some reasons why the researcher used the design. Firstly, the researcher intended to describe the phenomenon which relates to the topic that is politeness strategies in intercultural communication. Secondly, the data were taken from utterances of the characters within “Black or White” movie. Then, the utterances between people with

different cultural background that is showed in the movie will be analyzed by using Scollon and Scollon's theory of politeness strategies (2001). In addition, the researcher chose qualitative paradigm in order to expand into.

1.7.2 Research Instrument

In this research, the researcher did not use questionnaires, observation and interview as the instruments for collecting and analyzing the data. The researcher was considered as the main instrument of this research, also known as human instrument. Thus, the researcher had the biggest role in collecting, identifying, analyzing and discussing the data.

1.7.3 Data Source

The data sources of this research were the movie and the script of Black or White. The data are in the form of utterances of the characters in the movie containing politeness strategies. The script was taken from the official website to make easier in finding text completely. It was faster than write the script by myself. The subjects of this research were people with different cultural background in "Black or White" movie. Those people were Kevin Costner as Elliot Anderson, Octavia Spencer as Rowena, Jillian Estell as Eloise Anderson, Ander Holland as Reggie Davis or Eloise's father, Anthony Mackie as Jeremiah Jeffers or Reggie's uncle, Mpho Koaho as Duvan or Eloise's tutor, and Bill Burr as Rick or Elliot's friend. It was a 2014 American drama film directed and written by Mike Binder. The film was premiered at the 2014 Toronto International Film Festival and was released in the United States on January 30, 2015. The reason

why the researcher chose those characters to be investigated was mostly from 7 of 17 characters which frequently do intercultural communication.

1.7.4 Data Collection

To obtain the data, the researcher did the following steps. First, the researcher watched the “Black or White” movie several times in order to get the deep understanding of the story and recognized the characterizations in the movie. While watching the movie, the researcher took some notes of the contexts and situations when the utterances were produced by the characters. Second, the researcher downloaded the script in order to collect the data taken from the utterances of the characters that may relate to politeness strategies. Third, the researcher rewatched the movie in order to check the correct script of politeness strategies that produced by the characters. Finally, the researcher arranged the data to be investigated with politeness strategies.

1.7.5 Data Analysis

There are several steps in analyzing the data. First of all, the researcher classified the data which have been collected before into some types of politeness strategies to answer the first research problem based on Scollon and Scollon’s (2001) theory of politeness strategy. They were classified into two types of politeness strategies, the first type is involvement politeness strategy and the second type is independent politeness strategy.

Secondly, after making some parts of data, the researcher analyzed and explained the data by using Scollon and Scollon’s (2001) theory. The first step of analyzing the data was analyzing the context of the conversation between people

from different culture to answer the second research problem. In analyzing the context of the conversation, the researcher saw the movie in order to get deeper into the context. Next, the researcher analyzed the utterances of the data conversation by using Scollon and Scollon's (2001) theory. In analyzing the utterance, the researcher described types and functions of the strategies used by the characters to answer the third research problem. Finally, the researcher draw the conclusion of whole data which have been analyzed based on politeness strategies as proposed by Scollon and Scollon's (2001) theory.



CHAPTER II

REVIEW OF RELATED LITERATURE

This chapter consists of many significance theories concerning to the related object of this study and its related study. It involves politeness, Scollon and Scollon's (2001) Theory of Politeness, intercultural communication, and previous studies.

2.1 Politeness

Politeness is a strategy to maintain people's aims within communication. According to Grundy (2000) explains politeness phenomenon is a manifestation of the wider concept of etiquette or appropriate. Being polite in communication means that we have a good attitude and etiquette. In addition, the goals of being polite are to make other people be comfortable and relax in communication and to save the responder's face. It is supported by Watts (2003, 34) describes that politeness as an instrumental system of means to satisfy the individual face. Yule (2010, 135) defines politeness as showing awareness of and consideration for another person's face. In addition, Brown and Levinson (1987) define politeness as behaving a way that attempts to take into account the feeling of people addressed.

The main concept of politeness is about maintaining face in the interaction among people. The term 'face' was introduced by Goffman's idea as cited in Renkema (1993). He describes the concept of face is an image which projected by a person in his social contract with others. Face refers to the respect that an individual has for him or herself and maintaining that self-esteem in public or

private situations (Brown and Levinson, 1987:61). Furthermore, Brown and Levinson state that face is the public self-image of a person. It refers to that emotional and social sense of self that everyone has and expects everyone else to recognize. Within their interactions, people generally behave as if their expectations concerning their public self-image or their face want will be respected.

According to Brown and Levinson, there are two different kinds of politeness. First is negative face. It means that people in society need to be respected, to have freedom of action. Second is positive face. It means that people in society need to be accepted and liked, to be treated as a member of the same group in society, and to know that one's what is shared by others (Yule, 2010: 135). Negative face happens whenever what is about to be said may be unwelcome, prompting expressions of respect, restraint, and avoidance while positive face arises from the fact that long-term relationship with people can be important in taking their feelings into account, prompting expressions of social closeness, caring, and approval. In short, negative face is the need to be respected and positive face is the need to be appreciated.

We can conclude that politeness is a strategy of good manner or etiquette in communication. This term aims to be nice to other people in society and to make participants relax and comfortable with one another in communication.

2.2 Scollon and Scollon's Theory of Politeness

According to Scollon and Scollon (2001, 48) introduced politeness strategies into two types: involvement and independence strategies. Furthermore,

there are three main factors that involve which bring such a politeness system into being: power (P), distance (D), and weight of the imposition (W).

2.2.1 Involvement and Independence Strategies

Involvement has also been called as positive face by Brown and Levinson's theory of politeness. Involvement refers to person's right, in this case, people need to be involved a normal, contributing or supporting the participant in interactions or communicative events. In addition, involvement is shown as paying attention to others, showing a strong interest in their affairs, pointing out common in group membership or points of view them, or using the first name. For instance, when a friend getting sick, we may say "Are you feeling well today?" or when a friend sharing her story, we may say "I know just what you mean, the same thing happened to me yesterday" (Scollon&Scollon, 2001, 47).

On the other hand, independence refers to the individuality of the participants in communication, people need to be respected and to be free from their independence in interaction. Independence is shown as making minimal assumptions about the needs or interest of other. For example, in ordering in a restaurant we may say "I don't know if you will want to have rice or noodles" or in making the initial suggestion to go out for coffee, we may say "I'd enjoy going out for coffee, but I imagine you are very busy" (Scollon&Scollon, 2001, 47).

Independence has also been called negative politeness by Brown and Levinson.

In short, involvement strategy is shown when the speaker pays attention to the hearer that showing speaker's interest about the issues in interaction, whereas

independence appears when the hearer needs to be free to choose of their interest in the topic will be talked about in interaction.

2.2.2 Linguistic Strategies of Involvement

Scollon and Scollon (2001, 50) argued that there were many ways in which involvement can be shown through the linguistic form. The examples below are just ten types which have been selected from English. In addition, these examples also give a general idea of involvement strategies. In these examples, the letter “H” represents the “Hearer” to whom one is speaking, and “S” represents the “Speaker”.

1. Notice or attend to H:

“I like your jacket.”

“Are you feeling better today?”

2. Exaggerate (interest, approval, sympathy with H):

“Please be careful on the steps, they’re very slippery.”

“You always do so well in school.”

3. Claim in-group membership with H:

“All of us here at City Polytechnic . . .”

4. Claim common point of view, opinions, attitudes, knowledge, and empathy:

“I know just how you fell. I had a cold like that last week.”

5. be optimistic:

“I think we should be able to finish that annual report very quickly.”

6. Indicate S knows H’s wants and is taking them into account:

“I’m sure you will all want to know when this meeting will be over.”

7. Assume or assert reciprocity:

“I know you want to do well in sales this year as much as I want to do well.”

8. Use given names and nicknames:

“Bill, can you get that report to me tomorrow?”

9. be voluble (speak a lot):

10. Use H’s language or dialect:

Those are the strategy of involvement which is stated by Scollon and Scollon (2001). By using those strategies, the speakers tend to show solidarity because they want to the same thing or have the same goal with the hearers. The involvement strategy has also been called solidarity politeness.

2.2.3 Linguistic Strategies of Independence

As in case of involvement, there are many ways in which independence can be reflected linguistically. Here are ten types of independence strategies have been selected from among the most common used in English. Again, “H” refers to the “hearer” and “S” to the “speaker”.

1. Make minimal assumptions about H's wants:

“I don't know if you will want to send this by airmail or by speed post.”

2. Give H the option not to do the act:

“It would be nice to have tea together, but I am sure you are very busy.”

3. Minimize threat:

“I just need to borrow a little piece of paper, any scrap will do.”

4. Apologize:

“I'm sorry to trouble you, could you tell me the time?”

5. be pessimistic:

“I don't suppose you'd know the time, would you?”

6. Dissociate S, H from the discourse:

“This is to inform our employees that...”

7. State a general rule:

“Company regulations require that I ask you to leave”

8. Use family names and titles:

S: “Mr. Lee, there's a phone call for you”

9. be taciturn (speak little):

10. Use own language or dialect:

2.3 Politeness System

There are three main factors that involve which bring such a politeness system into being: power (P), distance (D), and weight of the imposition (W) (Scollon&Scollon, 2001, 51). Furthermore, he stated that politeness system is general and persistent regularities in face relationships. Such a regular relationship indicates what we would call a politeness system, because both the speakers in the system would use certain fairly regular set of face strategies in speaking to each other. For example, Mr. Hutchins can be expected to always address Bill by his first name and Bill is likely to always say “Mr” when speaking to Mr. Hutchins. Just the fact that Mr. Hutchins is Bill’s employer is sufficient information to know that they differ in status. Knowing that difference in status and how it is normally expressed in English, we can predict fairly accurately that Bill will say “Mr. Hutchins”, and Mr. Hutchins will say “Bill”.

2.3.1 Power (+P, -P)

Discussing politeness system, “power” refers to the vertical difference between the participants in a hierarchical structure (Scollon and Scollon, 2001, 52). For instance, Mr. Hutchins is a boss and Bill is an employee. As the example, clearly, that Bill has the lowest position that his boss Mr. Hutchins. It means that Mr. Hutchins has special privileges (and, of course, responsibilities) over Bill and Bill owes certain duties to Mr. Hutchins. In other words, Mr. Hutchins is above Bill in a hierarchical structure of their company. It would be described that Mr. Hutchins has more (+P) (plus power) in their relationship. In contrast to such a

situation, where there is little or no hierarchical difference between participants, it would be reflected as (-P) in their relationship.

2.3.2 Distance (+D,-D)

The distance between two participants should not be confused with the power difference between them. According to Scollon and Scollon (2001), the distance can be seen more easily in the egalitarian relationship (-P). For example, two close friends would be classified as (-D) because of the closeness of their relationship. On the other hand, two governmental officials of different nations are likely to be of equal power within their system but distant, (+D). In spite of a single business organization, power (P) is not the same as distance (D). For example, Mr. Hutchins as a boss and Bill as an employee will have a hierarchical relationship (+P), but most likely have a close relationship (-D) because they work together every day. Those some employees will have a hierarchical difference and a distance between them and the boss, say, the quality control department within the same company (+D, +P), because they rarely have contact with each other.

2.3.3 Weight of Imposition (+W,-W)

The third factor that will influence politeness strategies is the weight of the imposition. The face strategies which is used by the two participants in a speech event will vary depending on how important the topic which is talked about.

When the weight of imposition increases, it will be an increased use of independence strategies while when the weight of imposition decreases, there will be an increased use of involvement strategies. For example, if Bill and Mr. Hutchins are talking about their business matter, their face strategies will be

totally predictable. On the other hand, if Bill has decided that today is the day to approach Mr. Hutchins about getting a promotion, he is likely to take on an extra-deferential tone and use a much higher level of independence strategies than normally uses. If Mr. Hutchins has approach Bill with some rather bad news, perhaps that his position is going to be eliminated, he will use a much lower level of involvement than he customarily uses.

From the explanation above, it can be seen that in relatively fixed interpersonal relationships, such as those within a business or some other organization, power (P) and distance (D) are not likely change very frequently or rapidly, and what is mostly under negotiation will have to do with the weight of imposition (W).

There are three main of politeness system can be observed in many different contexts. Those are a power difference (+P or -P) and on the distance between participants (+D or -D). Those systems are called as the difference politeness system, the solidarity politeness system, and the hierarchical system (Scollon&Scollon, 2001, 54).

Scollon and Scollon (2001) stated that there are three main types of politeness system that can be observed in many different contexts. Those are based on whether there is a power difference (+P or -P) and on the distance between participants (+D or -D). Its system is also called as deference, solidarity, and hierarchical.

2.3.4 Deference Politeness System (-P, +D)

Scollon and Scollon (2001, 54) said that a deference politeness system refers to the participants who are equal in the terms of position but they do not have close relationship. Someone could find this politeness system is egalitarian but participants maintain a deferential distance from each other. For example in the relationship between professional colleagues who do not know each other well. Dr. Wong is a professor from Hong Kong meets Dr. Hamada from Tokyo. In this case, they are likely to call each other as “Professor Wong” and “Professor Hamada”. In addition, they would treat each other as equals and use a relatively high concentration of independence politeness strategies out of respect each other and for their academic positions. Therefore, people will use independent strategies because of their position and they want to respect each other.

These are the characteristics of this system:

1. Symmetrical (-P), that is, the participants see themselves as being at the same equal position.
2. Distant (+D), that is, each uses independence strategies speaking to the other.

A deference politeness system can be sketched as in figure 2.1.

Speaker 1 < ===== Independence ===== > Speaker 2

[+D = Distance between the speakers]

Figure 2.1 Deference politeness system.

Adopted from Scollon and Scollon (2001)

2.3.5 Solidarity Politeness System (-P, -D)

Solidarity politeness system happens wherever the system is egalitarian and participants feel or express closeness to each other (Scollon&Scollon, 2001, 55). For example, when two close friends have a speech event with each other they show a solidarity politeness system. In this case, there is a high level of involvement politeness strategies and there is no feeling of either a power difference (-P) or distance (-D) between them.

The characteristics of this solidarity politeness system are:

1. Symmetrical (-P), that is, the participants see themselves as being in the same equal position.
2. Close (-D), that is, the participants both use involvement politeness strategies.

A solidarity politeness system can be sketched as in figure 2.2.

Speaker 1 <===== involvement =====> Speaker 2

[–D = Minimal distance between speakers]

Figure 2.2 Solidarity politeness system.

Adopted from Scollon and Scollon (2001)

2.3.6 Hierarchical Politeness System (+P, +/- -D)

The last politeness system is hierarchical system. In this system, the participants recognize and respect the social differences that place one participant in a superordinate position and the other is in the subordinate position (Scollon&Scollon, 2001, 55). For example, Mr. Hutchins as a boss and Bill is an employee. In this case, Mr. Hutchins is in the superordinate or upper position, Mr.

Hutchins will speak “down” to Bill and use an involvement politeness strategy in speaking. While Bill is in the subordinate or lower position, Bill will speak “up” to Mr. Hutchins and use independence politeness strategy in speaking. Both of them recognize that there is a power difference between them (+P).

The characteristics of the hierarchical politeness system are:

1. Symmetrical (+P), that is, the participants see themselves as being in the unequal position.
2. Asymmetrical in politeness strategies, the “upper” position uses involvement politeness strategy and the “lower” position uses independence strategy.

A hierarchical politeness system can be sketched as in figure 2.3.

Speaker 1 (involvement strategies)

Speaker 2 (independence strategies)

Figure 2.3 Hierarchical politeness system

Adopted from Scollon and Scollon(2001)

2.4 Intercultural Communication

An intercultural communication means a communication occurs between two or more people different cultural backgrounds. The term of intercultural communication is first formulated by Edward Hall in his work *The Silent*

Language (1959). He stated that intercultural communication is communication that occurs between people from different nations, race or language community. Allwood (1985) defined intercultural communication as the sharing of information on different levels of awareness and control between people with different cultural backgrounds, where different cultural backgrounds include both national cultural differences and differences which are connected with participation in the different events that exist within a national unit. People who live in the same city or region but who do not share the same social groups, their conversation can be called as intercultural as two or more people who came from opposite corners of the world because they are from two subcultures (Arent, 2009).

Effective communication will not be just faced cultural differences, but also on the way how people produce the language whether verbal or nonverbal during the interaction.

2.4.1 Verbal Communication

Verbal communication not only covers the way how people speak to other people but also how people think about the words which are used. In addition, verbal communication means communicating with words or sounds whether written and oral communication. In written verbal communication includes emails, book, magazines, newspaper, announcements etc. In contrast, oral or face to face communication includes speeches, seminars, discussions etc.

People may have the same language to be produced but do not have the same way to think about how the language is produced. Mulyana and Rakhmat(2005, 30) said that the differences can be described with the comparison

between the way of western people thinking and the way of eastern people thinking. For example, in American culture, the style form of communication includes being direct rather than indirect style, although not everyone speaks directly. In Japan, in contrast, it would be considered rule to say directly (Levine & Adelman, 1993, 68).

2.4.2 Nonverbal Communication

Nonverbal communication or silent communication is a communication without words. In other words, people use their body languages or signs to express the meaning or feeling, and to communicate one another. Nonverbal communication may be the most powerful communication rather than verbal communication. It is because nonverbal communication may help people create or express people's image or feeling with their emotions in front of others, which people unable to express in words. Levine and Adelman (1993, 100) said that nonverbal communication or body language includes the use of gestures, facial expressions, eye contact, and conversational distance. Nonverbal language is analogic which represents phenomena by creating contexts which can be experienced directly. Whereas verbal language is digital in the sense that words symbolize categories of phenomena in the same arbitrary way that on/off codes symbolize numbers and operations in a computer (Watzlawick, Beavin & Jackson, 1967).

2.5 Previous Studies

There are several researchers have investigated many studies about politeness strategies, they are Sholihah (2014), Oktaviyani (2015), Nasrulloh (2014), Safi'i (2015), and Zakariya (2015),

Sholihah (2014) analyzed the kinds of politeness strategies used by the main characters in “Door to Door” movie. She found that the main character used both strategies, involvement and independence. By using Scollon and Scollon’s theory of politeness, she found that the main character used both strategies, involvement and independence. She found that the main character in the movie uses involvement strategies when the main character wants to show the closeness to the hearer, those strategies are notice or attend to hearer, exaggerate, claim common point of view and opinion, be optimistic, use given names and nicknames, and to be voluble or speaking a lot. Meanwhile, the main character uses independence strategies when the main character tends to respect to the hearer, those strategies are make minimal assumptions about hearer’s wants, give hearer opinion not to do the act, minimize threat, state a general rule, and use of family names or titles.

Oktaviyani (2015) investigated the criminal cases using Scollon and Scollon’s theory of politeness strategies used in “Lie To Me” movie. Moreover, this research explained the combination of politeness language used Scollon and Scollon’s (2001) theory of politeness and gesture in communication, which is proposed by Navarro. The finding of this research is both involvement and independence strategies are used by the main character in investigating criminal

case. She also found that politeness strategy could be combined with gesture in communication.

Nasrulloh (2014) observed about Politeness Strategies Used in Short Message Service (SMS). This study aimed at investigating more about the comprehension of politeness strategies applied in the SMS from lecturers to students of the university by using Brown and Levinson's (1987) theory of politeness. The researcher has collected 19 SMS of the lecturers and students. Then, the finding of this research is the negative politeness is mostly used by the lecturers as it is aimed to minimize the offenses or requests toward the students.

Safi'i (2015) examined Politeness Strategies Used by Judges in Public Discussion Civics Education Taught in American Schools. This study was carried out to describe the kinds of politeness strategies used by judges in public discussion on civics education taught in American schools. In addition, this study also intended to give some contributions concerning the factors that influence the use of certain kinds of politeness strategies by the judges along with its functions. By using Brown and Levinson theory of politeness strategy (1987), he found that the judges often used positive politeness strategies in term of showing interest or exaggeration, seeking agreement, avoiding disagreement, including speaker and hearer together, and giving gift.

Zakariya (2015) also observed about politeness, but he focused it on Politeness Strategies of Closing Conversation Used in The Judge Movie. In this research, the researcher used Coppock's theory (2005) about the politeness strategies of closing conversation to answer how this strategy used by the main

characters of The Judge movie. The result of this study, the researcher found 17 data, which are divided into three types, first is positive face-saving strategy, second is combined positive and negative face-saving strategies and last is solidarity strategies.



CHAPTER III

FINDINGS AND DISCUSSION

This chapter discusses findings and discussions of the study. Based on the formulated research questions, the writer analyzes the utterances of the conversation people with different cultural background in *Black or White* movie. There are two aspects which are analyzed by the researcher, namely the types of politeness strategies and how those types are used in *Black or White* movie. Moreover, there are two sections in this chapter. First, the finding is to explain the data gathering based on the theory of politeness strategy. Second, the discussion is based on the analysis of the data found to answer the research questions.

3.1 Findings

This section describes the findings of the data. The data analysis of this research deals with types of the politeness strategies in intercultural communication which is used by the characters in *Black or White* movie. Besides, the findings are formed in some data for the type of politeness strategies in intercultural communication that is used by some characters.

3.1.1 Types of Politeness Strategies Used by the Characters

Politeness strategy is one of communication strategy used to keep the communication among people run well. In this research, the researcher found both politeness strategies among the characters in the movie. Those are involvement politeness strategy and independence politeness strategy.

3.1.1.1 Involvement Politeness Strategies Used by the Characters

Involvement politeness strategy refers to person's right. People show involvement politeness strategy to the other person in communicative events because people want to be contributed and supported the member of the society. The researcher found 34 data on seven characters utterances. The researcher analyzed 11 data in appendix number (A3), (A6), (A8), (A12), (A29), (B5), (C1), (C3), (D1), (E2), and (E3).

Data 1

Elliot Anderson	: <i>Eloise! We can't be late, honey.</i> (Appendix number A3)
Eloise Anderson	:OK. Wait, wait, wait. Shut the door. Here, put this in my hair, please. (Appendix number B2)
Elliot Anderson	:Your hair? OK.
Eloise Anderson	: You tied it like a tennis shoe. It needs a bow. Like Grammie does it.
Elliot Anderson	: All right.

Analysis:

The conversation happened in the morning when Elliot Anderson was ready to take her granddaughter— Eloise Anderson to school. He called her granddaughter by mentioning her name "*Eloise!*" then informed that they would be late. directly, Eloise answered briefly by saying "*OK*".

The data above shows *involvement strategy of politeness*. Scollon and Scollon (2001) categorized the use of first name like the data above as involvement strategy because people need to be involved a normal, contributing to

the communicative event. The word “**Eloise**” in appendix number (A3) refers to a person’s nickname. In this movie, Elliot as the speaker screamed out Eloise’s name to call his granddaughter in order to make Eloise hurried up for preparing herself to school. In addition, by using this strategy, it made Eloise was comfortable during the conversation by mentioning her nickname. Based on Scollon and Scollon (2001), this strategy is called *use given names and nicknames*.

Data 2 and 3

- Eloise Anderson** : Papa, Andi Jacobson wants me to come over and scrapbook at her house today.
- Elliot Anderson** : You want to do that? Go scrapbook over at Andi Jack... ogym... Johnson's house?
- Eloise Anderson** :No. But I told her I'd ask you.
- Elliot Anderson** : Well, you did. You asked and I said no.
- Eloise Anderson** : Thank you.
- Elliot Anderson** : Let's go over here for a minute, Eloise. Talk with you about something. *We had a bad night last night, Eloise, you and I. Grandma Carol was killed in an accident. A car accident. A man hit her and... and she and he and several others, they're all gone.* (Appendix number A6)
- Eloise Anderson** : Have you been drinking?
- Elliot Anderson** : I... I have, yes. That's why, um... That's why Rick and his girlfriend Fudge are out there in the car, 'cause I've had a few drinks.
- Eloise Anderson** : I don't like it when you drink. (Appendix number B6)
- Elliot Anderson** : I know.
- Eloise Anderson** : Her name isn't Fudge. Rick's girlfriend, it isn't Fudge.
- Elliot Anderson** : Who said it was Fudge?
- Eloise Anderson** : It couldn't be. You did.
- Elliot Anderson** : No.
- Eloise Anderson** : You said Rick and his girlfriend, Fudge.

- Elliot Anderson** : No, I said it was, um... it was... I actually don't remember her name.
- Eloise Anderson** : Her name, it isn't Fudge. I just know that.
- Elliot Anderson** : No, no. No, no, of course not. It couldn't be Fudge. I'm so sorry about your grandma, Eloise. (Appendix number A7) I know you loved her a lot. And she loved you so very much. I'm sorry. Are you OK, Pup?
- Eloise Anderson** : No. I'm super sad.
- Elliot Anderson** : *So am I, sweetheart. It's the worst day of my life.* Oh... Mm. (Appendix number A8)

Analysis:

The conversation below took place in front of Eloise's school. Elliot wanted to pick Eloise up from her school. He came there with Rick— his friend and Fay— Rick's girlfriend because Elliot was under the influence of alcohol and could not drive the car well, he asked Rick to drive the car for him. When Eloise saw Elliot out of the car, she asked something to him. After that, Elliot invited Eloise to sit down on the bench under the tree and talked about something. He was talking about Carol— Eloise's grandmother— who passed away on car accident, he felt sorry about it because he knew that Carol and Eloise had a close relationship. Then, they argued about Elliot's bad habit, he used to drink when he got some problems and Eloise did not like it. Also, they debated about the name of Rick's girlfriend.

Both the data above, show involvement strategy of politeness. According to Scollon and Scollon (2001), involvement strategy is shown as showing interest towards hearer and pointing out the point of view or opinion. First, the utterance *"We had a bad night last night, Eloise, you and I. Grandma Carol was killed in an accident. A car accident. A man hit her and... and she and he and several*

others, they're all gone", shows that *involvement strategy*, which is *be voluble or speaking a lot*. Elliot as the speaker shared a bad news to Eloise, it was about Carol–Eloise's grandmother. He said that Eloise's grandmother passed away last night in a car accident. He gave an explanation about the chronology of car accident which is experienced by Carol to Eloise by making good story. This strategy is used by the speaker (Elliot) to show the interest of speaker's contribution to the conversation in order to continue the conversation and make it runs well.

Another utterance is in appendix number (A8) also indicates *involvement strategy of politeness*. It shows *claim point of view, opinions, attitudes, knowledge, and empathy*. Here, the speaker wants to satisfy hearer's positive face that wants to be liked and appreciated by giving hearer gifts in the form of goods or compliment. According to Oxford Dictionary (1995), the word "*so*" in appendix (A8) has meaning and also, for example "We've been to Moscow." "So have I". So, the utterance "*So am I, sweetheart. It's the worst day of my life*" shows that the speaker also has the same feeling and condition as the hearer has. In this case, Elliot as the speaker gave his opinion and empathy to the hearer (Eloise). Furthermore, Elliot wanted Eloise knew that he also felt what Eloise felt because they were in the same situation and feeling after knowing Carol passed away.

Data 4

Elliot Anderson was telling a story... "'Who are you?' I ask, and aim my watch light at the voices. The light reveals a mermaid. No, five mermaids, all with green and orange swishing tails. The tops they're wearing look familiar, but I can't figure out from where."

- Elliot Anderson** : What?
- Eloise Anderson** : *I love you, Papa.* (Appendix number B5)
- Eloise Anderson** : Are you OK, Papa?
- Elliot Anderson** : I'm good. It's just a really sad story.
- Eloise Anderson** : It's not sad. It's about a mermaid that takes her family on a vacation.
- Elliot Anderson** : No, I... I know. It just reminds me of another story. A sad one. I just got sad. It's fine. "We've been spying on her but we can't get too close to the shore. Is..."

Analysis:

The conversation took place in a room of a man's house, named Elliot Anderson. Elliot Anderson is one of the characters in this movie. Elliot was telling story about a mermaid to his grandchild, named Eloise Anderson. Elliot and Eloise were lying in Eloise's bed in her room. Suddenly, Eloise looked straight on Elliot's face. Then, Elliot said "*what*" as the response. After that, Eloise leaned on and hugged Elliot tightly and saying "*I love you, Papa*".

The utterance "*I love you, Papa*" includes *involvement strategy of politeness*. According to Scollon and Scollon (2001), the use of involvement strategy is shown when someone pays attention to others. The word "*love*" in appendix B5 is kind of verb. According to Oxford Dictionary (1995), the word "*love*" means to have a strong affection or deep tender feelings for somebody or something. In this movie, Eloise as the speaker showed her attention to Elliot by saying "*I love you, Papa*". In addition, this utterance is also used by Eloise to show that she understood and cared about Elliot's condition. Elliot was in bad condition after losing of his wife — Carol because of a car accident. When it is analyzed from Eloise's point of view, the researcher found that she as the speaker understood the hearer's condition because she also felt the same as Elliot did. At

the beginning, Eloise was leaning on Elliot's shoulder while she listened to the mermaid story which was told by Elliot. Suddenly, she woke up, and said that she loves Elliot, but Elliot did not respond, then he continued to read the story.

According to Scollon and Scollon (2001) in his theory of politeness strategy, the researcher categorizes "*I love you, Papa*" is type of *notice or attend to the hearer*. In this case, Eloise as the speaker showed her attention to Elliot—her grandfather by saying "*I love you, Papa*" because she understood that Elliot was sad about Carol. She was also sad, too, she did not want to make Elliot felt sad just because Carol had passed away but she wanted Elliot knows that he still has Eloise who loves him by showing her attention.

Data 5

Rowena Jeffers : Mm-mm. Mm-mm. Give me some love. That's right. Oh... Oh... Elliott, Elliott, Elliott. Oh. *Every time I come out here, I tell myself, "One day, Rowena, you're gonna get Elliott to invite us all out for a swim."* You got a plan for Eloise in light of all this?(Appendix number C1)

Elliot Anderson : Not sure, not yet. Probably just love her. That's the plan for now.

Rowena Jeffers : Mm. She's got a whole lot of family down with me. Mm-hm. I got my Kristen, and her cute little gay family across the street. And her darlin' little music teacher wife. Got two of my brother's girls and my sister's boy. All on my dime. Go figure. (Appendix number C2)

Elliot Anderson : Well, you can always come visit, come for a swim. How's that?

Analysis:

The conversation above took place in Elliot's house. The participants were Rowena and Elliot. Rowena came to Elliot's house after attending the funeral of

Carol. She came close to Elliot to give him a hug and talked about the future plan for Eloise. Before talking about the plan, she shared her story about wishing Elliot would invite her and her family to Elliot's house. She also shared about her family who lives around her house.

Scollon and Scollon (2001) stated that showing an interest in communication categorized as involvement strategy of politeness. According to appendix number (C1) uses *involvement strategy of politeness*. At the beginning, the conversation did not run well because both participants (Rowena and Elliot) did not talk anything. Rowena made the situation better by starting the conversation and doing hesitation such as "*Mm-mm*". She also gave a hug and kiss to Elliot in order to make Elliot more comfortable with her in the conversation. Then, she started to share her wants by making good story "*Every time I come out here, I tell myself, 'One day, Rowena, you're gonna get Elliott to invite us all out for a swim'*" to intensify the interest of Rowena's contribution in conversation. By making good story while shared her wants, it made the conversation between Rowena and Elliot goes smoothly, it can be seen in Elliot's utterance "*Well, you can always come visit, come for a swim. How's that?*" that showed he welcomed Rowena and her family to come and swim in his house. The researcher categorizes appendix (C1) into *be voluble or speak a lot*. Its strategy is used by the speaker to intensify the interest of speaker's contribution to the conversation.

Data 6

Elliot Anderson : Rowena, you're not gonna really take me to court, are you? Eloise is happy where she is.

Rowena Jeffers : *Eloise needs more love than just what her grandfather can give her. Now Carol... God rest her soul... Carol was a mom. She and I, we had us a bond. Therefore, I had no reason to worry about my grandbaby.* (Appendix number C3)

Elliot Anderson : And now you do?

Rowena Jeffers : Well, there are certain things a man can do, certain things a woman can do. I don't wanna have to be the one to spell that out to you, Elliott. Especially a man your age.

Elliot Anderson : I already told her that you're all welcome to come visit.

Analysis:

The conversation above took place at Rowena's office or in the garage of her house. Elliot came there for dealing with Rowena about Eloise's custody.

Rowena made a report to the government of California (court) about custody of Eloise. She assumed that Elliot could not be able to give enough love for Eloise. She thought that she and her family could give more love than just Elliot could give.

The data above show involvement strategy of politeness. According to Scollon and Scollon (2001), involvement strategy is pointing out the point of view or opinion. Rowena Jeffers's utterance in appendix number (C3) uses *involvement strategy of politeness*. The utterance "*Eloise needs more love than just what her grandfather can give her...*" shows that *claim point of view and opinion*. Here, Rowena told her opinion about Elliot could not give more love to Eloise that what she and would give her. From this reason, Rowena report it to the government of California about full custody of Eloise. She wanted Eloise living together with her family which could give her more love.

Data 7 and 8

- Reggie Davis** : I am clean, Elliott. I've been up in Seattle, trying to get it together, trying to stay clean.
- Elliot Anderson** : Bullshit.
- Reggie Davis** : No, it's not bullshit. I'm on a new path. And you got me wrong. I just... I'm just hurting with some debts, man, and I could use a little help. And I'll go away, man, for good this time.
- Elliot Anderson** : You aren't going anywhere. You be out at my house tonight at 7:00 for dinner, with flowers, a gift, and a strong line of bullshit. You come say hello to Eloise, OK? Eloise. That's her name. She needs to see you.
- Reggie Davis** : *She wants to see me? Really?*(Appendix number E2)
- Elliot Anderson** : She's in a lot of pain.
- Reggie Davis** : *OK. OK, 7:00. I'll be there. Then we can talk some more, you and me? About that... about the money?* (Appendix number E3)
- Elliot Anderson** : Get out. Now. Just get out!

Analysis:

This conversation happened in Elliot's office. The participants are Elliot and Reggie, Eloise's father. A moment before, Elliot got a call from his coworker friend in office, named Rick. Rick said that Reggie—Eloise's father— came to the office. Then, Elliot came to his office. In Elliot's office, Reggie told that he needed some money from Elliot to pay some debts and fix some trouble that himself into. However, Elliot did not accept what Reggie wants insignificantly because he knew that Reggie used to be a drug addict. Again, Reggie said that the money he got would be paid some debts and others. As the reciprocity, he would go away from Elliot and her baby, Eloise. However, Elliot wanted Reggie to not

go away from Eloise, he even invited Reggie to come to his house and say hello to Eloise.

According to Scollon and Scollon (2001), involvement strategy is shown as showing interest towards hearer. In appendix number (E2) which uttered by Reggie Davis showed *involvement strategy of politeness*. Here, Reggie used his exaggerated intonation after Elliot said: “*she needs to see you*”. It shocked him to hear that Eloise wanted to see him after several years they did not meet. According to Oxford Dictionary (1995), the word “*really*” used to express the interest, surprise, mild protest or doubt, for example “She’s resigned.” “Really? Are you sure?”. The utterance “*She wants to see me? Really?*” categorizes into *exaggerate* strategy because it is used by Reggie as his response towards Elliot. Moreover, this strategy is used to show the interest and surprise towards the hearer by exaggerating the speaker’s expression or intonation in order to appreciate the speaker’s wants in the conversation.

Further, in appendix number (E3) Reggie Davis also showed *involvement strategy of politeness* but it was *assume or assert reciprocity*. This strategy works by giving an evidence of reciprocal rights between speaker and hearer. Here, Reggie as the speaker tried to make a deal with Elliot as the hearer, he said he would come to Elliot’s house at seven o’clock for dinner with Eloise as what Elliot wanted Reggie to do. As the reciprocity, he and Elliot would talk more about the money for Reggie’s debt.

Data 9

- Eloise Anderson** : Papa!
- Elliot Anderson** : What?
- Eloise Anderson** : A plus!
- Elliot Anderson** : ***Wow! An A plus. Look at that!*** (Appendix number A29)
- Someone's been doing their homework. Someone's been doing their homework.

Analysis:

The conversation took place in Eloise's school. Elliot Anderson came to Eloise's school to pick Eloise up from the school. Eloise came out of the school while yelling "**Papa**" then gave a sheet of paper. The paper was her homework. Eloise showed the score of her homework. Then, Elliot showed his good response to Eloise by giving exaggerated intonation on his reaction and approval towards Eloise.

Elliot Anderson's utterance uses *involvement strategy of politeness by exaggerating towards hearer* in appendix number (A29). According to Scollon and Scollon (2001), involvement strategy is shown as showing interest towards hearer. Here, the conversation did not run well if Elliot (speaker) did not give his impression by showing interest towards Eloise (hearer) by his exaggerated intonation. According to Oxford Dictionary (1995), the word "**wow**" is kind of interjection, which used for expressing great surprise or admiration, for example "Wow, You look terrific!". In this case, Elliot said "**Wow! An A plus**" with exaggerated intonation when Eloise showed the score of her homework. He said it because he felt surprise on what Eloise showed to him. Furthermore, it was done

by Elliot to show his sympathetically response towards Eloise. Then, Elliot showed his approval by saying *“Someone’s been doing their homework”* twice.

Data 10 and 11

- DuvanAraga** : *Hi. I'm Duvan. Are you Elliott?* (Appendix number D1)
- Elliot Anderson** : Yes, yes. Uh... Nice to meet you. Come on in. (Appendix number A10)
- DuvanAraga** : Thank you.
- Elliot Anderson** : Come on in.
- DuvanAraga** : My résumé. A list of my study courses. A paper that I wrote for the National Math Board on systemic dysfunction in proper Algebraic education. (Appendix number D2)
- Elliot Anderson** : That's good. This is good. You want a drink? (Appendix number A11)
- DuvanAraga** : I would... like a drink, yes.
- Elliot Anderson** : OK, good. What do you like? I got the works.
- DuvanAraga** : Oh, no, just a water, please. And... another paper that I wrote. In the flyer, my piano lessons. I have a fall special that I'm currently running that offers the piano lessons half off when purchased with tutoring in either math, science or any of the eight languages that I have listed there. (Appendix number D3)
- Elliot Anderson** : You sure you don't want a cocktail? You're very, very qualified, Duvan. That's good. *Because Eloise, she's special. She lost her grandmother... my wife, about three weeks ago in a car crash. I don't want her to fall behind in her studies.* (Appendix number A12)

Analysis:

The doorbell was ringing in Elliot’s house. DuvanAraga—math tutor came to Elliot’s house. He greeted and introduced himself to Elliot Anderson. Elliot welcomed him for coming in. Then, the conversation still continued and run well for a few minutes.

According to Scollon and Scollon (2001), the use of involvement strategy is shown when someone pays attention to others. In appendix number (D1) shows *involvement strategy of politeness* which is used by DuvanAraga. He used *notice or attend to hearer* in his utterance. Firstly, Duvan came to Elliot's house to meet Elliot as a new math tutor for Eloise which had searched by Elliot on internet. He pressed the doorbell of Elliot's house. When Elliot opened the door he immediately gave attention to Elliot by greeting himself to Elliot as shown his phrase "**Hi**" because he wanted to make a good impression towards Elliot for the first time, and introducing himself to the hearer by saying his name "**I'm Duvan**". Then asked "**Are you Elliot?**" to the hearer and answered by hearer "**Yes**". This strategy used by Duvan aimed to give his attention to Elliot because it was the first time they met each other. Besides, Duvan asked a question in order to keep talking with the hearer.

Scollon and Scollon (2001) stated that showing an interest in communication categorized as involvement strategy of politeness. From appendix number (A12) indicates *involvement strategy of politeness* that is *be voluble or speak a lot*. This strategy was done by Elliot Anderson as the speaker. Also, this strategy was used to emphasize Elliot's interest in this conversation. Elliot Anderson shared to Duvan about his life story. He told about Eloise who lost her grandmother, he did not want to make this situation would give bad effect to Eloise's studies. That is why he needed a tutor for Eloise.

3.1.1.2 Independence Politeness Strategies Used by the Characters

Independence politeness strategy refers to individuality of the participants. People show independence politeness strategy to the other person because people want to be free on their choice. The researcher 28 data on seven characters utterances. The researcher analyzed 8 data in appendix number (A4), (B7), (D2), (E4), (E5), (E7), (F3), (F4), and (G1).

Data 1

Eloise Anderson : Are you lost?

Elliot Anderson : *No, I um... I thought it was on this street. I'm just... I'm on the wrong street. Thought it was somewhere else.*
(Appendix number A4) **Make minimal assumption about H's wants**

Eloise Anderson : Isn't that called being lost?

Elliot Anderson : Yes, normally. I mean, it could be, but it isn't now, right? I'm... not lost. How come you don't know? You come to school every day. You don't know how to get here?
(Appendix number A5)

Eloise Anderson : I'm not driving. I'm sitting in the back.
If you're lost, you can tell me. I don't care, Papa. (Appendix number B5)

Elliot Anderson : Yes, I'm lost.

Analysis:

Elliot Anderson and Eloise Anderson were in the car on the way to Eloise's school. However, Elliot doubted the way to get there. Eloise asked **“are you lost?”** to him. Then, Elliot tried to make minimize Eloise's assumption. But, Eloise still argued that Elliot got lost on the way her school then gave an opinion

to Elliot that she did not care if Elliot and she got lost, she just wanted Elliot to admit of his situation, and she respected Eloise for the situation.

Elliot's utterance in appendix number (A4), *"No, I um... I thought it was on this street. I'm just... I'm on the wrong street. Thought it was somewhere else"* shows *independent strategy of politeness*. Independence strategy of politeness emphasizes the independence of the participants. The utterance signifies that the speaker minimize the assumption of the hearer believed. In this case, the speaker (Elliot) said to the hearer (Eloise) that he was not lost and he said that Eloise's school was in that street. Eloise assumed that Elliot got lost then asked a question to Elliot *"Are you lost?"* but, Elliot denied it and said that that street was the right way to Eloise's school. The second utterance is *"Yes, normally. I mean, it could be, but it isn't now, right? I'm... not lost"* also indicates to *make minimal assumptions about the hearer's want*. First, Elliot did not deny that if someone is on the wrong way to somewhere, it could be called as being lost. However, he still refused if he got lost at that time. Based on the data above, Elliot used this strategy to avoid assuming anything that is believed by Eloise.

Data 2

- Eloise Anderson** : Aren't you going to drive me to school? (Appendix number B7)
- Elliot Anderson** : Yes.
- Eloise Anderson** : OK.

Analysis:

The conversation above happened in Elliot Anderson's house. The participants were Eloise Anderson and Elliot Anderson. Elliot was putting some ice in his glass of beer. Then, Eloise came to him when she was ready to school and asked him if he would drive her to school in doubt.

From the data above shows *independence of politeness strategy* in the form of *be pessimistic*. According to Scollon and Scollon (2001), independence strategy of politeness is used when the hearers need to be respected and to be free to choose their wants in communication. In addition, be pessimistic strategy is used by the speaker when feeling pessimist in requesting something to the hearer, however, the speaker still uses it and hope his or her wants will be achieved by the hearer. Here, Eloise was doubt while asking something to Elliot. She was asking in doubt if Elliot would drive her to school because she saw Elliot wanted to drink a glass of beer and she knew that it would not be good for their safety. Besides, before her grandmother passed away, Eloise used to be driven by her grandmother, and after her grandmother passed away, only Elliot might possibly drive her to school. Moreover, she asked Elliot to driver her school in doubt because she wanted to give respect towards Elliot to choose whether he would drive Eloise to school or not.

Data 3 and 4

- | | |
|------------------------|--|
| Elliot Anderson | : Hey! What happened to you last night? Huh? Where were you? |
| Reggie Davis | : Man, I wanted to come. I just couldn't... |
| Elliot Anderson | : You know what? Actually, I don't give a shit. Just get your ass in the house, Reggie. Go on, Reggie. You don't have to |

be afraid of me. I wouldn't dream of embarrassing you to make you look bad in front of your daughter.

Reggie Davis : *Listen, Elliott. I wanted to be here last night. I did. You need to know that.* (Appendix number E4)

Elliot Anderson : All I need to know is you broke her heart again. You should be ashamed of yourself.

Reggie Davis : I am ashamed of myself, man. All right, but you don't make it easy, Elliott. Every time I come around, you just rain down hate on me, man. It makes it hard to come around.

Elliot Anderson : I'm sorry it's hard on you, Reggie. You want to blame it all on me now? That's a load of shit. That's like a mile-high load of shit. (Appendix number A26)

Reggie Davis : *Man, I screwed up, OK? I screwed up last night. I couldn't come here and I couldn't face up. All right? But I'm here now.* (Appendix number E5)

Elliot Anderson : But you're not here, Reggie. All right? You're not here. You're not in the house. You're out here in the street, sitting on your car, doing what? Huh? What, catching some rays? Shaking off last night's buzz?

Reggie Davis : You can go to hell, Elliott. I'm not going in there.

Analysis:

The participants were Elliot Anderson and Reggie Davis. It happened in the front yard of Elliot's house. A moment before, Rowena and all her family came to Elliot's house for swimming with Eloise. When Eloise and others swam, Elliot and Rowena were talking about Reggie. She said that Reggie was outside the house, and also said that Reggie was afraid Elliot would get all up in his face and embarrass him in front of Eloise. Then, Elliot went outside asked what made Reggie did not come last night. Reggie came to Elliot's house in the morning tried to clarify why he could not come to Elliot's house last night but Elliot did not give him chance. Elliot invited Reggie to come in and said that he would not be

embarrassing him in front of his daughter, Eloise. However, Reggie still tried to make minimal assumptions towards Elliot why he could not come last night.

Reggie Davis's utterances in this conversation (E4) and (E5) show *independence strategy of politeness*. Independence strategy is used when the hearer needs to be respected and to be free of their independence in interaction (Scollon and Scollon, 2001). In addition, from appendix number (E4) and (E5) show *making minimal assumption about hearer's wants*. This strategy is used to emphasize that the speaker—Reggie—tried to minimize the assumptions of the hearer—Elliot—in order to avoid assuming anything that is believed in. Elliot assumed that Reggie would come last night, bring flowers or a gift, dinner with Eloise but in fact, Reggie did not come and broke Eloise's heart. Reggie minimized Elliot's assumptions as shown in appendix (E4) and (E5) that he could not come there last night because of he was in mess, he screwed up last night. In addition, from appendix number (E4) showed that Reggie did not mean that he did not really want to come last night, he wanted but he was not in a good situation to come to Elliot's house, it can be seen in his utterance "*I wanted to be here...*".

Data 5 and 6

- Rick Reynolds** : *How old are you, Mr. Araga?* (Appendix number F3)
- DuvanAraga** : I am 19.
- Rick Reynolds** : And you are Miss Anderson's tutor?
- DuvanAraga** : Yes, I tutor Eloise. Basic mathematics, division, Algebra, introductory grammar skills.
- Rick Reynolds** : And I understand you speak languages. How many languages do you speak, Duvan?
- DuvanAraga** : Currently, uh, there are nine languages that I would call myself fluent in. I have four others that I struggle through.

- Rick Reynolds** : So, Mr. Araga, when you tutor Eloise, where's her grandfather? Is he in the other room?
- DuvanAraga** : Oh, no. He is with us. He is being tutored as well.
- Rick Reynolds** : He's right there with you.
- DuvanAraga** : Yes, I have a combination package on tutoring two people at once that I have worked out with Mr. Anderson.
- Rick Reynolds** : *So would you say that he is very involved in Eloise's studying?* (Appendix number F4)
- DuvanAraga** : Extremely involved.

Analysis:

The conversation happened in the court room between Rick Reynolds and DuvanAraga. Rick Reynolds was a coworker friend of Elliot. He was a lawyer as same as Elliot is. He was in court as Elliot's lawyer for winning the custody of Eloise. Rick investigated Duvan as a tutor of Eloise and a witness for the defense of Elliot.

Both the data above use independence strategy of politeness. Scollon and Scollon (2001) said that independence strategy of politeness is shown when people need to be respected in conversation. According to appendix number (F3) uses *independence strategy of politeness*. The speaker (Rick Reynolds) called hearer (DuvanAraga) by saying "**Mr. Araga**" before investigating him with some questions. Here, Rick tried to show his respect towards Duvan by saying his family name because it was the first meeting they met. Besides, by mentioning family name in the conversation is more polite than using nickname to other person in the first meeting in order to make Duvan more comfortable with Rick during investigating. This strategy is called *use family names and titles*.

Another Rick Reynolds's utterance is in appendix number (F4) also categories as *independence strategy of politeness* but it is *minimize threat*. This strategy is used to save hearer's independence face by minimizing the threat. According to Oxford Dictionary, the word "**would**" can be used when someone tries to request something politely for example "would you mind paying me in cash, please?". It can be seen in appendix number (F4), Rick tried to ask something by minimizing the favor of asked by saying "**would you say...**" in his utterance. By saying it, Rick looked more polite in asking question in order to make Duvan felt comfortable during investigating. As the result, it can be seen in Duvan's response, which showed that he did not feel uncomfortable while answering Rick's question. It showed by his final answer "**extremely involved**" briefly.

Data 7

- Jeremiah Jeffers** : *Mr. Anderson, How often have you been to work since your wife passed away?* (Appendix number G1)
- Elliot Anderson** : Not a lot. I'm taking some time off.
- Jeremiah Jeffers** : You've taken an emotional leave? Needed time to heal? If you did, that would make sense.
- Elliot Anderson** : The reason I haven't been working is Eloise.

Analysis:

The participants of the conversation up above were Jeremiah Jeffers and Elliot Anderson. This conversation also took place in a court room. It was about Jeremiah Jeffers in investigating Elliot Anderson. Jeremiah was Reggie's uncle and his lawyer. Jeremiah started the conversation by mentioning Elliot's family name "**Mr. Anderson**".

According to appendix number (G1) which is used by Jeremiah Jeffers, shows use *independence strategy of politeness*, named *use family names or titles*. Scollon and Scollon (2001) said that independence strategy of politeness is shown when people need to be respected in conversation. Here, the speaker (Jeremiah) wanted to show his respect towards the hearer (Elliot) by saying hearer's family name "*Mr. Anderson*". In addition, Jeremiah tried to make conversation run well and also make himself more polite in front of Elliot before he investigated him in the court session.

Data 8

Elliot Anderson : Get out of here! You don't ever come over here like this again! You hear me? Never, ever!

Reggie Davis : All you're ever gonna do is hate on me. I know that. I ain't gonna never be nothing but a street nigger to you. Never.

Elliot Anderson : Oh...

Reggie Davis : Elliott! Elliott! Elliott!

I'm so sorry, Elliott. I'm sorry about you losing your little girl. God, I'm so sorry. I'm so sorry. I'm so sorry.

(Appendix number E7)

Analysis:

Reggie came to Elliot's house. He asked for a lot of money to Elliot. He threatened Elliot if he did not give him the money he would take Eloise from Elliot. Then, Elliot chucked Reggie out of his house. However, Reggie came again in and brought a knife. Elliot tried to duck out the knife. They fought each other until Elliot could throw the knife to swimming pool. Then, Reggie hit the head of

Elliot until he fell down to swimming pool. Reggie came into Eloise's room and found some Eloise's drawn about family, about Eloise, his father, and grandfather. Also found the photographs of Eloise's mother. Suddenly, Reggie came out and pull Elliot out of the pool. He tried to help Elliot by giving some upbeats in Elliot's cheek. Then, said sorry to Elliot about losing his daughter, Eloise's mother.

Reggie's utterance in appendix number (E7) indicates that the speaker wanted to show independence strategy of politeness about his apology, it is included apologize. Scollon and Scollon (2001) stated that people need to be respected in conversation. Independence is shown in appendix number (E7) as *showing apology*. According to Oxford Dictionary (1995) the word "*sorry*" used for expressing mild regret, disagreement or refusal making apologies and excuse, for example "I'm sorry, I'm late". In this case, the speaker (Reggie) said "*I'm so sorry, Elliott. I'm sorry about you losing your little girl*" for making apology to Elliot. This strategy was used by Reggie to save hearer's independence face that needs to be respected. Reggie was also used it to build a good relationship next after the custody of Eloise was decided by the court. Reggie wanted Elliot to feel comfortable with him for the next after all incidents happened on.

Data 9

- DuvanAraga** : Hi. I'm Duvan. Are you Elliott? (Appendix number D1)
- Elliot Anderson** : Yes, yes. Uh... Nice to meet you. Come on in. (Appendix number A10)
- DuvanAraga** : Thank you.
- Elliot Anderson** : Come on in.

- DuvanAraga** : *My résumé. A list of my study courses. A paper that I wrote for the National Math Board on systemic dysfunction in proper Algebraic education.* (Appendix number D2)
- Elliot Anderson** : That's good. This is good. You want a drink? (Appendix number A11)
- DuvanAraga** : I would... like a drink, yes.

Analysis:

Based on appendix number (D2), the utterance “*My résumé. A list of my study courses. A paper that I wrote for the National Math Board on systemic dysfunction in proper Algebraic education*” shows *independence strategy of politeness*. It categories into *state a general rule*. This strategy shows that the speaker does not want to disturb hearer’s independence face, but what speaker wants or does is forced by the situation. Here, Duvan as the speaker was forced by circumstances in stating what he did before for convincing the hearer (Elliot) that he was competent being a math tutor for Eloise. The speaker proved it by mentioning the name of the department of mathematical sciences in his utterance.

3.2 Discussion

In this section, the researcher presented the discussion of the result of data analysis of politeness strategies proposed by Scollon and Scollon (2001). Scollon and Scollon defined politeness strategy into two strategies, those are involvement and independence. Furthermore, Scollon and Scollon categorized involvement strategy into ten types. Those are notice or attend to hearer, exaggerate (interest, approval, sympathy with hearer), claim in-group membership with hearer, claim common point of view, opinions, attitudes, knowledge, empathy), be optimistic, indicate speaker know hearer’s wants and is taking them into account, assume or

assert reciprocity, use given names or nicknames, be voluble (speak a lot), and use hearer's language or dialect).

Moreover, Scollon and Scollon categorized independence strategy also into ten types. Those are make minimal assumptions about hearer's wants, give hearer the option not to do act, minimize threat, apologize, be pessimistic, dissociate speaker, hearer from the discourse, state a general rule, use family names or titles, be taciturn (speak little), and use own language or dialect. Although, the theory that the researcher used in this research is the same theory with the previous studies, the result and how the analysis of this research is different with the other previous studies.

This research found two strategies of politeness used by the characters, those are involvement and independence strategies. The researcher found 32 data of involvement politeness strategy and 27 data of independence politeness strategy used by the characters in the movie. The researcher will divide the explanation into two parts.

First, involvement strategy of politeness used by the characters in the movie. The researcher found six types of politeness strategy of involvement from the data found, namely notice or attend to the hearer, exaggerate, assume or assert reciprocity, use given names or nicknames, and be voluble or speak a lot. As Sholihah conducted in her research, she found notice or attend to the hearer, exaggerate, claim point of view and opinion, be optimistic, use given names and nicknames, and to be voluble or speak a lot. Her research did not found assume or assert reciprocity types of involvement strategy while this research did not find be

optimistic. In addition, Oktaviyani did not find assume or assert reciprocity, use given names or nicknames, and be voluble or speak a lot, she only found three types, those are notice or attend to the hearer, exaggerate, and be optimistic.

Second, independence strategy of politeness used by the characters in the movie. The researcher found six types of independence politeness strategy used by the characters in this movie. Those are making minimal assumptions about hearer's wants, minimize the threat, apologize, be pessimistic, state a general rule and use family names or titles. However, Sholihah found making minimal assumptions about hearer's wants, giving hearer the option not to do the act, minimize the threat, state a general rule, and the use of family names and titles. In addition, Oktaviyani found four types, those are making minimal assumptions, give hearer option, minimize threat and use a family name. While this research did not find give hearer the option not to do the act as the other researchers found.

The most frequently used of involvement strategy of politeness in the movie is notice or attend to the hearer. The second is be voluble or speak a lot. Third is exaggerate. Fourth is claim common point of view, opinions, and empathy. Fifth is use given names and nicknames and the least is assume or assert reciprocity. Moreover, the most frequently used of independence strategy of politeness is making minimal assumptions about hearer's wants. The second is use family names and titles. Third, is minimize the threat. Fourth is apologize. Fifth is be pessimistic and the least is state a general rule. The researcher will explain the details below.

3.2.1 Involvement Strategy of Politeness

Involvement of Politeness Strategy is type of politeness strategy is used when the hearer wants to be appreciated, to be liked, or to be received by the speaker in a conversation. For instance, when a friend is getting sick, we may say *“Are you feeling well today?”* or when a friend is sharing her story, we may say *“I know just what you mean, the same thing happened to me yesterday”*.

The researcher analyzed some of involvement strategy of politeness in appendix number (A3),(A6), (A8), (A12), (A29), (B5),(C1), (C3), (D1), (E2), and (E3). The researcher found six types of politeness strategy of involvement from the data found, namely notice or attend to the hearer, exaggerate, assume or assert reciprocity, use given names or nicknames, and be voluble or speak a lot. The most frequently used of involvement strategy of politeness in the movie is notice or attend to the hearer. The second is be voluble or speak a lot. Third is exaggerate. Fourth is claim common point of view, opinions, and empathy. Fifth is be optimistic. Sixth is use given names and nicknames and the least is assume or assert reciprocity.

3.2.1.1 Notice or Attend to hearer

Some characters used notice or attend to hearer types of involvement strategy of politeness in the movie, those are Elliot Anderson, Eloise Anderson, DuvanAraga, and Reggie Davis. The researcher analyzed 2 of 7 data on notice or attend to hearer used by those characters, it can be seen in appendix number (B5) and (D1). Eloise Anderson and DuvanAraga used notice or attend to the hearer to give notice or pay attention to the hearer. In addition, this strategy is also used

when the speaker showed that she/he understands and cares about the hearer's condition. For example in appendix (B5), "I love you, Papa" shows that the speaker (Eloise) pays attention to the hearer. The word "**love**" in appendix B5 is kind of verb. According to Oxford Dictionary (1995) "**love**" means to have a strong affection or deep tender feelings for somebody or something. Besides, it also shows that the speaker cares about the hearer's condition after losing someone special in the speaker and hearer's life.

3.2.1.2 Be Voluble or Speak A Lot

This strategy is used by Elliot Anderson, Rowena Jeffers, and DuvanAraga, The researcher analyzed 2 of 7 data on be voluble or speak a lot used by some characters in the movie. It can be seen in appendix number (A6) and (C1). Elliot Anderson and Rowena Jeffers used be voluble or speak a lot when they shared some his or her experiences in order to intensify the interest of his or her contribution to the conversation by making good story. For example in appendix number (A6), "***We had a bad night last night, Eloise, you and I. Grandma Carol was killed in an accident. A car accident. ...***". It shows Elliot as the speaker shared a bad news to Eloise, it was about her grandmother who passed away in a car accident last night.

3.2.1.3 Exaggerate

Exaggerate strategy is used by the speaker to show his or her interest, approval, sympathy to hearer by exaggerating expression in order to achieve speaker's wants. This strategy is used by Elliot Anderson, Eloise Anderson, and Reggie Davis. The researcher analyzed 2 of 6 data of exaggerating strategy used by some characters in the movie. It can be seen in appendix number (A29) and

(E2). Elliot Anderson and Reggie Davis used this strategy to show their interest towards the hearer about their conversation talked about. Besides, they used this strategy by exaggerating their expression and intonation in their conversation towards the hearer. For example in appendix (E2), *“She wants to see me? Really?”*. According to Oxford Dictionary (1995), the word *“really”* as shown in appendix (E2) has a function to express interest, surprise, mild protest or doubt. Here, the word *“really”* used by the speaker by exaggerating his intonation and expression when he shocked after knowing his daughter wanted to see him after all this time.

3.2.1.4 Claim Common Point of View, Opinions, and Empathy

This strategy is used by Elliot Anderson, Elliot Anderson, Rowena Jeffers, and DuvanAraga. The researcher analyzed 2 of 6 data on claim point of view, opinions, attitudes, knowledge, and empathy. It can be seen in appendix number (A8) and (C3). Elliot Andersons and Rowena Jeffers used this strategy when they wanted to satisfy the hearer’s positive face that wanted to be like and appreciated. They gave their point of view, opinions, and empathy towards hearer by giving hearer gifts in the form of goods or compliment. For example in appendix number (A8), *“So am I, sweetheart...”* shows that the speaker gave his empathy to the hearer. According to Oxford Dictionary (1995) the word *“so”* has meaning and also. Furthermore, in the movie, the speaker wanted the hearer knew that the speaker also felt what hearer felt at that time because they were in the same situation and feeling after losing of Carol.

3.2.1.5 Use Given Names and Nicknames

This strategy is used by Elliot Anderson and Rowena Jeffers in this movie. The researcher analyzed 1 of 3 data on use given names and nicknames. It can be seen in appendix number (A3). It was used by Elliot Anderson when called his granddaughter in order to show his attention and make Eloise comfortable by mentioning her nickname.

3.2.1.6 Assume or Assert Reciprocity

This strategy is used by Elliot Anderson and Reggie Davis in the movie. The researcher analyzed 1 of 2 data on assuming or asserting reciprocity which was used by Reggie Davis, as shown in appendix number (E3). This strategy was used by Reggie because he wanted to treat hearer to do something that he wanted since Reggie would do something that hearer's wants. In appendix (E3), *"OK. OK, 7:00. I'll be there. Then we can talk some more, you and me? About that... about the money"* shows that Reggie stated that he would come at 7 o'clock for dinner with Eloise as what Elliot wanted Reggie to do, then Reggie would take a chance to talk more about money that he wanted from Elliot for paying some debt.

3.2.2 Independence Strategy of Politeness

Independence of politeness strategy is the type of politeness strategy is used when the hearer wants to be free from their independence, to be respected in a conversation. For example, in ordering at a restaurant *"I don't know if you will want to have rice or noodles"*.

The researcher analyzed some of independence strategy of politeness in appendix number (A4), (B4), (D2), (E4), (E5), (E7), (F3), (F4), and (G1). The

researcher found six types of independence politeness strategy used by the characters in this movie. Those are making minimal assumptions about hearer's wants, minimize threat, apologize, be pessimistic, state a general rule and use family names or titles. Furthermore, the most frequently used of independence strategy of politeness is making minimal assumptions about hearer's wants. The second is use family names and titles. Third is minimize threat. Fourth is apologize. Fifth is be pessimistic and the least is state a general rule.

3.2.2.1 Making Minimal Assumption about Hearer's wants

This strategy is used by Elliot Anderson and Reggie Davis. The researcher analyzed 3 of 10 data on making minimal assumptions about hearer's wants. It can be seen in appendix number (A4), (E4), and (E5). Elliot and Reggie used its strategy when they tried to minimize the hearer assuming anything that is believed. In appendix (E5), *“Man, I screwed up, OK? I screwed up last night. I couldn't come here and I couldn't face up.....”* shows that the speaker tried to minimize the assumptions of the hearer in order to avoid assuming anything that is believed by the hearer. The speaker explained the reason that made the speaker could not come. The reason meant that the speaker really wanted to come last night, it did not mean that the speaker could not come on purpose.

3.2.2.2 Use Family Names and Titles

There are two characters in this movie that used this strategy, those two are Reynolds and Jeremiah Jeffers. The researcher analyzed 2 of 5 data on using family names and titles. Those two data was used by Rick Jeremiah, as shown in appendix number (F3) and (G1). This strategy was used by them because they wanted to show their respect towards hearer by mentioning hearer's family names.

In appendix (G1), the speaker was mentioning the hearer's family name "**Mr. Anderson**" in his first utterance when started the conversation. It was done by the speaker because the speaker wanted to make the hearer more comfortable with the speaker before starting investigating in the court room. In addition, the use of the family name was more polite in front of the hearer in the conversation.

3.2.2.3 Minimize Threat

This strategy was used by Elliot Anderson and Rick Reynolds in the movie. The researcher analyzed 1 of 4 data on minimizing threat strategy of independence politeness strategy. It can be seen in appendix number (F4) which was used by Rick Reynolds. He used this strategy to minimize the threat of the hearer in order to save hearer's independence. The speaker tried to minimize the favor asked towards hearer by using the word "..., *would you say...*". Furthermore, according to Oxford Dictionary (1995) "*would*" can be used in polite request.

3.2.2.4 Apologize

This strategy is used when people have a mistake. In addition, this strategy is also used to save hearer's independence face that needs to be respected in the conversation. This strategy was used by Elliot Anderson and Reggie Davis. The researcher analyzed 1 of 4 data on apologize strategy in the movie, it can be seen in appendix (E7). "*I'm so sorry, Elliot. I'm sorry about you losing your little girl*" shows the speaker showed his apology to the hearer in order to save hearer's independence. Furthermore, according to Oxford Dictionary (1995) the word "*sorry*" used for expressing mild regret, disagreement or refusal and for making apologies and excuse. Moreover, this strategy was used by the speaker to build a

good relationship, to make the hearer felt comfort towards the speaker in the next meeting between the speaker and hearer.

3.2.2.5 State A General Rule

This strategy is only used by DuvanAraga in the movie. In addition, the researcher only analyzed 1 of 2 data on statng a general rule used by DuvanAraga, it can be seen appendix (D2). In appendix (D2) *“My resume. A list of my study courses. A paper that I wrote for the National Math Board on systemic dysfunction in proper Algebraic education”* shows that the speaker wanted to save hearer’s independence face, but what the speaker wanted or said is forced by the circumstances. Here, the speaker mentioned the name of mathematical sciences department in his utterance in order to prove it. It was used to convince the hearer that the speaker was competent in math.

3.2.3 Politeness System

Related to the politeness system there are three factors that influence the speaker choose a certain strategy (Scollon&Scollon, 2001). First is power. It is related to the position of the speaker and hearer related to the hierarchical system. If the participants have a clear different position, the power is +P (plus power). On the other hand, if the participants of a certain communication are in the same level and there is no hierarchical difference, the power relationship is –P (minus power). Second is distance. It refers to the closeness of the participants. If the participants know well each other and have a close relationship, the distance is –D (minus distance). However, if the participants do not know well each other do not have close relationship, the distance is +D (minus distance). The last factor is weight of imposition. It refers to the topic talking about. If weight of imposition

increase, the participants will use independent strategy of politeness. However, if the weight of imposition decrease, the participants will use involvement strategy of politeness.

The researcher found two kinds of politeness system used by the characters in the movie. First is solidarity politeness system (-P, -D). Second is hierarchical politeness system (+P, +/-D). Those kinds of politeness system will be described beneath.

First, solidarity politeness system. This system can be found when both the participants are in the same equal in terms of imposition (-P) and do not have far relationship between them (-D). In addition, there is a high level of involvement politeness strategies. This kinds of politeness system can be seen in appendix (A3), (A4), (A6), (A8), (A29), (B5), and (B7). For example, Elliot Anderson and Eloise Anderson. Elliot is Eloise's grandfather. They live in the same house, meet every day, and always share their experience. Because they are living together in the same house, having close relationship, and having the same level in the house, the politeness system is solidarity.

Second is hierarchical politeness system. This system can be found when the participants are in different position but the distance is not clear. One of the participants has a higher position than others. For that reason, the power is (+P). Besides, there is asymmetrical in this system where the superordinate position uses involvement strategy and the subordinate position uses independent strategy. This kinds of politeness system can be seen in appendix (A12), (D1), (D2). For example Elliot Anderson and Duvan Araga. Elliot is Eloise's grandfather who employs Duvan and Duvan is Eloise's tutor mathematics who is employed by

Elliot. As the example, clearly that Duvan has the lowest position than Elliot. In this case, Elliot calls Duvan with his name “Duvan”, not his family name “Araga”.



CHAPTER IV CONCLUSION AND SUGGESTION

This chapter presents the conclusion of the study based on the result of the findings and discussion presented in the previous chapter. The researcher makes the conclusions and gives some suggestions to the readers. It is expected to give some information for the readers and for the next researchers who are interested in this study.

4.1 Conclusion

In this research, conclusions are drawn based on the findings and discussion. The researcher can conclude that there are some politeness strategies used by the characters—Elliot Anderson, Eloise Anderson, Rowena Jeffers, Duvan Araga, Rick Reynolds, and Jeremiah Jeffers—in *Black or White* movie. Those are involvement strategy of politeness and independence strategy of politeness which are proposed by Scollon and Scollon (2001). However, there are some characters who did not use both strategies in their intercultural communication such as Rowena Jeffers, Rick Reynolds, and Jeremiah, they just used one of strategies.

Based on the findings of this study, the researcher found six types of involvement strategies in the movie, those are noticing or paying attention to hearer, exaggerating, assuming or asserting reciprocity, using names or nicknames, and being voluble or speaking a lot. The most frequently used of involvement strategy of politeness in the movie is notice or attend to the hearer. The second is be voluble or speak a lot. Third is exaggerate. Fourth is claim

common point of view, opinions, and empathy. Fifth is use given names and nicknames and the least is assume or assert reciprocity.

The first, notice or attend to hearer. The function of this strategy is to show notice or attention to the hearer in the movie. The characters such as Eloise Anderson, Duvan Aragawere used this strategy when they wanted to show they understand and pay attention about the hearer's condition in the conversation. Second, be voluble or speak a lot. This strategy has a function that to show the interest of the speaker in the conversation by speaking a lot and good story. This strategy was done by Elliot Anderson and Rowena Jeffers in the movie.

Third, exaggerate. The function of this strategy is to show the speaker's interest in the conversation by exaggerating speaker's expression in order to achieve speaker's wants. This strategy was done by Elliot Anderson and Reggie Davis. Fourth, claim common point of view, opinions, and empathy. This strategy was used by Elliot Anderson and Rowena Jeffers to satisfy the hearer's face that wanted to be appreciated. Fifth, use given names and nicknames. This strategy was used by Elliot Anderson to show his attention by mentioning the hearer's name in order to make the hearer comfortable in the conversation.

Last, assume or assert reciprocity. The function of this study is to show that the speaker wants to treat hearer to do something since the speaker also do something that hearer's wants. This strategy was used by Reggie Davis in the movie. Therefore, it can be concluded that in this movie, the speakers used involvement strategy of politeness when they wanted to show their interest and

attention towards the hearers in order to make the hearer comfortable with the speakers during the conversation.

Moreover, the researcher also found six types of independence strategies in the movie, those are making minimal assumptions about hearer's wants, minimizing threat, apologizing, be pessimistic, stating a general rule, and using family names or titles. The most frequently used of independence strategy of politeness is making minimal assumptions about hearer's wants. The second is use family names and titles. Third, is minimize the threat. Fourth is apologize. Fifth is be pessimistic and the least is state a general rule.

First, making minimal assumption about hearer's wants. This strategy has a function to show that the speaker try to minimize hearer's assumption in order to avoid assuming anything that is believed by hearer. This strategy was done by Elliot Anderson and Reggie Davis in the movie. Second, use family names or titles. This strategy was used by Rick Reynolds and Jeremiah to show their respect towards the hearer in the conversation by mentioning speaker's family names in order to make the hearer more comfortable with the speaker in the conversation.

Third, minimize threat. This strategy is used to minimize the threat of the hearer in order to save hearer's independence. This strategy was used by Rick Reynolds by minimizing the favor of asked to the hearer. Fourth, apologize. This strategy is used to save hearer's face that needs to be respected in the conversation by apologizing. It was done by Elliot Anderson and Reggie Davis in the movie. Fifth, state a general rule. This strategy is used to save hearer's independence face, but what the speaker wants or says is forced by the some circumstances.

Therefore, it can be concluded that in this movie, the speakers used independence strategy of politeness when they wanted to show their respect to the hearer in the conversation. Involvement strategy of politeness is the most frequent strategy used by the characters in the movie rather than independence strategy of politeness.

4.2 Suggestion

After formulating the conclusion based on the finding and discussion in this study, the researcher would like to give suggestion. The researcher expects that by knowing and understanding the theory of politeness strategies which is proposed by Scollon and Scollon (2001) performed in the movie, especially *Black or White movie*, the readers can investigate this theory in different forms of object of the study such as communication between foreign and native student in university, or between native and non-native English in guiding tourism. Moreover, the researcher recommended to the next researcher to conduct the same topic but by using another theory such as theory from Leech, Grice, or Lakoff in order to expand knowledge about politeness strategy.

BIBLIOGRAPHY

- Allwood, Jens. (1985). *Intercultural Communication: English Translation of Tvarkulturell Kommunikation*. Papers in Anthropological Linguistics 12, University of Goteborg, Department of Linguistics.
- Brown, Penelope and Levinson, Stephen. (1987). *Politeness: Some Universals in Language Usage*. Cambridge: Cambridge University Press.
- Creswell, John. (2013). *Qualitative, quantitative, and mixed methods approaches 4th ed.*: SAGE Publications.
- Grundy, Peter. (2000). *Doing Pragmatics*. London: Longman.
- Hanifah, Laila. (2015). *Positive Politeness Strategy Used by Katniss Everdeen in The Hunger Games Movie*. Unpublished Thesis. Surabaya: State Islamic University of Sunan Ampel.
- Hornby, Albert S. (1995). *Oxford Advanced Learner's Dictionary Fifth Edition*. Oxford University Press.
- Lakoff, Robin. (1990). *Talking Power: The Politics of Language in Our Lives*. Glassgow: Harper Collins.
- Leech, Geoffrey. (1983). *Principles of Pragmatics*. London: Longman.
- Maghhiroh, Roudhotul. (2015). *Positive Politeness Strategies Used by The Main Characters in "Divergent" Movie*. Unpublished Thesis. Surabaya: State Islamic University of Sunan Ampel.
- Mas'ud, Nurul. C. (2014). *An Analysis of Intercultural Communication Strategies Used Between American and Chinese Showed in Karate Kid Movie*. Unpublished Thesis. Malang: UIN Malang.
- Mills, Sara. (2003). *Gender and Politeness*. Cambridge: Cambridge University Press.
- Mudhofir, Ahmad. (2015). *Politeness Strategies Used in The Social Network Movie*. Unpublished Thesis. Malang: UIN Malang.
- Nailah, Nailah. (2016). *Politeness Strategies Used by The Main Characters in "Transformers: Age of Extinction" Movie*. Unpublished Thesis. Malang: UIN Malang.
- Nasrulloh, Nasrulloh. (2014). *Politeness Strategies Used in Short Message Service*. Unpublished Thesis. Malang: UIN Malang.
- Oktaviyani, Dwi. (2015). *Politeness Strategy Used in Investigating Criminal Case in the Movie Entitled "Lie To Me"*. Unpublished Thesis. Malang: UIN Malang.
- Pusparini, Ukik. (2015). *Positive Politeness Strategies Used by Sophie and Alberto Knox in Sophie's World Film*. Unpublished Thesis. Surabaya: State Islamic University of Sunan Ampel.

- Watzlawick, Paul., Beavin, Janet, H., and Jackson, Don, J. (1967). *Pragmatics of Human Communication*. New York: Norton.
- Renkema, Jan. (1993). *Discourse Studies: An Introductory Textbook*. Philadelphia: John Benjamins Publishing Company.
- Scollon, Ron & Scollon, Suzanne, W. (2001). *Intercultural Communication: A Discourse Approach 2nd Edition*. Oxford: Blackwell.
- Sholihah, Titik, H. (2014). *Politeness Strategies by the Main Character in Door to Door Movie 2002*. Unpublished Thesis. Malang: UIN Malang.
- Song, Sooho. (2012). *Politeness and Culture in Second Language Acquisition*. London: Palgrave Macmillan
- Tubbs, Steward. L & Moss, Sylvia. (1996). *Human Communication: Konteks-konteks Komunikasi*. Bandung: Remaja Rosdakarya.
- Watts, Richard. J. (2003). *Politeness: Key Topics in Sociolinguistics*. Cambridge: Cambridge University Press.
- Yule, George. (2010). *The Study of Language Fourth Edition*. Cambridge: Cambridge University Press.
- Yulianisa, Siti. N. (2013). *Politeness Used by President Barack Obama and Mitt Romney in the First Presidential Debate 2012*. Unpublished Thesis. Malang: UIN Malang.
- Zakariya, Mohammad R. (2015). *Politeness Strategies of Closing Conversation Used in Judge Movie*. Unpublished Thesis. Malang: UIN Malang.

Appendix 1. Elliot Anderson as the Speaker (A)

Participants		Code	Utterances	Strategy Used																			
Speaker	Hearer			Involvement										Independence									
				a	b	c	d	e	f	g	h	i	j	K	l	m	n	o	p	q	r	s	t
Elliot (A)	Eloise	A1	I don't know. I think, um... I think I'm gonna take you to school											√									
	Eloise	A2	Really?		√																		
	Eloise	A3	Eloise! We can't be late, honey								√												
	Eloise	A4	No, I um... I thought it was on this street. I'm just... I'm on wrong street. Thought it was somewhere else											√									
	Eloise	A5	Yes, normally. I mean, it could be, but it isn't now, right? I'm... not lost											√									
	Eloise	A6	We had a bad night last night, Eloise, you and I. grandma Carol was killed in an accident. A car accident. A man hit her and... and she and he and several others, they're all gone										√										
	Eloise	A7	I'm so sorry about your grandma, Eloise														√						
	Eloise	A8	So am I, sweetheart. It's the worst day of my life				√																
	Eloise	A9	Eloise, you brush those								√												

Appendix 2. Eloise Anderson as the Speaker (B)

Participants		Code	Utterances	Strategy Used																			
Speaker	Hearer			Involvement										Independence									
				a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t
Eloise (B)	Elliot	B1	Not from the top down, from the bottom up					√															
	Elliot	B2	Wait, wait, wait. Shut the door. Here, put this in my hair, please					√															
	Elliot	B3	You're supposed to make me brush my teeth					√															
	Elliot	B4	Good job		√																		
	Elliot	B5	If you're lost, you can tell me. I don't care, Papa				√																
	Elliot	B6	I don't like it when you drink	√																			
	Elliot	B7	Aren't you going to drive me to school?														√						
	Elliot	B8	I love you, Papa	√																			
	Elliot	B9	Papa, are you sure you're OK? You seem like something's wrong with you.	√																			

Appendix 3. Rowena Jeffers as the Speaker (C)

Participants		Code	Utterances	Strategy Used																			
Speaker	Hearer			Involvement										Independence									
				a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t
Rowena (C)	Elliot	C1	Every time I come out here, I tell myself, "One day, Rowena, you're gonna get Elliott to invite us all out for a swim."									√											
	Elliot	C2	I got my Kristen, and her cute little gay family across the street. And her darlin' little music teacher wife. Got two of my brother's girls and my sister's boy. All on my dime. Go figure									√											
	Elliot	C3	Eloise needs more love than just what her grandfather can give her. Now Carol... God rest her soul... Carol was a mom. She and I, we had us a bond. Therefore, I had no reason to worry about my grandbaby.				√																
	Elliot	C4	It's Wee Wee, Elliott. Open up									√											

Appendix 4. Duvan Araga as the Speaker (D)

Participants		Code	Utterances	Strategy Used																		
Speaker	Hearer			Involvement										Independence								
				a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s
Duvan (D)	Elliot	D1	Hi. I'm Duvan. Are you Elliott?	√																		
	Elliot	D2	My résumé. A list of my study courses. A paper that I wrote for the National Math Board on systemic dysfunction in proper Algebraic education																√			
	Elliot	D3	And... another paper that I wrote. In the flyer, my piano lessons. I have a fall special that I'm currently running that offers piano lessons half off when purchased with tutoring in either math, science or any of the eight languages that I have listed there.									√										
	Elliot	D4	I lost my father, my grandfather and two of my brothers. Killed by murderers, along with 300 others from my village.				√															
	Elliot	D5	A paper I wrote on																	√		

Appendix 5. Reggie Davis as the Speaker (E)

Participants		Code	Utterances	Strategy Used																			
Speaker	Hearer			Involvement										Independence									
				a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t
Reggie (E)	Elliot	E1	Hey, Elliott. What's up?	√																			
	Elliot	E2	She wants to see me? Really?		√																		
	Elliot	E3	OK. OK, 7:00. I'll be there. Then we can talk some more, you and me. About that... about the money.							√													
	Elliot	E4	Listen, Elliot. I wanted to be here last night. I did. You need to know that										√										
	Elliot	E5	Man, I screwed up, OK? I screwed up last night. I couldn't come here and I couldn't face up. All right? But I'm here now.										√										
	Rick	E6	Yeah. Yeah, I read fine. I just... I don't have time and all, but....										√										
	Elliot	E7	I'm so sorry, Elliot. I'm sorry about you losing your little girl													√							

Appendix 6. Rick Reynolds as the Speaker (F)

Participants		Code	Utterances	Strategy Used																			
Speaker	Hearer			Involvement										Independence									
				a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t
Rick (F)	Reggie	F1	Mr. Davis, you have a tenth grade high school education. You can read pretty good, is that right?																	√			
	Reggie	F2	Mr. Davis, you have a tenth grade high school education. You can read pretty good, is that right?											√									
	Duvan	F3	How old are you, Mr. Araga?																√				
	Duvan	F4	So would you say that he is very involved in Eloise’s studying?											√									

Appendix 7. Jeremiah Jeffers as the Speaker (G)

Participants		Code	Utterances	Strategy Used																			
Speaker	Hearer			Involvement										Independence									
				a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t
Jeremiah (G)	Elliot	G1	Mr. Anderson, how often have you been to work since your wife passed away?																		√		
	Elliot	G2	Mr. Anderson, I'd like to submit to you and the court that Reggie isn't gonna win the Father of the Year Award anytime soon																		√		
	Elliot	G3	Mr. Anderson, how different would you feel about Reggie's failings... if he were white?																		√		