

## **POLITENESS IN THE DAILY CONVERSATION OF UNAKI BOARDERS**

**Tri Fena Retty Yuliana Gultom<sup>1)</sup>, Didit Kurniadi<sup>2)</sup>**

<sup>1</sup>Fakultas Bahasa dan Budaya, Universitas AKI Semarang

<sup>2</sup>Fakultas Bahasa dan budaya, Universitas AKI Semarang

E-mail: didit.kurniadi@unaki.ac.id

### ***Abstract***

*Nowadays, many people do not notice their sentences when they talk to others whether it is polite or not. Sometime, people use harsh word when they ask help to others. Even in conveying their purpose, they often use impolite sentence. They do not also regard their background, like status of their position, their social distance and the level of their needs. The polite words are usually conveyed by someone when the level of his or her need is high. But, the distance and position status are also the factor that determine someone to use polite or impolite sentence in the daily conversation, especially in conveying her or his need. Someone who does not have a close relationship, he or she will affect the sentences which are used.*

*The sentences which are used will sound more polite than the sentences that used by them who have a close relationship. Because the closer someone's relationship is, the harsher the sentences which are used. Even sometimes it sounds rude of and impolite. Someone's position also affects the sentences which are used in speaking. The higher of the position is, the more polite of the sentences which are used. Otherwise, the lower of someone's position or in the same position, the less polite the sentences which are used. According to this facts, the writer analyzes the difference of polite or impolite sentence in the daily conversation.*

*The data which are used are primary data and secondary data. The methods which are used in getting the data are "metode simak, metode sadap, teknik simak bebas libat cakap, teknik rekam, and teknik catat". In analyzing the data, the writer uses "metode agih". While method of data presentation which is used by the writer is descriptive study with informal method. From the result of the research, it can be concluded that someone's social distance and position really affects the sentences used and polite sentence in the daily conversation. A close social distance will make the sentences which are used sound less polite and rude. But, when the social distance is not close, it will make the sentences used sound polite and good. So in the position status, the higher of the position is, the more polite sentences used.*

**Keywords:** *Politeness, Daily Convdersation, Social Distance, Close Relationship, Descriptive Study*

### **1. Introduction**

Language is important for everyone in the world. With a language, people can communicate with many people. However, when communicating with people, we also have to consider the language used, politeness and communiting abilities of native speakers without considering the

number of variables language or the language used. In communicating, there are two norms of behavior, such as verbal and nonverbal behavior. In the theory of Bandura (1977), it is stated that behavior is a result of mutual interaction (reciprocal interaction) between the behavior of one individual and another individual and not

to be alone. The individual activities cause certain environmental circumstances, and vice versa. The pattern of these interrelationship is more than just their interaction with the environment of individual internal condition of the formation of behavior. Verbal behavior in imperative function for example, see how the speaker expresses his command, coercion, or a prohibition to do something to the listener. According to Aubrey Fisher and Catherine Adam (1994:56), "Verbal behavior is the verbal communication that we used to do every day while nonverbal behavior looks from accompanying the physical movement". Verbal behavior in imperative sentence, such as looking at how speakers express command, compulsion, or prohibition to do something to the listener. According to Larry A. Samovar and Richard E. Porter (1991) "non-verbal cues are all that is not words". Nonverbal behavior looks of physical gestures that accompany it. Sociocultural norms of human wants to be polite in interacting with each other.

As Ismari said in his book:

*"Hal penting yang berkenaan dengan keberhasilan pengaturan interaksi sosial melalui bahasa adalah strategi-strategi yang mempertimbangkan status penutur dan mitra tutur. Keberhasilan penggunaan strategi-strategi ini menciptakan suasana*

*kesantunan yang memungkinkan transaksi sosial berlangsung tanpa mempermalukan penutur dan mitra tutur".(1995:35)*

We know that our people (Indonesian) uphold modesty in speaking. It is not only related to the choice of word, but also the way of delivery. For example, when people speak with a rough way, it is considered less polite. Politeness is very important no matter where people are located. All people mostly believe that politeness reflects the culture of a society, include politeness. Moreover, there is always a social hierarchy imposed on members of their groups. In every society, this is happened because they have determined a specific assessment, for example, conversation between the old and the young, employers and workers, teachers and students, rich and poor, and other status. Moreover, the context factors also cause courtesy that needs to be applied. A formal or official situation formal official strongly emphasize this politeness. Leech says about rating "every spoken sentence can be used as an assessment tool to determine politeness sentence which is spoken by someone" (1993:34). Rating is given to social hierarchies, an emotive rating is given to an individual or group. Rating is a sign of respect or appreciation to the person concerned. When it is

***Politeness in the Daily Conversation of Unaki Boarders (Tri Fena Retty Yuliana Gultom, Didit Kurniadi)***

examined further, this phenomenon has been applied by our since long time ago.

Fraser in Gunarwan (1994:24) explains that politeness is “property associated with neither exceeded any right nor failed to fullfill any obligation”. Rustono (1999:67-68) says “The concept of politeness formulated in the form of rules forms the principle of politeness, while the concept of politeness formulated in the form of a strategy of forming the theory of politeness”. So it is very important in life, because politeness affects the rights and obligations of a person. Politeness and courteousness have distinctive differences. As explained by Rustono, politeness is modesty in the form of rules while modesty leads to strategies that shaped the theory.

Politeness or etiquette is the setting, custom, or practice in the community. Politeness is defined as behavior rules and agreed by a particular society, so behavior is the standard politeness in society. Therefore, politeness is commonly called “manners”. In politeness, there are also offences or violations. The violation is if one of the speakers do not provide actual information or do not work well together, so the listener does not get the wrong information from the speaker. Based on the explanation above, the writer concludes that politeness is generally related to the

relationship between two participants who can be referred as “self” and “others”.

People in life require a language as a tool to convery his information. Politeness in principle, is a tool that is used to form a social interaction. In conversation, "self" is typically known as the “speaker” and “others” as “listeners”. Communication activities do not only involve a participant, but also the other participants. In order for participants to understand the intent of each other's speech, there must be a good cooperation. The cooperation is in the form of the similarities of background knowledge of the participants. If the participants in the event say they do not understand the intent of speech interlocutor, then the message delivered by the speakers cannot be received well.

Politeness is one of the aspects of language or linguistic which could control the emotions of the speakers. In communication, speakers and listeners are not only required to convey the truth, but also have to commit to keep the relationship of harmony. The harmony relationship between the speakers and listeners can be kept well when each participant does not embarrass each other. In other words, both the speakers and the listeners have the same obligation not to humiliate one another.

The principle of politeness or modesty in the pragmatic science can be found in daily conversation, example:

- a. I can lend you a hundred pounds
- b. You can lend me a hundred pounds

The sentence (a) describes the politeness of the speaker because the speaker has the Tact maxim to understand the situation of the listener. Leech (1983:78) says “tact maxim is minimizing cost to other and maximizing benefit to other”. In sentence (a) the utterance is spoken to ask listener to lend money while the sentence (b) describes the offence on the type of tact maxim because it expresses the belief that is not polite, so that the listener can be offended. There is the differences to describe politeness in speaking, especially in social environment such as speaking to older people, peers, and younger people have standard communicate, so the aspects of politeness is maintained.

In doing this thesis, the writer has learned others e-journal that talking about politeness. The first journal is titled Analisis Kesantunan Berbahasa Dalam Interaksi Antarsantri Putri Pondok Pesantren Al-Muayyad Surakarta: Kajian Pragmatik written by Elies Erfanty Rahayu. This journal talks about education in pesantren with various patterns of communication. Prioritizing politeness is a

fundamental principle of pesantren Al-Muayyad Surakarta. This study has three objectives, those are (1) a form of politeness in interaction between students in Pesantren Al-Muayyad Surakarta with a pragmatic assessment (2) obey to the principle of politeness in interaction between students in Pesantren Al-Muayyad Surakarta’s area (3) violation of the politeness principle used in interaction between students in Pesantren Al-Muayyad Surakarta. There are three results in this research: (1) the form of politeness that found in the interaction of students in Pesantren Al-Muayyad are command speech, requests speech, urging speech, persuasion speech, invitation speech, and permission request speech (2) speaking interaction among female students in Pesantren Al-Muayyad comply with the politeness principles on the maxims of wisdom, generosity maxims, maxims simplicity, and the sympathetic maxim (3) The form of speaking violation of the principle politeness among students in Pesantren Al-Muayyad found in violation of generosity maxims, maxims of humility (Simplicity), and sympathetic maxims. (2013:1).

The second journal is written by Indah Arvianti S.S., M. Hum. It is titled “Seksisme Dalam Kesantunan Bahasa Komplain”. People do a cooperative

relationship in their interaction. If they intend to ask something, they can express the idea in strategies in order to gain the goal. One strategy to fulfill the intention is politeness. By doing politeness, speaker tends to avoid the 'face' of hearer, such as insulting or directing. Politeness is influenced by power, social distance, and weight of imposition which can be expressed by positive and negative politeness to lessen the irritating of the hearer. Complaining letter in readers' forum is a mean for readers to complain their problem in newspaper. The question arises: Do the readers apply politeness in complaining in order to avoid Face Threatening Act (FTA)? Her journal tries to answer the question by giving some examples of analysis of politeness strategy. Besides, the difference strategy of male and female will also be discussed. Those strategies affect the difference pattern of read forum written by male or female showing the sexism (2012:1).

There are differences between this research and two previous researches. The writer focuses on the politeness maxim based on Leech's theory. In this thesis the writer will analyze about the language of the student in the girl dormitory whether they use polite language or not.

## **2. Literature Review**

In this chapter, the writer will explain some theories that are used to write this research. A theory does not only explain known facts, it also allows scientists to make predictions of what they should observe if a theory is true (Darwin, 2005:43).

Languages that are used by people have the same goal, that is to communicate. Therefore, we cannot say that one language is better than other languages. When someone communicates using the language, he or she is able to explore the potential of the language and can use both of courteousness and politeness. The way people use language show the attitude and personality of the speaker.

Sapir and Worf state that the language determines the behavior of people's culture (1995:23). Before talking, people choose the words, polite sentences, good phrase which indicate their good personality. Otherwise, if there is someone who has a bad personality tries to speak correctly and politely in front of others, he or she will not be able to cover his or her bad personality, so the bad and impolite words will be appeared.

Language is the tool of communication. Through language, people can socialize with others people can also

change according to their need. By using language, people can express their idea and show what they want. So things in their mind can be delivered to others through language that can create a good relationship between human beings. Language is the same with human being, it can organize its activities which are related to the society.

Behave or speak politely and good ethics are relative, they depend on the social distance of the speaker and listener. In general, the meaning of courteousness and politeness also have the same definition, meanwhile these two things are different. Polite term refers to the grammatical-based arrangements and the realization that everyone has the right to be served with honor, while polite means awareness of social distance (Thomas, 1995:56).

If local tradition norms inculcate humility in speaking, the sorting may not occur between politeness (respect) and courteousness. The theory that will be served here is a politeness theory. It is adopted from the Chinese moral tradition developed by Confucius. This theory is also developed by Goffman, Brown and Levinson. It briefly reviews the theory, as the well as examples of empirical data which are expected to open up the perception of politeness.

## 2.1.Linguistics

The linguistic word is derived from latin *lingua* meaning “language”. Linguistics is the study of the language or the science that makes the language as its object. In French there are three terms to describe the language those are *Langue*, *Langage*, *Parole*. *Langue* is a particular language, *langage* is language in general and *parole* is language in the form of a manifest that is in the form of speech. The science of linguistics does not only examine a language alone, but rather examine the ins and outs of language in general, which in French is called terminology “*langage*”. Linguistic expert is called linguists. The father of modern Linguistics is Ferdinand de Saussure (1857-1913). Entitled *Course de Linguistique Generale* was first published in 1916.

In the world of science, it is not only Linguistics that takes language as its object. Science or other disciplines are also reviewing the language include: Indian science, social sciences (sociology), psychology, and physics. The difference of linguistics with other studies is the approach to the object of the language. Indian Science approaches art as the language. Social science approaches and look the language as a tool of social interaction in the society. According to

*Politeness in the Daily Conversation of Unaki Boarders (Tri Fena Retty Yuliana Gultom, Didit Kurniadi)*

W.N. Francis definition of linguistics is “Define that linguistics is as a change of system of articulation (pronunciation) which is the sound used by a group of human beings as a wealth in the business of their society life” (1985:13). Psychology approaches and looks the language as the generation of psychological abuse. Physics approaches and looks the language as a natural phenomenon. Whereas linguistic approaches and looks the language as a language or a form of the language.

Finocchioro (1974:3) said in his book “That is a changing system of linguistic (changeable), a voice that allows people to use it in culture, or others who have studied the system of the culture, to communicate and interact”. Linguistics is also called vocal instrument as a, i, u, e, o. Linguistics is often used by people when communicating to others. There are also several cultural which use of language as symbol. In other opinion, Pei and Gaynor (1954:119) said:

“Linguistics is a communication system with the sound, i, e, as a tool in public speaking (speaking) and hearing. Among human beings surely community using sound symbols have the meaning changes according to the cultural respectively”.

Another opinion about linguistics is also expressed by some experts that define linguistics as a tool to determine the rules of language in communication. Wardhaugh (1972:34) defines “Linguistics is a symbols system of sound (vocals) that humans use to communicate”. Grreene said in his book “Linguistics is the rule of all the possible sentence (right); and grammar of a language is the rules that differentiate between sentences and not sentence” (1972:25). Chomsky states “Linguistics is a rule (finite or infinite-limited or unlimited) a limited portion of the sentence being in the long sentences and ideas that came out of a limited sentence rules from the elements” (1957:13).

It can be concluded that linguistic theory is a theory that learn about the rules of grammar and rules that distinguish between the sentence and not sentence. When person studies the science of linguistics, he or she also studies the language. A researcher who studies the language must study the theory or science of linguistics firstly so when doing research on the language, a researcher knows how to distinguish which one sentence and which one is not a sentence.

## 2.2. Pragmatics

The definitions of pragmatics are stated by several experts with different

editors. Thomas (1995:22) assumes that the meaning of pragmatics is a dynamic process that involves negotiations between the speaker and the listener as well as the context of the speech (physical, social, and linguistic) and the meaning of potential that may be of a speech utterance, defines pragmatics as a field that examines the meaning in the interaction (meaning in interaction). So, pragmatics is a theory that includes the process of conversation or interaction between the speaker and the listener. Pragmatics also learns about the use of signs in the pronunciation of words and signs of language which is used by the speaker himself or herself to make the listener understands the meaning which is conveyed by the speaker.

Pragmatics is also referred to as a theory which includes the process of negotiation or interaction between the speaker and the listener. Pragmatics also learns about the use of the mark in the pronunciation of sentence and sign of language. They are used by the speaker itself to make the listener understands the meaning that is conveyed by the speaker.

According to Leech (1993:8), Pragmatics is the study of meaning in relation to situations (speech situations) that includes elements of speaker and listener, context, purpose, illocutionary act, speech, time, and place. Yule (1996:3)

mentions four pragmatic definition, namely:

(1) The field that examines the meaning of the speaker;

(2) The field that examines the meanings according to its context;

(3) Field that examines the study of meaning uttered and meaning communicated by the speaker; and

(4) The field that examines forms of expression by limiting social distance participant which involved in a particular conversation.

While Levinson (1987:1) says that pragmatics is the study of the relationship between the sign and the interpretation. From the explanation above, it can be concluded that the pragmatics is a branch of science that examines all aspects of the utterance meaning by speaker purposes.

### 2.3. Politeness

Politeness or etiquette is procedures, customs, or traditions that are prevailing in the society. Politeness is the rules of behavior established and agreed by a society, so the rules of politeness can be accepted and agreed. Therefore, modesty is commonly called "politeness". It is also explained by George Yule (1996) in his book, Pragmatics. (1996:60):

“It is possible to treat politeness as a fixed concept, as in the idea of ‘polite social behavior’, or etiquette, within a



*Politeness in the Daily Conversation of Unaki Boarders (Tri Fena Retty Yuliana Gultom, Didit Kurniadi)*

culture. It is also possible to specify a number of different general principles for being polite in social interaction within a particular culture. Some of these might include being tactful, generous, modest, and sympathetic toward others.”

According to the explanation, politeness can be seen from the various aspects in daily life. First, politeness shows attitudes that contain the manners or etiquette value in daily life. When a person is said to be polite, so he or she is illustrated the manners or etiquette value it is good in the society where someone is taking part as member. When he or she says politely, people give value to him or her, both the assessment carried out in real time (instantaneous) or conventional (long, time consuming). Of course, judgment in this long process is to perpetuate the value given to him.

Second, politeness is very contextual, prevailing in society, place, or certain situations. But it is not necessarily apply all of people, places or other situations. When a person meets with a close friend, he or she should use that word a bit rough out loud, but it is not polite when it is addressed to the guests or someone new. Chew vocally sounds less polite when person is dining with the crowd at a banquet. But it is not said to be less polite when person is at home.

Third, politeness is always bipolar, which has two poles relationships, such as between parent and child, the young and older people, the host and the guest, men and women, pupils and teachers, and so on.

Fourth, politeness is reflected in the way person dress, how do (act), and how to speak (language). Because most people always judge politeness of someone from outside first before they have a relationship.

Fraser in Gunawan (1994:34) says “politeness is property associated with doing a good thing or fails to fulfill the obligation to do good”. In the other words, politeness is a property which is related with the opinion of the speaker and the listener the speaker does not exceed their rights or do not violate their obligations. There are some Fraser’s reviews about the definition of politeness. First, politeness is a property or a part of speech, so the speech itself alone but there are no listener. Second, the opinion of listener determines whether there is politeness in his or her words or not. Perhaps the speaker wants to tell a polite language, but the listener's hear impolite language and vice versa. Third, politeness is associated with the same rights and obligations in socializing. The language sounds polite or not, this is "measured" based on (1) whether the speaker does not violate the rights of the

speaker and (2) whether the speaker speaks politely to fulfill his or her obligations to the listener.

Hildred Geertz in Franz Magnis-Suseno (2001:38) states that there are two rules which are determine the social patterns in society. Both of the rules are closely related with politeness. The first rule is each person situation people should be as good as possible so there is no conflict happens. Geertz calls this rule as the principle of harmony. Geertz says, that politeness demands people to speak politely to others and always show respect to others. It is according to level and their position. Geertz calls this second rule as the principle of respect.

According to Mulder (1973:27), there is a state of harmony in which all the parties are in a circumstances of harmony where all the parties are in the peace situation. Each person has a different way of acceptance and organizing each other by quietly and agreed situation. Mulder's opinion is reinforced by Hildred Geertz statement (1967:39) the applicable rule is to break of the signs of tension in the society or among individuals in order to keep a harmony social relation. It is related with the principles of respect. Hildred Geertz explains that there are three feelings that should be owned by the people in communicating with the aim to create a

situation that demands respect. Those are fear, shame, and disgrace. It is the continuity of feeling that has a social function to give psychological support to the demands of principle of respect. So, people should always respectful, while disrespectful is the behavior causing discomfort (Franz, 2001:65). In this theory the writer will use six kinds of maxim. The writer also uses the pragmatic theory of Thomas (1995), Levinson (1983), and Leech's maxim politeness theory (1983) in his book, *The Theory of Principles of Pragmatics*. The politeness principle which until now is considered as the most complete, most established, and most comprehensively relative is politeness principle which is formulated by Leech (1983:27). In analyzing the object, the writer uses kinds of politeness found which is by Leech, those are:

a. Tact maxim

This maxim tries to maximize the benefit to the listener and minimize cost for the listener. The more the speech provides benefits to the listener, the speech is more polite.

b. Generosity maxim

This maxim minimizes the cost and maximizes the benefit of the speakers. The purpose of this maxim is that speakers can respect others more than himself or herself.

c. Approbation maxim

This maxim minimizes dispraise of the listeners and maximizes praise to the listener.

d. Modesty maxim

Minimizing praise and maximizing dispraise of the speaker is the characteristic of modesty maxim. This is done to show humility to the interlocutors.

e. Agreement maxim

This principle seeks to maximize agreement to the listener and to minimize disagreement with the listener. The meaning of this maxim is one of actions in speaking he or she would to maximize agreement and minimize disagreement of the other person does not agree to the interlocutors. This is done to reduce of disagreement on the interlocutors.

f. Sympathy maxim

Maximizing sympathy to the listener and minimizing the expression of antipathy towards the listener. Its meant is when person speaks it better maximize his or her sympathy for what is experienced by the other person, and minimize antipathy to the listener. It is intended that the other person does not feel ignored. [Times New Roman, 12, normal].

### **3. Research Methodology**

In doing this research, the researcher needs a method to obtain a good results. The writer uses method to achieve

the objectives and also to understand how the data will be analyzed.

The reason why the writer uses qualitative method is because based on the data/objects analyzed are not numbers, but the writer analyzes about languages which are used in the conversation. So the writer uses qualitative method.

When the writer does a research, she needs data that support the research and it should be valid data.

The subjects of this research are taken by the writer from the conversations that occur in daily activities at the UNAKI Multiplication dormitory. The writer takes the data from the conversation between UNAKI Multiplication boarders because the writer gets the differences in the way they use the language in daily conversation, particularly the differences in the using of language, when someone has the intent and purpose.

In this research the writer will use primary data because the writer gets the data directly from the object that will be studied (the original data). The writer also uses secondary data from a journal about six maxims of politeness and thesis about politeness in daily conversation.

In collecting data the writer uses several methods of data collection such as:

1. *Metode simak*

*Metode simak* is a method that is done by noticing which is parallel with the observation method (direct research). According to Sudaryanto (1993:133) *Metode simak* includes several techniques as follows:

a. *Teknik sadap*

Practically, *metode sadap* is done by tapping. In order to obtain the data, the writer must use her knowledge to tap the conversation of the studied object. *Teknik sadap* is tapping the language user, both verbal and nonverbal.

b. *Teknik simak bebas libat cakap*

In this technique, the researcher is not directly involved to participate in determining the formation and the appearance of candidate data. The researcher just becomes an observer to the candidate data which are formed and showed by the speaker.

c. *Teknik rekam*

In this technique, the researcher tries to record the conversations of the informant that he or she does without their awareness and it is used as the evidence of research.

d. *Teknik catat*

*Teknik catat* is used as a technique in data collection. *Teknik catat* is recording several forms that are relevant for the research on the use of language in writing.

2. Introspection Method

This methods aims to verify the correctness of the data that studied. The writer uses her intuition and her knowledge to verify the data that analyzed. So when there are mistakes in the analysis, the writer would know because knowledge and intuition owned. Instruction method is data collection method or methods that provide the data using the language of the writer who analyze her language (Sudaryanto, 1993:139)

In analyzing of the data, the writer analyzes data based on what is gained from observation (direct research), and introspective. There are two methods that can be used in to finding rules in the data analysis, those are *metode agih* and *metode padan*. Muhammad in his book *Metode Penelitian Bahasa* states that, “*Ada dua metode untuk menemukan kaidah sebagai tahap analisis data. Metode pertama disebut dengan metode padan dan yang kedua disebut metode agih*” (2011:233).

In this research the writer will use one method only that is *metode agih*. *Metode agih* is a method where the determiner tool is relevant to the language itself. Sudaryanto mentions in his book that “*Metode agih adalah data analisa metode dengan alat penentunya justru bagian dari bahasa yang bersangkutan itu sendiri*”(1993:15).

*Politeness in the Daily Conversation of Unaki Boarders (Tri Fena Retty Yuliana Gultom, Didit Kurniadi)*

In this research the writer uses *metode agih* to analyze the data because the data are taken from Indonesian conversation and the writer will analyze the language in it.

The last method is method of data presentation. After analyzing the data, the data will be presented in the form of a report. There are two methods and techniques in presenting the result of data analysis. Those are formal and informal research. Formal method is a method of presentation the result of data analysis by using signs and symbols. The signs are: plus signs (+), minus (-), brackets ([ ]), etc. Informal method is a method of data presentation by using words compactly and specifically. Informal method is used by the writer as method of data presentation.

In this research the writer will use one method only that is informal method. By using this method, presenting the results of the data analysis is conducted by providing a distinctive description of the verb form of words.

#### **4. Discussion**

##### **4.1. Violation of Tact Maxim**

There are the data of conversation that show a violation of tact maxim in a daily conversation between boarders of Unaki dormitory. The conversation belongs to the violation of tact maxim because the

words that they use are rude, sound impolite without respect to one and another.

In the conversation someone is in the condition where she really needs to borrow money from Sisil. When she borrows it, she uses impolite sentence because she immediately tells her wish without using polite sentence.

When she lends some money, she does not say thank you right after her friend helps her, instead she answers impolitely. She says this word because they are bestfriend. So, when she borrows money to Sisil she does not use polite sentences.

The conversation above happens between the same grade friends who are besties. In the sentence "*Levi minta tolong ambulkan dulu gitar itu!*" which is mentioned by Elis, it means to ask Levi to do something for her. She asks Levi to take the guitar for her. But the sentence which is used by Elis is not polite and it sounds like forcing. It makes Levi feels forced and not respected by Elis. Since Elis uses impolite sentence, Levi also answers her with an impolite sentence that is "*Nggak adanya lagi tanganmu kau suruh suruh orang!*".

It can be seen in this sentence that the respond which is given by Levi sounds impolite and rude. It happens because they have a close relationship. That is why it is

usual for them to use impolite sentence to each other even when they are asking for help.

We know about the violation of politeness on the tact maxim. Because the conversation above does not maximize the benefit for others, but maximize the benefit for Elis herself. It can be seen from some impolite words that are conveyed.

#### 4.2. Tact Maxim

There are the conversation which do not violate the tact maxim because the sentences which are spoken sound polite. More than that, they act with respectfull in responding the other boarders.

In the conversation, Grace has a purpose that is to borrow money from her friend. To convey her purpose, she uses polite and refines question sentence. Like this sentence "Rib, what are you doing?" Grace asks it before she tells her purpose directly in order to make Ribka feels honore and doesn't offend her feeling.

The next sentence is "Emm.. Kakak mau ngomong, minta tolong boleh?". Grace's sentence above sounds polite and the tone is also fine. She uses the words "minta tolong". This sentence is a polite sentence which means she needs something and asks someone to do it.

Ribka's answer also sounds polite because Grace starts the conversation

using polite sentence as well. So, Ribka feels that she is honored and she wants to lend her money to Grace.

The conversation shows a polite conversation. It is classified as tact maxim in the theory of speaking politeness. The longer someone makes a sentence, the more her willing to be polite to her interluctors is same with Grace, she uses polite and manner sentence to deliver her purpose to Ribka, so she can borrow Ribka's money. Similarly, the sentence that is expressed indirectly should be more polite than the one that is expressed directly.

Another conversation above happens between a senior and a junior who have close relationship. The sentence which is spoken by Refa when she asks Sisil to slow down her music volume sounds polite. Because, when she asks she uses the word "Please" which means she begs Sisil to do what she wants.

The conversation shows the conversation that fulfills the tact maxim. Refa avoids the words that sound rude for Sisil. Before she asks Sisil to set her music volume lower, she uses the word "please" and she also gives her opinion with a good way. That is why Sisil directly do as Refa's want.

The other conversation also happens between a senior and a junior who have a

*Politeness in the Daily Conversation of Unaki Boarders (Tri Fena Retty Yuliana Gultom, Didit Kurniadi)*

close relationship so the sentence that they use is not formal. The conversation explains that Kiki asks Sisil a help to buy her food.

Before she tells her request, she first asks Sisil to make it more polite. She uses the word “*Please*” which means Kiki asks Sisil to do something for her. Kiki uses that sentence to make Sisil feels honoured and does not feel forced by Kiki to do what Kiki wants.

The conversation above completes the tact maxim, because Kiki avoids the words that sound less pleasing for Sisil before she asks Sisil to buy her food. Because Kiki uses a polite sentence, so there is no rejection from Sisil. Sisil does not use a formal sentence because Sisil is a senior to Kiki. So, Sisil uses a simple sentence, but it does not hurt Kiki’s feeling.

#### 4.3. Violation of Agreement Maxim

Some of the conversations are the conversations that belong to a violation of agreement maxim because the conversations contain rejection using rude and impolite words.

The conversation happens between classmates. A sentence used by Nova when she asks Kiki to eat together is told directly by Nova without any question sentence first. The sentence that mentioned by Nova sounds impolite because she talks with a high intonation.

The answer from Kiki also sounds impolite with a high intonation as well. So, the conversation violates the agreement maxim, because agreement maxim is a maxim that gives advice to minimize disagreement between self and the other and to maximize agreement between self and the other.

It is different with the conversation between Kiki and Nova because Kiki maximizes disagreement to Nova and minimizes her agreement to Nova. Kiki also violates the principal of impoliteness because she uses the word “*fat*” that should not be said to Nova because it can insult Nova’s feeling.

The conversation above indicates violations of the politeness principles on the boarders. The violation of politeness in the conversation above is classified as violation of agreement maxim. That is why some boarders, in conveying disagreement or rejection to the other boarders, use impolite sentences and words that sound rude.

#### 4.4. Agreement Maxim

The conversations below are the polite conversations and belong to an agreement maxim because the words which are used in agreeing an opinion sound polite.

In the other conversation, Refa comes closer to Keiysha in the dormitory’s hall

asking Kheisyia to accompany her to the market.

The sentence that is used by Refa that sounds polite because before she conveys her purpose, she asks Kheisyia whether she has class or not. Her intonation also sounds low and polite. So the listener feels comfortable. Kheisyia's answer also sounds polite because Refa starts the conversation with a polite sentence. Then, Kheisyia answers her with a polite sentence too.

The next sentence, when Refa asks Kheisyia to accompany her to the market, she uses a sentence that sounds mannered to minimize rejection from Kheisyia. She uses the sentence "would you like to accompany me there?" Refa also uses question sentence to convey her willing so it sounds more polite and it makes Kheisyia does not feel forced by Refa to accompany her.

Besides, Kheisyia also has the same purpose with Refa, so this conversation can be said as an agreement maxim. That is because the sentences which is used is a polite sentence and they have the same purpose, so they agree to do it together.

#### 4.5. Violation of Modesty Maxim

There are data that show conversations with a violation of modesty maxim because the conversations below use harsh

and rude words that shows lack of humble between boarders.

The conversation happens between roomates. The sentence which is used by Lina is a polite sentence. She asks Kheisyia about her opinion of her new clothes.

The answer from Kheisyia is a kind of answer that aims insult. That sentence is classified as the violation of the politeness principle with modesty maxim. Because the sentence minimizes the disrespect to the self and maximizes honor to the self.

In the sentence above, it seems so clear that it violates the modesty maxim, because Kheisyia tries to maximize disrespect to Lina. But, Lina keeps being polite in responding Kheisyia's opinion. Kheisyia, in the conversation above should not humiliate and excoriate Lina's clothes by saying "yuch... very bad", because that sentence can hurt Lina's feeling. That is why Kheisyia should not use that word, since it sounds impolite and rude.

#### 4.6. Modesty Maxim

The conversations are polite conversations which belong to a modesty maxim because they use words that sound polite and show a modesty and humble between boarders.

The conversation happens between boarder and administrators of the dormitory.



*Politeness in the Daily Conversation of Unaki Boarders (Tri Fena Retty Yuliana Gultom, Didit Kurniadi)*

The sentence told by Ribka is a direct question sentence told by Ribka to Lea. Ribka is one of administrator in dormitory and Lea is a fifth semester boarder.

The sentence that said by Lea in responding Ribka is a polite and modest sentence. Therefore, Lea's sentence is classified as modesty maxim. Because Lea is being humble by minimizing praise to herself. Lea answers with a sentence modestly.

The data above can be concluded that some boarders in doing daily conversations, they use polite words which are classified to modesty maxim. Because the data above show they use sentence to maximize dispraise to self and minimize praise to self. It is maximizing the praise to the other boarders.

#### 4.7. Violation of Generosity Maxim

The conversations belong to a violation of generosity maxim because the words that contain sound rude, harsh, and have no generous between boarders.

The conversation happens between friends at the same age, so the sentence is not formal, like the sentence "Lev, share the sugar please?", this sentence is told directly by Ribka to Levi. This sentence aims to make Levi willing to give the sugar to Ribka. In conveying her request, Ribka uses direct speech without using question

sentence first whether Levi has sugar or not.

The sentence mentioned by Ribka "you are so stingy?" sounds a little bit unpleasant. This sentence sounds like insulting. Ribka should not use this sentence, because it makes Levi offended. At the end, Levi gives her sugar unkindly because Ribka's sentence sounds like forcing her.

The sentence that mentioned by Ribka is a violate of generosity maxim, because it minimizes the generosity between them and maximizes the lack of generosity between them.

The other conversation is a conversation between a senior and junior who do not have a really close relationship. The sentence mentioned by Kheisya is a direct sentence which sounds impolite with a high intonation. This sentence sounds like forcing Niki to do it for her quickly.

The reaction sentence from Niki to Kheisya also has a high intonation and sounds impolite. It happens because their conversation begins with impolite sentence by Kheisya to Niki who is her senior.

That sentence makes Niki feels uncomfot because she feels like Kheisya does not honor her as a senior. That is why, Niki uses impolite sentence, with a high intonation. Like the sentence "Ya sanalah

kau, emang nggak adanya otakmu.” The words “nggak ada otakmu” mean that person has no brain or that person has no good mind.

The conversation above is classified as a violation of generosity maxim. Because the sentence that is mentioned by Kheisya lessens honor to herself. She maximizes benefit to herself, but minimizes benefit to Niki. Her attitude in asking for help to Niki also makes Niki uncomfortable. She even gives burden for Niki by asking her a help to print out her assignment.

Kheisya should not do that to Niki since Niki is her senior, especially she is in condition of asking for a help. So she should honor Niki and speak with a polite sentence. Because of that impolite sentence, Niki feels bad and it breaks her heart. It makes their relationship even getting away.

Based on the data above we can see a violation of generosity maxim is conducted by some boarders. The data above show that some sentences that are spoken by someone means to maximize benefit to self and minimize benefit to the other boarders. This is called violation of politeness principle of generosity maxim because in the conversation above conducted to minimize the cost to self and maximize cost to others.

#### 4.8. Generosity Maxim

Some conversations belong to a generosity maxim because they use polite and show generous between boarders.

The sentence is delivered by Nita with a purpose to ask a help for Nova to fix her laptop. This sentence means to persuade so she can get Nova’s respon fast.

The sentence delivered by Nova sounds like underestimating Nita. This sentence is included as politeness principal violation according to modesty maxim, because she maximizes the lack of honor to Nita and minimizes honor to herself alone.

In the sentence above, we can see clearly that it violates generosity maxim, because Nova’s sentence should not underestimating Nita and should not boasted herself.

The conversation also happens between a senior and a junior. The sentence which is used by Lina is a polite sentence in telling her request for Niki who is her senior.

Since Lina wants to ask something from Niki, then the sentence which is used should be more polite and should not be told directly. Lina does not use this sentence, yet she uses question sentence first. The sentence is polite and it sounds fine because it is based on honor feeling toward her senior and she needs something from Niki.

*Politeness in the Daily Conversation of Unaki Boarders (Tri Fena Retty Yuliana Gultom, Didit Kurniadi)*

Lina starts the conversation with a polite question sentence. So, Niki responds her with polite sentence as well. The sentence is mentioned by Lina to Niki with a condescending tone so what Lina's need can be given by Niki. Lina delivers a sentence that adhere to the maxim of generosity and quickly get a response from Niki. That's why Niki immediately takes action with good words. Thus, the sentence delivered by Lina is classified as polite and it sounds fine. So Niki provides what is requested by Lina politely without feeling forced.

The other conversation happens between classmates who do not really close. The sentence which is mentioned by Lidya sounds polite with a low intonation. This sentence asks what Lea is doing and it means to get a fast respon from her. The respond which is given by Lea is also a polite sentence. She asks Lidya back with a polite sentence.

The sentence mentioned by Lea to Lidya with the meaning to help Lidya by offering her a help to wash Lidya's clothes. Therefore, the conversation above is classified as generosity maxim in the pricipal of politeness. Because in the generosity maxim the speaker will maximize benefit to the interlocutors. As same as what Lea does to Lidya with the sentence "it's okay".

From this sentence, we can see clearly that Lea tries to maximize benefit to Lidya by giving more burden for herself. She does it by offering help to Lidya. Therefore, they are respected to each other and there is sense of generosity between Lea and Lidya.

Some data above show that there are some conversations that comply or apply the politeness principles of generosity maxim. The conversation above is using polite words which mean to maximize benefit to other boarders and minimize cost to other boarders or maximize cost to self. The sentence which is conveyed is a polite sentence and it makes the conversation above belong to the generosity maxim.

#### 4.9. Approbation Maxim

The conversation data belong to an approbation maxim because the words that they use sound polite and give compliment to other boarders.

The conversation happens between friends in the same grade who do not really close. The sentence that Djivora uses is a polite direct sentence because it is pitched finely. The question sentence mentioned by Djivora to Sisil which is purposed to get respond and assessment about the dress that she is wearing. Because of the sentence she used is polite, so Sisil also gives her a respond politely. She responds her with the good sentence. This sentence

is polite and pitched finely because it gives a good assessment to the Djivora's dress.

The sentence which is mentioned by Sisil is a polite and pitched finely. It gives a good assessment and compliment to Djivora. The conversation is classified as approbation maxim in the principal of politeness. Approbation maxim contains a statement that someone will be considered as a polite person if in speaking she or he always tries to appreciate or praise others and minimizes the badness of another person.

Sisil's sentence is classified as approbation maxim because it minimizes the badness of Djivora and maximizes the praise. Her sentence also minimizes the badness of herself, it also minimizes compliment to herself.

The conversation also happens between roommates who have a close relationship but not really close. The sentence "Your voice is good?" said by Tirsa is a polite sentence which gives compliment to Debora. The respond that is given by Debora is also polite and has a low intonation because she feels respected by Tirsa.

The next sentence " is said by Tirsa which means descent and disfigure herself. But the respond from Debora motivates Tirsa so she will not be descent and give up. The sentence said by Debora is a polite

sentence because it motivates and makes Tirsa more confident.

Tirsa also uses a polite sentence when she responds Debora's question. The sentence "please teach me?" means asking for a help from Debora to teach her sing. And the respond from Debora is an agreement and she also uses polite sentence. The sentence that Debora uses is wise that she agrees to teach Tirsa but she also makes it in a modest way.

According to the explanation above, this conversation can be classified as approbation maxim in the principal of politeness. This maxim explains that someone can be said polite in speaking if she/he always tries to give compliment to other people. It is the same with the conversation between Tirsa and Debora. Tirsa maximizes compliment to Debora and minimizes ugliness to Debora, but she maximizes ugliness to herself and minimizes compliment to herself. So, the conversation between them does not insult one another. Therefore they keep respecting one another.

The conversation above is a polite conversation and classified to the politeness principle of approbation maxim. Because it is explained in the conversation above that someone in conveying the sentence, does to minimize dispraise to the other boarders in maximizing the

*Politeness in the Daily Conversation of Unaki Boarders (Tri Fena Retty Yuliana Gultom, Didit Kurniadi)*

compliment to the other boarders or minimize compliment to self. So it uses polite words.

4.10. Violation of Sympathy Maxim

Some of the conversations show a violation of sympathy maxim because the words that they use sound rude, impolite, and show no sympathy to other boarders.

The conversation happens between classmates who are bestfriend. The sentence said by Nita to Levi means to get a fast respond from Levi for a problem that she has.

The sentence that Levi gives to Nita sounds really impolite. The word used is kind of harsh word. This word means a livingthing which is already die. The sentence that Levi uses to Nita is insulting and sounds very rough.

The conversation above can be classified as the violation of sympathy maxim in the princial of politeness. Sympathy maxim is an act or sentence which is given by someone that minimizes disagreement between self and another. Different with the conversation above, the conversation above violates sympathy maxim because the respond and the action from Levi to Nita maximizes disagreement of Levi to Nita by using a rude sentence which insults Nita.

Whereas, Nita hopes Levi can give her a good respond and a solution. But what she gets from Levi is an insulting sentence. That is why the writer says this conversation is a violation of sympathy maxim, because Levi does not feel what Nita feels. The sentence from Levi should be a motivation sentence. But rather then motivates Nita, Levi chooses to insult her. The bad sentence should not be said to Nita who is having a problem, because it can offend Nita and make her hurt. So the friendship between them might be not good anymore, and sympathy between them can be lost or faded gradually.

The data above shows that there are some violations of sympathy maxim. Because there are several boarders who maximize antipathy to the other boarders and minimize sympathy to the other boarders, using some words that sound impolite and rude when the other boarder needs sympathy from the other boarders.

4.11. Sympathy Maxim

The conversations belong to a sympathy maxim because in some conversations they use polite sentences and finely pitched in responding other boarders. They also show sympathy to one and another.

The conversation happens between a senior and a junior who do not really close to each other. The question “Dewi what’s

going on?" said by Sisil is meant to ask what happens with Dewi and to get a respond from Dewi.

The respond from Dewi is a polite sentence. Dewi gives this kind of respond because the question said by Sisil is a polite sentence and also Dewi respects Sisil as her senior. That is why she uses a polite sentence to answer Sisil's question.

The sentence said by Sisil to Dewi who has a problem is a polite sentence and she also gives advice to Dewi. The sentence "I'm sorry to hear that ....etc " is a sentence that can be classified as sympathy maxim. Sympathy maxim in Sisil's sentence can maximize a sympathetic to Dewi. The act or sentence by Sisil to Dewi minimizes disagreement between herself to Dewi and maximizes agreement between them. The sentence told by Sisil to Dewi has meaning of empathy. She also feels what Dewi feels at that time that is the sadness because Dewi's parent is sick. It makes them respect and empathy to each other.

Based on the conversation above, it can be concluded that some boarders who do the conversation above comply or use the politeness principle of sympathy maxim. Because the sentence which is used in the conversation is polite sentence. The conversation above is done to minimize antipathy towards what happened to the

other boarders and maximize sympathy to the other boarders. So that the conversation shows sympathy maxim in daily conversation which is conducted by boarder.

## **5. Conclusion**

### **5.1. Conclusion**

The writer has analyzed 25 data, which are taken from students in the dormitory of Unaki multiplication. The data show principle politeness and the violation of the principle politeness. From this analysis can be concluded that:

- 1) Twenty five data show the different kinds of sentence in the conversations between the boarders when they convey their purpose, such as asking help or something to other boarders.
- 2) All of data show that someone who is closer to others, he or she uses impolite sentence especially when he or she asks for help. They do not use a polite sentence. If they use impolite and harsh sentence, they do not get what they want. This case can be seen from the daily conversation between boarders.
- 3) Overall, the data can be proved that the status and social distance influence the way and attitude of a person in conveying a polite sentence. But, there are some conversations show politeness in using sentence when asking for help

or something. So, not all of the conversation in the dormitory are the violation of politeness principal.

#### 5.2. Suggestion

We have to speak politely in everytime, everywhere and to everyone we meet. According to the conclusion above, the writer will give some suggestions to the reader. The writer hopes, in delivering sentence, someone can use good and polite sentences. So, the sentence which is used will not cause discomfort and resentment.

We have to be able to set every single word from our mouth. When we need someone's help or ask something, we use a polite sentence to convey our purpose. It is really important because if we do not use a polite sentence in asking help for others, it can make them feel unrespected and insulted by our attitude. They might feel we insult or force them. Therefore, we have to use good and polite sentences in conveying our needs.

We have to learn to use polite sentence and respect to others although their status or distance away under us because people will feel respected and comfort as well as our attitude and words. It is a way in order to get help easier from people.

## 6. References

Bandura, Albert. 1977. *Social Learning Theory*. New Jersey: Prentice-Hall, Inc.

Baughman, Judith S. 1996. *American Decades 1920-1929*. United States of America: Gale Research Inc.

Bogdan, Robert and Steven J. Taylor. 1992. *Pengantar Metode Penelitian Kualitatif*. Surabaya: Usaha Nasional.

Bogdan, R. C., Biklen, S. K., 1992, *Qualitative Research for Education: an Introduction to Theory and Methods*. Boston: Allyn & Bacon.

Brown, Gillian and Yule, George. 1996. *Analisis Wacana (Terjemahan Sutikno)*. Jakarta: Gramedia.

Brown, P and S. Levinson. 1987. *Politeness*. Cambridge: Cambridge University Press.

Chomsky, N. 1957. *Syntactic Structure*. The Hague: Mouton.

Creswell, J. W. 1998. *Qualitative Inquiry and Research Design*. London: Sage Publications.

- Darwin, M. M. 2005. Negara dan Reorientasi Kebijakan Publik. Yogyakarta: Penerbit Media Wacana.
- Djajasudarma, Fatimah. 1993. Metode Linguistik Ancangan Metode Penelitian dan Kajian. Jakarta: Refika Aditama.
- Finocchiaro, Mary. 1974. English as a Second Language: from Theory to Practice, New York: Regents Publishing Company.
- Fisher, B. Aubrey. and Katherine L. Adam S. 1994. Interpersonal Communication : Pragmatics of Human Communication, Edisi Ke-2. New York: McGraw-Hill.
- Francis, W.N. 1983. Dialectology: An Introduction. London: Longman.
- Fraser, Dorothy Clure. 1969. Social Studies Curriculum Development: Prospect and Problem. Washington D.C: National Council For The Social Studies.
- Fraser, L. M. 1995. Understanding Financial Statements 4th, Prentice Hall, inc. New Jersey: Englewood Cliffs.
- Geoffrey, Leech. 1993. Prinsip-prinsip Pragmatik. Jakarta: Penerbit Universitas Indonesia (UI-Press).
- Geoffrey, Leech. 1983. Principles of Pragmatics. London: Longman. Group Ltd.
- Geoffrey, Leech. 1993. Prinsip-prinsip Pragmatik. Jakarta: Universitas Indonesia.
- Greene, H.A. & Petty, W.T. 1976. Developing Language Skills in The Elementary Schools. Boston: Allyn and bacon, Inc.
- Hildred, Geertz. 1981. Aneka Budaya dan Komunitas di Indonesia. Jakarta: Pulsar.
- Hildred, Geertz. 1985. Keluarga Jawa. Jakarta: PT Grafiti Pers.
- Ismari. 1995. Tentang Percakapan. Surabaya: Airlangga University Press.
- Jenny, Thomas. 1995. Meaning in interaction: an introduction to Pragmatics. England: Longman.
- Levinson, S.C. 1983. Pragmatics. London: Cambridge University Press.



*Politeness in the Daily Conversation of Unaki Boarders (Tri Fena Retty Yuliana Gultom, Didit Kurniadi)*

- Mahsun, M.S. 2007. Metode Penelitian Bahasa. Jakarta: Raja Grafindo Persada.
- Morgan, Hicky Morris, 1960. Vitruvius: The Ten Books On Architecture. New York: Dover Publication. Inc.
- Muhammad. 2011. Metode Penelitian Bahasa. Yogyakarta: Ar-Ruzz Media.
- Mulder, M., 1996. Basic principles of membrane technology, 2nd ed. Dordrecht: Kluwer Academic Publisher.
- Pei, Mario. and Gaynor, Frank. 1975. Dictionary of Linguistics. New Jersey: Littlefield, Adams & Co.
- Rustono. 1999. Pokok-Pokok Pragmatik. Semarang: CV. IKIP Semarang Press.
- Samovar, Larry A. and Richard E. Porter. 1991. Communication Between Culture. California: Wadsworth.
- Saussure, Ferdinand De. 1857. Course De Linguistique Genere. Swiss: Jenewa of University.
- Sudaryanto. 1993. Metode dan Aneka Teknik Analisis Bahasa ( Pengantar Penelitian Wahana Kebudayaan secara Linguistik). Yogyakarta: Duta Wacana University Press.
- Sudaryanto. 1993. Metode dan Aneka Teknik Analisis Bahasa ( Pengantar Penelitian Wahana Kebudayaan secara Linguistik). Yogyakarta: Duta Wacana University Press.
- Sugiyono. 2013. Metode Penelitian Kuantitatif Kualitatif dan R & D. Bandung: Alfabeta.
- Sumanto. 1995. Metodologi Penelitian Sosial Pendidikan: Aplikasi Metode Kuantitatif dan Statistika Dalam Penelitian. Yogyakarta: Andi Offset.
- Strauss, A dan Corbin, J. 2003. Dasar-dasar Penelitian Kualitatif. Yogyakarta: Pustaka Pelajar.
- Suseno, Frans Magnis. 1997. Etika Politik:Prinsip-Prinsip Moral Dasar, Jakarta: Gramedia.
- Suseno, Franz Magnis. 2001. Etika Jawa: Sebuah Analisa Falsafi Tentang Kebijakan Hidup Jawa. Jakarta: PT Gramedia Pustaka Utama.

Trochim, W. M. 2006. Convergent and Discriminant Validity. Surabaya: Airlangga University Press.

Wardhaugh. 1972. Reading: A Psycholinguistics Perspective. New York: Harcourt, Brace, and World.

Yule, George. 1996. Pragmatics. Oxford: Oxford University press.

Yule, George. 1996. Analisis Wacana ("edisi terjemahan oleh Soetikno dari Judul Asli Discourse Analysis"). Jakarta: Gramedia Pustaka Utama.