

# ANALYSIS OF POLITENESS STRATEGIES IN STUDENTS' WHATSAPP CHAT

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## Abstract

This study aims at analyzing types of politeness strategies used by the ten 8th semester students of English Department Faculty of Letters Universitas Pamulang and two PUP students in communicating with their lecturers regarding their study. The politeness strategies analyzed in this study include both positive and negative polite strategies. The data of this study were taken from WhatsApp. Through descriptive qualitative method, the data were collected from the fifth semester English Department students' WhatsApp messages by screen-shooting the conversations between students and their lecturer. To analyze the data, theory of politeness strategies proposed by Brown and Levinson was applied. The analysis revealed that the students used both negative and positive politeness strategies. Out of 26 data found, 11 of them were identified as positive politeness strategy while the rest (15 of them) most strategies applied were negative politeness strategies. The result of the study provides evidence of the reasons that the students used politeness strategies to maintain and build good relationship with their lecturers as their supervisor to negotiate time for supervision, to share progress of conducting their final projects and to consult problems related to their study.

**Keywords:** Pragmatics, politeness strategy, types, reasons

## Introduction

In case of social interaction, people need to be aware on others' faces in order to consider their feelings or maintain relationship with others. According to Yule (1996) face means the public self-image of a person. Furthermore, in daily conversation people should avoid an act that may threaten others' faces. According to Brown and Levinson (1987) acts that infringe on the hearers' need to maintain his/ her self-esteem, and be respected is called "Face-Threatening Acts or FTAs. In order to maintain and save person's face, people are supposed to use politeness strategies. Brown and Levinson (1987) suggest that there are four types of politeness strategies. They are bald on-record, negative politeness, positive politeness, and off-record strategy.

According to Brown and Levinson (1993:1) politeness strategies are developed in order to save the hearers face. There are two types of politeness strategies. The first is positive politeness and the second one is negative politeness. Positive face is a person's wish to be well thought of. Its manifestation may include the desire admired by others. Negative face is our wish not to be imposed on by others and to be allowed to go about our business unimpeded. The theory above means that when somebody has a conversation, he also has to pay attention to the hearer's feeling.

Politeness strategies are often used in real life situation in order to maintain each other's face. The purpose of using of politeness is to build good relation with other, being polite also can make more respecting each other. Commonly, in an effective communication, people use their politeness strategy in order to avoid misunderstanding and to maintain public-self image. For instance, students who need to get information from their lecturers are allowed to text the lecturers by sending messages via WhatsApp. However, they should be very careful in using the language and word choice not to offend or hurt their lecturer's feeling. Yule (1996:61-62) divides the public self image into two: negative face and positive face. Negative face of a person can be assumed as the need of a person to be independent and gain freedom. Meanwhile, positive face of a person is the need of a person to be accepted by the others.

Concerning the above issue, the researcher chooses to analyze politeness strategies in students' WhatsApp to their lecturers as they consult a problem, discuss or chat to get information regarding to their study. As the problems emerge during the process, the researcher tried to seek the answers for research questions: What types of politeness strategies are employed by the 8 eight semester English Department students Faculty of Letters Universitas Pamulang and 2 PUP students from the Philippines in consulting with their English lecturers through WhatsApp media and what are their reasons to choose a certain politeness strategy?

### **Literary Review**

This study deals with Pragmatics issue which is related to human's interaction. In interaction with others, people have to respect each other in order to make good interaction. To respect others, people have to consider politeness. Safitri (2016) comments that people as member of social group employ strategy in order to be polite and be accepted in a community. They need to obey rules which refer to what to say and what not to say while talking to others. Therefore, politeness becomes one of the units to be learned in pragmatics. According to Yule (1996:3) pragmatics is the study of contextual meaning. Next, Cummings in Cruse (2000:2) says that pragmatics deals with information aspects that are conveyed

through language which is not decoded conventionally that socially agreed in the linguistics form that is used, but it also appears naturally from and depends on the meaning. In addition, Horn and Ward (2006:16) defines pragmatic as the study of those context-dependent aspects of meaning which are systematically abstracted away from the construction of content or logical form.

Meanwhile, Mey (2001:6) defined pragmatics as the study of the use of language in human communication as determined by the conditions of society. Furthermore, Bublitz in Schauer (2009:6) defines pragmatics as the study of communication principles to which people adhere when they interact rationally and efficiently in social context speakers/writers follow these principles to imply additional meaning to a sentence, and hearer/readers follow these principles to infer the possible meaning of an utterance out of all available options in given context.

### ***The Concept of Politeness***

In communication, politeness is an important aspect in the life of creating better communication between speakers and opponents. In general politeness can be defined as linguistics attitude which can make an addressee feel at ease. Hence, the parameter of being politeness is the convenience in the part of the addressee. In relation with this matter, Brown and Levinson in their phenomenal book proposed the concept of face. Face is basic desire/needs that everyone wants to satisfy. Politeness is a system used by the speaker in order to keep up to the addressee's expectations. Politeness, in an interaction, can be defined as the means employed to show awareness of another person's face. In this sense, politeness can be accomplished in situations of social distance or closeness. There are some definitions of politeness based on linguists.

Brown and Levinson (1987:61) suggested that the reason why people choose to be polite is that people are concerned about maintaining two different types of face: (1) positive face is crucially including the desire to be appreciated, approved of, and respected by others (2) negative face is reflected in the desire not to be impeded, to have the freedom to act as one chooses. In addition, Mouton (2011:2) defines politeness is not a simple one but nevertheless hold that it is possible to isolate utterances which are considered to be polite or impolite by participants. Moreover, Lakoff in Eelen (2001:2) defines politeness as a system of interpersonal relation designed to facilitate interaction by minimizing the potential for conflict and confrontation inherent in all human interchange. Meanwhile, Watts (2003:10) stated that politeness is not something we are born with but rather it is learned in social contexts. In other words, Holmes (2001:4) explains that politeness is an expression of concern for the feelings of others.

Politeness strategies are strategies to build a harmony in term of better communication. Politeness strategies, proposed by Brown and Levinson (1987:61), is merely about “face.” They argued that face is the public self-image that every member wants to claim for themselves. In addition, Monreal (2009:176) defined that face is something that should be recognized and be respected in interaction. Meanwhile, Karbelani (2013:52) stated that politeness strategies are used to fix some rude utterances, to send speaker meaning, to make utterances acceptable by the hearers and etc.

Politeness strategies help people to minimize FTA (face threatening act). According to Brown and Levinson (1987:65), FTA (face threatening act) is an act that inherently damages the face of the addressee or the speaker by acting opposition to the wants and desires of the other. Face threatening act can threaten other’s face by look, an expression or some non-verbal communication. In daily communication, however, humans’ positive and negative face wants cannot be satisfied all the times. On one occasion, an addresser threatens his addressee’s face, but on another occasions, he has to threaten his own face. As such, both addresser’s and addressee’s faces are mutually vulnerable. Brown and Levinson suggests, acts which threaten humans’ face are called Face Threatening Acts (FTAs.). Face Threatening Acts (FTA's) are acts that infringe on the hearers' need to maintain his/her self-esteem stated Brown and Levinson.

In order to maintain and save person's face, people are supposed to use politeness strategies. Brown and Levinson (1987) suggest that there are four types of politeness strategies.

They are bald on-record, negative politeness, positive politeness, and off-record strategy. Further, Brown and Levinson (1978), state that politeness is basic to the production of social order and a precondition of human cooperation. Therefore, we must be careful to choose the strategies of politeness when we make an interaction because someone who talk with us can be misunderstanding. Politeness have two types and four strategies.

Two different types of politeness are used in interaction; “negative politeness” and “positive politeness”. Brown and Levinson defined the negative politeness as “an action addressed to the addressee’s negative face: his want to have his freedom of action unhindered and his attention unimpeded (1987:129). Whereas the positive politeness is defined as “redress directed to the addressee’s positive face, his perennial desire that his wants (or the actions/acquisitions/values resulting from them) should be thought of as desirable” (1987:101).

Politeness strategies include: bald-on record strategy, positive politeness strategy (showing respect), negative politeness strategy (showing solidarity), and off record strategy. Each one has the purpose which is appropriate

with the situation or with whom we will talk. According to Watts (2003:1), some might characterize a polite person as always being considerate towards other people; others might suggest that a polite person is self-effacing. Thus, if one is polite, many people feel comfortable and do not hesitate to make relation with him, although just talk for a moment. In addition, by being polite, people can keep or maintain their relationship and feeling with other people. Being polite can be indicated with the expression of face, control of one's speech, gesture, and many more.

## **Method**

The method used in this study is qualitative as it focuses on describing and analyzing one of the language phenomena in pragmatic field – that is politeness strategy. In addition, the data of this research are in the form of utterances taken from students' WhatsApp containing politeness strategies. Seliger (2015, p.116) claims that qualitative research is concerned with providing descriptions of phenomena that occur naturally without the intervention of an experiment or an artificially contrived treatment. Qualitative research is heuristic and inductive since decisions regarding research questions or data are made before the research begins. Further, Green and Wallat (1981) require that the research has a holistic perspective of the research area or question in order to gather as much information as possible and to avoid any manipulation or interference in the research context.

An ordering system of categories already exists at the beginning of the process and the researcher applies this system to the data. The system is derived either from a conceptual framework or from the specific research questions. The segments are selected and sorted according to the existing system. Then, in a second phase, the categories are investigated, for instance by cross-referencing, to see whether there are relationships that will assist in the understanding of the phenomenon under study (Tesch, 1987). This technique is applicable for this research since the data are categorized and analysed based on the conceptual framework and the research questions.

The subject of the study is students' communication with their lecturers concerning their study problems. The object of the study is the eighth semester students of English department Faculty of Letters, Universitas Pamulang and two PUP students when they are consulting their lecturers through WhatsApp media. The data of this study are gained by screen-shooting the students-lecturers' WhatsApp messages which are supposed to contain negative and positive politeness strategies.

The first instrument in obtaining the data is observation – that is observing the students-lecturers' conversations through WA chats. The second instrument

is documenting the chats which are supposed to contain positive and negative politeness strategies by screen-shooting the conversations between the students and their lecturers in discussing or consulting their problems concerning their study. To get sufficient data some English lecturers and students are involved to screen-shoot the conversations. In order to figure out the negative and positive politeness strategies used by the students, the utterances obtained from the WhatsApp messages are identified, selected, and categorized. This study tries to seek for the patterns of the students' conversations with their lecturers in terms of using politeness strategies.

The technique of analyzing the data refers to Seliger (2015, p.116) who claims that qualitative research is concerned with providing descriptions of phenomena that occur naturally without the intervention of an experiment or an artificially contrived treatment. Qualitative research is heuristic and inductive since decisions regarding research questions or data are made before the research begins. In applying this technique, the data of politeness strategies are obtained by screen-shooting the students' WhatsApp messages. Then, the data are categorized based on the theory from Brown and Levinson (1987) who suggest that there are four types of politeness strategies. They are bald on-record, negative politeness, positive politeness, and off- record strategy.

### **Finding and Discussion**

This study focuses on observing, identifying and analyzing students' utterances in discussing their problems regarding their study through WhatsApp messages. The aim of gathering those students' utterances is to find out whether the students use politeness strategies in communicating with their lecturers. Since there are two types of politeness strategy they are positive politeness and negative politeness strategy, this study then tries to reveal which type of the two students mostly used and what factors are likely to influence the students to choose the type of politeness strategies. There are 8 students from the fifth to eight semester in English Department Faculty of Letters Universitas Pamulang most of whom are doing thesis plus 2 (two) students from PUP whose WA chats were screen-shot as the data to be analyzed. The communication transaction occurred between the students and their lecturers which are the writers (Tutut S. and Ratmo) were observed, collected and analyzed. The following table shows the chats between the students and their lecturers through their WhatsApp messages.

Based on the data findings, there are 26 data of politeness strategies used by the students in communicating their problems with their lecturers through WA messages. The data which are the screen-shoots of the students' WhatsApp messages were observed, analyzed, and classified based on their types of


politeness strategies the students used by referring to Brown and Levinson's theory of politeness strategies. Brown and Levinson (1978/1987) distinguish between positive and negative politeness. Both types of politeness involve maintaining--or redressing threats to--positive and negative face, where positive face is defined as the addressee's 'perennial desire that his wants . . . should be thought of as desirable' (p. 101), and negative face as the addressee's 'want to have his freedom of action unhindered and his attention unimpeded' (p. 129)." From the 26 data found, 11 of them are identified as positive politeness strategy used by the students. The rest of the whole data which are 15 data are classified as negative politeness strategy

### ***Analysis of Positive Politeness Strategies***

Positive politeness strategies seek to minimize the threat to the hearer's positive face. There are 11 data of positive politeness strategy used by the students in communicating with their lecturers. The chats presented positive politeness strategies used as can be observed in data numbers 4, 5, 6, 8, 11, 15, 18, 19, 21, 24, and 25

Datum 4 (Sri Mulyanti –Tutut S.)

Strategy used: Notice, attend to H (her interests, desire, wants)

"Good Afternoon, how are you Mam? Sorry for disturbing your time Mam  
 I'm Sri Mulyanti, I did my final assessment and Alhamdulillah I passed it Mam, thank you"

In the dialogue the speaker shows the shared desire of accomplishing her final assessment by saying "I did my final assessment and Alhamdulillah I passed it". As the theory says that positive face is defined as the addressee's 'perennial desire that his wants . . . should be thought of as desirable' The speaker (S) shows respect to the interlocutor (T) by greeting and apologizing for disturbing and expresses her joy and (implied) feeling of gratitude to have been guided (by the interlocutor) and has passed the final assessment.. The reasons that may cause her to use a positive politeness strategy is she wants to express gratitude to have accomplished her thesis and passed the final assessment successfully. She wants to thanks the interlocutor (T) who was her supervisor for her kindness and patience to have helped her finish her final project.

Datum 5 (Sri Mulyanti –Tutut S.)

Strategy used: Requesting (her convenience, wants,) thanking and complimenting

I would like to ask you Mam, how I must send my thesis revision Mam?  
Thank you for your attention Mam and have a great weekend 🙏🙏🙏

The speaker used positive politeness strategy by politely asking question on how her thesis revision should be sent. She offered a convenience way and let the interlocutor (T) decides. The revision is important for both the speaker and the hearer. The speaker wants that her thesis revision be checked while the interlocutor needs to know the speaker's progress in accomplishing her final project. She supports her request by thanking and complimenting "Thank you for your attention Mam and have a great weekend ". The reason that made the speaker (S) use the positive politeness strategy is to show her concern in finishing her final project and to build good relationship with her supervisor.

Datum 6 (Ismi Salsabilla-Tutut S)

Strategy: Greeting (being friendly), apologizing, thanking  
Assalamualaikum Wr.Wb Mam Tutut, selamat malam, maaf mengganggu waktunya 🙏🙏  
Berikut saya lampirkan file skripsi saya yang sudah saya perbaiki, terima kasih banyak sebelumnya Mam..🙏🙏

This time the speaker used positive politeness strategy by first greeting her supervisor, one way of building close relationship with her supervisor is being friendly. Next she apologized for having disturb the interlocutor' time. She showed her being serious that she has revised her thesis informing that she has attached her file possibly by email. Then she thanked her supervisor. Her intention to complete her final project is desirable for both the speaker and the hearer. The reason for using the positive politeness strategy is for her supervisor to check her revised thesis and to inform her progress in conducting her study.

Datum 8 ( Ludwig E – Tutut S.)

Strategy: Praising, expressing satisfaction to build relationship  
[11:01 AM, 6/9/2022] Ludwig E: They make me happy too. I am learning a lot from them. I even learned the word "takut" from them today, which means "scared." This is similar to our Tagalog "takot."

The speaker (L) expressed his satisfaction to have joined the Bahasa Indonesia Class at Universitas Pamulang via Zoom Meeting by saying "They make me happy too. I am learning a lot from them "He shared her happiness to the interlocutor (T) to build good relationship. This can be understood as the interlocutor is his supervisor who will give him assessment. The reason that the



speaker used positive politeness strategy is to be friendly and show close relationship with his supervisor.

Datum 11 (Astriani – Ratmo)

Strategy: Asking permission, negotiating, giving reason

Saya boleh minta izin sekitar jam 11 an ga pak bimbingannya, soalnya masih ada yg mau di edit tulisannya jadi berantakan Pak

The speaker (A), although she said informally, she showed her concern to her writing which needed revision. She wanted to show her better writing by first editing her writing before showing to her advisor. For this reason, she asked permission or negotiated time to put off meeting her advisor until around 11. Good writing result is a shared desire between the speaker and her advisor. The reason for using the positive politeness strategy is that she wanted to show or give the best writing to her adviser, but tried not to disappoint her advisor by keeping him waiting.

Datum 15 (Vegi Elisandi-Ratmo)

Strategy: Introducing, Informing

Assalamu'alaikum. Selamat Siang Mr. Ratmo. Perkenalkan saya Vegi Elisandi, hanya ingin konfirmasi, saya adalah mahasiswi yg akan diuji dalam seminar proposal oleh bapak dan bapak adalah dosen penguji saya, yg akan dilaksanakn pada hari senin esok. Terima kasih sir 🙏

The datum implies that the speaker is trying to build relationship with the interlocutor who will become her supervisor. She informed her interlocutor (R) that he will be her examiner on the proposal seminar. She used positive politeness strategy by first greeting the interlocutor and introducing herself. The reason for using positive politeness strategy is that the speaker is trying to build initial relationship with her examiner who will be her supervisor.

Datum 18 (Ardissa Cahya –Ratmo)

Strategy: Greeting, Asking, Thanking

Assalamualaikum, Pak selamat siang. Saya Ardissa Cahya dari kelas 08SIGP004 dengan NIM 181010600818 ingin bertanya perihal bimbingan kira kira bapak available di hari dan waktu apa saja ya Pak? Terima kasih sebelumnya.

From the speaker's utterances it can be implied that she tried to build good relationship with her advisor by greeting warmly 'Assalamualaikum, Pak selamat siang'. She also introduced and specified herself who she was and which class she was from. Then she asked her advisor's availability for supervision. She asked about time and day which are convenient for her advisor. The convenient time for supervision was the shared desire for both the student and the advisor. The reason for using positive politeness strategy is that the speaker is trying to build initial relationship with her advisor and to have convenient time for supervision..

Datum 19 (Ardissa- Ratmo)

Strategy: Asking, confirming

Assalamualaikum, Pak Ratmo. Bagaimana skripsi saya? Apa ada yang harus diperbaiki atau ditambahkan? Terima kasih sebelumnya.

The speaker (A) used positive politeness strategy in confirming her project to the interlocutor who is her supervisor. The accomplishment of her final project (Thesis) is desirable for both the speaker and the supervisor. The reason that the speaker used positive politeness strategy is that she needs advice from her advisor whether there are some revisions or addition to her thesis.

Datum 21(Milla Robiah – Ratmo)

Strategy: Asking for

Siang pak, boleh minta link dokumen yang sudah di komen? Karena saya belum dapat dokumennya pak 🙏

The speaker asked for document which had been commented so that she could do revision or editing. Revising or doing better writing document was a shared desire between the student and the advisor. The speaker had to do some revision after her document (thesis) was commented. The reason for using positive politeness strategy is in order that the speaker can revise her thesis as soon as possible after having been checked by the advisor.

Datum 24 (Faye Cathleen Asidre-Ratmo)

Strategy: Asking for assignment, offering assistance

Let me know Pak, If you have any assignments for me to perform this week.

One of the tasks of internship student is to help her advisor to prepare learning materials and activities, Performing assignments is recommended activities for her to meet her complete hours. Success in practice of learning and teaching is desirable for both internship student and the advisor.

Datum 25 (Faye Cathleen Asidre-Ratmo)

Strategy: reminding

Pak Septian also advised us to remind our supervisors to fill out this excel form for our number of work hours.

The interlocutor (F) tried to build good relationship and cooperation by reminding her supervisor to fill out the excel form for her number of work hours. Success in the internship program was desirable for both the internship student and her supervisor. The reason for using positive politeness strategy was then to remind the supervisor to fill out the excel form of number of work hours.

### ***Analysis of Negative Politeness Strategies***

Negative politeness strategies are oriented towards the hearer's negative face and emphasize avoidance of imposition on the hearer. Brown and Levinson define negative face as the addressee's 'want to have his freedom of action unhindered and his attention unimpeded' (p. 129)." In the chats between eight semester students of English Department Universitas Pamulang who are conducting thesis writing and two PUP students from the Philippines in consulting their problems with their supervisors, 15 negative politeness strategies were found. The chats that presented negative politeness strategies used as can be observed in data numbers 1, 2, 3, 7, 9, 10, 11, 12, 13, 14, 16, 17, 20, 22, 23, and 26 they are:

Datum 1 (Ismi Salsabilla-Tutut S)

Strategy: Negotiating, giving /making reason

Mam tutut, mungkin saya jam 11an - 12an datang ke kampus nya mam.  
Karna saya antar ade dulu perpisahan sekolah.

The chat is categorized into negative politeness strategy as the speaker tried to save her face by negotiating time and giving reason for not able to come at the agreed time. As the theory views negative face as the addressee's 'want to have his freedom of action unhindered and his attention unimpeded'. Here the speaker tried to have her freedom from H of being flexible or having flexible hour to come and meet her supervisor. She put taking her sister as more important or above her meeting the supervisor. The reason for using negative politeness strategy is that her desire to take her sister to her school farewell unimpeded. She wants to be able to take her sister to school before meeting her supervisor.

Datum 2 (Ismi Salsabilla-Tutut S)

Strategy: Apologizing, making reason, offering

Mam tutut, maaf saya ternyata tidak bisa hari ini. Karna ada kendala tadi pagi. Kalau besok mam ada di kampus yaa mam?

The chat implies that the speaker wants to have freedom or her wants or intention unimpeded by negotiating time and making reason for not able to come and meet her supervisor at the agreed time. Although the speaker has been polite to H by first apologizing and offering another day to meet, the strategy belongs to negative politeness. Despite her inability to come, she still needs to meet her supervisor to discuss her study on another day. The reason for using the negative politeness strategy is clear – for her not to come today and to meet her supervisor another day. She tried not to lose her face and not to disappoint her supervisor by offering another day (tomorrow).

Datum 3: (Sri Mulyati – Tutut S)

Strategy: Refusing, avoiding, giving reason, apologizing, promising

[5:27 PM, 2/24/2022] سر ملينت -Sri. Mulyati. Bimb: Belum Mam, saya masih bekerja Mam, InshaAllah secepatnya Mam 🙏🙏🙏

[5:28 PM, 2/24/2022] سر ملينت -Sri. Mulyati. Bimb: Mohon maaf sebelumnya Mam, saya belum sempat membetulkan 🙏🙏🙏

The speaker's utterance is categorized as using negative politeness strategy. The chat implies that the speaker refused or avoid meeting either her supervisor or informing her progress in conducting a study or a project. She gave reasons saying she was still at work. She promised to show her progress as soon as possible by saying "InshaAllah secepatnya Mam". In her second minute she apologized confirming that she had not had time to correct her writing. All of her effort indicates that she tried to hide her face but tried not to offense her supervisor by promising and apologizing. The reason that she used negative politeness is because she had not been able to accomplish her task at the given time either (she said) she was busy at work or she had done another business.

Datum 7 (Ludwig E (PUP) - Tutut S.)

Strategy: Thanking, Convincing, praying

Thank you so much, Dr! I will be making sure that I discuss more. Do not worry about me as you have too much to do right now. I hope you get rest soon! :)

In the chat, the speaker's utterance indicates negative politeness strategy. First, the speaker thanked his supervisor for having been given some advice

regarding his assignment as associate teacher. Then he convinced his supervisor that he will discuss more or write more in his book report. His convincing his supervisor not to worry about him is one way of saving his face for his inability to conduct as required or expected. He complimented his supervisor by saying “I hope you get rest soon!” The reason for using negative politeness strategy is that the speaker tried to save his face for his inability to fulfill the expected result and tried to understand the hearer’s feeling that his supervisor might have been dissatisfied.

Datum 9 (Ludwig E –Tutut S)

Strategy: Acknowledging mistakes (without apologizing), promising  
Good morning Dr. Tutut! I would like to inform you that I will reevaluate my rendered hours since I didn't include the whole time where I spoke to the class and the individual instructions I had to the individual instructions I had to the students. Also, I didn't include to separate the time in creating between every activities and online meeting. This was my mistake. I will send to you again my latest DTR before I proceed into creating my activity this week. Thank you!

The chat implies that the speaker wants all his rendered hours are admitted by his supervisor. He explained his time when he had activities with the students that he forgot to include. Carelessly, he did not apologize for the mistakes although then he promised to reevaluate and resend his latest DTR. By admitting his mistakes, the speaker tried to save his face and expected that his whole time during his teaching practice be admitted. It is obvious that his reason for using negative politeness is that he wants his intention to have all his time included in DTR. The speaker wants his intention unimpeded and hopes his supervisor understand and trust him.

Datum 10 (Astriani – Ratmo )

Strategy: Apologizing, giving reason  
Maaf Pak, untuk hari ini saya belum bisa bimbingan karena masih ngurus persyaratan untuk sidang🙏

From the utterance, it is clear that the speaker clarified her inability to meet her advisor for another reason that is to take care of requirements for her thesis examination. By apologizing, she tried to save her face for not able to attend the supervision. She put the requirements for her thesis examination as more important than attending the supervision. This indicated that she wanted her

desire to complete the requirements for her thesis examination was not hindered or impeded.

Datum 12 (Arifah – Ratmo)

Strategy: apologizing

siap bisa bapak. tp maaf kalo progress nya masih sedikit ya pak 🙏

The speaker (A) showed her readiness to discuss her thesis writing with her advisor although she had not made much progress. By apologizing, she tried to save her face for her inability to accomplish her thesis writing as targeted. Her inability to meet the targeted project was caused either by her business at work or her laziness. However, she showed her being serious by saying 'siap bisa bapak' (I am Ready, I can meet you, sir) The reason for using negative politeness strategy is that she wanted that her thesis writing be checked by her advisor but she was shy because of her little progress. To save her face, she used apologizing strategy. Negative politeness strategy is used when the speaker wants her desire unhindered or unimpeded.

Datum 13 (Arifah – Ratmo)

Strategy: Apologizing, asking

Assalamualaikum pak, maaf kira2 bapak ada di kampus sampai jam berapa nggih pak?

By asking what time her advisor will be at campus, the speaker wanted to be flexible or be free to meet her advisor. It might be either she wanted to meet her advisor later or she had another business or program to do. Although she politely apologized, her asking for time indicated that she tried to negotiate time to save her face for not able to come at exact time. Further, she tried to avoid or she wanted her intention to do her business or work unhindered or unimpeded. As the theory says negative politeness strategies are oriented towards the hearer's negative face and emphasize avoidance if imposition on the hearer. Brown and Lavinson define negative face as the addressee's 'want to have his freedom of action unhindered and his attention unimpeded'

Datum 14 (Vegi Elisandi –Ratmo)

Strategy: Greeting, asking, negotiating

Malam juga sir, tapi saya belum bayar 1.3 jt itu sir, dan mau nanya sir, apa boleh dicicil dulu untuk bayar bimbingan? 🙏

The speaker said that she had not paid the supervision fee and asked whether she can paid by installment to start supervision. Her statement implied she tried to save her face for not having paid for supervision by asking and

negotiating whether the supervision fee can be installed. The speaker wanted that if her negotiation was approved she would be able to start supervision. Lavinson define negative face as the addressee's 'want to have his freedom of action unhindered and his attention unimpeded. The reason for using negative politeness strategy is that she wants to start supervision (if approved) without having completed the supervision fee.

Datum 16 (Nandita – Ratmo)

Strategy: Asking, negotiating, giving reason

Assalamualaikum pak Ratmo kalo saya ganti hari bimbingan di hari senin apakah boleh? Soalnya hari ini ternyata ibu saya abis masak kecapean jadi harus saya yg jaga jualan buat hari ini

The speaker statements showed that she tried to negotiate the day for supervision. She wanted to have supervision on Monday instead of the given day (Saturday). The type of politeness strategy used is negative face as the addressee's 'want to have his freedom of action unhindered and his attention unimpeded. The reason for using negative politeness is in order for her to help her mother sell food. She tried to give more reason saying that her mother was too tired so that she had to replace her mother.

Datum 17 (Nandita – Ratmo )

Strategy : Negotiating, Giving reason

Pak saya ketemu bapak jam 9.45an ya pak 🙏 saya disuruh masak dulu buat jualan tadi

By negotiating, the speaker tried to avoid meeting her advisor to do something else. She saved her face by giving reason that she was determined to cook for selling that day. So the type of politeness strategy is negative face as the speaker's want is to have his freedom of action (she determined the time for supervision at 9.45) unhindered and his attention unimpeded.

Datum 20 (Milla Robiah \_ Ratmo)

Strategy: Apologizing, Giving reason

Assalamu'alaikum pak, mohon maaf saya ingin izin untuk hari ini tidak bisa datang untuk bimbingan dikarenakan sakit pak 🙏

The utterance stated that the speaker asked for permission for not being able to come for supervision because she was ill. This statement implied negative face as she wanted freedom not to have supervision, but to take a rest because of

her illness. Whatever the reason as long as the intention of it is to save face and to have her freedom to do an action is unhindered or unimpeded, the strategy is negative politeness.

Datum 22 (Faye Cathleen Asidre-Ratmo)

Strategy: Asking, showing the fact, offering help

12.08, 20/6/2022] Faye Cathleen Asidre: Hello Pak. May I just ask my completed hours?

[12.10, 20/6/2022] Faye Cathleen Asidre: Most of my classmates have completed their 150 hours already. If there's something more that I can assist you with, just let me know pak 😊

The speaker (F) asked for her completed hours. Completed hours is one of the requirements to get good score. The task of internship student was to help her supervisor with teaching preparation, to involve in class activities, to help prepare learning materials and to help students under supervision. The internship student was given target of rendered hours with minimum 150 hours. The interlocutor (F) asked and showed the fact that most of her classmates had completed their 150 hours. In order to reach her targeted hours, the interlocutor asked if there was something she could do or help. By offering help, she wanted her minimum hours completed. The reason for using negative politeness is to ask for tasks she had to do to complete her rendered hours.

Datum 23 (Faye Cathleen Asidre-Ratmo)

Strategy: Showing evidence, Asking

[12.27, 20/6/2022] Faye Cathleen Asidre: Also Pak, we've been instructed to send this evaluation to our supervisors. Kindly respond only to those that apply.

The point of the speaker's utterance was asking her supervisor to fill in the evaluation report. To do this, she showed the evidence, saying "we've been instructed to send this evaluation to our supervisors". Further, she begged her supervisor to kindly respond to the evaluation report, saying, "Kindly respond only to those that apply". The reason for using negative politeness is in order that the speaker's supervisor fill and complete the evaluation report.

Datum 26 (Faye Cathleen Asidre-Ratmo)

Strategy: Showing report, asking

Good morning pak. Here is my report book #2. I am humbly asking again for your signature for my book reports 😊



The speaker, who was an internship student, sent her report book #2. Then she was humbly asking for the supervisor's signature. The use of greeting (Good morning pak.) and humbly asking for signature (I am humbly asking again for your signature for my book reports ☺) implied her intention to have her report book #2 signed. The strategy that allows the interlocutor have her book report #2 signed, in other word, her intention was not hindered or impeded was negative politeness strategy. The reason for using negative politeness strategy was to have her supervisor sign her book reports.

## Conclusion

Politeness is the way in which the speaker appreciates and maintains the situation of the hearer in the interaction. In maintaining the situation it is important that the speaker understand the hearer's feeling, saving the hearer's face, and avoid offending the hearer. To do so the speaker may use politeness strategies that can be either positive politeness strategies in which the speaker seeks to minimize the threat to the hearer's positive face or he or she may use negative politeness strategies in which are oriented towards the hearer's negative face and emphasize avoidance if imposition on the hearer.

The analysis of this study shows that the students applied both positive politeness strategies and negative politeness strategies in communicating with their supervisors. From 26 data found, 11 of them are identified as positive politeness strategy, and 15 data are categorized as negative politeness strategies. This means the students use more negative politeness strategies than positive politeness strategies. Most of the reasons for using positive politeness strategies is to show their concern in finishing their final project and to build good relationship with their supervisor. The accomplishment of their project is desirable and can be satisfaction for both the speaker (students) and the hearer (supervisor). Meanwhile the reasons for applying negative politeness strategies vary from negotiating time for meeting their supervisor, changing or rescheduling the meeting, apologizing for their inability to fulfill the assignment as expected to avoiding or refusing to meet because of their business. Hence, both strategies were used to maintain their good relationship with their supervisor.

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