POLITENESS STRATEGIES USED BY MAIN CHARACTER IN NEGOTIATION WITH HIJACKER IN *THE TAKING OF PELHAM 123* MOVIE

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Abstrak

Orang cenderung menggunakan bahasa yang sopan atau ucapan yang baik dalam komunikasi sehari-hari dengan orang lain untuk membuat komunikasi berjalan selaras. Setiap kata atau ucapan yang disampaikan oleh seseorang dapat mewakili pemikiran, perasaan, dan keinginan pembicara. Kesopanan dapat didefinisikan sebagai tindakan atau cara seseorang untuk menunjukkan perhatian mereka dengan menggunakan cara yang tepat atau menghargai dalam memperlakukan seseorang. Penelitian ini ditulis untuk menganalisis gaya komunikasi melalui strategi kesopanan yang digunakan oleh karakter utama, Walter Garber dalam negosiasi dengan para pembajak. Penelitian ini ingin mengungkapkan strategi kesopanan mana yang digunakan oleh tokoh utama dalam negosiasi dengan para pembajak di film The Taking of Pelham 123 dan alasan yang menyebabkan karakter utama untuk memilih strategi. Dalam penelitian ini, pendekatan kualitatif deskriptif dari teori Brown dan Levinson (1987) tentang strategi kesopanan dan teori Janet Holmes (2001) tentang faktor mempengaruhi pemilihan strategi kesopanan yang digunakan. Temuan mengungkapkan strategi kesopanan dimulai dengan botak pada catatan, kesopanan positif, dan kesopanan negatif. Tokoh utama dalam film ini hanya menggunakan tiga strategi kesopanan (*bald on record, positive politeness, negative politeness*). Strategi off record tidak dipilih karena setelah menganalisa semua data, tidak ada data yang cocok dengan strategi ini. Alasan menggunakan strategi ini berbeda dalam setiap data berdasarkan konteks yang terjadi dalam data.

Keywords: *Politeness strategies, Social context, The Taking of Pelham 123 movie*

Abstract

People tend to use polite language or good utterances in daily communication with other people to make the communication runs in harmony. Every word or utterance which is delivered by someone can be the representative of speaker's thought, feeling, and willing. Politeness can be defined as an action or manner of someone to show their regard by using an appropriate or valuable way in treating someone. This study is written to analyze the communication styles through politeness strategies used by the main character, Walter Garber in negotiation with hijackers. This study wants to reveal which politeness strategy is used by the main character in negotiation with hijackers in *The Taking of Pelham 123's* movie and the reasons that lead the main character to choose the strategy. In this study, descriptive qualitative approach of the theory of Brown and Levinson (1987) about politeness strategies and theory of Janet Holmes (2001) about the factor influences the choice of politeness strategy are used. The findings reveals the strategy of politeness begin with bald on record, positive politeness, and negative politeness. The main character in this movie using only three politeness strategies (bald on record, positive politeness,

negative politeness). The off record strategy was not chosen because after analyses all of the data, there is no data matched with this strategy. The reason of using this strategy is different in each of the data based on the context that happened in the data.

INTRODUCTION

Politeness is one of the branch in pragmatic study which focusing on the use of language in order to control a conversation between speaker and hearer. Besides, it can avoid misunderstanding among participants of speech. People commonly prefer to use polite language or good utterances in daily communication with others to make the communication itself runs in harmony. Every word or utterance which is delivered by someone can be the representative of speaker's thought, feeling, and willing. Politeness can be defined as an action or manner of someone to show their regard by using an appropriate or valuable way in treating someone.

Politeness strategies has the strength to mitigate misunderstanding that happen in communication. In a communication, understanding what we hear and applying a good language when we speak become the major priority for achieving a good communication towards interaction among human. In human's interaction, especially in a conversation, people struggle to comprehend the intended meaning of the words spoken by the speech partner while affiliate it with the context of a particular situation. Thus, it possibly reduces the chance of misunderstanding in conversation among the speaker involved. Nevertheless, learning the context situation and intended meaning merely not the single way to reduce the chance of misunderstanding in communication. By showing politeness and good manner towards partner of speech are the other way to avoid misunderstanding happens in communication.

Being polite is the best choice for speaker in order to smoothen in delivering message or utterances towards hearer. By using this choice, the aim of the speaker can easily accepted to partner of speech. Yet, being polite is not only focusing on the language choice whether applying an appropriate language or inappropriate one. The other factors of someone using politeness are relationships, education, age, social status or some other factors among partner of speech. The kind of language use among friends for instance, is likely to be less formal and more relaxed in equal age rather than friends in different age. The example before means everyone who has those equal factors mostly use common language than someone who has not those equal factors, even if they are in the same group or society but it is still considered to have in a polite path.

The aim of being polite is having a good communication between speaker and addressee in whatever and whenever the communication happened. The using of politeness that is applied in human's interaction not only in a real life but also in human's creation that still related to human's conversations as well. For example is conversations which happen in a movie. In every movie, there must be a conversation among the characters, and the conversations which appear in a movie could be learned from strategies of perspective or viewpoint.

There are so many movies which are adapted and applied politeness strategies in dialog or conversations among

characters. One of those movies is "The Taking of Pelham 123". This movie released in June 12, 2009 and directed by Tony Scott. The main characters of this movie are played by Denzel Washington (Walter Garber) as a train dispatcher and John Travolta (Ryder) as the hijacker. This movie story is about hijacking a subway by heavily armed man who wants to get much money by taking the passenger as their hostages. To accomplish their wish, they call the rail control center and told their demand. Unfortunately, the man whom they talk to is Walter Garber. He is an expert as a train dispatcher and he is the man who is in charge to negotiate with. From the negotiations between hijacker and train officer, the politeness strategies are commonly employed for the sake of controlling and minimizing scary action by the hijackers.

This study was written to dismantle the communication styles through politeness strategies which are practiced by the main character, Walter Garber in negotiation with hijackers. As the subject of pragmatic, politeness is one of the concerned aspect which is turn into the object of the concentration of the author. As the selected subject of the study, the author wants to know which politeness strategies which are practiced by the main character in negotiation with hijackers in *The Taking of Pelham 123's* movie and the reasons that lead the main character to choose the strategy.

LITERATURE REVIEW

Politeness Strategies

Politeness is an action that shows a good behaviour by expressing regard or good manner when interact with other people. Politeness strategies can be used with or without differences among participant of speech. It means that politeness strategies is not specifically designed for people who have different age, class, status and even people who are already set in some conditions and situations. It can be applied by everyone for softening utterances in order to keep hurting other's feeling away. Avoiding hurting others' feeling is the main purpose

in communication, besides conveying the message to the partner of speech. Wardaugh (2006, p.282) states that, "Politeness is a central principle in language use, we must concern to others' feeling". For example:

- Shut up
- I'm sorry, I don't mean to interrupt, but I am not able to hear the speaker in front of the room

Those examples above mean that the speaker wants to ask the hearer to be quite. In the first example, the speaker does not use politeness strategies. It might damage the hearer's positive face and hurt the hearer's feeling, because s/he does not show a good behaviour by expressing good utterances. From the second example above, the speaker uses politeness strategy by expressing regard or good utterances, so it can save the hearer's positive face. It also can avoid hurting the hearer's feeling. The purpose of using politeness strategy is to maintain the communication between the speaker and the hearer runs in harmony.

Determining of language choice by someone can make whether communication goes well as what it's planned or doesn't run smoothly which can eventually damage the relationship. Brown and Levinson (1987) proposed four types of politeness strategies to minimize the possibility of face damage. They are Bald- On Record, Positive Politeness Strategy, Negative Politeness Strategy, and Off-Record. These are the example according to Brown and Lavinson of Politeness strategies theory that the goal is the speaker wants to borrow a pen:

- Bald- On Record Strategy, e.g. "Give me a pen!"
- Positive Politeness Strategy, e.g. "I'm sure you wouldn't mind lending a pen to me, right?"
- Negative Politeness Strategy, e.g. Excuse me, I don't want to trouble you, but could you lend me a pen?
- Off- Record Strategy, e.g. "Oh Dammit, I forgot all my pens at home!"

1. Bald on Record

According to Brown and Levinson (1987), Bald- on Record Strategy is "a direct way of saying things", for example: Give me a pen! It does not lead hearers to misunderstanding and misinterpretation. The utterances are spoken in a direct, clear, unambiguous, and concise way. In this occasion, speaker tells explicitly what s/he wants towards hearer. This strategy is commonly applied when both speakers and hearers have known each other well.

On the other side, such in a situation when the speakers have significantly more power than the hearers, thus, a Bald-On Record strategy is also applied. For t example, "Watch out!". It simply implies no threat minimizing because it shows urgency. When urgency is necessary, hence, Bald-On Record strategy is mostly applied.

There are different kinds of Bald on record usage in different circumstances because speaker may have different motives for his want to do the FTA with maximum efficiency. This fall into two cases: non-minimization of the face threat and FTA-oriented bald on record usage.

a) Non-minimization of the face threat

According to Brown and Levinson (1987:95), "there is no face redress necessary in no-minimization of the face threat". It means that the speaker and hearer use direct command without face redress which is commonly used in cases of great urgency. For example:

"excuse me"
"help"
"watch out"

b) FTA-oriented Bald on Record usage

Brown and Levinson (1987:99) states, "cases of FTA oriented bald on record usage happens when speaker is aware of the hearer negative face". It means that the speaker wants to save hearer's face. This kind of act is usually used by the speaker when s/he wants to do FTA implicitly. Then, it is usually used in:

- Welcoming e.g. "come in"
- Farewell e.g. "come again"
- Offer e.g. "have a sit"

2. Positive politeness

Brown and Levinson (1987:70) state "positive politeness is oriented toward the positive face of hearer by indicating that in some respects, speaker wants similar to his addressee". It means that speaker uses this strategy to satisfy the hearer's positive face by approving or including him as a friend or as a member in a group. It shows that the speaker recognizes that the hearer has desire to be respected. It also confirms that people who use this strategy have known each other very well and has close relationship, in a group of friends for instance.

Furthermore, Brown and Levinson (1987) define Positive Politeness as "The strategy which is oriented by a speaker towards the positive face or the positive self-image of hearers that the speaker claims for himself. It is expressed by satisfying the hearer's positive face. Another example for positive politeness strategy is using compliment. Holgraves (2002) states that compliment simply fulfill the other person's wants directly. Compliment, as a result, satisfies the hearers' face wants and engage solidarity between them. Naturally, as a human being, people are liked when appreciated by other, such as have some compliment or approbation from others. According to Brown and Levinson (1987), there are fifteen sub-strategies of positive politeness, but in this study only five sub-strategies used:

A. Identity Marker in Group

Brown and Levinson (1987:107) state, "By using any of the innumerable ways to convey in group membership, speaker can implicitly claim the common ground with hearer that is carried by that definition of that group". These include in-group usages of address form, language or dialect, slang or jargon, and ellipsis. It is used to convey in-group membership between speaker and hearer. For instance:

"*My dear*" (Address form)

"*I want to buy big Lambo*" (Jargon or Slang)

B. Offering, promise

According to Brown and Levinson (1987:125), "in order to redress the potential threat of some Face Threatening Acts (FTAs) speaker may choose to stress his cooperation with hearer in another way". Here, offer and promise are two things which represent that speaker tries to cooperate with hearer and show his good intention towards hearer. By doing this strategy, speaker wants to obtain the hearer's want. It is a good way to satisfying hearer's positive face. For instance:

I'll pick you up for your graduation on Saturday

C. Seek agreement

According to Brown and Levinson (1987:112), seek agreement means that the hearer tries to seek ways in which it is possible to agree with the speaker. There are two ways of seek agreement, they are: safe topics and repetition.

• Safe Topics

Safe topics allow the speaker to stress his/ her agreement with the hearer that the hearer's opinion is right. The more speaker knows about hearer, the more he can make a safe topic. The purpose of "safe topics" is to satisfy hearer's desire to be right, or to be confirmed. For example: if your neighbor have a very noisy dog and it likes to defecate in any place, you must still able to say sincerely "*You have a very cute dog!*". Hence your neighbor's positive face is safe because we do not tell him/her about his/her annoying dog.

• Repetition

Agreement may also be stressed by repeating a part of what the speaker has said in a conversation. It is used to stress emotional agreement with the utterance or to stress interest and surprise. For example:

A : *John went to London this weekend*

B : *To London! (Brown and Levinson, 1987:113)*

D. Avoid disagreement

This strategy is used to avoid a disagreement in a communicaton by pretending to agree with the hearer which is known as signal to close the disagreement point in a direct way. For instance:

Lala   : *What is she small, small?*

John   : *Yes, yes. She"s small; smallish, um, not really small but certain not very big.*

The example above shows that John avoids disagreement. In this case, John disagrees with Lala's opinion. He chooses to say "yes" rather than "no" in order to minimize FTAs. Therefore, Lala's positive face is fullfilled because she feels her opinion is not wrong.

E.   Presuppose/raise/assert   common ground

The use of this strategy deals with gossip and small talk which means that speaker might know something about hearer. It indicates kind of friendship and interest so that might minimize the imposition given to the hearer. The next strategy is presuppposition manipulation. In this occasion, speaker can use presupposition manipulation of hearer's wants, presupposition of S-H's familiarity and the presupposition of hearer's knowledge. Therefore, by presupposing the things about hearer, the speaker might raise their common ground. For instance:

Look, you're a pal of mine, so how about… (Brown   and   Levinson, 1987:124)

3. Negative Politeness

According   to   Brown   and   Levinson (1987:129), Negative politeness is redressive action addressed to the addressee's negative face: he wants to have his freedom of action unhindered and his attention unimpeded. This strategy is used by speaker in an attempt to satisfy hearer's negative face which doesn't intend to impede on their freedom of action by humbling, being formal and restraining

himself. Negative politeness is used to reflect that speaker is aware and respect the social distance between him and his addressee. In addition, negative politeness are divided into 10 sub strategies which are be conventionally indirect, question and hedge, be pessimistic, minimize the imposition, give deference, apologize, impersonalize speaker and hearer, state the Face Threatening Act (FTA) as a general rule, nominalize, and go on record as incurring debt, or not indebting hearer. Yet, only one strategies that discussed in this study.

A. Be conventionally indirect

Brown and Levinson (1987:132) state, "Be conventionally indirect is a strategy done by speaker when speaker wants to convey his on record message indirectly". It means that the speaker tries to speak indirectly, but, on the other hand, speaker also wants to go on record at the same time, so there can be no misinterpretation and misunderstanding of what speaker means. For instance:

Can you please pass the salt? (Brown and Levinson, 1987:133)

4. Off- Record

Off record is simply described as indirect language or utterance in which speaker says something that can be interpreted in more than one way by the hearer. Based on Brown and Levinson (1987:71), they argued that "By doing an act off record, the speaker can get a praise for being tactful and non-forceful way that he can minimize the risk of his act when entering „gossip biography‟ that others keep of him and also avoiding responsibility for potential face-damaging interpretation". Using off record strategy can mitigate speaker to doing FTA, but then, if speaker wants to do FTA, he will avoid the responsibility for doing it.

5. Factors Influencing the Reason of Using Politeness Strategy

As the importance of people's interaction to deliver and fulfil their needs towards other, then, applying an appropriate language becomes the main goal to achieve good relationship in human's interaction. People have to consider about the using of language choice to express their purposes. Thus, it will determine the reaction from partner of speech as well. In this case, people tend to use of politeness form to communicate with other.

In addition, people will consider another aspect which contribute some factors for influencing the selection of politeness strategies. According to Holmes (2001), there are four social factors that can be influence the choice of politeness strategies.

a) The Participants: who are speaking and who are they speaking to?

Participants, here, is the primary element for this factor which consist of speaker and hearer. In this factor, who are speaking and who are addressed to in an interaction are the determiner of what kind politeness will be chosen such negative politeness in formal context or positive politeness with its informal language context.

b) The Setting: where are they speaking?

Just like participants factor, setting can be affected to the speaker who want to conduct an interaction while choosing a suitable strategy of politeness. Setting factor consist of where are speaker and the hearer is taken. It can be classroom, park, office, etc. For example when two people having an interaction in an office which is formal language will be occurred rather in a pub which mostly informal language will be occurred.

c) The Topic: what is being talking about?

Different politeness strategy may occur when the topic of interaction is changed or ended to another topic which has a different level of importance of personal thing or general. It can be seen on the things around us such in television program like live report, news, sport or comedy. In the easier way, topic can be assumed equal with 'genre' because it is related on what is being talked to others.

d) The Function: why are they speaking to?

The last factor of influencing the choosing politeness strategy is drawn on why are speaker and the hearer interact or speaking to. It means the purpose play

vital role for treat someone for requesting, hope or even inform other people to do something. Someone may use positive politeness for showing request action through utterances to fulfil the speaker desire by the hearer.

ANALYSIS

No.	Utterances	Strategy of Politeness	Intention	Result
1.	"I check, I understand"	seek agreement : repetition	To agree with the deal	Successful
2.	"Listen, listen, no disrespect, but maybe.. maybe I'm not the guy you should be talking to"	be conventionally indirect	Avoiding from early criminal situation	Unsuccessful
3.	"I'm just saying, you're up in the motorman's cab. That mean, you're on the radio, which mean that you're an easy target. You gotta know the drill"	be conventionally indirect	Persuade to surrender	Unsuccessful
4.	"Yeah, yeah, sure. TV, cable, and my mortgage. That's a little like dying once a month" "I don't know, I mean, you I'm sure someone out there loves you dearly, and, uh, you know, would worry about you. Like I said, you're in the motorman's cab, you got no cover, sniper on the way"	seek agreement : safe topics be conventionally indirect	To keep the dialogue alive Persuade to surrender	Successful Unsuccessful
5.	"No, you're catholic. A catholic… a good catholic	Identity Marker in a Group	To protect hostages from dangerous action	Successful

No	Utterance	Strategy	Function	Result
	would know that he's got a trainload of innocent people. I mean, you don't wanna kill innocent people, do you?"			
6.	"Thirty-nine. Check"	seek agreement : repetition	Agree with the deal	Successful
7.	"I'm sure he will"	offering, promise	To convince the hearer's want	Successful
8.	"you said that being in a motorman's cab. That was a little like being in a confessional, right?	presuppose	To remind of hearer's action	Unsuccessful
9.	"Ludvika, Lithuanian, ass model, Iceland, you took her to the	Seek agreement : repetition	Extend time limit	Successful

No	Utterance	Strategy	Function	Result
	ice. So what?"			
10.	"Ryder, listen to me. Listen, listen. It was an accident. We made a mistake. I'm… it's my fault. The car crashed. That's why the money's not there"	Bald on record	To protect hostages life's	Unsuccessful
11.	"I heard you, but you gotta understand, the circumtances, they're different now for you. You gotta rethink this"	Avoid disagreement	Persuade to surrender	Unsuccessful
12.	"Well, you know, I don't know how I'm gonna carry that money. I mean, it must weight…"	Be conventionally indirect	Refuse hearer's want to deliver the money	Unsuccessful

There are several utterances on the table above which are used by main character in the taking Pelham 123 movie. They are classify to the type of strategy of politeness, the intention, and the result (effectiveness of the application of the strategy). The results display the answer of the research questions which are the type of politeness strategies used by main character and the reason why using the strategy. The data analysis which are texts of the conversation, the types of politeness strategies, the social contexts, and the reason of main character performing politeness strategies are include in each of the data.

 From the table above, it is also show that Garber attain his goal through positive politeness strategies, for instance, seek agreement: repetition and safe topic, identity marker in group, offer promise, presuppose, and avoid disagreement. It can be seen from the word choice used by Garber which classified into each of kind of positive politeness strategies. For instance, Garber used seek agreement: repetition strategy in three data which are data 1, data 6, and data 9. In this three data, he just repeats Ryder's utterances again in order to show his interest or agreement of Ryder's want. As the function of this strategy which is to seek ways in which it is possible to agree with the speaker. Agreement may also be stressed by repeating a part of what speaker (Ryder) has said in a conversation. Garber also used seek agreement: safe topic strategy in data 4. He used this strategy in order to agree with Ryder's opinion. Garber wants to satisfy his desire which is want to be right or to be confirmed.

Another positive politeness strategy which is used by Garber is identity marker in a group. In this strategy. Garber identified Ryder into the one of a group of religion. He classified him into a catholic, which means that he becomes one of the catholic man. Next is offer, promise strategy. Garber said that the mayor would not be late to deliver the money. He wanted to convince Ryder at that time. Then, he promised to Ryder that he will get the money before the deadline reach. The other positive politeness strategy used by Garber is presuppose. He began with asking Ryder to have a conversation when the time approaching the deadline while on the other

side, it gives more space for policeman to deliver the money. The last positive politeness strategy used by Garber is avoid disagreement. This can be seen from the way he replied Ryder. Firstly he agreed with Ryder's statement, but then he utter that he was not in the same line with him in his next utterances. It used to covered his disagreement toward Ryder.

The strategy of politeness which is used next by Garber is bald on record. At this time, he used bald on record (case 1 of non-minimization of the face threat). This strategy used when the speaker (Garber) in a condition of great urgency or emergency. It can be seen from the way how he response and explained toward Ryder. This can be identified from the word choice which are direct, clear, and unambiguous. Garber told Ryder that he had to listen to him while he explained that there was a problem in delivering the money. He wants Ryder listened to him to decrease Ryder's anger and furious because of money delayed. Garber did not want that Ryder did something that endanger the hostages.

The last strategy of politeness which is used by Garber is negative politeness. Kind of negative politeness which is used by him is only be conventionally indirect. Garber used this strategy in four data which are in data 2, data 3, data 4, and data 12. This strategy performed because of Garber want to speak something indirect but he also wants to convey his on record at the same time. It can be seen from Garber's utterances when he wanted to refuse or disagree with Ryder. In all four data, Garber wants to refuse and disagree with Ryder's want but he also want Ryder not realize it.

The answer of the second research question is, analyses the social contexts which consist of participants, setting, topic, and function becomes the reason of main character as the support to performing politeness strategies against interlocutor. The description of social contexts itself supported by Holmes theory" social context means to be reason why people do not speak in the same way all of the time". For instance, when Garber in the situation of great urgency, he prefer to used bald on record strategy which is known as the strategy that mostly used by superordinate to subordinate. In fact, Garber is the subordinate. It happened once when Garber had to cool down the situation when Ryder starts to

choose a passenger as his target. In this situation, Garber speaks in direct way, clear, and unambiguous. He asked Ryder to listen to him and listened to his explanation at the same time in order to stop Ryder's action. In short, everyone has tendencies to change from superordinate into subordinate and vice versa when meet up with different situation.

The main character in this movie only uses three strategy of politeness which are positive politeness strategy, bald on record strategy, and negative politeness strategy. There is no off record strategy used by Garber in this movie. He has different reason or purpose in using politeness strategy. The reason why Garber apply politeness strategy depends on the participants, setting, topic, and situation where he were in. This study found out that positive politeness strategy is the most strategy used by main character in this movie. Then, negative politeness followed as the second choice of main character to use in this movie. Behind those two strategy, there is bald on record strategy which is used by main character. But, the main character does not use off record strategy in this movie.

CONCLUSION

The conclusion of this study displayed based on the two research questions. To answer the first research question which is the type of politeness strategy used by main character to the interlocutor in *the taking of Pelham 123* movie. This study uses Brown and Levinson theory (1987) which is about politeness strategies and face threatening act. The classification of the data displayed the strategy of politeness begin with bald on record, positive politeness, and negative politeness. The main character in this movie using only three politeness strategies (bald on record, positive politeness, negative politeness). The off record strategy was not chosen because after analyses all of the data, there is no data matched with this strategy. That's why this strategy is not included to this study.

In this case, the main character wants to collaborate with interlocutor in the whole conversation that's why he used bald on record, positive politeness, and negative politeness. This study found out that positive politeness strategy is

the most strategy used by main character in this movie. Then, negative politeness followed as the second choice of main character to use in this movie. Behind those two strategy, there is bald on record strategy which is used by main character. When applying positive politeness, the main character apply identity marker in group (strategy 1), offer, promise (strategy 2), seek agreement (strategy 3), avoid disagreement (strategy 4), and presuppose/raise/assert common ground (strategy 5). The main character in this movie also use bald on record strategy, he apply cases of non-minimization of the face threat (case 1). He also performs the strategy of negative politeness, which is be conventionally indirect (strategy 1). This movie told about a man who hijacking a train and asked for money to exchange with the hostages. It makes Garber become the subordinate than Ryder as the superordinate. This situation did not let Garber to do or speaks as what he wants. He had to make the hostages life as the priority than any other thing. That's why he has lower condition than Ryder and chose to use politeness strategy to communicate with Ryder.

The next research question is about why the main character apply politeness strategy toward interlocutor. The answer of this research question is related with the first research question. In the first research question, it contains of social context which influence the choice of using politeness strategy. To analyse it, this study using Holme's theory which consists of the participants (who are speaking and who are they speaking to), the setting (where are they speaking to or whether informal or formal situation), the topic (what is being talked about), the function of the conversation. After preceding the analyses of text conversation, social context, and type of politeness strategy, the second research question will be answered.

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