**POLITENESS STRATEGIES EMPLOYED BY CHARACTERS IN JOHN WICK: CHAPTER 2 MOVIE**

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Abstrak

Kesopanan menyiratkan jumlah situasi dalam varietas varietas. Ini digunakan untuk menyampaikan pesan individu untuk mencapai tujuan komunikasi tertentu. Dalam film John Wick Bab 2, semua karakter menggunakan strategi kesopanan untuk mencapai beberapa tujuan untuk meminta atau memberi perintah. Dalam film ini setiap karakter memiliki karakteristik, kekuatan, dan latar belakang sosial masing-masing yang dipengaruhi oleh penggunaan strategi kesopanan. Penelitian ini bertujuan untuk mengungkapkan lima aspek strategi kesopanan, namun hanya empat yang digunakan untuk memverifikasi seluruh data, yaitu strategi yang tidak direkam, botak, yang positif dan negatif.

Dokumentasi adalah instrumen penelitian sedangkan deskriptif kualitatif dipilih sebagai metode untuk menganalisis data. Hasil penelitian ini menunjukkan bagaimana karakter utama menggunakan strategi dalam film, serta faktor sosial yang mempengaruhi penggunaan strategi diikuti dengan dampaknya. Data diklasifikasikan berdasarkan empat jenis strategi kesopanan, botak pada catatan, tidak direkam, kesopanan positif dan negatif.

Abstract

Politeness imply in the sum of circumstances in varieties age. It is used for delivering individual message to reach certain communication goals. In John Wick Chapter 2 movie all characters used politeness strategies in order to reaching some goals to request or giving order. In this movie each characters has their own characteristics, power, and social background which is affected to the used of politeness strategies.

This study aims to reveal five aspects of politeness strategies, however, only four which are employed to verify the entire data, those are the off-record, bald-on-record, positive and negative strategies.

Documentation is the instrument of the study while descriptive qualitative is chosen as the method to analyse the data.

The result of this study show how the main character employed the strategies in the movie, as well as the social factors that influence the use of strategy followed with the impacts of those. The data are classified based on the four types of the politeness strategy, *bald-on-record, off-record, positive and negative politeness.*

**INTRODUCTION**

Language is sounds, words, and grammar that combines become a system of communication or system communication used by people of a particular country or profession. Talking about language we will talk about society also because society and language are united. In society people tend to talk to each other to getting along, to greetings, and others. As it happens in the society, it also happen in the movie, the director make the movie as a setting which is taken from a real life. The way every character talks and acts in the movie is not different at all from a real life. A unique thing from language and society is the role of language itself. Yet, the way they talk to each other different one to another. Some factors are influenced that differences, such as the social distance, age, the position, etc. Also, from language we would know how to get a good deal, how to bargain, how to give some advices which usually represent the manner of the interlocutors itself. People will tend to avoid conflict rather than getting involved into conflict. For that reason, politeness is used to get a deal without any problem, how to make people sure about something, and so on.

Politeness is the way of someone respecting for other people. According to Lakoff (1972), “Politeness is the suitable behavior in some particular circumstances to preserve the successful relationship in society”. Politeness is used by people, used by parents to kids, boss to the staffs, or also among friendship. Politeness is kind of concept that usually followed with another thing such as country because every country has different level of politeness, like what Holmes (in Wardani, 2014, p.1) said that while talking about politeness people would talk uneasy thing, because it is not only the prior knowledge about the language itself, but also includes all cultural values such as norms, mindset, and the way they express things in every community which is always different one to another.

**Research Questions**

This study aims to answer three questions regarding on Politeness strategies used in *John Wick: Chapter 2* movie. Those are:

1. What are the types of politeness use in *John Wick: Chapter 2* movie?
2. How do the social factors affect the use of politeness?
3. What is the effect of politeness strategies toward the interlocutors?

**PURPOSE OF THE STUDY**

This research aims:

1. To know the type of politeness that is used by the characters in the movie.
2. To understand what kind of social factors that makes the characters to use such strategies.
3. To find out what kind of effect for the interlocutor when the characters using the politeness strategies.

**POLITENESS**

As a Social human being, someone needs a partner to communicate each other. Communication and cooperation among them are the things that could not be separated, it is used to express their feeling toward something or someone, talk what they have learned or done, show others about what should or shouldn’t they do. In those cases, language has an important role as the tool for human being while doing any communication or cooperation with others. Yule (1996) stated about politeness, Politeness means the showing of awareness toward people based on the person’s face. Politeness can be accomplished in any situation of social distance or closeness. It means that politeness is usually used by people with such closeness. Showing awareness about person’s feeling or face, frequently described in terms of respect which has relation with the social distant. Friend, family, member of the team, and others are the interlocutors where politeness usually expressed. It means that politeness is expressed everywhere such as younger to older, man to woman, subordinate to super ordinate, also between the same-aged people and vice versa. Politeness usually happens in the form of conversation where there is speaker and the hearer. according to Watts (2003) need two basic steps, the first one is finding the ways of the isolating strategies across all the strategies, verbal as well as non-verbal, regulate and reproduce forms of cooperative social interaction.

**OFF-RECORD AND BALD-ON-RECORD**While doing the conversation it is often for people has the different approach to say something. Whether you need to directly say what you want to, or without saying anything. The example situation where you do not need to say anything for something that you want like when you forgot to bring your pencil in the drawing class, you are trying to search your pencil inside your bag but you still could not find any. Finally, you only say, “uh, I forgot to bring my pencil.” Here, you do not make any sentence to show that you need someone to lend you a pencil, but your friend knows that you want to lend a pencil because you forgot to bring any by saying the sentence. Here, the way you say the sentence could be described as an off-record. The way you said the sentence could be treated as ‘hints’. You wanted to give a hint to your friend that you need someone to lend you a pencil because you forgot to bring any by saying “uh, I forgot to bring my pencil”, Brown and Levinson (1987) put other examples for off-record strategy, and they are:

## Give hints: It's a bit cold in here.

## Be vague: Perhaps someone should open the window.

## Be sarcastic (ironic), or joking: Yeah, it’s really hot here.

In using the off record, the success of the purpose could not be guaranteed because it is only a hint, as long as the hearer understand with the giving hint the purpose could be achieved but if the hearer does not aware with the given hint, the strategy would remain as only a hint, it this case the strategy would be failed. As what Yule (1996) stated, “An off record statement may or may not succeed, but if it does, it will be because more has been communicated than was said”.

In contrast to off record statements, where you do not need to say directly what you want to, you can directly say or address something to others to express what you want to or what you need. This direct form usually called as an on record. Imperative forms are the most approach that usually used in this on record form, such as “give me a pencil” or “lend me a pencil” to directly state that you need a pencil for your drawing class. Adding the expression such as ‘please’ or ‘would you’ sometimes is needed to soften the way we address for something. Using the on record form usually has connected with power. Power here means that the speaker has a thought that they have power towards others, such as in the military where the commander talks or giving commands to their soldier. Here, the commander could control his soldier with words. In other words, using the on record form usually has relation with such kind of power to say something directly such as commander to soldier, wife to husband, parents to their child, or towards friends. This directness sometimes create effect to the interlocutors, like what Joan (2002) stated, “The directness also makes the hearer less reluctant to threaten the speaker’s face by impinging through accepting”. There are certain example to make the understanding of this On-Record easier, they are:

## Emergency: Help!

## Task oriented: Give me those!

## Request: Put your jacket away.

## Alerting: Turn your lights on! (while driving)

This bald on record, would potentially represent threat to others because of its imperative form used. The use of positive and negative politeness is needed to accomplish such threatening act by performing face saving act while doing the on record form, in other words this positive and negative politeness would be used to soften or straighter the strategy. Like as Yule’s statement (1996), “bald on record would potentially represent a threat to other’s face and for avoiding a face threatening act to be accomplished, positive and negative politeness is needed to be used.”

**POSITIVE AND NEGATIVE POLITENESS**

Yule (1996) said that “positive politeness means the request of the common goal by its speaker, and even friendship.” Positive politeness used to show a request with underlining the meaning of friendship for avoiding any offense. Here, positive politeness usage usually used toward close friends or someone that already know each other so well. It means that this kind of politeness is used to avoid such any conflict and showing the value of solidarity and reduce the social distances. The usage of this positive politeness is not only used by someone who has the same level. As long as the speaker and the hearer know each other so well, positive politeness could be taken place. Here, the usages of jargon, slang, nicknames, even swear words are possible because this positive politeness mostly happen in an informal situation. There are some examples for Positive Politeness strategy:

## Attend to the hearer: You must be thirsty; it's a long time since you drink. How about some ice tea?

## Avoid disagreement: A: What is she, small? B: Yes, yes, she's small, smallish, um, not really small but certainly not very big.

## Assume agreement: So when are you coming to meet us?

* **Hedge opinion**: You really should sort of try harder.

## Face saving act usually used and performed through the negative politeness (Yule, 1996). It means that negative politeness used to avoid any offence by showing respect for others. According to Munawaroh (in Wardani, 2014, p.14), “respect and deference are often described when persons are aware of another person’s face if the social distant seems so clear.” There are some certain example of Negative Politeness strategy according to Brown and Levinson (1987), such as:

## Be indirect: I'm looking for a pencil.

## Request forgiveness: You must forgive me but.... Could I borrow your pencil?

## Minimize imposition: I just wanted to ask you if I could use your pencil.

## Pluralize the person responsible: We forgot to tell you that you needed to buy your bus ticket by yesterday.

The contrast this negative politeness with the positive politeness is the awareness of social distant and status differences. Positive politeness used to reduce the social distant and showing the solidarity (closeness), while the negative politeness used to appreciates the social distant and respect the status differences. This strategy usually has the feeling to be afraid for being impolite, so the message commonly could not be delivered directly so the purpose of the talk is stated very carefully. Using formal context is more appropriate rather than informal one because questioning and saying sorry expressed more in this model while asking for help. According to Hickey and Stewart, “a number of linguistic strategies such as personal reference, hedging, and deictic anchorage are often used for negative politeness preference” (2008). The usage of modal verbs usually is needed to soften the threat and highlighting the show of respect for others because of the social distant factor such as “I’m sorry for bothering you, but can I ask you for a pencil or something?” from the example we could know how the way negative politeness are expressed by using sorry before saying to the purpose of the conversation to avoid being impolite.

**METHOD**

This study employs descriptive qualitative method proposed by Marshal (2006)because of there is no numerical fragment in this study but only used videos from TV series. Subject and settings of this study are the first and the second season of *The Walking Dead* TV series. TV series are taken from the torrent website with the scripts which downloaded in different website.

Procedures of data collection begin from downloading the videos, watching match videos, and dividing the data according to the certain types. Four components of data analysis technique are used for analysing data; those are data collection, data condensation, data display and conclusion drawing and verification.

**RESULT AND DISCUSSION**

* **Result**

The analysed data below would be divided into four types, those are *bald-on-record, off-record, positive and negative politeness.*

1. **Off-Record**

Off-record strategy is strategy to show someone or somepeople without saying any sentence which intended to say directly, giving a clue to make someone understand what the speaker say or need to hearer, here is the explanation about off-record strategy:

**Datum 1**

Aurellio : John, what the hell? I thought you love this car

John Wick : What do you think?

Aurellio : Well, your motor’s about to fallout and the chassis all bent up, the driveshaft is all destroyed. And I don’t know if you noticed, but you got crack in your windshield. I mean……..what do I think, I could fix this.

(*00.17.25 - 00:18:01*)

The way Aurellio saying “*John, what the hell? I thought you love this car”* indicate that Aurellio thought that John wick love this car and the condition of the car was totally broke and wreck this car means a lot for John wick life, this car have lot of memories for john wick and his wife which pass away not so long ago, Aurellio used **off-record** in order to delivering his expression about john wicks car which in worst shape, obviously Aurellio giving john wick a hint about what happening to his car condition. The speaker delivering what he thought hoping the hearer understand about what the speaker meant using Off- record strategy. To tell the hearer how bad the condition of his car was bad enough to be fixed into whole pieces again. The speaker use the hint by saying “*I thought you love this car”* and John wick replies “*What do you think?”*it indicates that John wick understand his car condition and trust aurellio to fix everything about his car by using the off-record strategy would make the hearer understood with the hint that he performed.

In this case Aurellio is John Wick best friend, in the conversation above john wick shows the closeness to Aurellio by saying “Thanks for finding her*”*and Arellio replies “Not a problem, man. I just made a few calls. No big deal*”* the condition of the situation which happened was Aurellio found John Wick car which stolen by Russian mafia called Abraham. Closeness status between John wick and Aurellio affected to the social factor which is affected to the **off-record** politeness strategy, john wick understand easily what Aurellio mean by saying *“*John, what the hell?*”*He knows that his car in a worst condition and hard to fix. the condition of situation, in the case of john wicks car becoming the social factor in off record strategy which used by Aurellio to tell John wick car condition by giving a hint to John Wick because both speaker and hearer has same point of view about the car shape. As what Yule (1996) stated, “An off record statement may or may not succeed, but if it does, it will be because more has been communicated than was said” the closeness between them make them using hints, hints used in order to reduce words to say.

The **off-record** strategy which used by Aurellio was completely succeed because both speaker and hearer know each other point, in the conversation above when Aurellio said “John, wat the hell*?”*John Wick directly understand by saying “What do you think?*”* it indicates that john wick knows Aurellio can fix the car well. In the end the strategy was going well to both speaker and hearer.

1. **Bald On-Record**

**Bald on-record** strategy totally contrast with off-record**, bald on-record** more straight in utterances in order to show interlocutor power towards others for example an order which given by commander to the soldier. Direct utterances makes hearer following the speakers order. Here is the explanation about on-record strategy:

**Datum 2**

John wick : Do you board?

Charon : I'm sorry to say, sir, but this facility does not.

I, however, would be willing to accept the responsibility, should you wish.

John wick : Appreciate that.

*(00.30.08 – 00.30.28)*

This dialogue between Charon and John Wick are on record strategy because john wick showing direct question which was oriented to giving task to do and Charon understand it well, John directly ask to Cahron to keep the dog and watch it the hotel doesn’t have those facilities but Charon offering John his own loyalty to keep john wicks dog by saying “I, however, would be willing to accept the responsibility, should you wish”. John Wick as speaker using on record strategy to giving a task to the hearer for keeping John Wicks dog, **bald on record** strategy used by the speaker in order to make the speaker provide what the speaker need in this case the speaker need someone to keeping his dog, the hearer provide John Wick needs to keeping the dog personally for John wick, however the hotel doesn’t have any services to keep the dog by saying “, however, would be willing to accept the responsibility, should you wish.” It also showing social closeness between the speaker and the hearer as depicted the hearer personally provide services what the speaker need.

 In this situation Charon accepting what john wick ask to keeping his dong as long john wick meeting the hotel manager called Winston, in this case john wick giving Charon a task to keeping the dog, John Wick as hotel guest showing a power by giving Charon task by asking “*Do you board?”* and Charon as hotel receptionist must accommodate what guest need or want in this case John Wick as hotel guest have power, in the other case John wick is the most respected person among the hotel community as assassin, and by this condition john Wick always known as powerful person. As the theory mentioned, directness also makes the hearer less reluctant to threaten the speaker’s face by impinging through accepting (Joan, 2002). The **bald on record** strategy used by John Wick to showing the power as an important person among community.

The impact of this strategy towards the hearer remain succeed, based o the social factor the hearer following the speaker order well to keeping the dog by saying “I'm sorry to say, sir, but this facility does not. I, however, would be willing to accept the responsibility, should you wish*”.* The loyalty which was show by Charon could be indicator of the strategy has reached the goal.

1. **Positive Politeness**

**Positive politeness** applied to conversation in order to show interlocutors friendship or showing closeness in order to avoiding any offence, reduce social distance and to show solidarity among interlocutors. As what Yule (1996) stated about politeness, Politeness means the showing of awareness toward people based on the person’s face. Awareness means understand about the situation which the interlocutors involved. As long as interlocutor knows each other it could be called **positive politeness** strategy. Here is the explanation about **positive politeness** strategy:

**Datum 3**

John Wick : Peace.

Abraham : Can a man like you know peace?

John Wick : Why not?

Abraham : (Chuckles) Peace.

(12.41-13.10)

The utterances above shows **positive politeness** strategy used by John Wick as speaker by saying”Peace*”*here the speaker offering an agreement to hearer to stop conflict and the hearer replying with positive face by saying “Can a man like you know peace*”,* the hearer understand well that John wick never leave his target alive, and john wick giving confirmation *“*Why not?*”.* Here, **positive politeness** used by speaker to avoiding any offence and showing respect to each other.

In this case, Abraham and John Wick were in one same continental membership, both characters know each other very well, Abraham understand that John wick is the best assassin inside the community, the reputation of John Wick as cold blooded killer makes Abraham wonder about peace agreement offered by John Wick, but the rumor among the continental community has wide spread that John wick has been retire from assassin continental business. Yule (1996) said that “positive politeness means the request of the common goal by its speaker, and even friendship.” John Wick showing respect to Abraham in order to take his car back because john wick favorite car has been stolen by Abrahams nephew and the car was put on Abrahams garage. The speaker choose positive politeness in order to offering an agreement for peace to ended the conflict, after that john wick pouring some Vodka in to two shot glass, and both of them agree to peace by doing toast and drink together. In some culture, Toasting drink is a symbolical of brotherhood, respect, or friendship.

**Positive politeness** used for avoiding any conflict between interlocutor in a conversation, in this case john wicks initiative to stop the conflict by using positive politeness remaining succeed, in this case, john wick says *“*Peace*”* using positive politeness to assuming agreement to Abraham and stop the conflict, here, Abraham try to confirming John wicks statement for peace using positive face by saying “Can a man like you know peace*”*. The indicator of succeeding this positive politeness was the following act after all dialogue, both John wick and Abraham doing a toast to showing a peace among both of them.

1. **Negative Politeness**

The **negative politeness** quiet different to **positive politeness**, if **positive politeness** more informal to reduce social distance and show the social closeness among interlocutors, but in **negative politeness** more formal and respecting and give more appreciation to social distance in order to avoiding being impolite among interlocutors. Brown and Levinson (1987) said, that politeness is a special way of treating people saying or doing things towards another person’s feeling, for instance, interlocutors awareness of the social distance could be the social factors whish is affecting the impact of the strategies used. Here is the explanation about on-record strategy:

**Datum 4**

John Wick : Do you board?

Charon : I'm sorry to say, sir, but this facility does not.

I, however, would be willing to accept the responsibility, should you wish.

John Wick : Appreciate that.

(00.30.08 – 00.30.28)

In the dialogue above Charon as the hearer responding to John wick utterance that needed someone who able to keeping his dog using **negative politeness**, it shows when john wick asking “Do you board?”Charon immediately responds to speaker that the hotel doesn’t have any animal care for John Wicks pet, but Charon offering himself to taking care of the dog by his own will by saying “I'm sorry to say, sir, but this facility does not. I, however, would be willing to accept the responsibility, should you wish” in the beginning of Charon utterance, he said “I'm sorry to say, sir, but this facility does not*”* this indicates that Charon asking for forgiveness from John Wick because the hotel doesn’t have animal care service for John Wick needs.

Charon as speaker choose **negative politeness** to reply John Wick as in order to respecting social distance between them, the massage delivered by Charon indirectly and stated very carefully to keep the value of politeness, Charon statement “I'm sorry to say, sir, but this facility does not. I, however, would be willing to accept the responsibility, should you wish”clearly show **negative politeness** applied by Charon. According to Munawaroh (in Wardani, 2014, p.14), “respect and deference are often described when persons are aware of another person’s face if the social distant seems so clear.” The strategy which is chosen by Charon to replying John Wick remain succeed.

**Discussion**

This part would be separate in to three sections and consist of explanation from the result based on Brown and Levinson (1987) and George Yule (1996) theories. Section 4.2.1, were the types of politeness strategies were used by the speaker that would be demonstrated with the theories of politeness strategy by Brown and Levinson (1987) and pragmatics by Yule (1996). Section 4.2.2, would be connected with the same theories with the last section which discussed the social factors that affected to speaker in using the politeness strategies. Section 4.2.3. Would be the last section which is consisting of strategies impact toward the interlocutors.All the type of the politeness strategies which used in John Wick: Chapter 2 movie have their own reason and goal in term of using it. All the reason and goal from each type depends on the situation and the topic where were they in. for examples in datum 1, when Aurellio applying **off-record** strategy to show John Wick, here Aurellio wish that John Wick understand about what he want to express, this strategy would succeed if both interlocutors have closeness in social distance and both speaker and hearer must to create the characteristic of the strategy, Because of those characteristics which is on both interlocutor, this **off record** statement may or may not succeed, but if it does, it will be because more has been communicated than was said (Yule, 1996). The next strategy which used by main character in datum 5, when John Wick used on record to giving straight order to Aurellio to fix his car, even both speaker and hearer have social closeness but john wick chose to apply on record strategy to Aurellio, the situation forced him to do so because the car is full of beauty memory for John Wick and in this situation he showing the power to controlling the situation in order to avoiding debatable statement. As the theory mentioned, directness also makes the hearer less reluctant to threaten the speaker’s face by impinging through accepting (Joan, 2002).

The next strategy used by John Wick as the main character is **positive politeness**, **positive politeness** usually used to make a deal among interlocutor because this strategy characteristic is show friendship, respect, and usually share a same goal between speaker and hearer, **positive politeness** could be the best strategy to apply to dealing, bargaining, or making decision. In datum 6 John Wick try to make a deal with Abraham by offering “Peace*”* among them because both interlocutor was in the middle of conflict, here, John Wick try to share common goal to push the social distance and John Wick assuming himself as Abrahams partner, when Abraham confirming John Wick statement he said *“*Can a man like you know peace?*”* he try to make sure about John Wick goal and John wick reply “*why not”* in this situation john Wick is about to retire from his assassin job. This positive politeness means the request of the common goal by its speaker, and even friendship.(Yule, 1996).

Positive politeness more flexible to making a deal, and bargaining usage, friendly and persuasive way to reduce social distance among interlocutor to reach the communication goal. But it quiet different to **negative politeness** which is respecting to social distance to make the hearer fell more respected by the speaker(Yule,1998), polite language chosen for avoiding impoliteness by the speaker. In datum 6 Somelier used **negative politeness** to respecting John Wick as his Customer, Sommelier also practicing **negative face** when he said “Shall I have everything sent to your room*”*, John wick as hearer could refuse Sommelier offer but he accept the offer in the end, from Brown and Levinson (1987); they stated that negative face refers to the feeling where his/her action does not impose with others.

**CONCLUSION**

In the movie of John Wick: Chapter 2 there are some types found during the research which used by some main character. Those are **Off-record, Bald on-record, Positive politeness, and Negative politeness**. All the character in the movie used **off-record** strategy to someone who already known or in the social level they have closeness and the characters used **bald on-record** strategy to showing power to the hearer in order to avoid debate or misunderstanding. **bald on-record** characteristic applied by, for example commander giving order to the soldier, employer to employee, or parents to children.

**Positive politeness** also used to talk to someone who already close in short this strategy used to talking to the best friend, family member, colleague, or someone who has a same point of view, this strategy applied in order to making any deals, bargaining, or making a decision, the interlocutors usually has same goal to reach with the speaker, beside that **negative politeness** applied in order to appreciate social distance between interlocutors, in short it used for speak to someone new, or someone who has higher social level, this strategy used to avoid impoliteness. Used of modal verb is the characteristic of this **negative politeness** such as “I’m sorry, excuse me, or shall I” used by the speaker frequently in order to being very polite to the hearer. The used of those strategies depends on the situation and social factor, in this movie the character has different social factor. All the character that used negative politeness to showing more respect to the other interlocutor and appreciating the social distance and try to being polite by talk carefully. All the strategies applied in the conversations above remain succeed because all the speaker understand the situation and social factor around them and finally found the best strategy to applied to hearer and successfully as well

**SUGGESTION**

By this study, obviously, the politeness strategy used is the important aspect in daily life as human being in communication field. The all differences characteristics among the politeness strategy have their own usage towards situation and social factor, topics and also speaker goal. By this study, it hopes would lead people to understand how to communicate effectively by using politeness strategy.

For further researchers who are interested in politeness strategies, it is hoped that they can find the new way to construct and reveal this politeness strategies theory that happen in the neighborhood, whether the further researcher would use the participant observation or non-participant observation. Moreover, they could use another sources such as comic, novel, short story, or others literary works. It is also a hope to the next researchers, that this study could be a good guidance to their new work. The researcher also realizes that this study is far from good, so any constructive critics would be welcomed.

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