AN ANALYSISIS OF POLITENESS STRATEGIES USED BY THE CHARACTERS IN THE NOVEL TOLBOK HALEON

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Abstract

This research analyzes the types of politeness strategies and sub-strategies used by the characters in the novel Tolbok haleon. This research method is descriptive-qualitative. This research uses this method to analyze types of politeness strategies along with sub strategies based on the utterances of characters in the novel Tolbok haleon. The data source for this research is the speech of characters in the novel Tolbok haleon. The findings from this research are that there is the use of four types of politeness strategies including, bald on record, positive politeness, negative politeness and off record. There is also the use of sub-strategies, although not all sub-strategies were found in the research. The research results reveal that positive politeness is the most common politeness strategy found in the Tolbok haleon novel.

Key words: *Pragmatics, Politeness strategies, Sub-strategies.*

A. INTRODUCTION

Indonesia is a country that is known as a country that upholds manners. Manners are of course inseparable from language. Through language, humans can express opinions, feelings, desires, ambition and so on. Burridge & Stebbins, (2019) Said that Language is a tool for communicating in terms of exchange knowledge, desires, opinions, beliefs, statements, promises, sayings and feelings. Language is a communication tool that is used to interact between someone and other people. In everyday life, communication aims to convey information to create understanding between speakers and listeners.

However, when communicating, humans often commit intentional or unintentional violations. Politeness is an important aspect of human interaction and behavior. Politeness concerns the use of language when communicating

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verbally or in writing. The aim of politeness is to establish order in society and create an attitude of mutual respect and appreciation for both those of the same age and those who are older. The concept of communication is not only adhering to the principles of conversation, but also upholding the principles of politeness

Humans live with various kinds of differences, thoughts and opinions. Given these differences, politeness plays a very important role in avoiding disputes during communication. The use of politeness will always be used in various aspects of human life, both in formal and informal forms. Being polite is something that is done to ensure that the relationship between the speaker and listener runs well, which means that the speaker and listener must use politeness strategies in communication, both in oral and written form. Yule (1990) said that politeness is an interaction used to show awareness of one's face by including a good response.

Brown and Levinson (1987) say that politeness strategies are used to save the listener's face. Politeness in speaking shows humans how to communicate by including respect and value for the listener. Brown and Levinson (1988: 91) in their book entitled Politeness stated that there are four politeness strategies along with sub strategies. They are bald and record, positive politeness, negative politeness and off record. Politeness is very worthy of research because politeness is an important part of human life.

There are many types of media that can be used as research material, especially research on politeness strategies. One of them is a novel. A novel is a long prose essay that contains a series of stories about a person's life, highlighting the character and nature of the perpetrator. Novels are also called narrative texts. Novels have several types of genres including: Romance, fantasy, science fiction (Sci-Fi), fan fiction, horror, mystery, inspirational, comedy and so on. Novels contain social values. This causes politeness phenomena to appear in novels because they reflect the situation of society.

In this research, the researcher chose a novel as research material. The novel chosen by the researcher is entitled Tolbok Haleon. The novel Tolbok Haleon is a Mandailing language novel with a genre about inspiration in living life. The aim of this research is to analyze the types of politeness strategies used by the characters in the novel Tolbok Haleon. The theory used in this research is the politeness theory put forward by Brown and Levinson, including bald on record, positive politeness, negative politeness and off record.

B. RESEARCH METHOD

In this research, researchers used descriptive qualitative to analyze the data. Qualitative research design is a research design that prioritizes samples that have been selected deliberately to look for various methods in understanding a point of view that creates an in-depth and rich picture of the phenomenon under investigation (Saragih, 2020). This research uses descriptive qualitative to analyze the types of politeness strategies and sub-strategies used by the characters in the novel Tolbok Haleon.

Research instruments are tools used to analysis, measure and collect data. The instrument in this research is the researcher himself. Qualitative research has a natural setting as a direct data source, where the researcher is the key instrument and plays a role as data collector, designer, data interpreter and reporter of research results. Then, the researcher uses *a Table of indicators* to make figures of the types of politeness strategies and sub-strategies proposed by Brown and Levinson

Collecting data in this research, the author carried out several procedures as follows: read the novel carefully, marked the speech forms of all the characters, identifying all the characters' utterances which are considered politeness strategies, take different ink to mark the type of politeness strategy and classifies the characters' utterances and writes them down, including the pages and chapters.

After all the data has been collected by reading the novel and making marks or scribbles on the novel text, the next step taken by the researcher is to analyze the data that has been obtained based on select and move data to the marked sentence structure. Group the data based on the types of politeness strategies and sub-strategies used by the characters in the novel Tolbok Haleon using Brown and Levinson's theory of politeness. Conclude the types of politeness strategies and sub-strategies used by the characters in the novel Tolbok Haleon. In this section, the researcher presents the results of the types of politeness strategies and sub-strategies that have been used.

C. RESULT AND DISCUSSION

1. Research Finding

The politeness strategy has four types: Bald on record, Positive politiness, negative politeness, and off record. After researchers conducted an analysis of the teachings conveyed by the characters in the novel Tolbok Haleon, the following are the findings.

Table 5. Findings types of politeness strategies

NO	Types	Frequency	Percentage (%)
1	Bald On Record	6	6%
2	Positive Politeness	78	73%
3	Negative Politeness	14	13%
4	Off Record	8	8%
	Total	106	100%

The results of the research show that the utterances or words conveyed by the characters in the novel Tolbok haleon contain politeness strategies with the results of 6 utterances with percentage 6% using the bald on record strategy, 78 utterances with percentage 73% using positive politeness, 14 utterances with percentage 13% using negative politeness, and 8 utterances with percentage 8% using off record.

The next is sub-strategy. Sub-strategies is the most important thing in type of politeness strategy. Each type of politeness strategy has several sub-strategy groups and sub-classes within it. The first is Bald on record. Within the bald on record there are 2 sub-classes. Second is positive politeness, there are 15 sub-strategies of positive politeness. Third is negative politeness. There are 10 sub-strategies of negative politeness. The last is off record, there are 15 sub-strategies of off record.

Table 6. Findings sub-startegy of politenes strategy

NO	Sub-classes of bald on record	Frequency	Percentage (%)
1	Cases of non - minimization of the face threat	4	4%
2	Cases of FTA-oriented usage	2	2%
	Sub-strategies of positive politeness		
1	Notice; attend to hearer (his interest, wants, needs, goods).	12	11%
2	Exaggerate (interest, approval, sympathy with hearer).	10	9%
3	Intensify interest to the hearer.	2	2%
4	Use in-group identity markers	12	11%
5	Seek agreement	11	10%
6	Avoid disagreement	-	
7	Presuppose/rise/assert common ground	1	1%
8	Joke	6	6%
9	Assert or presuppose speaker's knowledge and concern for the hearer's wants and willingness to fit one's own wants	2	2%
10	Offer, promise	1	1%
11	Be optimistic	-	
12	Include both the speaker and the hearer in the activity	4	4%
13	Give (or ask for) reason	1	1%
14	Assume or assert reciprocity	-	
15	Give gift to the hearer (goods, sympathy, understanding, cooperation)	16	15%

	Sub-strategies of negative politeness		
1.	Be conventionally indirect	-	
2.	Question, hedge	-	
3.	Be pessimistic	9	8%
4.	Minimize the imposition	4	4%
5.	Give deference	-	
6.	Apologize	-	
7.	Impersonate S and H	1	1%
8.	State the FTA as a general rule	-	
9.	Nominalize	-	
10.	Go on record as incurring a debt, or as not indebting H	-	
	Sub-strategies of off record		
1	Give hints	2	2%
2	Give association clues	1	1%
3	Presuppose	-	
4	Understate	-	
5	Overstate	-	
6	Use tautologies	-	
7	Use contradictions	-	
8	Be ironic	-	
9	Use metaphors	3	3%
10	Use rhetorical questions	-	
11	Be ambiguous	-	
12	Be vague	-	
13	Over-generalize	-	
14	Displace H	2	2%
15	Be incomplete, use ellipsis	-	
	Total	106	100%

The results of the analysis show that there is use of sub-classes by the characters in the Tolbok haleon novel, which are 4 utterances with percentage 4% cases of non-minimization of the face threat and 2 utterances with percentage 2% Cases of FTA-oriented Usage, The highest frequency is cases of non-minimization of the face threat.

The results of the analysis show that there is use of sub-strategies of positive politeness show 12 utterances with percentage 11% notice , attend to H (his interest, wants, needs, goods, 10 utterances with percentage 9% exaggerate (interest, approval, sympathy with H, 2 utterances with percentage 2% Intensify interest to H, 12 utterances with percentage 11% use in-group identity marker, 11 utterances with percentage 10% Seek agreement, 1 utterance with percentage 1% Presuppose/raise/assert common ground, 6 utterances with percentage 6% joke, 2 utterances with percentage 2% assert or presuppose speaker's knowledge and concern for the hearer's wants and willingness to fit one's own wants, 1 utterances with percentage 1% offer, promise, 4 utterances with percentage 4% include both addresser and addressee in the activity, 1 utterance with percentage 1% give or

ask for reasons, 16 utterances with percentage 15% give gifts to addressee (goods, sympathy, understanding, cooperation). The highest frequency is Give gifts to addressee (goods, sympathy, understanding, cooperation). Three sub-strategies of positive politeness strategy are not found in the speech delivered by the characters in the novel Tolbok haleon that is, avoid disagreement, be optimistic, and assume or assert reciprocity.

The results of the analysis show that there is use of sub-strategies of sub-strategies of negative politeness sshow 9 utterances with percentage 8% be pessimistic, 4 utterances with percentage 4% minimize the imposition, 1 utterance with percentage 1% impersonalize S and H. The highest frequency is pessimistic. In this case, there are many sub-strategies of negative politeness strategy that are not found in the speech delivered by the characters in the novel Tolbok haleon, that is, be conventionally indirect, question, hedge, give deference, apologize, state the FTA as a general rule, nominalize, go on record as incurring a debt, or as not indebting H.

The results of the analysis show that there is use of sub-strategies of off record strategy show 2 utterances with percentage 2% give hints, 1 utterance with percentage 1% give association clues, 3 utterances with percentage 3% use metaphors, 2 utterances with percentage 2% Displace H. The highest frequency is use metaphors. In this case, there are many sub-strategies of off record strategy that are not found in the speech delivered by the characters in the novel Tolbok haleon, that is, presuppose, understate, overstate, use tautologies, use contradictions, be ironic, use rhetorical questions, be ambiguous, be vague, over-generalize, be incomplete, use ellipsis.

2. Discussion

Analysis of the politeness strategies used by the characters in the novel Tolbok Haleon uses four politeness strategies using the theory put forward by Brown and Levinson (1998), including bald record, positive politeness, negative politeness, and off record. The politeness strategy is proven to be used by the characters in the novel Tolbok Haleon. This can be used as a means to find out the types of politeness strategies and politeness sub-strategies that can be observed by everyone.

Based on the results obtained by researchers, the use of politeness strategies by the characters in the novel Tolbok Haleon mostly uses positive politeness strategy. This is proven from the data that has been analyzed. According to Brown (1988), positive politeness is a strategy for using FTA by maintaining a positive face towards the person you are talking to when communicating. Considering this, it becomes clearer why the characters in the novel Tolbok Haleon prioritize positive politeness when communicating.

Furthermore, when using a politeness strategy, of course it cannot be separated from what is called a politeness sub-strategy. Sub-strategy is an important thing in determining the type of politeness strategy that will be used by the characters in the novel. Therefore, the characters in the novel Tolbok Haleon

also use sub-strategies from the four types of politeness strategy. The first is Bald on record. Within the bald on record there are 2 sub-classes, they are Cases of non - minimization of the face threat and Cases of FTA-oriented usage. Second is positive politeness, there are 15 sub-strategies of positive politeness, they are Notice; attend to hearer (his interest, wants, needs, goods), Exaggerate (interest, approval, sympathy with hearer), Intensify interest to the hearer, Use in-group identity markers, Seek agreement, Presuppose/rise/assert common ground, joke, Avoid disagreement, Assert or presuppose speaker's knowledge and concern for the hearer's wants and willingness to fit one's own wants, Offer, promise, Be optimistic, Include both the speaker and the hearer in the activity, Give (or ask for) reason, 16 Give gift to the hearer (goods, sympathy, understanding, cooperation). Third is negative politeness. There are 10 sub-strategies of negative politeness, they are Be conventionally indirect, Question, hedge, Be pessimistic, Minimize the imposition, Give deference, Apologize, Impersonate S and H, State the FTA as a general rule, Nominalize, Go on record as incurring a debt, or as not indebting H. The last is off record, there are 15 sub-strategies of off record, they are Give hints Give association clues, Presuppose, Understate, Overstate, Use tautologies, Use contradictions, Be ironic, Use metaphors, Use rhetorical questions, Be ambiguous, Be vague, Over-generalize, Displace H, Be incomplete, use ellipsis. The use of the sub-strategy give gift to the listener (goods, sympathy, understanding, cooperation) from positive politeness is the most dominant sub-strategy used by the characters in the novel Tolbok Haleon.

This research shows that types of politeness strategies and sub-strategies belonging to type of politeness are used in the speech delivered by the characters in the novel Tolbok haleon, in line with Kreswantono, (2022), with the results of the use of politeness strategies by the characters in the novel Geez and Ann by Rintik Sedu shows that positive politeness is the highest frequency used in the novel. Almost similar to Utami (2018), with the highest frequency results being the use of positive politeness in the Fault In Our Stars Novel, Bhagaskoro et al., (2019), the results found also show that positive politeness is the highest frequency. All previous researchers have shown that the positive type of politeness is most often seen in the analysis of politeness strategies in novels. This research also shows that positive politeness results are the highest frequency.

So, this discussion shows that politeness strategy types and politeness sub-strategies have a relationship with each other to compromise and understand politeness strategy types and politeness sub-strategies. This research also provides new insights and knowledge in analyzing types of politeness strategies.

D. CONCLUSION AND SUGGESTIONS

This research discusses the types of politeness strategies used by the characters in the novel Tolbok haleon. The aim of this research is to analyze the types of politeness strategies and sub-strategies used by the characters in the novel Tolbok Haleon. This research uses the politeness theory put forward by Brown

and Levinson to analyze the types of politeness strategies and sub-strategies used by the characters in the novel Tolbok haleon.

Based on the results of the research and discussion, 106 utterances were obtained which were used as research data which used the politeness strategies used by the characters in the novel Tolbok Haleon. From the statements analyzed, there are four types of politeness strategies used by the characters in the Tolbok Haleon novel, namely: bald on record strategy, positive politeness, negative politeness, and off record. Meanwhile, the sub-syrayegy found in this research include cases of non-minimization of the face threat, Cases of FTA-oriented Usage, notice, attend to H (his interest, wants, needs, goods, exaggerate (interest, approval, sympathy with H, Intensify interest to H, use in-group identity marker, Seek agreement, Presuppose/raise/assert common ground, joke, assert or presuppose speaker's knowledge and concern for the hearer's wants and willingness to fit one's own wants, offer, promise, include both addresser and addressee in the activity, give or ask for reasons, give gifts to addressee (goods, sympathy, understanding, cooperation), be pessimistic, minimize the imposition, impersonalize S and H, give hints, 1 utterances with percentage give association clues, use metaphors, Displace H. Give gift to the listener (goods, sympathy, understanding, cooperation) is the sub-strategy that is most often used in the speech made by the characters.

From the analysis above, it can be concluded that the utterances in the novel Tolbok Haleon use many politeness strategies. From the data analyzed, the politeness strategy that is more widely used by the characters in the novel Tolbok Haleon is the positive politeness strategy. This shows that being kind to make someone feel comfortable and happy is very important in communicating.

About suggestions researcher would like to give some suggestions about this study that might be useful for English students, the researcher, and everyone who read this study. Politeness strategies have four types, namely bald on record, positive politeness, negative politeness and off record. Within the four types of politeness strategies, there are sub-strategies within them. Types of polite strategy and sub-strategy are two components that cannot be separated because sub-strategy determines what type of polite strategy will be used. These two aspects are very interesting to study because they can help readers understand more deeply the study of politeness strategy analysis. Analysis of politeness strategies is indeed widely used in novels, but not only in novels, politeness strategies can also be examined in films, films or in the social environment. Apart from the analysis of politeness strategies being interesting to research, there are also many sources of data that will be used as research.

In this research, researchers prefer novels with the life inspiration genre as a data source. Of course, politeness strategies are found in all novels, but not everyone uses sub-strategy when communicating. Therefore, this research is very important and useful to study, because readers will know what sub-strategy is most dominantly used. This research also inspires readers about the importance of using politeness strategies when communicating, because applying politeness strategies can make the person you are talking to feel comfortable and happy during communication. In this way, the researcher hopes that this research will

provide benefits and additional knowledge for readers and people who later want to conduct research related to types of politeness strategies.

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