



THE POLITENESS OF ASSERTIVE SPEECH ACTS: SYNERGIZING THE LINGUISTIC POLITENESS DEVICES IN CONFLICT RESOLUTION COMMUNICATION

KESANTUNAN TINDAK TUTUR ASERTIF: MENSINERGIKAN PENANDA-PENANDA SANTUN LINGUISTIK DALAM KOMUNIKASI KONFLIK RESOLUSI

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Abstract

This article studies the realisation of politeness assertive speech act on the scholarly dialogue called Religious Freedom Project (RFP) at the Georgetown University, US. The primary data in this article is in the form of written data (document), which is the transcription of the RFP dialogues conversation. In addition to the supplementary data is the video record of the dialogues retrieved from *Youtube*. The assertive SA in this study refer to the utterances that bind S to the truth of something he/she expresses. The result shows that there were found the use of six types of assertive speech acts that go hand in hand to reflect the Leech's Politeness Principles, among others the acts of admitting, informing, assuring, arguing, affirming, and reporting. Based on the basis of finding data from 137 speech acts of assertive type, it is concluded that in RFP dialogue, the politeness markers were classified into eight types referring **House & Kasper's**, i.e.; hedging, understaters, downtowners, committers (both enhancers and reducers of S's self commitment), agent-avoiders, intensifiers, overstaters, and politeness markers. Politeness devices or markers reflect a great deal and effect on the production of utterances force in the RFP, all of which were directed toward criticism.

Keywords: *politeness markers; assertive speech act; politeness maxims; dialogue*

Abstrak

Artikel ini mengkaji realisasi kesantunan tindak tutur asertif pada dialog lintas agama dan cendekiawan *Religious Freedom Project* (RFP) di Universitas Georgetown, Amerika Serikat (A.S). Sumber data utama dalam penelitian ini berbentuk data tertulis (dokumen), yaitu teks

transkripsi dari video percakapan dan sumber data pendukung yaitu yang berbentuk video rekaman tuturan dialog lintas agama, *Religious Freedom Project* (RFP) diakses melalui situs portal *YouTube*. Kesantunan pragmatic dalam kajian ini merangkum pembahasan tentang penerapan maksim/bidal-bidal kesantunan Leech (1983) sebagai konsekuensi penggunaan tindak tutur (TT) asertif beserta indikator perangkat-perangkat santunnya (House & Kasper, 1981). Dalam dialog RFP ditemukan penggunaan enam jenis-jenis TT asertif dominan yang merefleksikan PS-Leech, yakni TT sub-mengakui, menginformasikan, meyakinkan, mengargumentasikan, mengafirmasi, dan melaporkan. Berdasarkan temuan data dapat disimpulkan bahwa dalam dialog RFP perangkat-perangkat santun diklasifikasi menjadi delapan jenis (mengacu taksonomi House & Kasper, 1981), yaitu perangkat berpagar (*hedging*), pengecil (*understaters*), penurun (*downtowner*), perujukdiri (*committers*, peningkat dan penurun komitmen diri), penghindaran (*agent-avoiders*), penguat tingkat rasa (*intensifiers*), dan pengujaran berlebihan (*overstaters*), perangkat santun (*politeness markers*). Perangkat santun sebagai elemen linguistic berpengaruh besar terhadap daya tutur dalam komunikasi dialog RFP, kesemuanya secara dominan diarahkan pada tuturan-tuturan mengkritisi.

Kata Kunci/frase: Penanda-penanda kesantunan; tindak tutur asertif; maksim kesantunan; dialog

A. INTRODUCTION

The pragmatic, intent and purpose of speech communicated by a speaker (S) with regard to the psychological condition of his speech partners (H) have to be concerned to achieve an effective way of communication. That is, to communicate effectively, one needs to anticipate the impolite utterances production through paying attention on the aspects of pragmatic language. In line with Leech's (2011: 56) statement that "pragmatic includes activities of solving communication problems that occur between S and H", Leech (2005) linked the theory of Politeness Principles (PP) with the use of speech acts (hereinafter abbreviated as SA). PP is formulated as a relevant politeness rules referring to different types of SA. According to Leech (2005), SA is distinguished by two things: the purpose of the speaker's illocutionary goals, and the speaker's social goals, the speaker's position determines whether someone is being honest, polite, or ironic, etc.). It can be explained that at the time of holding a communication, S has specific purpose of illocution, i.e., the main purpose to be achieved, such as, persuading someone to help him, in addition S also has a social purpose, namely maintaining good communication relationships with others. However, the purpose of the illocution could either be supporting or competing with the social objectives, especially for the purpose of expressing a polite communication.

Dialogue as a type of interpersonal communication, according to Computational Linguistics study, based on the analysis of types of speech acts realisation in dialogue 'Major Dialogue Act Types' by Stolcke, et.al (2000: 6), that in dialogue it is more found speech type of 'statements and opinions' either descriptively, narratively or even personally spoken data. In the perspective of pragmatic study, the oriented speech acts (SA) utterances which is included in the type of assertion, is sometimes the linguists quite often related to the representative utterances (the so called assertive). The assertive speech acts includes the acts in speech which is aimed at expressing,

explaining, suggesting, predicting, and summarizing, all of which serve to describe the state as being certain way (Searle 1979). This study is interested in studying politeness from the perspective of assertive speech acts. In line with Leech's (1980: 2) opinion that politeness is connected and relevantly refers to the application of the SA types along with their contextual factors "[...] for speakers and hearers in given utterance situations," and any use of SA in certain situations requires speakers' determination of either fulfilling the purposed illocution or the social balance of communication, i.e., to maintain the social goals, sometimes it requires the indirect use of illocutions. Therefore, Leech (1980) suggests the importance of describing the indirectly expressed utterances identifiable through sorts of use of politeness devices.

Based on more theoretical studies, several overviews and analyzes of critical and holistic politeness researches have been extensively described in several studies, i.e., Eelen (2001), Watts (2003) and Bargiela-Chiappini (2003). Long before, Fraser (1990) postulated four parameters in understanding politeness, including; "social norms", "conversational maxims", "face-saving" and "conversation contracts". Eelen (2001) further asserts that the term politeness is not only seen as a strategy of conflict avoidance, but also indicates the universal social position of the speakers. Eelen (2001) was inspired by previous research conducted by Kasper (1990) who found that politeness is operated as a strategy of conflict avoidance, politeness has a social function as a way for speakers to control the potential aggression within a communication (Brown & Levinson 1987: 1), or to avoid disturbance as well as to maintain social equilibrium and communicative concord (Leech 1983: 17-82). Other similar studies describe the principle of Indonesian politeness in the family environment by Nurjamily (2015) who found that the Indonesian language politeness in the family environment reflect some negative politeness strategies referred to the theory of Brown and Levinson using the measure of language-based solidarity, and Leech's principles of politeness. Those principles are not always fully applied in the conversation, since there was a family did not obey the principles of politeness when telling stories between interlocutors along with the context and situation. Another study concern the speech acts analysis on the Minang speech characters in an article entitled 'Wisdom and Language Politeness Reflection Of Minangkabau Ethnic' by Juita (2016) who found that the speech acts forms imply certain characteristics which occur underlying certain use of strategies.

B. RESEARCH METHODS

This study is a descriptive-qualitative research which focuses analyzing the written data (document) of transcription of video conversation dialogues, accessed at the website <http://berkeleycenter.georgetown.edu/rfp>, and the supporting data source of a recording video of scholarly dialogue, the Religious Freedom Project (RFP) is accessed through the *YouTube* portal site. Data collection was done by using observation and documentation methods of analysis. This study summarizes the discussion on observations of the Leech's PP maxims (1983) in RFP dialogues as a part of the consequences of using the assertive type of speech acts and some of the typical use of linguistic politeness indicators (House & Kasper, 1981). The grammatical classification of SA is a way to facilitate research in searching for lexical elements that show the kind of SA (referring to the Searle's theory) and reflect the application of PP's Leech and scales and the application of House & Kasper's (1981) politeness devices in the RFP dialogue at Georgetown University. Data used in this study include primary and secondary data (Blaxter et al., 2006). The primary data comprises of the qualitative data obtained by the researchers at the research location,

the aspects of assertive politeness speech acts ranging from grammatical elements of clause, sentence, phrase and word which characterize the scholars' type of communication in RFP dialogues. While secondary data is a complementary data obtained from previous research by reviewing and comparing the results of other related previous studies to find out a gap as well as for the supporting.

C. RESULT AND DISCUSSION

This section discusses research findings and discussions on the realization of assertive acts of speech acts on interfaith and cultural dialogue, Religious Freedom Project (RFP) at Georgetown University, USA (U.S.). To simplify the process of analyzing the data findings in this assertive speech acts (SA) study, the data is divided based on the classification of the grammatical elements / elements which include clauses, sentences, phrases and words. Data were analyzed thoroughly. The use of CK-1 abbreviations is a reference to First Scholar, CK-2 for Second Scholar, and CK-3 etc., these labelings are intentionally done to facilitate the brief mention of data that enable the writer to categorize them into a tabulation. Each classification of data segments containing assertive SA which refer to linguistic evidence of observing Leech's PP are written on *italics*, whereas in the accompanying markers of politeness is written in **bold**. In order to facilitate the explanation of the analysis on each of the findings, each grammatical element is typed on *italics* and marked with [']. In addition, each of the data displayed is labeled with the speaker's custom label and on what the topics the data are all about (data A, B, A.01, A.02 etc.). the abbreviations of SA (speech acts), PP (Politeness Principles, S (Speakers), H (Speaking partners/Hearers), and MMC (Muslim Majority Countries) employed to label each technical terms related to the data analysis in this study.

Politeness Principles (PP) Leech (1983)

Leech's linguistic politeness theory (1983) is a formidable strategy that is substantially no less popular than the model of Brown and Levinson (1978) politeness but is relatively more criticized than contemporary Pragmatic linguists. However, it should be understood that only these two linguists have successfully embodied theoretically and comprehensively the forms of linguistic politeness especially in the realm of Pragmatic studies. Brown and Levinson's (1978) view of politeness as a complex system used to soften potentially face threatening / self-image' (cf. Watts, 2003: 50). Meanwhile, Leech (1983: 19) defines the model of politeness that formulated as a strategy of conflict avoidance in an interpersonal communication that can be measured through the degree of efforts in avoiding conflict situations and maintain mutual respect.

a. Modesty Maxim

Modesty maxim is an expression of language that can be indicated from S's attitude that rationally and deliberately reduces praise of her/himself. The implementation of this maxim within a type of interpersonal communication such as the RFP dialogue justifiable from the utterances which meanings reflects sorts of illocutionary acts identifiable through the grammatical markers use along with the specific utterance contexts referring to the implementation of Leech's Principles of Politeness (PP) (1983). This maxim implementation can be seen in the sample of the following RFP dialog.

- * I wanna talk a **little bit (Pnr)** about as a non-expert in Islam, and **certainly (Pnd)** a student of Islam. I have observed this the issue of the status of religious freedom in Moslem majority countries for some years (A.01/CK-1).
- * So my remarks sure are **I hope (Pkd)** that someone informs, but there, **certainly (Pnd)** not that of an expert, someone who is **very (Ptr)** interested in this issue. (A.02/CK-1).

The context on data A.01, the utterances are connected to previous CK-1's arguments that highlight the importance of supporting and applying the concept of religious freedom, CK-1 expresses the assertive speech act that reflects an idea or meaning of admitting. The SA asserted that this raises perlocution on the data A.01 which enables CK-1 to be assumed as a humble person for he does not intend to behave boasting about his own capability. This statement has consequences of raising a judgment concerning the CK-1's intent and purpose whose utterance does not seem to dominate and interfere the religious affairs of others or even criticize the doctrine as has been believed and embraced by the counterparts (as well as the 3rd party, i.e., the Muslim community). On the basis of such types of illocutionary acts, the data A.01 & A.02 reflect positive politeness. This type of politeness refers as the utterance which objective (ie, 'self-acknowledging') is not on the contrary to its social purpose, this kind of speech situation is called convivial (Leech, 2014: 89). Regarding to what extent is the effectiveness of observing such politeness, the speech act type concern positive evaluation, for S admits his incapability shall be further interpreted as a person humbling himself before the speaking counterpart.

b. Agreement Maxim

The observation of the agreement maxim is reflected from the efforts made by S to minimize his disagreement against H/O's opinion. At the time speech participants in a dialogue want to express an opinion, there is a tendency for each to hold an agreement (Leech, 2014: 201), although the essence of argument is a language phenomenon of potentially reflect impoliteness (Ibid: 101). The following data relates to the maxim of agreement applied by each scholar in the RFP dialogue.

- * I **completely (Pbl)** agree in written in some way that we are preceded **precisely (Ptr)** as you said the phrase "Trojan horse" as say a religious freedom policy in particular is often perceived as Trojan horse for Western missionaries, Christian missionaries and also for **sort of (Pbg)** moving away Islam out of the way. (CK-1, A.16)

The context of utterance in data A.16 relates the host response to the previous CK-3's statement. The host asked CK-1 if he was objected or refuted CK-4's opinion. The previous CK-3 statement expressed the Muslim community's view of the concept of religious freedom. According to him the concept of religious freedom is interpreted by MMC such as the introduction of Trojan horses (into the palace, the metaphorical expression 'religion'), as it will continue to provide a great opportunity for evangelists to Christianize the Muslim community in MMC. Data A.16 indicates the observation of the agreement maxim realized by CK-3 through a statement reflecting the assertive of sub- 'affirming which derives a conclusion that CK-1 approves CK-3's opinion. The application of maxim is motivated by **social scale factors**, especially in the scale of symmetrical relations. That is, perceived no power factor is reflected in the interaction between the participants said, but only the problem of the lack of closeness that occurs, in addition to ideological factors within groups (out and in-

group). On data A.16 a statement *I completely agree in written in some way that we are preceded precisely as you said the phrase “Trojan horse [...] is a kind of positive politeness, it can be understood that in the statement CK-1 delivered a positive response to the previous CK-3 statement. Modesty in overexerant S's evaluation the so called 'overstaters'on the adverbial use of words such as **compeletely** and **precisely**, is an intensifiers marker or in Leech's (2014: 116) identification is regarded as the internal modifiers, this marker serves to help CK-1 in building social harmony among other speech participants.*

c. *Tact Maxim*

The tact Maxim is more applicable on the type of sub-SA impositive, asking or urging on H to do something. This Maksim can be indicated from the efforts made by S in minimizing the burden (cost) and maximize the benefits to the H. In principle, in order to apply the tact maxim, S needsto pay attention to a number of relevant politeness scales. The politeness scales govern the relative burden and benefits to S and H (cost and benefit) of the choices in which S offers to a desired action (the optionality scale), to what extent H attempts to convey the S's message so that the intent and purpose of the illocutionsare understood.

- * Well...This to me is the French model. **I mean I am not blaming (Pbg)** the French for pornography although it's **probably (Pnr)** something there, but... There are religious voices that can talk against pornography and so forth. (CK-1, A.08).

Data A.08 relates to the context of previous CK-3 arguments that offered the concept of religious freedom as a manifestation of the US care response to MMC. CK-3 persuades H the importance of maintaining stability and peace between MMCs by applying a system of democratic ideology, as applied in Western countries, especially the US at present. However, the democratic system in question, in his emphasis, differs from democracy in the viewpoint of the French state which includes the freedom of pornography. Because as he meant is just a democracy is nothing but the freedom of embracing a religion. He emphasized that religion is still positioned as a moral standard that can overcome pornography. In the A.08 the assertive SA data sub-admitting serves to persuade H to follow / implement suggestions and views of S. Toward the implementation, S minimizes the burden (cost) from the use of illocutionary force of SA admitting (ironically implies the application of SA suggesting) and maximizes the beneficial values over H namely in the form of social and economic improvement for MMC. The politeness scales reflected from a number of the suggested optionalities by S represent a requested action. The assumption of the application of tact maxim in A.08 data is also reinforced by the implementation of politeness markers realized from the use of hedging and downtoners. On the expression “*I mean I am not blaming*”(hedging)as well as the use of linguistic element the so calleddowntoners marker are a possible reducing strategic factor for any future consequence of ill effects as a result of the illocutionary force embedded in the assertive SA which is perceivable negatively by the speech object (H).

d. *Approbation Maxim*

The maxim approbation in terms of communicating as formulated by Leech (1983) is a general rule that speakers should be able to minimize the side of inconsistency (when commenting or criticizing etc.) and maximizing praise to others

/ Mt in a situation of utterance. RFP dialogue, the assertive SA data represent observation of the approbation maxim found in several dialogue segments as follows.

- * And I don't draw this conclusion on my own; I draw it from **people (Phd)** that I have come to admire who were **deeply (Pbl)** embedded in the Islamic discourse and world for a variety of historical forces, historical factors, authoritarianism, colonial legacies, and clash of the Ottoman Empire or variety of historical factors (CK-2, A.25).

Data A.35 relates the previous CK-2 statement on the importance of applying the concept of religious freedom to the MMC community. CK-2 convinced H and the 3rd party, the Muslim Community. The CK-2 statement concludes the intention that religious freedom which means tolerance among believers in MMC is not only the wish of the international community. According to him, religious tolerance has long been promoted and practiced even by the glorious Muslim civilization in their heyday. CK-2 praised the civilization in order to convince H the importance of applying religious freedom that aspires to create peace among religious communities. Data A.25 indicates CK-2 applying the approbation maxim realized through the assertive SA of assuring. Certainly, the use of illocutionary acts of convincing with regard to an objective of illocution behind the act of praising in which H to follow and apply the interests of S and his country. Leech suggests the observation on the tact and approbation maxims of PP as elements of speech in which the illocutionary force manifests potential to weigh (weight) because the force of demand is reflected in the idea even though it is conveyed in the assertive SA (Leech 1983: 132). Thus, for S communicative purpose achievable, it is necessary to consider relevant scale to be able to balance the discomfort side of assertive SA.

e. *Sympathy Maxim*

The sympathy maxim is the rule of communicating polite that can be handled by minimizing the attitude of language that is potentially perceived as an attitude of antipathy both to self (S) and others (H), and vice versa maximizing sympathy to others (Leech, 1983:132). The observations of sympathy maxim in the RFP dialogue are connected with a view of how S is capable of creating a sympathetic impression to the arguments reflected in each SA realization so that it can be perceived mannered by the H. The following representative data show the observations of attitude in communication that maximizes the sympathy maxim through the assertive SA, especially in the case of RFP dialogue.

- * The point is, there words **the policy (Phd) tends to (Pbg)** close of that empathy with **people (Phd: 6)** that are suffering and it has to be changed into strategies program. (CK-1, A.13).

Data A.13 links the previous CK-1's argumentation context of the importance in applying the concept of religious freedom in MMC. He emphasized that the success in applying the concept and values of religious freedom is directly proportional to the support in upholding the ideology of a democracy-based country. The sufferings experienced by the MMC community attracted a lot of concerns and sympathies from leaders in western countries, especially the US. CK-1 describes itself as a representative of the United States expressing sympathy and willingness to help MMC to get out of the problems that have been faced due to the model of

authoritarian regime governance that still dominates in most MMCs. The data on A.13 are reflected on the application of maximization of inferences realized through the assertive SA of arguing. SA of arguing implies an attitude of appreciation / awareness from S to H in the form of a solution offer in handling conflict between MMC, so this speech can be perceived two things, namely giving benefit (reflects a sympathy maxim) or persuasive request to H to support his idea (the tact maxim). The second tendency of the use of illocutionary that implies the desire of S is strongly supported the application of each of the accompanying markers. For example the use of agent avoiders in the phrase 'the policy' is used to avoid mentioning the object of speech (agent avoiders) rather than using the word 'America', is a strategy to disguise the mention of agents potentially interpreted by H as a form of Western interference (thus it further results impolite belief). By stating indirectly such as "there is a policy that wants to end the sympathy..... rather than directly to say that "America's desire for [...], in the context of data A.13, the use of agent avoiders or marked by hedging relates a phrase "the policy" is a significant strategy of implying the purpose of CK-1's utterance, so that his intentions shall not be perceived negatively, This is certainly a typical form of utterances use in the RFP dialogue that would have consequences if O avoidance strategies are not widely used, it would be potentially the RFP considered to be the US agenda for controlling resources and communities in MMC.

f. Generosity Maxim

The maxim of generosity is a self-centered, self-centered rule of thumb, which in its application is correlated with the tact maxim (Leech 1983: 132). In the international culture in general, and the culture of English-speaking society in particular, a person (S) seeks to be perceived as a benefactor by offering or inviting others (H) to take sides or do something desired by S. Some of the data in the RFP dialogue reflects the observation of the generosity maxim as realized through assertive SA.

- * It's **probably (Pnr: 1)** and **maybe (Pnr: 2)** **not terribly (Pbl: 1)** fruitful to think about the way that can change because the barriers to change in countries like Iran, Saudi Arabia, and Sudan. (A.03 **CK-1**).

The context utterance on data A.03 illustrates CK-1's main wish and country in helping to facilitate and simultaneously provide MMC solutions to internal conflicts amongst the countries. By using the assertive SA of informing, CK-1 explains the religious freedom program as an alternative offered to NMM. Data A.03 is perceived to reflect linguistic politeness because it implies an offer as well as a promise on the benefits that will be felt (by communities in MMC) if they support the RFP agenda. This statement can be concluded that by supporting and implementing RFP agenda, then the peace and economic sustainability will be realized. The maxim generosity realized through assertive SA of informing reflected in data A.03 is supported by some politeness markers such as downtoners and hedging. Politeness markers of downtoners on words probably and maybe and hedging terms on 'not terribly' in the House & Kasper classification (cf. Watts, 2003: 183) functioned S to modulate the effect of speech (SA of impositive an invitation / suggestion). The use of this marker is targeted for the SA purpose of informing which in terms of the perlocutionary act interpretation implies S's request to H that will be considered on imposing his self or country's desire but surely on a perception of

having concern for MMC as fellow human beings. The factors that influence CK-1in observing this maxim are the sociological factor of cost and benefit scale.

The kinds of assertive speech acts realized in the maxims of PP

In reviewing of what kind of utterances is categorized as the assertive SA, they are the utterances that bind S to the truth of something he/she expresses (Huang, 2007: 106), and primarily used to provide a factuality (credibility) of things being informed (Austin, 1962). Even though the factuality of information reflected in the assertive SA utterances actually depends on something that the speaker is convinced which reflect the truth values he believes in. Surely this by H / object is considered to implicate the truth based on the psychological, political, and religious view of the speaker (cf. Cap, 2005: 13). In uttering such an idea, it absolutely remains consequential for the speech partner (H/object.) to believe in the predictive, deductive, and expeditive credibility capacity of the speaker's utterances (S), then similarly anyone may judge him as an authoritative person for his utterance (Cap, 2005: 17).

Among the data of assertive SA politeness presented in the sub-discussion below examines how each kind of assertive SA utterances are in co-existed to each maxim categories of Leech's PP in a scholarly speech like the RFP dialogue. We classify the types of utterances referred according to the classified data of assertive SA; among others are the acts of admitting, assuring, informing, reporting, arguing, and affirming. These six assertive SA types appear as dominant linguistic-pragmatic elements in the RFP dialogue.

Table 1. Types of Dominant Assertive Speech Acts

No.	Lable* of PP Maxims	Types of Dominant Assertive Speech Acts					
		Admitting	Assuring	Informing	Reporting	Arguing	Affirming
1.	MDt	6 (4%)	-	-	-	1 (1%)	-
2.	MGs.	-	5 (4%)	-	-	3 (2%)	-
3.	MTc	4 (3%)	-	14 (10%)	10 (7%)	4 (3%)	-
4.	MAp.	2 (1%)	2 (1%)	34 (25%)	10 (7%)	20 (15%)	-
5.	MSp.	-	1 (1%)	3 (2%)	-	1 (1%)	-
6.	Mag	2 (1%)	-	3 (2%)	-	-	15 (15%)

* MDt. (modesty maxim); MGs. (generosity maxim); MTc (tact maxim); MAp. (approbation maxim); MSp. (sympathy maxim); MAg (agreement maxim)

The observation of Leech's PP maxims correlates with the assertive SA realisation pertaining to the types of illocution use and the contextual utterances. The modesty maxim in the data in table 5 is identical with the use of admitting SA as much as 7 data denotes 5% that reflects utterance showing the intention of showing the S's low self-quality (data B.33) "[...] *Martin Luther King, at the high of his, and I am not comparing myself anyway [...] being a Catholic, I'm not quite as strong on my scripture as I should be* (data B.62)", "[...] *Hadley Arkes, is here tonight. I would love to have him up instead of me* (data B.65)". The observation of modesty maxim through assertive SA of S's utterances as reflected in data A.2, and B.33. These are deemed to be demeaning to his ability so that his utterance shall not be perceived as arrogant, patronizing, interfering in the political, welfare and religious affairs of

others or even criticizing the doctrine of H/O (and the 3rd party, ie Muslim society) (data B62).

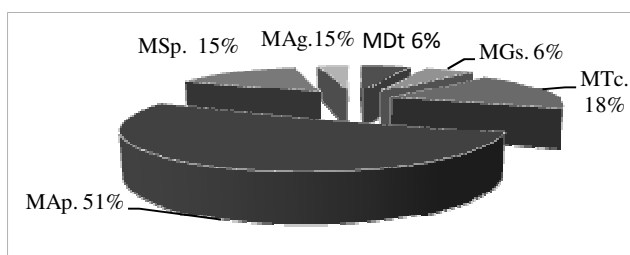


Figure 1. The Realisation of assertive speech acts reflect from the maxims of politeness principles

The above diagram explains that the approbation maxim with the findings of 70 percentage data 51% occupies the highest observation of PP maxims in the RFP dialogue. Then tact maxim shows 25 data findings with percentage of 18%, followed by observation of the agreement maxim as much as 20 data. The high observation on the approbation maxim indicates that the RFP dialogue speech pattern is evidenced by the assertive SA of informing of 34 data (26%) that typically dominant in the assertive SA. The approbation maxims were primarily employed when S was willing to inform and criticize the form of MMC government, to criticize the behavior of religious doctrines in MMC (cf. data 33, 49, 61, 65, 68 etc.), And criticism of peer opinions Panelists (data 36, 42 ff.), The implications of such criticism are expressed in the form SA of informing expressed S as a means of comparing and contrasting the situation so that the RPF feels worthy of support and consideration to be observed.

Manifestation of Politeness markers in the maxims of PP

Optimizing the linguistic politeness is an effort that can be rationally observed by PS through either verbally and nonverbally use of language elements. This is because, according to Leech, politeness is a communicative technique that considers the language use as a strategy (see Watts, 2003: 48). PP and the purposed maxims relate the practice of polite communication between two speech participants who are then so called ‘self and others’ (Leech 1983: 133). In Leech's (2006) conceptual theory, linguistic politeness associated with the use of a particular SA and formulating relevant rules of politeness, thus politeness in his view refers to different types of SA which can be generally distinguished by two constraints, which is the speaker's illocutionary goals and his social goals.

Tabel 2 Politeness markers (proposed by House & Kasper, 1981) which reflect Leech's PP maxims (1983)

<i>f</i> /Σ (137) x 100%	MDt. (8) 6%	MGs. (8) 6%	MTc. (25)18%	MAp. (70) 51%	MSp. (5)4%	MAg. (20)15%
Committers (enhancer) (Pnd)	6 (4%)	4 (3%)	5 (4%)	26 (19)%	1 (1%)	4 (3%)
Intensifiers (Ptr)	5 (4%)	12 (9%)	8 (6%)	33 (24%)	2 (1%)	12 (9%)
Hedgings (Pbg)	16 (12%)	8 (6%)	11 (8%)	50 (37%)	4 (3%)	8 (6%)
Downtoners (Pnr)	2 (1%)	-	2 (1%)	5 (4%)	-	-
Committers (reducer)(Pkd)	8 (6%)	9 (7%)	14 (10%)	35 (26%)	4 (3%)	9 (7%)
Understaters (Pcl)	2 (1%)	1 (1%)	2 (1%)	1 (1%)	0	1 (1%)
Agent avoiders (Phd)	1 (1%)	2 (1%)	6 (4%)	57 (42%)	6 (4%)	2 (1%)

Overstaters (Pbl)	-	2 (1%)	1 (1%)	8 (6%)	4 (3%)	2 (1%)
Politeness markers (Pks)	1 (1%)	-	1 (1%)	3 (2%)	-	-

Table description:

**Peningkat komitmen diri (Committers (enhancer) labeled with Pnd); Pengurang komitmendiri (Committers (reducer) Pkd); Penguatt ingkat rasa (Intensifiers) Ptr); Pengecil (Understaters) Pcl); Penanda berpagar (Hedgings) Pbg); Penghindaran (Agent avoiders) Phd); Penurun (Downtoners) Pnr); Penguajaran berlebihan (Overstaters) Pbl), Penanda Kesantunan (Politeness markers) Pks).*

Referring to table 2, the observed speakers' politeness assertive speech acts in the RFP dialogue are associated with Leech's Politeness Principles (1983) as well as the use of politeness markers purposed by House & Kasper (1981) as the linguistic evidences for polite communication, in which almost all is predominantly used to criticizing, thus the presence becomes identical to utterances that reflect impositive force (utterances that possibly threatening other face or dignity) in this context of approbation maxim plays an essential role. The politeness markers as linguistic evidence have their role in the utterances which observed the approbation maxim. In RFP dialogue, the agent avoider is 57 (42%), hedging markers found 50 times usage (37%) function to reducing self commitments/committers 35 (26%). The second largest markers is hedging which indicates 37% of use. The selection of specific word lexicons like 'people' in *we have **people (hedging)** reading books that are very dangerous books* (data B.67) instead of uttering a phrase 'certain party or religious community', the object of referent such as 'people' comes out for 28 times of use, *a lot of people* 3 times, *certain people*, *many people*, and *a number of people* in each context utterances. Other agent avoiders sample like this phrasal use '**the policy**' is functioned to avoid mentioning the object of utterance (agent avoiders) instead of using the referent 'America', is a strategy to disguise the mention of agents, which in this case 'the American Government'. Having said indirectly like "there is a policy that wants to end the sympathy rather than saying directly that" the American desire to [...]. In the context of A.13 data, the use of Phd is significant because this speech element can disguise the purpose of illocution so as not to be perceived negatively, of course the RFP will be spared from the assumption of the American agenda of exploiting the community of NMM.

The second dominant marker is the utterance that supports the tact maxim. Some of the markers that show an attempt of reducing on S's self-commitment (so called committers) appear 10% index, second largest hedging results 8%, the words intensifiers 6%, and so on. The committers as part of the politeness markers identical with the use of referential phrases "I think" were used 12 times on some utterance segment which observe the tact maxim, i.e. ***I think** they continue to act [...]* is an idea S believes his argumentation credibility is subjective, in the one hand. Some linguists categorize the phrasal referent "I think" as hedging (cf. Holmes 1995, Watts, 2008). The use of committers indicates that S attempted to reduce the accountability of an opinion in his own expression. In addition, the use of hedging phrases *tended to* results in 7 times of use [...] and the phrase *the kind of* on an utterance *which is why they tended to call the source of those staying was because they really saw that as **the kind of***, these two hedgings function to reducing or softening the illocutionary forces implied in the impositive utterances which can be further perceived as a criticism. Obviously the use of such politeness markers has a certain implication regarding the expected illocution, then 'the minimum use of hedging markers, the

more impositive meanings imply from the utterances', thus the more authoritative it is perceived by H (cf. Hosman, 1989: 390), even hedging is also believed to influence perceptions of credibility and as an effective use element that can gain attentive concern of the H in regard of the messages conveyed by S (cf. Wright & Hosman, 1983)'. This can be justified, because the reflected illocutionary force within the SA type of informing (data D.125) on the use of hedging phrase "let's" in a clause '*let's ditch that paradigm, and let's have the ambassadors*' these hold a significant role for neutralizing the impositive force of the assertive SA of informing which implies an indirect illocution of suggesting. Furthermore, the use of this SA type refers to purposeful utterance of suggestions or criticism which enables CK-9 to be perceived as polite agent in that relevant speech situation.

F. CONCLUSION

The Pragmatic Politeness in this study summarizes the discussion on observations of the Leech's politeness maxims (1983) in RFP dialogue as a part of the consequences of using the assertive type of speech acts and some of the typical use of linguistic politeness indicators (House & Kasper, 1981). The assertive SA in this study refer to the utterances that bind S to the truth of something he/she expresses. In the RFP dialogue, there were found the use of six types of assertive speech acts that go hand in hand to reflect the Leech's Politeness Principles, among others the acts of admitting, informing, assuring, arguing, affirming, and reporting. Based on the basis of finding data from 137 speech acts of assertive type, it is concluded that in RFP dialogue, the politeness markers were classified into eight types (referring House & Kasper taxonomy, 1981), i.e.; hedging, understaters, downtowners, committers (both enhancers and reducers of S's self commitment), agent-avoiders, intensifiers, overstaters, and politeness markers. Politeness devices or markers reflect a great deal and effect on the production of utterances force in the RFP, all of which were directed toward criticism. The observed politeness of assertive speech acts in the RFP dialogue were associated with the Leech's Politeness Principles (1983) as well as the use of politeness markers purposed by House & Kasper (1981) as the linguistic evidences for a polite communication, thus the presence becomes identical to utterances that reflect impositive force. In this context, the approbation maxim plays essential role. The politeness markers as linguistic evidence have their role in the utterances which observed the approbation maxim. In RFP dialogue, the agent avoiders for 57 times of use (42%), hedging markers found 50 times (37%), speakers' self commitments (committers) on the utterances as found 35 (26%).

The modesty Maxim found 8 data, mostly realized through SA of admitting (7 data) with percentage of 5%, used by S to humble his personal ability so that his utterances shall not be perceived boasting, patronizing, interfering other people's politics, welfare and religions (2) Generosity maxim found 8 data, realized through SA of assuring 5 data (4%) and 3 data refer to the act of arguing (2%) observed by S to explain the purpose of promoting RFP as a solution to various problems at MMC community. (3) The tact maxim dominantly realized in the assertive act of informing came up with 14 data (10%), then 10 data (7%) is realized through SA of reporting, admitting and assuring each of these came up with 4 data (3%), which are wisely communicated by S to re-understand the history of Islamic civilization, and to inform H the importance of supporting the RFP program. (4) The approbation maxim shows the highest observed frequency among other Leech's PP maxims, there are 34 data (26%) realized through SA of informing, arguing found 21 data (15%) and reporting

as much as 10 data (7%), these assertive SA show information that have implications for criticism to; a) easily controllable mentality of current Muslims leaders, b) criticize the Saudi Arabia as one of the potentially high producers of religious radicalism in MMC, and (c) criticism to H. (5) the sympathy maxim show 5 data (4%) realized through assertive SA of informing for 3 data (2%), and 1 data reflects SA of convincing and arguing, strategically observed to avoid the RFP from the claim of exploitative interests instead of genuinely for caring reasons. And the last is (6) the agreement maxim realized through SA of affirming refers to 15 data (11%) and informing 3 data (2%), and admitting for 2 data (1%), primarily observed to avoid undisclosed language practices that have the potentiality threatening the self-image of H/O., so as to avoid such discomfort way of S's communication, and the dominant use of SA affirming reflects efforts made by S to maintain interlocutors' solidarity.

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