

The Positive Politeness in Conversations Performed by the Students of English Study Program of Timor University

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Abstract

In daily conversation, speakers tend to choose appropriate strategies to save face. This research tends to analyze the politeness in the students' conversation. The objectives of the research are to describe the type of address terms of positive politeness and to find out the percentages of address terms of positive politeness in students' conversations.

The method applied in this research was descriptive qualitative method. There were 26 students chosen the subjects in this research. The data were in the script of conversation in the form of sentences, clauses or words. To obtain the data, the TVR was used. The data were analyzed through transcribing, codifying, classifying, analyzing and discussing.

The result of the research shows that the address terms of positive politeness in conversation are greetings, thanking, praising, apology, congratulating, intimacy, obedience, question, request, suggestion, rejection, chastisement, and disagreement. The data in the first category shows that greetings make 27.27% of the total address terms. The thanking is 22%. The apology makes 15%; the intimacy and praising are 10%. The congratulation address is 9% and the lowest is obedience, 7.14% of the total address terms. In the second category; the question is the highest percentage which is 40%. The request is 22%, and then disagreement is 14%. The suggestion makes 11% and the rejection makes 8%. The chastisement is the lowest percentage which is 5% of the total address terms.

Keywords: *positive, politeness, address terms*

A. INTRODUCTION

The main function of language is as a means of communication. Since language as the means of communication; the language users should always obey cooperative principles so as to avoid misunderstanding or communication breakdown. In as social relationship they should consider to the politeness strategy.

In daily communication, to have a polite conversation the speaker will choose appropriate strategies. Brown and Levinson (1987) state that to recognizes what people are doing in verbal exchange (e.g. requesting, offering, criticizing, complaining, etc) not so much by what they overtly claim to be doing as in the fine linguistic of utterances. It means politeness involves

taking account of the other's feeling and being polite person means that he should make others feel comfortable. Being polite is complicated matter in any language. Being polite means to act with consideration of norm applied in the society. We can show our feeling toward other such as solidarity power, distance, respect intimacy, and etc, and our awareness of social customs.

Brown and Levinson (1987) stated that politeness strategies are developed in order to save the hearer's "face". Face refers to the respect that an individual has for him or herself, and the maintaining of "self esteem" in public or in private situations. In this case, the speakers usually try to avoid embarrassing other person, or making him feels uncomfortable. While Yule (1996: 60) defines politeness as the means employed to show awareness of another person's face. Politeness refers to situations of social distance or closeness.

Face comes in two varieties, positive face and negative face. Brown and Levinson (1987) state that positive face is the want of every member that his wants be desirable to at least some others. Meanwhile, negative politeness is the want that every 'competent adult member' that his actions be unimpeded by others. So, politeness strategies are used by people to ensure a smooth communication and harmonious interpersonal relationship in non-hostile social communication.

In daily conversation, there are many ways to go about getting things we want. Being polite is important things. It must be learnt and applied in our conversation to build social interaction in the society. Yule (1996:60) states "politeness is defined as the means employed to show awareness of another person's face". So politeness can be accomplished in social distance or closeness.

In formal condition, speaker should speak more polite to show his or her respect to the hearer. According to Brown and Levinson (1987:62), a politeness strategy is developed in order to save the hearer's face. Face is referring to the respect that an individual has for him or herself, and maintaining that "self-esteem" in public or private situation. We usually try to avoid embarrassing the other person or making them feel uncomfortable. In other hand, (Mills, 2003: 24) 'formal politeness' to refer to those ritualized phrases such as '*please*' and '*thank you*' which most people recognize as polite. The question is whether these elements are always interpreted or indeed are always intended to function as indicators of politeness. So being polite depends on how the speakers use the words or clauses to deliver the ideas to the listeners.

In similar point; (Wardaugh, 2006: 260) highlights that, in conversation speaker must constantly make choices of many different kinds: what the speaker wants to say, how to say it, and the specific sentence types, words, and sounds that best unite the what with the how. The

way of looking at this relationship is to examine a few specific aspects of communication: namely, pronominal choice forms in languages that require a choice; the use of naming and address terms; and the employment of politeness markers. In each case we will see that certain linguistic choices a speaker makes indicate the social relationship that the speaker perceives to exist between him or her and the listener or listeners.

In conversation, people are advisable to be careful in using strategy in order to maintain the communication. They also must be aware of the politeness strategy to make their communication more acceptable by the others. Brown and Levinson (1987:171) say that positive politeness attempts to minimize the threat to the hearer's face. This strategy is commonly used in situation where the audience knows each other fairly well. Positive politeness is face saving acts which concerns with the person's positive face, they tend to show the solidarity, emphasize that both speakers and hearer want the same thing, and they have a common goal (Yule, 1996:62). However, positive politeness is face work that is aimed at positive face.

Positive politeness strategy can be applied in three mechanisms: "common ground", conveying that speaker and hearer are cooperators, and fulfilling hearer's wants for some X (Brown and Levinson, 1987:103). In **positive politeness**, the speaker's goal is to address the positive face needs of the hearer, thus enhancing the hearer's positive face. Positive politeness strategies highlight friendliness and camaraderie between the speaker and hearer. Positive politeness strategies are intended to avoid giving offense by highlighting friendliness. These strategies include juxtaposing criticism with compliments, establishing common ground, and using jokes, nicknames, honorifics, tag questions, special discourse markers (*please*), and in-group jargon and slang. While (Wardough, 2006: 277) distinguishes the positive politeness leads to move to achieve solidarity through offers of friendship, the use of compliments, and informal language use: we treat others as friends and allies, do not impose on them, and never threaten their face. On the other hand, negative politeness leads to deference, apologizing, indirectness, and formality in language use.

The recent study about positive politeness by Yuka (2009) focused on address terms appear in high school English textbooks. His research focused on what and how many address terms are used in the textbooks and analyzed the role each address term plays in each situation. The study deeply discussed and analyzed about address terms that cover greeting, thanking, praising, apology, congratulating, intimacy, and obedience belong to the first category, "without imposition" and question; request, suggestion, rejection, chastisement, and

disagreement are put in the second category, "with imposition".

In daily conversation, speakers tend to choose appropriate strategies to save face. Therefore, they use polite way to deliver their ideas in conversation. The way to use positive politeness becomes important in conversation. Thus; this research tends to analyze the politeness in the students' conversation. Therefore, the objectives of the study are a) to describe the type of address terms of positive politeness which are used in conversation between the students of English study program of Timor University and b) to find out the percentages of address terms of positive politeness which are used in conversation between the students of English study program of Timor University.

B. THE METHOD OF RESEARCH

This research was categorized as descriptive qualitative research. Descriptive qualitative research design was used to describe the positive politeness in students' conversations. There were 26 students chosen as the subjects in this research. The data of the research were the script of conversation in the form of sentences, clauses or words. To obtain the data, the Tape Video Recorder (TVR) was used. There were two activities in the process of collecting the data; identifying the students and recording. In identifying the students, the researchers identified the students who use conversations in English. In recording process, the researcher asked the students to make conversation and the researcher recorded the students' conversation. The data were analyzed through transcribing, codifying, classifying, analyzing and discussing. In transcribing process, the researchers listened carefully to the recording; then conversations are transcribed into written form. In codifying, the words, phrases, and clauses and sentences which are used by students in conversations were coded. Codes are based on the categories of positive politeness. In classifying section, the researchers classified the data into categories of positive politeness. In analyzing, the researchers analyzed the data based on categories of positive politeness. In discussing part, the researchers discussed the result as the findings of the research.

C. FINDINGS AND DISCUSSION

The findings of the research on positive politeness cover greeting, thanking, praising, apology, congratulating, intimacy, and obedience belong to the first category, "without imposition" and question, request, suggestion, rejection, chastisement, and disagreement are

put in the second category, "with imposition".

Table 1
Number and Variety of Address Terms in Conversation

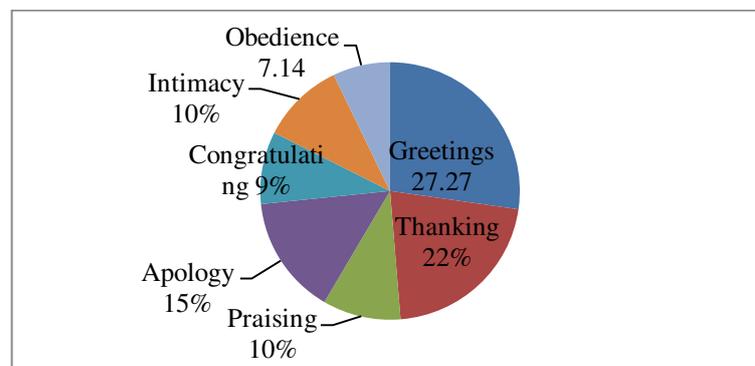
No	Greeting	Thanking	Praising	Apology	Congratu- lating	Intimacy	Obedience	Total
1.	2	2	1	1	1	1	1	8
2.	2	1	1	1	1	1	1	7
3.	1	2	0	1	0	1	0	5
4.	2	2	0	1	1	0	0	6
5.	2	1	1	1	0	1	0	6
6.	1	2	0	2	1	0	1	6
7.	2	1	1	0	0	1	0	5
8.	1	1	0	1	1	0	1	4
9.	2	2	1	1	0	1	0	7
10.	1	2	0	1	1	0	1	5
11.	2	1	1	1	0	1	0	6
12.	2	1	0	1	1	0	1	5
13.	1	0	1	0	1	1	0	4
14.	2	1	1	1	0	1	0	6
15.	1	2	0	1	1	0	1	5
16.	2	1	1	1	0	1	0	6
17.	2	1	0	1	1	0	1	5
18.	1	2	1	1	0	1	0	6
19.	1	2	0	1	1	0	1	5
20.	2	0	1	1	0	1	0	5

21.	2	1	0	1	1	0	1	5
22.	1	1	1	0	0	1	0	4
23.	2	1	1	1	1	1	0	7
24.	1	2	0	1	1	0	1	5
25.	2	0	1	1	0	1	0	5
26.	2	1	1	0	0	1	0	5
Σ	4	3	1	2	1	1	1	1

The data in the table show that there are seven addressed terms performed by the students in conversation. They are greeting, thanking, praising, apology, congratulating, intimacy, and obedience. The data reveal that few students can perform fully the address terms in conversation and most of them cannot perform completely. The highest number is on greetings which is 42. The lowest number is obedience which the total number is 11. The address of thanking gets 33 which is lower than greetings but higher than apology. While the address terms of praising, congratulating and intimacy are almost the same number which praising is 15, congratulation 14 and intimacy is 16. Therefore; the total numbers of address terms in conversation is 154.

Chart 1

The Percentages of Address Terms in Students' Conversation



The chart presents the percentages of the address terms in students' conversations. Although the percentages are not balanced but every address term is performed in conversation. The data shows that greetings make 27.27% of the total address terms in the conversation. Then it is followed by thanking with the percentage is 22%. The apology makes 15%; the intimacy and praising are 10%. The congratulation address is 9% and the lowest is obedience with percentage is 7.14 of the total address terms.

Table 2
Number and Variety of Address Terms in Conversation

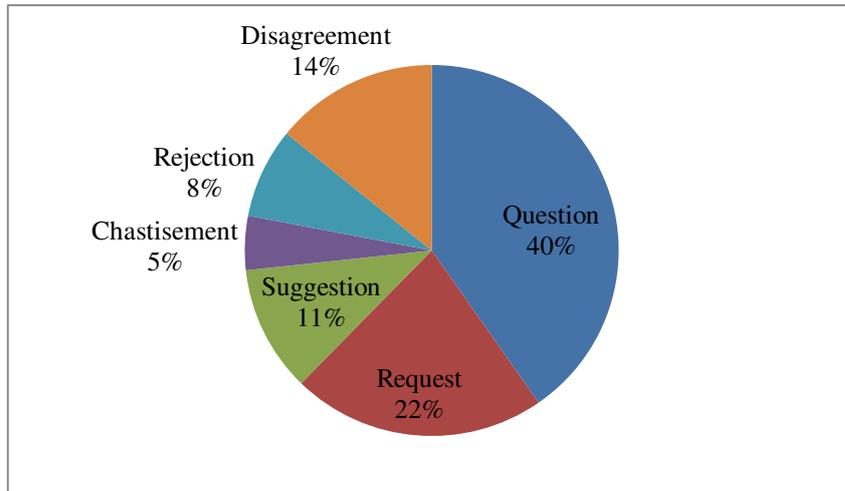
No	Question	Request	Suggestion	Chastisement	Rejection	Disagreement	Total
1.	4	2	1	0	1	1	9
2.	2	1	1	0	1	0	5
3.	3	2	0	1	0	2	8
4.	5	3	1	1	1	1	12
5.	3	1	1	0	0	1	6
6.	2	2	0	1	1	0	6
7.	3	1	1	0	0	1	6
8.	5	2	2	1	1	2	13
9.	2	1	1	0	1	1	6
10.	3	2	0	1	0	2	8
11.	2	2	1	0	1	1	7
12.	2	1	1	0	0	1	5
13.	2	2	0	1	1	0	6
14.	2	1	1	0	0	1	5
15.	4	2	0	1	1	1	9

16.	2	1	1	0	0	1	5
17.	4	2	1	0	1	2	10
18.	5	3	1	0	1	0	10
19.	2	2	1	1	0	1	7
20.	3	1	0	0	1	0	5
21.	2	1	1	0	0	1	5
22.	3	2	1	1	1	2	10
23.	2	1	1	0	1	0	5
24.	5	2	1	0	0	2	10
25.	2	1	1	0	0	1	5
26.	3	1	1	0	1	2	8
∑	77	42	21	9	15	27	191

The data in table 2 show the number of address terms performed by the students in conversation. The address terms used by the students in conversation covers question, request, suggestion, chastisement, rejection and disagreement. The highest number is on question which is 77 and the lowest score is chastisement which is 9. The request is lower than question which is 42 but it is higher than disagreement which is 27. The suggestion address term is 21 which higher than rejection which is 15. Therefore the total numbers of address terms in conversation are 191.

Chart 2

The Percentages of Address Terms in Students' Conversation



The chart presents the percentages of the address terms in students' conversations. The data showed that question is the highest percentage of the total address terms which is 40%. It is followed by the request with the percentage is 22%, and then disagreement is 14%. The suggestion makes 11% and the rejection makes 8%. The chastisement is the lowest percentage with 5% of the total address terms.

The following section presents the students' conversation that contains the address terms of positive politeness.

- **Greetings**

Data no. 1

ATB : Hi, good morning! (*Shake hand*)
TB : Hi, good morning too! (*Shake hand and smile*)

Data no. 2

DL : Good Morning, Michele!
MCCR : Good Morning.
DL : How are you? (*smile*)
MCCR : I'm fine, and you?
DL : I'm fine too.

Data no. 3

DM : Hello good morning, Natalia.
NT : Good morning.
DM : How are you today?
NT : I'm not well, because I sick today
DM : Okay, bye. See you in the Library. (*smile*)
NT : See you too.

The scripts above present how the students use greetings in conversation. As it is in the meeting; the speaker wants to appreciate the hearers' by saying greeting as in data no. 1, 2 and 3. At the end of the conversation; the speakers want to close the conversation by saying okay, bye. See you in the library. This means, before leaving saying goodbye is important as the way to respect others.

- **Thanking**

- IM : Thank you for your....aaa.... you are You are very kind to me!
ML : Thank you very much for your.... for your.... breakfast today

The data in the students' conversation refer to thanking. The speakers want to express thanks by saying "Thank you for ..." "You are very kind to me" and "Thank you very much for your ..." This means that the speaker feel happy of getting something from other; therefore they say thanks as the way to address someone.

- **Praising**

- DM : That is very great. Mine is about Go Green
HR : You have nice shirt today. I like it very much

The data in the conversation show how the speakers praise someone. This situation is possible for the speakers to praise to the hearer such as "You have nice shirt today. I like it very much"

- **Apology**

- IM : Sorry, I don't know it, because I don't have, I haven't the invitation yet.
ML : I am very sorry. Sorry, sorry,

The data show that the students use utterances as the strategy to use apology in conversation. They realize that apology is a part of politeness. The script reveal that the students feel it important to say sorry such as "Sorry, I don't know it" "I am very sorry. Sorry, sorry"

- **Congratulating**

- DN : Aaahh yes... Congratulation on your success. I know you
are have commitment
YL : I do my best regard on your success

The utterances in the conversation show how the speakers use congratulation to express the happiness or regard to the hearers. The data "Congratulation on your success" means to express her deepest feelings to the hearer on what she/he has.

- **Intimacy**

- DM : Hi Mr. What are you doing here?
MPT : Wow Mr. I just sitting down.

The speakers express their intimacy to others. They are very closed to each other; therefore they use Hi Mr.... wow Mr.... This is the way to address close friends. The opening conversation by using "Hi Mr". and "wow Mr" show that they are very closed in friendship.

- **Obedience**

- YM : I choose teaching performance, because teaching is very
important for our profession. How about you?
HR : I also focus on teaching because we are prospective
English Teacher, so we must have much time to learn
about teaching

The data in the conversation above show the students' obedience in their discipline. The data about "I choose teaching performance, because teaching is very important for our profession" and "I also focus on teaching because we are prospective English Teacher, so we must have much time to learn about teaching" describe their consistence on their prospect in the future. They are studying in English study program; therefore they must focus on the teaching of English.

- **Question**

- AGTB : Where do you live?
DL : Who is your favorite artist?
AT : What subject do you like?
AT : Hmm...By the way, haven't you received the, the
invitation of Don's birthday?

Question is a part of conversation. In any kind of situation; when the speakers are having conversation they must use questions. The speakers use question in order to get more information. The questions which are used by the speakers in data above mean to know or even get information; such as “What subject do you like?”

- **Request**

- DL : Can I sit beside you?
MFB : Would you like to eat with me?
DM : What would you like?

The data in the conversation above show how the speakers use polite request such as “Can I sit beside you?” or “Would you like to eat with me?” and “What would you like?”. In the conversation; the speakers may involve in using request to ask something politely. The speakers tend to use polite strategy in the conversation.

- **Suggestion**

- AGTB : It's very good for you.
DM : Yes, I suggest you that (*aaaa...*) you have to go to hospital
DM : Why you don't try to remember it and you try to sign it once more?
DM : Don't give up Natalia; there are many scholarships in our Campus

The data in the conversation show how the speakers use suggestion. The utterance “Yes, I suggest you that (*aaaa...*) you have to go to hospital” means the speaker cares about the situation of the hearer in the conversation. The utterance “Don't give up Natalia; there are many scholarships in our Campus” means that the speaker want to make sure for the opponent to have more spirit in looking for other scholarship. These utterances show how the speakers care about the situation of the hearers have; therefore they need to suggest them as the strategy in politeness.

- **Rejection**

- MPT : That's good idea, but you that at semester four I didn't pass for Filsafat subject and then after this class I must join Filsafat class. How about tomorrow?

The data in the conversation show how the speaker refuses an invitation or offer from his friend. He refused the invitation by saying “That is good idea but”. This means the speaker

refuses in formal way. As another solution, he offers “how about tomorrow?”. This way is used by the speaker save his face since he has refused the invitation or offer from his friend.

- **Chastisement**

YL : Aaa... You will be nervous tomorrow (*while holding phone*), but I do hope you must prepare yourself well and then don't you worry about (*raise hand*) your friends when you're practicing and aahh don't be shy when you are make mistakes of pronunciation,

The data of conversation show how the students judge his friend by saying “You will be nervous tomorrow”, this means that the speaker is really doubt about what situation will happened to his friends. Then he says “don't worry about your friend” this means that the speaker's friend is in trouble with the preparation for teaching tomorrow. The utterances “don't be shy be shy to make mistake” is clearly explains that the speaker's friend being ashamed when doing mistakes.

- **Disagreement**

MA : I really don't agree with the statement. It doesn't make sense. Sorry, I don't.
MP : I must argue with you

The utterances in the conversation above show how the speakers do not agree with the statement of the opponent. The speakers use “I really don't agree with the statement” or “I must argue with” to mean that there is disagreement to the opponent statement.

D. CONCLUSIONS

The results of the data presented in the previous parts; clearly stated that the address terms of positive politeness in conversation are divided into two categories; greeting, thanking, praising, apology, congratulating, intimacy, and obedience belong to the first category, “without imposition” and question, request, suggestion, rejection, chastisement, and disagreement are put in the second category, “with imposition”.

The data in the first category shows that greetings make 27.27% of the total address terms in the conversation. Then it is followed by thanking with the percentage is 22%. The apology makes 15%; the intimacy and praising are 10%. The congratulation address is 9% and the lowest is obedience which is 7.14% of the total address terms. In the second category; the

question is the highest percentage of the total address terms which is 40%. It is followed by the request with the percentage is 22%, and then disagreement is 14 %. The suggestion makes 11% and the rejection makes 8%. The chastisement is the lowest percentage which is 5% of the total address terms. It is hoped for the next researcher to conduct further research about positive politeness in another media such as on the television show, face book, news paper, song lyrics, public figure speech, etc.

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