



Politeness Strategies Use in the Family Members

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ABSTRAK

Bahasa sangat penting dalam interaksi sosial. Ini digunakan oleh masyarakat untuk berkomunikasi dengan orang lain. Selain itu, bahasa dalam masyarakat digunakan sebagai alat komunikasi untuk mengungkapkan gagasan, maksud, pendapat, dan tujuan. Selain itu, bahasa juga memiliki fungsi untuk mengungkapkan perasaan dan emosi seseorang. Kesopanan menjadi salah satu hal yang krusial untuk menjaga agar percakapan tetap berjalan dengan baik di masyarakat. Komunikasi dimulai dari lingkaran kecil kemudian sampai ke lingkaran besar. Lingkaran kecil misalnya dalam anggota keluarga merupakan salah satu komunikasi yang dapat dimulai sebelum terjun ke masyarakat. Oleh karena itu, penelitian ini bertujuan untuk menganalisis jenis-jenis strategi kesantunan yang digunakan oleh anggota keluarga Rimbi yang tinggal di Denpasar. Penelitian ini merupakan penelitian kualitatif deskriptif. Desain penelitian kualitatif deskriptif digunakan untuk mendeskripsikan kesantunan positif dalam percakapan anggota keluarga. Ada 5 anggota yang dipilih sebagai subyek dalam penelitian ini. Terdiri dari ayah, ibu, dan 3 saudara perempuan. Data penelitian berupa naskah percakapan berupa kalimat, klausa, atau kata. Temuan menunjukkan bahwa anggota keluarga jarang menggunakan kesopanan negatif meskipun catatan dan tidak direkam menjadi strategi yang paling banyak digunakan dalam anggota keluarga.

ABSTRACT

Language is essential in social interaction. It is used by society to communicate with others. Besides, language in society is used as a means of communication to express ideas, intentions, opinions, and purposes. In addition, language also has the function of expressing someone's feelings and emotions. Politeness becomes one of the crucial things to maintain the conversation running well in society. The communication starts from the small circle and then comes to the big circle. The small circle for example in family members is one of the communications that can begin before going to society. Therefore, the present study aimed to analyze the types of politeness strategies used by Rimbi's family members. This research was categorized as descriptive qualitative research. A descriptive qualitative research design was used to describe the positive politeness in family member conversations. There were 5 members chosen as the subjects in this research. It consisted of a father, a mother, and 3 sisters. The research data were the script of conversation in the form of sentences, clauses, or words. The findings show that the family members rarely use negative politeness despite that bald-off record and off record become the most used strategies use in the family members.

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1. INTRODUCTION

Language is essential in social interaction. It is used by society to communicate with others. Besides, language in society is used as a means of communication to express ideas, intentions, opinions, and purposes (Rina Devianty, 2017; Shanks et al., 2017; Widiyanto, 2018). In addition, language also has the function of expressing someone's feelings and emotions. Through language, people can maintain their relationships. In addition, in the 21st century, language is beneficial for all people since they can connect with others from different countries (Jang et al., 2021; Kassem, 2018; Suebsing & Nuangchalerm, 2021). Language becomes a medium for them to share information about their country. Previous study add that language is used differently by women and men (Li, 2014). Women use language to maintain relationships with family and friends, whereas men use language to receive and transmit information in order to reach their goals.

In using language to conduct communication, politeness is one of the considerations to be involved in communication. Politeness is a strategy used to avoid confrontation and make them understand the information that they want to deliver (Ayuningrum et al., 2019; Manik & Hutagaol, 2015; Sibarani & Marlina, 2018). It helps to avoid misunderstandings between speakers. In addition, previous study add that politeness becomes the social culture identification of a group or country (Fracchiolla, 2011). It indicates that different country has their own way of showing politeness. Moreover, other study state that politeness directs people to consider their utterances

and attitude to keep the conversation running well and reach a good relationship (Ryabova, 2015). Thus, it can be seen that politeness is an essential factor to be considered in communication.

The way to deliver utterances politely is called the politeness strategy. This strategy is used to anticipate face-threatening happens. Politeness strategy is used to keep people polite by considering their situation (Prasetyo et al., 2020; Sodikin, 2014). In addition, previous study state that politeness strategy is used to warn individuals as language-producing figures to be careful in interaction to avoid misunderstandings (Kurdghelashvili, 2015; Salifu, 2010). Moreover, politeness strategy is used to prevent self-image-damaging effect that results from the speaker's face-threatening acts. Previous study propose four politeness strategies, namely bald on, positive politeness, negative politeness, and off-record (Brown & Levinson, 1978). Bald on is a strategy that uses to minimize threats to hearer's face. The example of bald on strategy is to show disagreement, giving suggestions, requesting, and warning. Positive politeness is a strategy to satisfy the positive face of the listener (Abudayeh & Dubbati, 2020; Mahmud, 2019). The example is this strategy is to exaggerate the interest, giving approval, showing sympathy, intensifying interest to the hearer, avoiding disagreement, and presupposing common ground. Negative politeness is oriented to satisfy the negative face of the listener. It includes some acts like being conventionally indirect, being pessimistic, minimizing imposition, giving deference, and apologizing (Agbaglo, 2017; Amaruddin et al., 2020). Off-record is a strategy covering the hearer's need to interpret what the act means. The example of this act is giving hints, giving association clues, presupposing, understating, overstating, and using tautologies and contradiction.

Politeness strategy can also be used in family interaction to strengthen their relationship. It was proven by the result of observation in a family living in Denpasar city, a Muslim family living in Bali. The husband is from Aceh, and The wife is from Solo. They have been living together here for more than three years. They are using Balinese language as their daily life communication. From those conversations, it has been found that there are politeness strategies used when they are communicating with their children using Balinese language. For example they are using "jemak" "tingalin" "coba takonang bapak". The uniqueness happens in this family if it is seen from their originally from. It means that they are not Balinese people but can speak Balinese fluently. So that is why this family become the subject of this study because of their uniqueness in using balinese language in the family. Further, various politeness strategies can be used in this family if it looks at their daily life conversation.

It means in this family, and it can be seen that there are various languages used in the family, and it can be seen how polite the language used in this family will investigate more in this research. Some previous studies have been conducted on politeness strategy. Previous study showed that Native Dayanese at OKU South Sumatra uses negative politeness in their communication (Sari et al., 2019). Other study found out that politeness strategy was used in Bataknese Traditional Wedding Ceremony in Mangulosi (Isabella et al., 2022). The types of politeness strategies used are bald on record, positive politeness, and negative politeness. It also shows that positive politeness is dominantly used in this case. Moreover there is study that found some types of politeness strategy used by guests on The Ellen Show (Rovita & Gulo, 2022). The guests use positive politeness to refuse the invitation for agreement, gift offer, and unsolicited suggestions, show concern and develop conversation rapport. Negative politeness/bald on record is conducted to refuse the invitation for acceptance, favour offer. Off record strategy is used to decline an invitation for action, gift offer, favour offer, opportunity offer, solicited suggestion, and unsolicited suggestion. In English teaching context there is study who found some politeness strategies used by the English lecturer at Dwijendra University (Sudarmawan et al., 2022). It shows that the lecture uses bald-on record, positive politeness, negative politeness, and off-record. Previous studies show that politeness strategy can be used in different situations.

Considering the uniqueness of the observed family and previous studies, conducting politeness strategy in this study is essential since the background of the observed family is unique. In addition, the previous research also shows few studies dealing with politeness strategy used in the family. Therefore, the present study aimed to analyze the types of politeness strategies used by Rimbi's family members living in Denpasar. The result of the study is beneficial for English language teaching and learning. The examples provided in the present study can be used as an example in teaching Pragmatics since politeness strategy is one of the discussed topics.

2. METHOD

The study was designed in descriptive qualitative research in which the descriptive qualitative research aims at describing the phenomenon and its characteristics from different views (Nassaji, 2015). In this study, the phenomenon of using politeness strategy by family members was described from different perspectives. The types of politeness strategy were described in detailed. There are 4 members chosen as the subjects in this research. It consists of father, mother and 2 sisters. This family is unique because there is various language and cultures involve in one family. The father is from Aceh and The Mother is from Solo. Both of them are living in Denpasar, Bali. They live with their sister which is they use Balinese language to speak each other's. Sometimes they combine the language with Bahasa Indonesia or their local language. It makes this family different than others. Where in Bali

usually do not really have this kind of diversity. This become the reasons why this family become the subject of this study.

The data of the research is the script of conversation in the form of sentences, clauses or words. To obtain the data, the Phone recorded in smartphone is used to record the data. There are two activities in collecting the data; identifying the family members and recording the conversation. In identifying the family members, the researchers identified them who belong in the conversations in Bahasa Indonesia mix with Bahasa Bali. In recording process, the researcher asked the family members to do a natural conversation and the researcher recorded their conversation. The data are analyzed through transcribing, classifying, analyzing and discussing. In transcribing process, the researchers listened carefully to the recording after that the conversations are transcribed into written form. In classifying section, the researchers classified the data into categories in which politeness strategy the sentences belong. In analyzing the data, the researchers analyzed the data based on which categories of politeness strategy are the data belongs to. In discussing part, the researchers discussed the result on the finding of the research.

3. RESULT AND DISCUSSION

Result

The findings are going to explain further about languages expressions which are utterances by the family members (father, mother and 3 sisters). Here will focus on analyzing the usage of politeness strategies in the natural conversation which is already recorded by using smartphone. The conversation is going to transcribe and later on the language's expression will find in those sentences whether there is a sentences which is belong to the politeness strategies or not at all. The conversation takes setting in natural conversation, it happens in the morning talking about daily life conversation. Here is only 10 sample out of 40 conversation that will further analyse. The sample is stated in [Table 1](#).

Table 1. Types of Politeness Strategy

No.	Types of Politeness Strategy	Frequency	Percentage
1	Off Record	27	67.5%
2	Negative politeness	13	32.5%

[Table 1](#) shows two types of politeness strategies used by the family member. Most of the family frequently uses off-record strategy about 67.5% and negative politeness about 32.5%. The detailed examples of the findings is show in conversation in [Table 2](#).

Table 2. The Example of Conversation 1

English Conversation	Indonesia Language
<i>Mother: pak help me to take cat's food in the store now</i>	<i>Mother: pak tolong diambil makan kucing di toko jani</i>
<i>Father: okay, now I will take it</i>	<i>Father: nah sekarang ma</i>

Base on [Table 2](#) the conversation comes when her cat's food is empty. The mother wants to feed the cat but there is another things to do. So that she decided to ask an offer to the father to take the dry food in the store, it takes 10 minutes from their house using motorcycle. The father then agreed to help because he loves the cat too. The first conversation indicates that mother using negative politeness strategy to ask father take a dry food for a cat It looks like there is a gap between them but here there is an implicit way, why did mother do that, because the mother want to make a polite command without hurts the father feeling. The next example is show in [Table 3](#).

Table 3. The Example of Conversation 2

English Conversation	Indonesia Language
<i>Mother: "dik, sit down first do not go home earlier"</i>	<i>Mother: "dik, negak malu de mulih dari toko"</i>
<i>Sister1: "okay, mom I'm going to go home later"</i>	<i>Sister1: "nah ma nanti be mulih"</i>

Base on [Table 3](#) this conversation, her sister just arrived in the store. The condition here is that her mom is just doing something else in the store, so there is no shopkeeper there. Her mom asked to stay there to help for a while. The second conversation is consisting of bald-off record when the mother asks the sister 1 to sit down, it means mother gives command and sister 1 cannot deny it. It can be seen that there is a something to do by the sister after listen mother's command. The next example is show in [Table 4](#).

Table 4. The Example of Conversation 3

English Conversation	Indonesia Language
Sister 1: <i>"why this toilet so dirty"</i>	Sister 1: <i>"adi daki gati kamar mandi ne"</i>
Sister 2: <i>"Now I will clean the toilet, sister"</i>	Sister 2: <i>"iya jani kekedasin wc nya kak"</i>

Base on Table 4 this conversation happened when her parents were not home, the sister that saw the toilet quite dirty stated that the bathroom was dirty while her sister heard it. The she decided to clean the toilet because sister 2 had used the toilet. The third conversation is off record when sister 1 sees the bathroom is not really clean, and then makes a statement about it without pointing to any hearers. It makes the sister 2 which is near sister 1, directly come and offer her to clean the bathroom. The next example is show in Table 5.

Table 5. The Example of Conversation 4

English Conversation	Indonesia Language
Mother: <i>"Ma , please make me fried banana "</i>	Father: <i>"ma gaenang pisang goreng"</i>
Father: <i>"now I will make it pa"</i>	Mother: <i>"nah jani pa"</i>

Base on Table 5 in the fourth conversation happened when the rain had come in Denpasar , her husband could not go outside because he was too lazy to go. But he wanted to eat snack because he already made a coffee, so he asked his wife to make fried banana to accompany him to enjoy the rain. The fourth conversation refers to bald-off record, the father directly ask the mother to cook fried banana. Without any rejection the mother directly agree what the father wants to eat. Bald-off record is usually done in family members. The next example is show in Table 6.

Table 6. The Example of Conversation 5

English Conversation	Indonesia Language
Sister 2: <i>"Mbok , could I eat the egg? "</i>	Sister 2: <i>" mbok dadi sing kedaar taluhne?"</i>
Sister 1: <i>"Yes , of course just eat it"</i>	Sister 1: <i>"nah dadi makan sube"</i>

Base on Table 6 this conversation happened when her sister found an sunny side up on the Table, she wanted to eat it but knew it belonged to someone's food , so she asked to eat it. The fifth conversation belongs to negative politeness, here sister 2 is trying to utter what she wants to do , which is eat the egg , then sister 1 accept the need from sister 2. Sister 1 asks what she wants to eat to sister 2 there is a focus of what sister 1 need which is one of these concepts is belong to negative politeness. The next example is show in Table 7.

Table 7. The Example of Conversation 6

English Conversation	Indonesia Language
Mother: <i>"kak would you like to buy coconut oil in front of house" ? "</i>	Mother: <i>"kak beliang ibu lengis bimoli di muka umah"</i>
Sister 1: <i>"yes mom , now I will go to buy it"</i>	Sister 1: <i>"nah bu sekarang kakak berangkat"</i>

Base on Table 7 This conversation happened when the coconut oil was empty, and the mother cooked a lot of food, and the mother did not realize that it was empty and asked her daughter to buy it in the store. Further conversation refers to bald off record, the conversation indicate this kind of strategies because there is direct command which is neglected face threatening acts. Mother wants to buy coconut oil then ask sister 1 to buy it in the market in front of their house. Sister 1 accept it without any denial. The next example is show in Table 8.

Table 8. The Example of Conversation 7

English Conversation	Indonesia Language
Sister 1: <i>"Why the door in the kitchen still open"</i>	Sister 1: <i>"adi tileh mebukakan pintu ne di dapur nah"</i>
Sister 2: <i>" Now I will close the door"</i>	Sister 2: <i>" nah jani ketutup kak"</i>

Base on Table 8 the seventh conversation refers to off record politeness strategies it can be seen that the door in the kitchen still open and no one close the door, sister 1 utter what they see in front of her eyes , sister 2 which heard about it understand about what should do when her sister utter something like that and close the door

at that time. It can be seen also off record happens when sister 1 convey what they see without asking or command to the specific person to do that. The next example is show in [Table 9](#).

Table 9. The Example of Conversation 8

English Conversation	Indonesia Language
<i>Mother: " why the gas is empty in the kitchen"</i>	<i>Mother: " kok telah kompor gas di paon ne"</i>
<i>Father: " now I will replace the gas ma"</i>	<i>Father: " nah jani keganti gasnya ma"</i>

Base on [Table 9](#) the eighth conversation stated that the gas is empty so that the mother cannot cook, the father who listened to those utterances, suddenly changed the gas into the new one so that the mother could cook at that time. From the conversation, off record politeness is used at that time because the mother did not point to someone or ask for help but the father who stayed in the kitchen helped mother without hesitation. The next example is show in [Table 10](#).

Table 10. The Example of Conversation 9

English Conversation	Indonesia Language
<i>Mother: " why this table is dirty , too lazy to clean it up"</i>	<i>Mother: " daki gati meja ne ulian tai meong , ngekoh ngedasin"</i>
<i>Father: " just let it be ma , now I will clean it"</i>	<i>Father: " depin malu ma , jani papa lakar bersihin"</i>

Base on [Table 10](#) the ninth conversation refers to off record politeness strategies it can be seen that the table is dirty, mother utter what she intent to do it means she wants someone to clean the Table , the father which heard about it understand about what should he do when her sister utter something like that and close the door at that time. It can also be seen off record happens when mother utter what her see without asking or commanding the specific person to do that. The last example is show in [Table 11](#).

Table 11. The Example of Conversation 10

English Conversation	Indonesia Language
<i>Mother: "Pak please buy banana fried ten thousand rupiah"</i>	<i>Mother: " Pak beliang kejep pisang goreng10 ribu dimuka"</i>
<i>Father: " now I will buy it"</i>	<i>Father: " nah jani kebeliang"</i>

Base on [Table 11](#) the last conversation indicates that mother using negative politeness strategy to ask father for buying something for favor. There is an event in the hous that's why the moher wante to prepare some stuff and asked the father to help her buy some food. It looks like there is a gap between them, but here there is an implicit way: why did mother do that, because the mother wants to make a polite command without hurting the father's feelings.

Discussion

From the finding it can be seen that no one in the family is using positive politeness and bald on records. Bald off record and off records becomes the most usage politeness strategies in the family members with 27 conversations. Follow up with negative politeness strategies with 13 conversations with total 40 conversations in the family members. It can be seen that politeness is less using in the family members to safe the face threatening acts.

The findings in this study are in line with the types proposed by previous study in which there are two types of politeness strategy described in this study, namely off record and negative politeness ([Brown & Levinson, 1978](#)). Off-record deals with a strategy to cover the hearer's need to interpret what the act means. This strategy allows giving hints, giving association clues, presupposing, understating, overstating, and using tautologies and contradiction ([Adel et al., 2016; Ayuningrum et al., 2019](#)). On the other side, negative politeness deals with satisfying the negative face of the listener. It covers an action like pessimistic, minimizing imposition, giving deference, and apologizing ([Mohammad et al., 2016; Prasetyo et al., 2020](#)). Those types of politeness are used to run the communication well.

The politeness strategy cannot be apart from culture. The culture influences the use of politeness strategy in certain place since the culture of the place may be different from others ([Rovita & Gulo, 2022; Zhang et al., 2021](#)). Related to the culture especially in Bali, the politeness deals with the harmony called Tri Hita Karana ([Astawa et al., 2019; Dewi, 2018](#)). It covers three values to bring harmony to human's life. One of them is Pawongan which aims to bring harmony between human and other human. The politeness strategy can be a mean

to achieve this value. The results of the types of politeness strategy are similar to studies conducted which state no positive politeness is used in the interaction (Sari et al., 2019). However, the result of the present study is different from in which the previous studies found positive politeness inserted in the interaction (Isabella et al., 2022). In contrast, the present study does not reveal positive politeness.

This research can provide a better understanding of how politeness strategies are used in family interactions. This can help us understand the dynamics of communication in the family environment and strengthen relationships between family members. By studying the use of politeness strategies in families, this research can help identify effective communication patterns in building harmonious relationships between family members. This research can provide guidance for families in improving communication and minimizing conflict. However, this research also has limitations, this research may only include certain families or families in a certain geographical area. Therefore, the results of this study cannot be immediately generalized to all families across different cultures or backgrounds. In addition, this research involves observation or interviews with family members, which can be influenced by individual perceptions and interpretations. The results of this study may be influenced by the subjective views of the participants and researchers.

4. CONCLUSION

This research shows that the family members are the place where the intimacy is really close between one another. Everyone is so close without any gaps that the languages use differs from another place or environment. It also makes the members in the family usually use both of politeness strategies (off record and bald- on record), it can be seen in the family members there is lack of direct asking or command when they need any favour or help. They seem to understand what they must do when someone sees something wrong in their house. It also can conclude that the more closely the relationship one another, the usage of negative politeness will decrease. if the conversation is more polite at the same time the speaker pretends to safe the self-image so that negative politeness will use, simultaneously at the same time will impact the relation between the speakers and the hearers which made there is a social distance or gap. Moreover even they are from another country but most of language used in the family using Balinese language, they are rarely using their own language identity such as the father using Aceh Language or the mother using Javanese language. The present study only focuses on the types of the politeness strategy. Further research on the reason for choosing the politeness strategy is suggested to be conducted to give clear interpretation about the speaker's intention.

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