

BIBLIOGRAPHY

- Austin, J. L. 1962. *How to Do Things with Words*. New York: Oxford University Press.
- Brown, Penelope. and Stephen C. Levinson. 1978. *Politeness Some Universal in Language Usage*. New York: Cambridge University
- Hatch, Evelyn. 1992. *Discourse and Language Education*. Cambridge University Press: Cambridge
- Hjelmslev, L. 1970. *Language: An introduction*. University of Wisconsin Press.
- Kreidler, Charles W. 1998. *Introduction English Semantics*. New Fetter Lane: Routledge
- Khasanah, Nurul. 2009. *A Study of Directive Utterance in Children Stories: A Pragmatic Approach*. Unpublished Research Paper. Surakarta: Universitas Muhammadiyah Surakarta
- Lakoff, Robin Tolmach. 2005. *Broadening The Horizon of Linguistics Politeness*. John Benjamin
- Leech, Geoffrey. 1983. *Principles of Pragmatics*. Edinburg: Longman Group Limited.
- Levinson, Stephen C. 1983. *Pragmatics*. Cambridge: Cambridge University Press
- Oktavia, Liza (2003) *A Study disagreement strategies produced by career women and housewives in Sidoarjo*. Bachelor thesis, Petra Christian University
- Peccei, Jean Stilwell. 1999. *Pragmatics*. London and New York: Routledge.
- Universitas Negeri Malang. 1995. *Pedoman Penulisan Karya Ilmiah*. Malang: Univeritas Negeri Malang Press.
- Watts, Richard J. 2003. *Politeness*. New York: Cambridge University Press
- Widyarini, Yunisa (2007) *A Pragmatic Analysis on Commanding Utterances in the*
- Yule, George. 2006. *The Study of Language: Third Edition*. New York: Cambridge University Press

VIRTUAL REFERENCE

Rasmy, Evalia: <https://dvanhlast.wordpress.com/tag/employees-of-banks-in-surabaya/>. Accessed on February.25.2013 at 12.05 pm

WHO Gender and Health : technical paper 1998 http://www.who.int/reproductive-health/publications/WHO_98_16_gender_and_health_technical_paper/WHO_98_16.introduction.en.html. Accessed on February.25.2013 at 11.59 am