

**THE REALIZATION OF POLITENESS STRATEGY USED BY THE  
STUDENTS IN SAHID TOURISM INSTITUTE OF SURAKARTA IN  
PHATIC UTTERANCES: A PRAGMATIC PERSPECTIVE**



**PUBLICATION ARTICLE**

**Submitted as a Partial Fulfillment of the Requirements  
for Getting Bachelor Degree of Education  
in English**

**by:**

**KHARISMA INDAH PURBASARI**

**A320 120 088**

**SCHOOL OF TEACHER TRAINING AND EDUCATION  
MUHAMMADIYAH UNIVERSITY OF SURAKARTA  
2016**

**APPROVAL**

**THE REALIZATION OF POLITENESS STRATEGY USED BY THE  
STUDENTS IN SAHID TOURISM INSTITUTE OF SURAKARTA IN  
PHATIC UTTERANCES: A PRAGMATIC PERSPECTIVE**

**PUBLICATION ARTICLE**

by:

**KHARISMA INDAH PURBASARI**

**A320 120 088**

**Approved to be Examined by Consultant**

**First Consultant**



**Dra. Siti Zubriah Ariatmi, M. Hum**

**NIK. 225**

**Second Consultant**



**Dr. Marvadi, M.A**

**NIP. 1958 03 04 1986 03 1001**

ACCEPTANCE

THE REALIZATION OF POLITENESS STRATEGY USED BY THE  
STUDENTS IN SAHID TOURISM INSTITUTE OF SURAKARTA IN  
PHATIC UTTERANCES: A PRAGMATIC PERSPECTIVE

BY:

KHARISMA INDAH PURBASARI

A320 120 088

Accepted by the Board of Examiners  
School of Teacher Training and Education  
Muhammadiyah University of Surakarta

On May 4, 2016

The Board of Examiners:

1. Dra. Siti Zuhriah Ariatmi, M. Hum

NIK. 225

(Chair Person)

2. Dr. Maryadi, MA

NIP. 1958 03 04 1986 03 1001

(Member 1)

3. Prof. Endang Fauziati, Dra, M. Hum

NIK. 274

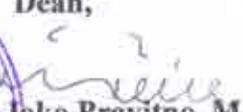
(Member 2)

()

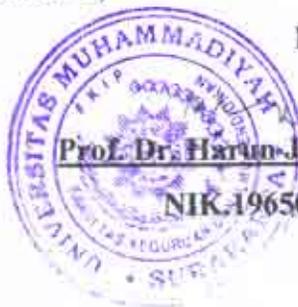
()

()

Dean,

  
ProL. Dr. Harun-Joko Pravitno, M. Hum

NIK. 19650428199303001



## TESTIMONY

This is to certify that I write this research paper. It is not a plagiarism nor made by others. Anything related to other's work is written in quotation, the source of which is listed on the bibliography. If then this pronouncement proves incorrect, I am ready to accept any academic punishment.

Surakarta, May 4, 2016



Kharisma Indah Purbasari

A 320 120 088

Kharisma Indah Purbasari. A 320 120 088. PHATIC UTTERANCES USED BY THE STUDENTS IN SAHID TOURISM INSTITUTE OF SURAKARTA: A PRAGMATIC PERSPECTIVE. Research Paper. Muhammadiyah University of Surakarta. 2016

#### Abstrak

Penelitian ini adalah penelitian tentang kesopanan dalam ungkapan-ungkapan basa-basi. Penelitian ini mempunyai dua tujuan. Tujuan yang pertama adalah untuk mengetahui tipe basa-basi yang digunakan di Sekolah Tinggi Pariwisata Sahid Surakarta di kelas pariwisata dan tujuan yang kedua adalah untuk mengetahui strategi kesopanan digunakan di Sekolah Tinggi Pariwisata Sahid Surakarta di kelas pariwisata. Data dari penelitian ini ada ungkapan-ungkapan basa-basi yang diperoleh menggunakan teori DCT. Data dianalisis menggunakan teori tipe basa-basi dari Al-Qinai (2011) dan teori kesopanan dari Brown and Levinson (2009). Penemuan yang diperoleh dalam penelitian ini menunjukkan bahwa (1) tipe-tipe basa-basi dari 9 skenario adalah 12.1% menawarkan bantuan, 6.4% meminta bantuan, 13.8% meminta maaf, 3.1% meminta perhatian, 4.6% menyarankan, 13.8% memuji, 14.01% mengucapkan terima kasih, 24.28 % menyapa, 2.7% ucapan selamat datang, 1.8% mengingatkan dan 3.7% menasihati dan (2) strategi kesopanan dari 9 skenario adalah 59.11% kesopanan negatif, 45.39 kesopanan positif, dan 4.6% tanpa strategi.

Kata Kunci: Strategi kesopanan, basa-basi.

#### Abstracts

This research is about politeness in phatic utterances. This research has two objectives. The first objective of this research is to know the types of phatic used in Sahid Tourism Institute of Surakarta in Tourism Class and the second objective is to know the politeness strategies used in Sahid Tourism Institute of Surakarta in Tourism Class. The data are phatic utterances collected by using Discourse Completing Task (DCT) as the instrument. The data are analyzed by using theory of phatic types by Al-Qinai (2011) and theory of politeness by Brown and Levinson (2009). The research findings show that (1) phatic types that was found from the 9 scenarios are 12.1% of offering help, 6.4% of requesting, 13.8% of apologizing, 3.1% of grasping attention, 4.6% of suggesting, 13.8% of complimenting, 14.01% of thanking, 24.28 % of greeting, 2.7% of welcoming, 1.8% of reminding dan 3.7% of advising and (2) the politeness strategies that was found from the 9 scenarios are 59.11% of ORPP, 36.29% of ORNP, and 4.6% of BOR.

Keyword: politeness strategy, phatic.

#### 1. Introduction

A tour guide – a person who guides groups or individual tourists to show them and interpret the cultural and natural heritage of the area they visit; a person who also possesses knowledge of contemporary social and political life of a specific tour area.

To be a good tour guide, someone must have many abilities, not only possess knowledge but also good attitude. Knowledge means that a tour guide must master the information about everything related to the tour and the background of the foreigner. Because by knowing the background of foreigner, tour guide will know how to face them more appropriate to the culture. Good

attitude means that tour guide has polite attitude is something needed to be possessed by the tour guide. In guiding, the tour-guide must make the foreigners happy and comfortable.

Politeness can be as positive or negative assesment to evaluate people. Politeness can be applied in many cultures and many places. By doing interaction to somebody else politely in such activities such as guiding, someone will have positive values in life. Good attitude and politeness can not be separated.

A tour guide must deliver the message in guiding the foreigners and also make them happy and comfortable. In delivering the message, candidates of tour-guide must face the foreigners politely in making conversation with them.

This research focuses on the politeness of the candidates of tour-guide in preparing the candidates of tour guide's selves to be the real tour-guides especially in politeness in phatic utterances. Phatic communication is used to establish social relationships rather than impart factual information.

The example below shows politeness in phatic utterances in Sahid Tourism Institute of Surakarta in Tourism Class that the scenario made by the researcher and then give to the students to make dialogue based on the situation to know phatic used and politeness used by the students in Sahid Tourism Institute of Surakarta in Tourism Class:

You are a tour guide, female, 29 years old and your tourist is a businessman. His name is Mr. Samuel. His nick name is Mr. Sam. He is 46 years old. He is Canadian. What will you say to introduce yourself at the first time you meet him in the hotel and before you go to the tour? Make a conversation between you and your tourist based on the situation!

**Dialogue 1:**

- Tour Guide : **Good morning, my name is Priseila and I am your guide today. Okay, Mr. Samuel, where will you go?**
- Tourist : Morning, I want to tour in Borobudur temple. Can you tell me about the Borobudur history or the mean in relief of Borobudur temple?
- Tour Guide : Oh, sure. Follow me and I will explain about it.
- Tourist : Ok, thank you.

Based on the discourse above, it can be explained that:

The tour guide says "**Good morning, my name is Priseila and I am your guide today. Okay, Mr. Samuel, where will you go?**" is introducing utterance. The tour guide or the student from the dialogue 1 shows that she introduces herself to the tourist. It is appropriate with the situation. It can be concluded that the tour guide has mastered how to use phatic strategy.

The sentence above "**Good morning, my name is Priseila and I am your guide today. Okay, Mr. Samuel, where will you go?**" is positive politeness. The sentence above shows that the speaker emphasizes closeness between the speaker and the hearer and the speaker still show respect to the hearer, but it is not appropriate with the distance, power, and imposition between the tour guide and the tourist. The speaker or the tour guide has lower distance than the tourists, lower power than the tourists, and also lower imposition than the tourist. So the example above concludes to positive politeness.

From the example mentioned above the researcher knows how the candidates of tour-guide in Sahid Tourism Institute of Surakarta in use phatic utterances and the politeness strategy in tourism class, because phatic used in language is complicated to understand for common people. Phatic can maintain social relation between the tour guide and the tourist. By knowing the appropriate phatic used. The candidates of tour-guide must master how to use phatic and its politeness in a conversation. Phatic is speech for sake social contact, in this case, the researcher chose phatic in tourism side that using by

the students as the candidates of tour guides. The candidates of tour guide are the symbol of tourism, and their politeness is the value of tourism in Indonesia. So, phatic is a very interesting subject to know.

### Focus of the Study

The focus of the study is broken down into two sub-focuses:

1. What are the types of phatic utterances used by the students in Sahid Tourism Institute of Surakarta in Tourism Class?
2. What are the politeness strategies of utterance used by the students in Sahid Tourism Institute of Surakarta in Tourism Class?

## 2. Research Method

This is a qualitative research. Herbert and Hanna (1989: 118) state, “Qualitative method is originally developed from the methodologies of field anthropologists and sociologists concerned with studying human behavior within the context in which that behavior would occur naturally and in which the role of the researcher would not affect the normal behavior of the subject. This method is attempted to present the data from the perspective of the subjects or observed groups, so that the cultural and intellectual bases of the researchers did not distort the collection, interpretation, or presentation of the data.”

So, qualitative research has aims to help people understanding the social phenomena and the reason of the phenomena. It also focuses on description and interpretation and might lead to development of new concepts or theory, or to an evaluation of an organizational process.

The collected data were analyzed by conducting the following steps:

- 1) Describing phatic types used Al-Qinai (2011).
  - a) Typing the data in DCT 1 to DCT 9.
  - b) Classifying the types of phatic in each DCT 1 to 9.
  - c) Marking the phatic utterance in each DCT 1 to 9.
- 2) Describing the politeness strategies used FTA Brown and Levinson (2009).
  - a) Typing the data in DCT 1 to DCT 9
  - b) Classifying the politeness strategies in each DCT 1 to 9.
  - c) Marking the politeness strategies in each DCT 1 to 9.

## 3. Research Findings And Discussion

### 3.1 Research Findings

There are two findings of this research, they are phatic types and politeness strategies:

#### 3.1.1 Phatic Types

The summary from the phatic types is delivered on the table below:

Table 4.1: Phatic Types

No	Phatic Types	Example of Data	Amount ( $\Sigma$ )	Percentage (%)
1	a. Offering help	<b>Can I help you?</b>	13	12.1 %
	b. Requesting	Hey boy, <b>please weare sarung in tample.</b>	2	1.8 %
2	a. Apologizing	<b>Sorry friend,</b> the food is off.	14	13.08 %
3	a. Grapping attention	<b>Watch out</b> uncle! There is ana accident, a strong grip and take care.	4	3.7 %

	b. Suggesting	<b>Be careful</b> uncle, hold on!	3	2.8 %
	c. Requesting	Excuse uncle, <b>can you slow drive the car?</b>	2	1.8 %.
4	a. Complimenting	Hai miss, <b>you are beautiful and elegant</b> with kebaya.	14	13.08 %
5	a. Thanking	<b>Thank you</b> so much miss for this souvenirs.	15	14.01 %
6	a. Greeting	<b>Good morning</b> sir to Prambanan Temple and there is beautiful and interesting place.	12	11.2 %
	b. Welcoming	<b>Welcome</b> to Prambanan Temple, is that beautiful?	2	1.8 %
7	a. Requesting	Excuse me sir, <b>please coming</b> to the last day in tour earlier because the tour is far and needs more time on the way.	3	2.8 %
	b. Reminding	Sorry Jelita, I <b>just remind</b> you for tomorrow you coming early because the tour is far and needs more time to arrive there. So, don't late.	2	1.8 %
8	a. Advising	Hi friend, <b>as good as you take picture the scenery inside than outside because more beautiful and interesting.</b>	4	3.7 %
	b. Suggesting	Excuse, I <b>suggest you if take picture you should inside the room because the scenery is more beautiful.</b>	2	1.8 %
9	a. Greeting	<b>Hi</b> sir, welcome the tour this morning and I hope you have a nice day.	14	13.08 %
	b. Welcoming	<b>Welcome</b> , how are you?	1	13.08 %
Total			107	100%

From the table above types of phatic from 9 DCT, it can be concluded in this table below:

No	Types of Phatic	Precentage
1	Offering Help	12.1%
2	Requesting	6.4%
3	Apologizing	13.8%
4	Attention	3.1%
5	Suggesting	4.6%
6	Complimenting	13.8%
7	Thanking	14.01%
8	Greeting	24.28 %

9	Welcoming	2.7%
10	Reminding	1.8%
11	Advising	3.7%
Total		100%

This study is aimed to find phatic types used by the students of Sahid Tourism Institute of Surakarta in Tourism Class by using DCT containing some speech acts in some scenarios. The scenarios given to the students and they made conversations based on the situation of the scenarios. The results of this study on pragmatic in teaching have provided us with interesting findings on the research questions. 12.1% of offering help, 6.4% of requesting, 13.8% of apologizing, 3.1% of grasping attention, 4.6% of suggesting, 13.8% of complimenting, 14.01% of thanking, 24.28 % of greeting, 2.7% of welcoming, 1.8% of reminding dan 3.7% of advising

### 3.1.2 Politeness Strategies used by the Students of Sahid Tourism Institute of Surakarta in Tourism Class

The summary from the politeness strategies delivers on the table below:

Table 4.2: Politeness Strategies

DCT	Politeness Strategies	Example of Data	Amount ( $\Sigma$ )	Percent age (%)
1	a. ORPP	<b>I think you have a problem with your sarung.</b> Can I help you	9	9.6%
	b. ORNP	<b>Excuse me,</b> Can I help you?	5	4.6 %
2	a. ORNP	<b>Sorry</b> friend, the food is off.	14	13.08%
3	a. BOR	<b>Watch out</b> uncle! There is an accident, a strong grip and take care	5	4.6 %
	b. ORNP	<b>Excuse me</b> uncle, hold on the door, there is an accident!	4	3.7 %
4	a. ORPP	<b>Hai miss, you are beautiful and elegant with kebaya.</b>	14	13.08%
5	a. ORPP	<b>Thank you so much miss for this souvenirs.</b>	15	14.01%
6	a. ORPP	<b>Good morning sir to Prambanan Temple and there is beautiful and interesting place.</b>	15	14.01%
7	a. ORNP	Hay Jelita, tomorrow <b>please</b> your remind her coming to the last day in tour earlier because the tour is far and need more time on the way.	5	14.01%
8	a. ORPP	<b>Hi friend, as good as you take picture the scenery inside than</b>	5	4.6%

	b. ORNP	<b>outside because more beautiful and interesting.</b> <b>Excuse</b> , I suggest you if take picture you should inside the room because the scenery is more beautiful.	1	0.9%
9	a. ORPP	<b>Hi</b> sir, welcome the tour this morning and I hope you have a nice day.	15	14.01%
	Total		107	100%

Notes:

BOR : Bald on Record

ORPP : On Record Positive Politeness

ORNP : On Record Negative Politeness

The second objective is to know the politeness strategies used by the students of Sahid Tourism Institute of Surakarta in Tourism Class. the politeness strategies that was found from the 9 scenarios are 59.11% of ORPP, 36.29% of ORNP, and 4.6% of BOR.

### 3.2 Discussion

From the findings, it can be said that asking thanking was mostly used by the students as tour guide is thanking utterances. Perhaps the students as tour guides would be made polite conversation with the tourist especially thanking utterances. While, there are so many types of phatic, but the students mostly used thanking in making polite conversations. Whereas, the students can use the other forms of phatic besides thanking, for example when the guide want to remind to the tourist to be more careful in her bag. the guide did not must say, "be careful with your bag, thank you." The guide may says, "just be careful to your bag, please madam?" or also by saying. " I would like to remind you that there are many thieves in here, just be careful to your bag!" The researcher also found uncompleted expression, for example, 'excuse me' they said with 'excuse me.' Perhaps, they are lack of knowledge in using expressions of phatic. While in Chaika (1982) states that phatic communion is speech for the sake of social contact, speech used much the way we pat dogs on the head as a way of letting them know we care. She talks that greeting, then, fulfills two functions: first, the requirements of phatic communion, and second. if desired, opening futher interaction. So, although phatic is just to show social relation it must be appropriate with the context. And also, the research found out ORPP was mostly applied in all phatic used, it shows that the speaker emphasizes closeness between the speaker and the hearer although the speaker still show respect to the hearer. Perhaps, the participants wanted to make a conversation containing phatic effectively and efficiently. But actually in the case of ONPP is most polite used by the guides, and ORPP is more polite than BOR. By using ONPP in making conversation with the tourist, the tour guides will reflect the politeness culture of Indonesia, also it will show that the tour guides have appropriate politeness. Brown and Levinson (Fauziati, 2009:203) states negative politeness, which presumes that the speaker will be imposing on the hearer. The potential for awkwardness is greater than in bald on record strategy and positive politeness strategy. From the explanation above, the researcher concluded that the students of Sahid Tourism Institute of Surakarta did not master yet the whole negative politeness yet. From the explanation above, the researcher concluded that

this research is different with the previous researches. The relationship between the present research and the previous studies is that most previous studies are only focus on phatic used in context of general communication, for examples in Malaysian service providers, mig33, and the other context of general communication. This research is different because this research is phatic in teaching. There is also a distinction between the previous study and the current study. The medium that is used. At the previous studies the media are movie, service provider, internet mig33 and other context of general communication. At this research the medium is phatic utterances in tourism class. The findings in this research is stronger and more applicable than the previous studies because this research provides the research data and theory used.

#### 4. Closing

Based on the data analysis, the researcher finds several conclusions, they are: **(1)** phatic types that was found from the 9 scenarios are 12.1% of offering help, 6.4% of requesting, 13.8% of apologizing, 3.1% of grasping attention, 4,6% of suggesting, 13.8% of complimenting, 14.01% of thanking, 24.28 % of greeting, 2.7% of welcoming, 1.8% of reminding dan 3.7% of advising and **(2)** the politeness strategies that was found from the 9 scenarios are 59.11% of ORPP, 36.29% of ORNP, and 4.6% of BOR.

#### ACKNOWLEDGMENT

The researcher would say thank you so much to the two consultants, Mrs.Dra. Siti Zuhriah Ariatmi, M.Hum and Mr. Maryadi, MA, and the leader of Sahid Tourism Institute of Surakarta.

#### BIBLIOGRAPHY

- Afifah, Wahya, and Riyanto. (2015). *Phatic in Malay Riau Kampar*. Thesis. Universitas Padjajaran.
- Alcon, Eva. (2003). "Investigating Pragmatic learning in instructional Context". *International Journal*. Vol 1 (pp. 2-9). Accessed on Tuesday, October 16th, 2015 18.27 pm, from <http://academicjournals.org/ijel>
- Al-Qinai, Jamal B.S. (2011). "Translating Phatic Expressions". *International Journal*. Vol 3 (Page 5-8). Accessed on Tuesday, October 16th, 2015 19.27 pm, from <http://academicjournals.org/ijel>
- Aufa, fauzul. 2014. *The Use of Discourse Completion Task (DCT) as Explicit Instruction on Indonesian EFL Learners' Production of Suggestion Acts*. International Journal: University of Padang
- Chaika, Elaine. (1982). *Language the Social Mirror*. Newbury: Horse Publisher Inc.
- David, Hei, and DeAlwis's. (2007). *Languages and Linguistics in University of Malaya Thesis*. Thesis. University of Malaya.
- Fauziati, Endang. (2009). *Readings on Applied Linguistics: A Handbook for Language Teacher and Teacher Reaserber*. Surakarta: Era Pustaka Utama.
- Hakim. Ahmad. (2012). *An Analysis Of Phatic Communion In The Movie Entitled "The Pursuit Of Happyyness"*. Thesis. English Education Department Tarbiyah Faculty Of Syekh Nurjati State Institute For Islamic Studies.
- Holmes, Janet. (1992). *An Introduction to Sociolinguistics*. London: Longman Group UK limited.
- Hopkins, K. (2014). *The phatic nature of the online social sphere: Implications for public relations*. Article. Massey University.
- Leech, Geoffrey N. (1983). *Principles od Pragmatics*. New York: Pearsin Education.
- Levinson, C Stephen. (1983). *Pragmatics*. United Kingdom: Cambridge University Press.

- Manuel Padilla Cruz. (2005). "On the Phatic Interpretation of Utterances: A Complementary Relevance-Theoretic Proposal". *International Journal*. Vol 1 (Page 1-4). Accessed on Wednesday, October 17th, 2015 18.27 pm, from <http://academicjournals.org/ijel>
- Parastika, Natalia Dani. (2009). *An Analysis of Phatic Communion Employed by the Characters In the Movie Entitled Juno*. Thesis. Faculty of Letters and Fine Arts Sebelas Maret University.
- Peccei, Jean Stilwell. (1999). *Pragmatics*. USA and Canada: Routledge.
- Seliger, Herbert W and Shohanny, Elana. (1989). *Second Language Research Methods*. New York: Oxford University Press.
- Sitohang, Reki Maroand Cahyon, Setyo Prasiyanto. (2013). *Phatic Expressions Between Indonesians And Foreigners in the Casual Conversations*. Thesis. Faculty of Humanities Dian Nuswantoro University Semarang.
- Vastadze E. (2013). "Phatic Communication And The Role Of Lie In Itkutaisi." *International Journal*. Accessed on Wednesday, October 17th, 2015 18.27 pm, from <http://academicjournals.org/ijel>
- Vladžegarac And Billyclark. (1998). "Phatic Interpretations And Phatic Communication". *International Journal*. Accessed on Wednesday, October 17th, 2015 18.27 pm, from <http://academicjournals.org/ijel>
- Watts, Richard J. (2003). *Politeness*. New York: Cambridge University Press.
- Wardaugh, Ronald. (1998). *An Introduction to Sociolinguistics*. England: Blackwell Publisher.
- Yule, George. (2006). *The Study of Language*. New York: Cambridge University Press.