# A POSITIVE POLITENESS STRATEGY USED BY HAZEL GRACE LANCESTER IN "FAULT IN OUR STAR" MOVIE

#### **THESIS**

Submitted As Partial Fulfillment Of The Requirements For The Sarjana Degree Of English Department Faculty Of Arts And Humanities State Islamic University Sunan Ampel Surabaya



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## **ABSTRACT**

Shodiq, M. (2018). Positive politeness strategy that used by hazel grace lancaster in fault in our stars movie. *Thesis*. English Department, Faculty of Letters and Humanities, Sunan Ampel State Islamic University, Surabaya.

Advisor : Endratno Pilih Swasono, M.Pd.

Numbers of researchers have done the research in field of Positive Politeness Strategies. In doing analysis of Positive Politeness Strategies, generally, researchers refer to the theory triggered by Brown and Levinson. It contains fifteen strategies which were divided into three groups; claiming common ground, conveying cooperation, and fulfilling hearer's wants.

Furthermore, it is generally accepted that the use of positive politeness strategies is influenced by two factors, payoff and circumstances. Circumstances itself consists of distance, power, and risk.

In doing this research, the researcher referred to two previous researches. The first was done by Norra which analyzed politeness strategies found in "Her" movie. However, she only analyzed the relation between distance and the choice of strategy, whereas there are three factors in the aspect of circumstances. Another research was by Karyasuta. This research focused to look for kinds of positive politeness strategies applied by characters in the "Fury" movie. From the gap of the previous researches, this research is conducted to analyze the relation between strategy choosing and distance, power, and risk. The researcher also focused in the main character to make the result deeper.

This research is conducted by analyzing the transcript and matching it with the scene of the movie. The researcher found that the main character in this movie only applied 11 out of 15 strategies proposed by Brown and Levinson. Furthermore, the factors of strategy choosing could be changed although the subject is facing the same interlocutors. Other finding shows that a case can be the factor of two different strategies in almost the same time.

Finally, the researcher hopes that the results of this research can be useful for development of science in Politeness Strategies, especially on Positive Politeness Strategies, and help the reader to explore more about Politeness Strategies.

Key Terms: Politeness, Politeness Strategies, Positive Politeness Strategies, Negative Politeness strategy

#### INTISARI

Shodiq, M. (2018). Positive politeness strategy that used by hazel grace lancaster in fault in our stars movie. *Thesis*. English Department, Faculty of Letters and Humanities, Sunan Ampel State Islamic University, Surabaya.

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Sejumlah peneliti telah melakukan penelitian di bidang Positive Politeness Strategies. Dalam melakukan analisis positive politeness strategy, umumnya, peneliti mengacu pada teori yang dipicu oleh Brown dan Levinson. Ini berisi lima belas strategi yang dibagi menjadi tiga kelompok; mengklaim kesamaan, menyampaikan kerja sama, dan memenuhi keinginan pendengar.

Selain itu, secara umum diterima bahwa penggunaan positive politeness strategy dipengaruhi oleh dua faktor, payoff dan circumstances circumstances itu sendiri terdiri dari distance, power, and risk.

Dalam melakukan penelitian ini, peneliti mengacu pada dua penelitian sebelumnya. Yang pertama dilakukan oleh Norra yang menganalisis politeness strategy yang ditemukan dalam film "Her". Namun, ia hanya menganalisis hubungan antara distance and the choice of strategy, sedangkan ada tiga faktor dalam aspek keadaan. Penelitian lain dilakukan oleh Karyasuta. Penelitian ini difokuskan untuk mencari jenis positive politeness strategy yang diterapkan oleh karakter dalam film "Fury". Dari kesenjangan penelitian sebelumnya, penelitian ini dilakukan untuk menganalisis hubungan antara strategy choosing and distance, power, and risk. Peneliti juga fokus pada karakter utama untuk membuat hasilnya lebih dalam.

Penelitian ini dilakukan dengan menganalisis transkrip dan mencocokkannya dengan adegan film. Peneliti menemukan bahwa karakter utama dalam film ini hanya menerapkan 11 dari 15 strategi yang diusulkan oleh Brown dan Levinson. Selain itu, faktor pemilihan strategi dapat diubah meskipun subjek menghadapi lawan bicara yang sama. Temuan lain menunjukkan bahwa suatu kasus dapat menjadi faktor dari dua strategi yang berbeda dalam waktu yang hampir bersamaan.

Akhirnya, peneliti berharap bahwa hasil penelitian ini dapat berguna untuk pengembangan ilmu dalam politeness strategy, terutama pada positive politeness strategy, dan membantu pembaca untuk mengeksplorasi lebih lanjut tentang politeness strategy.

Kata kunci: Politeness, Politeness Strategies, Positive Politeness Strategies, Negative Politeness Strategy

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## **CHAPTER I**

#### INTRODUCTION

This chapter explains background of the study, research problem, objectives of the study, significance of the study, scope and limitation, and definition of key terms which become the basis of this research.

## 1.1 Background of the Study

Politeness is a social strategy in form of the speaker's intention to mitigate face threats carried by certain face threatening acts toward another (Matsumoto-Gray, 2009; Mills, 2003). The importance of applying politeness is not only for particular groups in society but also for everyone in all conditions that use language as their tools in daily conversation and in making good social interaction with others in their life. Thomas (1995) stated that politeness is a real-world goal. Politeness is interpreted as a real desire to be pleasant to others or as the underlying motivation for an individual's linguistic behavior.

Using politeness makes listeners able to give good response to speaker's question or request. According to Yule (1996), politeness shows awareness of another person's face. It is related to social distance or closeness. Politeness refers to the emotional and social sense of one's self that everyone else can recognize. It makes politeness really necessary to create good social interaction and build good relationship with other people. In other words, politeness is the expression of the speaker's intention to mitigate face threats carried by certain face threatening acts toward another.

Politeness in process of communication also brings good relationship in society. The use of polite language will show how well the relationship between the speaker and the addressee. Harmony of the relationship between speaker and listener can be seen when they use polite language in communication. In the opposite, less polite language in interaction indicates the low level of relationship. Wardhaugh (2006) argued that word choice and politeness strategy applied in communication indicates the social relationship that the speaker perceives to exist between him and the addressee. It means that politeness in speaking is closely related to the quality of relationship between people in society. The more polite the speaker and hearer, the better relationship they will have.

The significances of politeness strategy in communication do not only occur in society. Those can also be found in forms of literary works such as novels, drama, and movies. They are as the imitation and portrayal of social life.

Research in field of politeness strategies in movie had done previously by several researchers. Norra (2015) made a research about the politeness strategies found in "Her" movie. Moreover, she also analysed the relation between distance and the choice of strategy and how the strategy works in the conversation. However, the theory chosen to be used by the researcher in this study was negative politeness strategies. As the result, she concluded that politeness strategies were used to maintain the addressee's face so that communication goes well. Another finding of this research was that the sociological variables such as power, distance, and level of imposition is not the main factor make someone utters politely or less politely.

Another research was done by Karyasuta (2016) who had done the research in a movie entitled *Fury*. In that research, he focused on the analysis to look for kinds of positive politeness strategy used by characters of the movie in giving and responding critics. From the analysis, he found that the use of positive politeness strategy in giving and responding critics were very effective if done by two people who had close relationship.

Furthremore, this research focuses on analysis of positive politeness strategy used by the main female character in The Fault in Our Stars movie, that is Hazel Grace. The movie is selected by the researcher for several reasons. From the content of the story, this move is about kids dying of cancer. Suffering is the prominent part of the character's life. Despite of suffering from cancer, the main character in this movie, Hazel Grace, does not let other people around her sad because of pity her. She uses positive politeness strategy to keep the good feelings of her parents when she disagree their opinion and advice. Moreover, not only for keeping her parents' good feeling, she also uses positive politeness strategy to respond people who are rude to her and to cheer the secondary character named Augustus Waters who is, in the middle-end of the movie, convicted by a doctor to die in the near future.

## 1.2 Problems of the Study

Based on the background of the study, the researcher formulated the problems of the study as follow:

- 1. What are the types of Positive Politness Strategies used by Hazel Grace Lancester?
- 2. What are the factors that influence Hezel Grace Lancester in using certain Positive Politeness Strategies?

## 1.3 Objectives of the Study

The purpose of the study having loocked at the problems above. The research objective focus on:

- To find out the types of positive politeness strategies used by Hazel Grace Lancester.
- 2. To analyze the factors making Hezel Grace Lancester applying certain Positive Politeness Strategies.

## 1.4 Significance of the Study

Generally, this research was aimed to investigate the positive politeness strategies used by the main character in *Fault in Our Star* movie, Hezel Grace Lencester. In addition, this research also had two basic significances.

Theoretically, this research was hoped to give contribution in linguistic field, especially in politeness strategies, as a reference or comparable study. Thus, this research will provide an opinion dealing with the fact that the movie is criticized as a violence movie or not. It can be seen on the result of the analysis.

Practically, this research will be useful in our daily conversation to enrich our knowledge in how to do good pleasant communication based on positive politeness strategy. We can also apply different strategies based on the situation whether it is polite or not. Furthermore, this research is expected to be useful for others by giving more understanding about how to be more careful in choosing the right strategies to keep speaking politely and kindly and make such a comfortable communication with others.

## 1.5 Scope and Limitation of the Study

The researcher chooses *Fault in Our Star* movie as the object of this research. The researcher limits the analysis only to the utterance of Hazel Grace as she is the main character in the movie. This research contains two main points to be analyzed. The first point focuses on the analysis of kinds of positive politeness strategies used by Hazel Grace on her utterances. Another point focuses on the factors of choosing certain positive politeness strategies in her utterances.

Furthermore, because there were lots of utterances which contain similar type of positive politeness strategy, the researcher limited the utterances to those which are uttered by Hezel Grace Lancaster for keeping good manner in interaction and relation with people around her.

## 1.6 Definition of the Key Terms

In order to avoid misunderstanding about the terms which are used in this research, the researcher defines the key terms which are used in this research as follow:

 Politeness: strategies that make the interlocutors able to mitigate threats carried by face threatening acts (Adel, Davoudi, and Ramezanzadeh, 2016).

- Politeness Strategy: the expression of the speaker's intention to mitigate face threats carried by certain face threateningacts toward another (Mills, 2003)
- 3. Positive Politeness Strategy: act as the effect of the hearer's positive face that speaker recognizes and respect what the hearer wants.
- 4. Face Threatening Act: the act that infringes on the hearer need to maintain their esteem and their need to be respected.

#### **CHAPTER II**

#### REVIEW OF RELATED LITERATURE

This chapter provides an explanation of the theories that become the basis of this study: Pragmatics, politeness strategy, positive politeness strategies, and the factors influencing the use of positive politeness strategies.

## 2.1 Pragmatics

Pragmatics is the study of contextual meaning (Yule, 1996). It is concerned with the study of meaning as communicated by a speaker or writer and interpreted by a listener or reader. So, it involves the interpretation of what people mean in particular context and how the context influences what it uttered.

On the other hand, Levinson (1985) explained that pragmatics is the study of the relation between language and context. He also stated that pragmatic is the study of relation between language and context in grammatical aspect. In other words, it is encoded in the structure of a language. In studying language, one cannot ignore the situation in which the speech is uttered. There is close relation between utterence and situations. Thus, pragmatics includes relevant context or situation instead of the language usage.

From the definition above, it can be concluded that pragmatic is the study of meaning contained the utterences in context. Therefore, based on the pragmatics, to appreciate and interpret the meaning of a statement or an utterence, one most consider the relationship between language and context in which the situation is uttered. Furthermore, politeness strategy is one of the branches of Pragmatics.

#### 2.2 Politeness strategy

In interaction, people use politeness strategies to soften the threat to each other's face (Yuka, 2009). Politeness itself can be defined as the means to show awareness of another person's face. Face means public self-image of a person. It refers to the emotional and social sense of self that every person expects everyone else to recognize (Yule, 1996). According to Fasold (1996), face means something that is emotionally invested. It can be lost, maintained, or enhanced, and must be constantly attended to interaction. Furthermore, Brown and Levinson (1987) stated that there are two kinds of face in politeness strategies; positive and negative.

Positive Face is the need to be appreciated, accepted, and trated as member of a group, and to know that his or her expectation is shared to others. Brown and Levinson (1987), claimed that certain speech act is liable to damage or threat another person's face such as known face threatening acts. Otherwise, negative face highlights the freedom of action and the feeling of not to be imposed of others. This kind of face is related to negative politeness. In this case, listener is free to do acts that can show negative politeness. According to Brown and Levinson, (1987) negative face is the basic claim, rights to non distraction, such as freedom of faction and freedom from imposition.

For avoiding face threatening acts of the hearer, it is better for the speaker to know about politeness strategies. Politeness startegies are strategies used to minimize or avoid the FTA (Face threatening act) that the speaker means (Brown and Levinson, 1987). There are four kinds of politeness strategies: on record,

positive politeness strategy, negative politeness strategy, and off record. However, the writer is only going to analyze the implementation of positive politeness strategies.

## 2.3 Positive Politeness Strategies

Brown and Levinson (1987) defined Positive Politeness Strategies as redress directed to the adresse's positive face. Moreover, it involves three board mechanism; Claim 'common ground', convey that speaker and hearer are cooperators, and fulfill hearer's want. Claiming 'common ground' itself can be done in 8 ways. Furthermore, there are 6 ways to convey that both speaker and addressee or hearer are cooperators. On the other side, fulfilling H's want can be done in a way.

The first strategy is **noticing**, **attending to Hearer's interests**, **wants**, **needs**, **or goods**. In general, this output suggests that Speaker should take notice of aspects of Hearer's condition.

The second is **exaggerateing interest, approval, or symphaty with Hearer**. This is often done with exaggerated intonation, stress, and other aspects of prosodics as in the English, "What a fantastic garden you have!"

The third is **intensifying interest to Hearer**. This is the way for Speaker to communicate to Hearer that he shares some of his wants by intensifying the interest of his own contributions to the conversation. In other words, it can be done by 'making good story'.

The fourth is **using in-group identity markers**. By using any of the innumerable ways to convey in-group membership, Speaker can implicitly claim the common gerund with Hearer that is carried by that definition of the group. These include in-group usages of address forms, of language or dialect, of jargon or slang, and of ellipsis.

The fifth is **seeking agreement**. Another characteristic way of claimming common ground with Hearer is to seek ways in which it is possible to agree with him. There are two ways to seek agreement; raising agreement and doing repetition. Raising 'safe topic' allows Speaker to stress his agreement with Hearer and therefore to satisfy Hearer's desire to be 'right' or to be corroborated in his opinions. On the other hand, repetition is used to stress emotional agreement with the utterance.

The sixth is **avoiding disagreement**. The desire to agree with Hearer leads to mechanism for pretending to agree.

The seventh is **presupposing**, **raising**, **or asserting common ground**. Using gossip and small talk is one of the way to apply this strategy. The purpose is to make a mark of friendship or interest in Hearer.

The eights is **joking**. Since joking is a basic positive-politeness technique, it may be used to stress shared background or values. Jokes may be used as an explanation of politeness strategies as well.

The ninth until fourteenth are functioned to convey that both speaker and addressee or hearer are cooperators.

The ninth is asserting or presupposing Speaker's knowledge of and concerning for Hearer's wants. One way to indicate that Speaker and Hearer are cooperators is by asserting or implying knowledge of Hearer's wants and willingness to fit one's own wants in with them.

The tenth is **offering and promising**. In order to redress the potential threat of some face threatening acts, Speaker may choose to stress his cooperation with Hearer in another way. He may claim that whatever Hearer wants, Speaker will help to obtain.

The eleventh is **being optimistic**. Presumptuous or 'optimistic' expressions of face threatening acts are one outcome of this strategy. It seems to work by minimizing the size of the face threat which is implying that it is nothing to ask or offer. This minimization may be literally stated with expressions like *a little*, *a bit*, *for a second*, *etc*.

The twelfth is **including both Speaker and Hearer in the same activity**. By using 'we' form as an incluisive when Speakerr really means 'you' or 'me', he can call upon the cooperative assumptions and thereby redress face threatening acts.

The thirteenth is **giving or asking for reasons**. By including Hearer in his practical reasoning, Hearer is thereby led to see the reasonableness of Speaker's face threatening act. In other words, giving reasons is a way of implying an offer and assuming cooperation.

The fourteenth is **assuming or asserting reciprocity**. The existence of cooperation between Speaker and Hearer may also be claimed or urged by giving evidence or reciprocal rights or obligations obtaining between Speaker and Hearer. By pointing to the reciprocal right or habit of doing face threatening acts to each other, Speaker may soften his face threatening act by negating the debt aspect and face threatening-aspect of speech acts such as criticisms and complaints.

The fifteents, and also the last positive-politeness strategy, involves Speaker deciding to redress Hearer's face directly by fulfilling some of Hearer's wants, thereby indicating that Speaker wants Hearer's wants for Hearer, in some particular respects. It is by **giving gift to Hearer**. It can be in form of goods, symphathy, understanding, or cooperation.

## 2.4 Factors Influencing the Use of Politeness Strategy

The employment of politeness strategy is influenced by several factors. Brown and Levinson (1987) explained that there are two factors influencing the speaker to use politeness strategy. Those are payoff and circumstances.

The payoff factor makes the speaker employs the politeness strategy to get adventages. The speaker can minimize the FTA by assuring the listener that he likes the listener and wants to fulfill the listener's wants. Thus, the listener positive face is not threatened by the speaker. Because, it can be seen for their mutual shares.

On the other hand, the seriousness of an FTA is also influenced by the circumstances. According to Brown and Levinson (1987), there are three dimension to determine the level of politeness. Among them are Distance (D), Power (P), and the magnitude of Risk (R).

Distance (D) means the social distance between speaker and addressee in society (Nakazato, 2005). The higher the status of the speaker in relation to the addressee, the less he or she will need to adopt strategies to minimize any face threatening act. For example, when a boss talk to an employee.

Power (P) or relative power means the addressee's position in society, age, and social status. Social status here means the relative power of the hearer over the speaker, vice versa. On the other words, although the social distance is high among the speaker and addressee, the current relationship power might be close because there might be a friendship between them. For example, when a boss and an employee were close friends or even belong to a family.

Risk (R) or imposition can be interpreted as the weight of the actions that threatens the addressee's autonomy and freedom of action. This variable belongs to the risk posed by the message speaker has to convey to the addressee. So, it depends on the content of the utterance. For example, when a person is about to borrow a million rupiahs. It will be more face threatening than when that person is about to borrow ten thousand rupiahs.

So, the level of face threatening act is computed based on the three factors.

Those are social distance (D), relative power (P), and Risk (R).

## 2.5 Negative Politeness Strategies

Besides positive politeness strategies, there is also the term for the opposite. It called as negative politeness strategies. Brown and Levinson (1987) stated that this kind of strategies assume that there might be some social distance or awkwardness between speaker and hearer and it is likely to be used whenever a speaker wants to put a social brake on his interaction. Moreover, strategies that included in this strategies are being direct, not assuming hearer's wants, not concerning hearer, and redressing others' wants of hearer.

In the formal situation, sometimes the directness is needed to minimize the imposition by saying the point and avoiding the further imposition of prolixity and ambiguity. However, **being direct** is rarely used in negative politeness because it is more relevant to be used in bald on-record strategy. For example, "Help me to pick up these boxes!"

In **being direct**, speaker chooses to come rapidly to the point directly when she or he wants something. She does not care about maintaining face of the hearer but still respects and assure not to disturb the freedom of action of the hearer.

**Not assuming about hearer's wants** tries to avoid assuming that anything in face threatening act is desired or believed by the hearer. It is stressed by hedging such assumptions in the form of word and phrase that modify the degree of predicate membership.

Further, in **not concerning hearer**, the speaker avoid coercing hearer's response. It means that the speaker gives the hearer the option not to do a certain

act. Another way is by avoiding coercion of hearer. It means that the speaker minimizes the threat by clarifying speaker's view of the power, distance, and risk values.

Last, **redressing others' wants of hearer** is the higher strategy of negative politeness that consists of offering partial compensation for the face threat in face threatening act. It shows that negative politeness attends to other wants can be derived.

#### **CHAPTER III**

#### RESEARCH METHOD

This chapter explains how the researcher collected and analysed the data. It is including research approach, research instrument, data and data sources, techniques of data collection, and techniques of data analysis.

#### 3.1 Research Approach

Research approach applied in this study was qualitative approach. It is a kind of research using technique of searching. Qualitative research approach is concerned with subjective assessment of attitudes, opinions, and behavior (Kothari, 2004). Therefore, qualitative approach was used in order to find out and explain the type of possitive politeness strategies used by the main character in the movie and the factors that influence that character to choose certain politeness strategies.

More specifically, in this research, the researcher used qualitative approach of text analysis. It is a research method to analyze social life by decoding the words and images from a piece of the document or other similar forms like movie and music.

#### 3.2 Research Instrument

The main instrument of this study was the rearcher himself. The researcher took the data, which was in form of positive politeness strategies used by the main character in the movie, by himself. Furthremore, there were other supporting

instruments such as video player for playing the movie and note for recording the data obtained.

#### 3.3 Data and Data Sources

The data of this research was positive politeness strategies used by the main character in Fault in Our Stars movie. The data were obtained by watching the movie and analysing the transcript of the movie.

The researcher used the transcript as subject while the movie was useful for knowing the utterance when the words were stated or expressed by Hezel Grace Lancester, as the data source. Since this research were analysing utterance, the researcher needed to know both the words stated and the condition when the interlocutor uttered the words. In this case, watching movie was being necessary.

## 3.4 Technique of Data Collection

For collecting data, the writer did several steps.

## 1. Watching the movie.

This step was aimed to give an outline to the researcher about the parts of the movie to be analysed. Since the duration of the movie was about 2 hours and 12 minutes and the transcript were up to 11.800 words, the researcher needed to sorting out each part that contains positive politeness strategies.

## 2. Reading and observing the transcript thoroughly.

In this step, the researcher watched the movie again while matching the conversation that contains positive politeness strategy with the transcript.

## 3. Noting

By this step, the researcher noted every scene of the movie that contain positive politeness strategies to sheets of paper.

## 3.5 Technique of Data Analysis

In analyzing the data, the writer described the positive politeness strategies based on the theory of Brown and Levinson (1987). All of them was described clearly by the writer so it was hoped to be understood easily and clearly.

The steps of analyzing data were ordered as follows:

## 1. Developing coding to analyse transcription

Before analysing transcription data from the movie, the researcher developed coding to facilitate and ease analysis process. Meanwhile, the coding is as in the following table:

Positive Politeness Strategies	Code
Noticing, attending to Hearer's interests, wants, needs,	A
or goods.	
Exaggerateing interest, approval, or symphaty with H	В
Intensifying interest to Hearer	С
Using in-group identity markers	D
Seeking agreement	Е
Avoiding disagreement	F
Presupposing, raising, or asserting common ground	G
Joking	Н

Asserting or presupposing Speaker's knowledge of and concerning for Hearer's wants	I
Offering and promising	J
Being optimistic	K
Including both Speaker and Hearer in the same activity	L
Giving or asking for reasons	M
Assuming or asserting reciprocity	N
Giving gift to Hearer	О

Table 1: Kinds of Positive Politeness Strategies

## 2. Classifying the types of utterances made by Hezel Grace Lencester

After finding conversations that contain positive politeness strategies, the researcher classified the types of utterances based on fifteen ways from three board mechanism of politeness strategies by Brown and Levinson. From this step, the researcher chose maximum of five conversations that contains the same positive politeness strategy according to the limitation of this research.

## 3. Watching again particular parts of the movie

This step was aimed to look for the factors that made Hezel Grace Lencester used particular positive politeness strategies in conversations. Here, the researcher only replayed parts that had been determined in the previous step. Those are the conversations which contain positive politeness strategy. The researcher only replayed those parts from a few

previous minutes to find the reason Hezel Grace Lencester used the positive politeness strategies.

4. Interpreting the factors that made Hezel Graze Lencester used the positive politeness strategies

After the parts of the movie that contain positive politeness strategies were watched again, the researcher described in detail the reason of Hezel Grace Lencester in applying particular positive politeness strategies. In this point, the reasons were explained descriptively.

#### **CHAPTER IV**

## FINDINGS AND DISCUSSION

This chapter presents the findings and discussion of this research. The findings part explains about the types of positive politeness strategy used by Hezel Grace Lencester and the factor that made her applied those positive politeness strategies. Hereafter, in discussion, the results of the analysis are explained briefly.

## 4.1 Findings

## 4.1.1 Types of Positive politeness strategy Used by Hazel Grace

#### Lancaster

In this movie, the researcher found thirty positive politeness strategy used by Hazel Grace Lancaster for interacting with her parents, Augustus Walter, and other people around her. Nevertheless, from thirty positive politeness strategy she used, no one is classified as intensifying interest to Hazel, being optimistic, assuming or asserting reciprocity, or giving gift to hazel. All of the positive politeness strategy are classified to 12 out of 15 positive politeness strategy initiated by Brown and Levinson (1987).

The most used positive politeness strategy were exaggerating interest, approval, or sympathy, seeking agreement, avoiding disagreement, and asserting or presupposing Speaker's knowledge of Hearer's wants that was used five times in the movie. It was followed by noticing or attending to Hearer's interests, wants, needs, or goods that appeared three times in the movie. Hereinafter, including both Speaker and Hearer in the same activity

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was done twice by Hazel Grace Lancaster. Last, the least used positive politeness strategy were using in-group identity markers, presupposing, raising, or asserting common ground, joking, offering and promising, and giving or asking for reasons.

1. Noticing or attending to Hearer's interests, wants, needs, or goods.

Datum I At [00.11.29],

Hazel : (LAUGHS) Um... I'm free later this week, we

could...

Waters : No, I mean now.

Hazel : You could be an axe murderer.

Waters : There's always that possibility. Come on, Hazel

Grace. Take a risk.

In this scene, Waters invited Hazel to watch movie together, "Let's go watch a movie." Because they were just recently met, Hazel answered while thinking. "Um... I'm free later this week. We could." This action can be considered as positive politeness strategies which means she rejected this invitation by saying that she was not available that time.

Datum II At [01.41.01],

Hazel: What are you thinking about?

Waters : Oblivion. I know it's kid's stuff or whatever, but... I always thought I would be a hero. I always thought I'd have a grand story to tell. You know, something they would publish in all the papers, and... I mean, I was supposed to be special.

Hazel : You are special, Augustus.

Waters looked sad. Knowing that her friend looks sad, Hazel asked about what he was thinking about. She said, "Hi. What are you thinking about?" It meant that she was care to Waters. By doing this, she was attending his wants or needs.

Datum III At [01.49.20],

Waters : I need speakers at my funeral. So, I was hoping that you and Isaac, but mostly you... would be, um, kind enough to whip something up.

Hazel: I would love to do that.

Waters : Thank you

she tried to comfort Waters by showing as if she is giving speech in his funeral. She did it as Waters' request because he believed that his age was not long anymore. So, it could be inferred that it was Waters' wants or needs.

## 2. Exaggerating interest, approval, or sympathy with H

Datum I At [00.17.54],

Hazel : It's a novel. It's my favorite novel. Waters : Wait, does it have zombies in it?

Hazel : Zombies? No!

(laughing)

Waters : Stormtroopers?

Hazel : No, it's not that kind of a book.

Waters : Okay, what's it about?

Hazel : Uh, cancer

Waters : It's about cancer?

Hazel: But not like that. Trust me, it's amazing. The author, his name is Peter Van Houten. He's the only person I've ever come across in my life... who, A, understands what it's like to be dying... but, B, hasn't actually died.

Waters : Okay. I will read this horrible book with this very boring title... that does not include zombies or

Stormtroopers. And in exchange... you will read this. This haunting, yet brilliant novelization of my favorite video game. "Counterinsurgence."

(laughs)

Waters: Yeah, don't laugh. It's awesome. It's about honor, and sacrifice, and bravery, and heroism. It's about embracing your destiny, and leaving a mark on the world.

Hazel : Well, thank you.

After lending Waters a novel, as an exchange, Hazel was lent a novel by Waters. Waters said, "And in exchange, you will read this. This haunting, yet brilliant novelization of my favourite video game." "Counter Insurgence." She answered while chuckling. "Well, thank you." Although she had not known what the novel was about, she appreciated the attitude of Waters. So, it can be inferred that she did it for appreciating Waters' effort.

## Datum II At [00.22.18],

Isaac : (crying) Do you want to talk about it? No, I just want to cry and play video games. However, you know, it doesn't hurt to talk to him... if you have any sage words of feminine advice. I actually think that his response is fairly appropriate. "Pain demands to be felt." You're quoting my book. She said she wanted to break up with me before the surgery... because she couldn't handle it. I'm about to lose my eyesight, and she can't handle it. I kept saying "always" to her. Like, "Always." And she kept talking over me and not saying it back, and... It was like I was gone already, you know?

Hazel: You know, sometimes... people don't understand the promises that they're making when they make them.

Isaac was really sad. Isaac was her friend in the cancer community who had cancer in his eyes. He told a story that made him sad to Hazel and Waters, "She said she wanted to break up with me before the surgery... because she couldn't handle it. I'm about to lose my eyesight, and she can't handle it. I kept saying "always" to her. Like, "Always." And she kept talking over me and not saying it back, and... It was like I was gone already, you know?"

Here, Hazel showed her empathy, "You know, sometimes...

people don't understand the promises that they're making when they
make them."

Then Hazel and Waters asked Isaac to take the neckless off. It was a neckless from Isaac's girlfriend that made him sad. So, in this scene, she exaggerated her sympathy to reduce Isaac's sadness.

## Datum III At [01.27.11],

Hazel : What is it?

Waters : Just before you went into the hospital, there was this... I felt an ache in my hip. So, I had a PET scan... and it lit up like a Christmas tree. The lining of my chest and my liver... Everywhere. I'm sorry. I should've told you. (voice breaking) It's so unfair.

Hazel : Apparently, the world is not a wish-granting

factory.

Waters : (crying) Hazel : Hey, listen.

Waters : Don't you worry about me, Hazel Grace, okay? Hazel : I'm gonna find a way to hang around here and annoy you for a long time.

Waters : Are you in pain?
Hazel : No. I'm okay.
Waters : You're okay?

Hazel : Okay.

Waters : I don't suppose you can just forget about this?

You know, just treat me like I'm not dying.

Hazel : I don't think you're dying, Augustus.

Waters admitted the illness he suffered, "Just before you went into the hospital, there was this... I felt an ache in my hip. So, I had a PET scan... and it lit up like a Christmas tree. The lining of my chest and my liver... Everywhere. I'm sorry. I should've told you."

It made Hazel sad deeply. She was shocked and looked sad but then she said, "I'm okay." She also made Augusts sure that she was not thinking that he was dying. "I don't think you're dying, Augustus."

I can be assumed that she did it to make Augustus not worrying her too much.

## Datum IV At [01.41.25],

Waters: Oblivion. I know it's kid's stuff or whatever, but... I always thought I would be a hero. I always thought I'd have a grand story to tell. You know, something they would publish in all the papers, and... I mean, I was supposed to be special.

Hazel : You are special, Augustus.

Augustus told Hazel thing which was making him look sad. "I know it's kid's stuff or whatever, but... I always thought I would be a hero. I always thought I'd have a grand story to tell. You know,

something they would publish in all the papers, and... I mean, I was supposed to be special."

Knowing that that made him sad was his dream to be special, Hazel gave her sympathy. She showed her approval that he was already special for her. "You are special, Augustus."

# Datum V At [01.59.25],

Van Houten: I remind a lot of people of a lot of people. My

daughter was eight. And she suffered beautifully

for so long.

Hazel : She had leukemia like Anna?

Van Houten: Just like Anna.

Hazel : I'm very sorry for your loss.

Van Houten: And I'm sorry for yours. And sorry for ruining

your trip.

Hazel : You didn't ruin our trip. We had an amazing

trip.

When Hazel was about to go home by car after the funeral of Waters, Van Houten opened the door of the car and they talked about Waters. He told Hazel, "My daughter was eight. And she suffered beautifully for so long. She had leukemia like Anna? Just like Anna. I'm very sorry for your loss. And I'm sorry for yours. And sorry for ruining your trip."

While holding back tears, she said, "You didn't ruin our trip. We had an amazing trip." She did it to make Houten not being sad after remembering his daughter. In other words, she wanted him to think that she was okay and so he was.

## 3. Using in group identity markers

In the movie, this positive politeness strategy was only applied once.

Datum I at 00.03.50.

Hazel: Um... I'm Hazel. Uh, thyroid, originally... but now with quite the impressive satellite colony in my lungs.

It was about Hazel's first day in the cancer community.

Actually, as it has been told in the beginning of the movie, Hazel did not want to be there. However, she agreed to go there to obey her mother's request.

Although she did not like to be there, to keep good manner, she used in group identity markers to interact with people in the community. At the beginning, when introducing self, she mentioned kind of cancer she suffered. "I'm Hazel. Uh, thyroid, originally... but now with quite the impressive satellite colony in my lungs." It can be inferred that she used it for conveying cancer patients' in-group membership.

### 4. Seeking agreement

Datum I At [00.05.38],

Mother : You need to go. You need to make friends, and

be a teenager.

Hazel: Mom, if you want me to be a teenager, you don't send me to support group. You gotta get me a fake ID so that I can go to clubs... and drink gimlets and take pot.

Mother : Uh, you don't "take" pot.

In this scene, her parents were about to take her to support group. "You need to make friends and be a teenager." Said her mother. Unfortunately, Hazel was still not wanting to. So, Hazel tried to make negotiation so she did not need to go there. "Mom, if you want me to be a teenager, you don't send me to support group. You gotta get me a fake ID so that I can go to clubs... and drink gimlets and take pot. Uh, you don't take pot."

## Datum II At [00.30.00]

Hazel: Mom, look at this. Come here. Come here,

come here. Look.

Mother : What?

Hazel: Yeah. Peter Van Houten! Look what he said! "Should ever you find yourself in Amsterdam"! I have to go! That's incredible. He invited us to Amsterdam. Amsterdam!

Mother : Wow!

Hazel : Can we go? I mean, do you think we could

actually go? I mean, Amsterdam!

In this scene, Hazel received an email from Van Houten. She was invited to visit him on Amsterdam. Being very happy, she called her mother and asked permission. At the beginning of the movie, her mother asked her to be like other teenagers. However, in this case, she asked permission of her mother because she was suffering cancer and it made her depended on the availability of doctor in that place. "Can we go? I mean, do you think we could actually go?" She asked her mother.

## Datum III At [00.33.39]

Father : Hey, listen, Gus. You have to understand, Hazel's still pretty sick. And she will be the rest of her life. And she's gonna want to keep up with you. She's that kind of girl. But the truth is, her lungs...

Hazel : (coming) Ready, Gus?

Waters : Yeah

Hazel : All right. See you soon.

Waters : All right.

Father : Oh.

Seeking agreement was also used when she was going to hang out with Augustus Waters. Actually, the father was a bit hard to let Hazel went out with Waters. It was because she was still pretty sick. "Hazel's still pretty sick. And she will be the rest of her life. And she's gonna want to keep up with you. She's that kind of girl. But the truth is, her lungs..." Told the father to Waters.

Suddenly, Hazel appeared from her room and asked for leave to her father, "All right. See you soon." She knew that his father objected to let her go with Waters. So, she expressed it by smiling, showing that she was in good condition and nothing to be worried.

## Datum IV At [00.37.35]

Doctor : What if you get sick? In a foreign country?

Hazel : They have doctors in Amsterdam. And cancer.

Doctor : Well, not all cancers are alike, and yours is particularly unusual, Hazel. The only way I could ever authorize a trip like this would be if someone familiar with your case...

Hazel : What if my mom came?

Mother : Wait, what?

Hazel : What if you came?

It was when she got second e-mail from Van Houten. She was

invited to Amsterdam again then she succeeded to convince her

mother. So, they went to see the doctor, making sure that Hazel's

condition was good enough to make a few days-vacation. At first, the

doctor did not allow her. "What if you get sick? In a foreign

country?"

"They have doctors in Amsterdam. And cancer." Hazel answered.

She uttered it for getting the doctor's agreement. The factor was

because the doctor did not allow her at the beginning.

The fifth moment where this positive politeness strategy

appeared in this movie was when she was called by Augustus and

asked to help him at the gas station. Arrived at the gas station, she

asked Augustus what was happening. Then, Augustus showed the

infection happening on his stomach.

Datum V At [01.35.11],

Hazel : Babe, what's going on?

Waters : Look.

Hazel : Gus, it's infected. Take a deep breath. Gus, I

have to call somebody.

Waters : No, no. Please don't call 9-1-1. Please. Don't

call my parents or 9... I will never forgive you if you call

them.

Knowing that it was an emergency condition, she told him that

she has to call somebody. However, Augustus did not allow her to do

that. "No, no. Please don't call 9-1-1, please. Don't call my parents or

9... I'll never forgive you if you call them." Then, she tried to ask once again what he had been doing so it could be like that, "Gus, what are you doing here? What are you doing here?" Then Augustus answered, "I wanted to buy cigarettes. I don't know what happened to my pack. I might have lost it or something, or they took it, but I just... I wanted to do it myself." Answered him. Although Hazel already know that it was an emergency condition, she asked for his agreement to call the doctor. It was for not making Augustus shocked as if she suddenly called the doctor without Augustus' consideration.

## 5. Avoiding disagreement

The Positive Politeness strategy to avoid disagreement was appeared five times in the movie.

Datum I At [00.05.48],

Hazel: I really don't understand why I can't just drive myself. It's not like you're gonna do anything. You're just gonna sit here and wait again.

Mother : Of course I'm not. No, I've got stuff to do. I'm gonna do errands.

Hazel : Yeah.

Mother : I love you.

Hazel : I love you, too.

There was a monologue by Hazel, telling that she did not actually want to join support group but then she went just for making her parents happy. After arrived at support group [00.05.57], she asked why her mother did not allow her to drive by herself so her mother did not need to wait her by doing nothing. The mother then

told her that she had many stuffs to do. Not wanting to impose her

will, she directly went out from the car. She did it to avoid debating

with her mother.

Datum II At [00.30.00],

Mother :

: Yeah, duh. I am sorry.

Hazel

: It's okay.

After her wish to visit Van Houten in Amsterdam was rejected by her mother, she tried to seek for agreement. Knowing that her

mother insisted on refusing, she stopped her effort and obey her

mother. So, it can be assumed that she did it for keeping her mother's

positive face.

Datum III At [00.41.50],

Dr. Simmons : Normally, the tumors start resisting the treatment... and that hasn't happened here... Yet. On the other

hand... the drug may be worsening the edema.

The third action for avoiding disagreement was done when

Hazel was visiting the doctor again to get permission for going to

Amsterdam. However, again and again, the doctor did not allow her.

She had tried to convince the doctor with her parents but the doctor

was still not allowing. So, she kept silent to avoid disagreement.

In this movie, there were several scenes where she saw the

doctor and asked for permission to go to Amsterdam. However, in

this case, she did not often disprove the doctor because there were

two other doctors who seemed to be more senior and also older than the one she usually met.

Datum IV At [01.13.30],

Hazel : I came here for one thing and one thing only. That is for you to tell me what happens at the end of this

goddamn book!

Van Houten: I can't tell you. I want you to leave.

Her fourth act in avoiding disagreement was when she visited Van Houten, a book writer whom the book was telling about a person suffering cancer like Hazel. Unfortunately, he was not a nice person to talk with. Also, he was drunk so his answer, attitude, and manner, almost made Hazel angry. Then she affirmed again her purpose to visit him, "I came here for one thing and one thing only. That is for you to tell me what happens at the end of this goddamn book!" Unfortunately, Van Houten insisted to not tell her and just asked her to leave. Then, to avoid disagreement, she left his house.

Datum V At [01.35.51]

Waters: No, no. Please don't call 9-1-1. Please. Don't call my parents or 9... I will never forgive you if you call them.

When Augustus was in emergency, she asked his agreement several times to call 9-1-1. Unfortunately, Augustus did not allow her

to do it. Then, for avoiding more disagreement, she directly took her

phone and called 9-1-1 for help.

6. Presupposing, raising, or asserting common ground

Datum I At [00.36.58],

Hazel : I have to go! That's incredible. He invited us to

Amsterdam. Amsterdam!

Mother : Wow!

Hazel : Can we go? I mean, do you think we could

actually go?

This positive politeness strategy was appeared only once in the

movie. It was when she was invited to Amsterdam to visit Van

Houten. That was a very good news for her. Even so, she needed to

ask her mother's permission. Moreover, she had dependence in

medicine and oxygen canisters. So, the probability of getting

permission was small. Therefore, before talking about the main point,

she started the conversation with small talk and asked her mother to

join with to presuppose the common ground.

7. Joking

Datum I At [00.11.43]

Waters : Let's go watch a movie.

Hazel : What? Waters : Hmm?

Hazel: I'm free later this week. We could.

Waters : No, I mean now.

Hazel : You could be an axe murderer.

Waters : There's always that possibility. Come on, Hazel Grace. Take a risk.

As well as presupposing, raising, or asserting common ground, Joking was appeared only once as a positive politeness strategy in the movie. It was when she met Augustus Waters for the first time. At that moment, Augustus invited her to watch movie together. Since it was their first meeting, Hazel were not sure to accept his invitation. Therefore, she answered, "I'm free later this week. We could." But it turned out that Augustus wanted it that time. "No, I mean now." Said him. So, Hazel tried to express her doubt with joke, "You could be an axe murderer."

Actually, the possibility always existed although it might be very small. However, she uttered it just for telling that she was worrying herself. She was not really thinking that Waters was a murderer. It could be seen from her expression when uttering the joke.

# 8. Asserting or presupposing Speaker's knowledge of and concerning for Hearer's wants

This positive politeness strategy was used five times in the movie. The first was when Hazel and her mother was talking to dr Maria whether she was allowed to go Amsterdam or not.

Datum I At [00.37.40]

Hazel : I don't know. But you said that the PET scan was encouraging.

Dr. Maria : Well, the PET scan is encouraging, but we don't know how long it will stay that way. Okay, I'm not seeking political asylum.

Hazel : It's a few days. It's a vacation!

Dr. Maria : It's true. What if you get sick? In a foreign country.

Hazel : They have doctors in Amsterdam. And cancer. Dr. Maria : Well, not all cancers are alike, and yours is particularly unusual, Hazel. The only way I could ever authorize a trip like this would be if someone familiar with your case...

Hazel : What if my mom came?

At first, dr Maria said that she does not know. Then Hazel said, "But you said that the PET scan was encouraging." Here, she was asserting her knowledge that if PET scan could have encouraged her, it meant that she would be okay during her trip to Amsterdam.

Unfortunately, the doctor seemed to not agree yet. "Well, Pet scan is encouraging but we don't know how long it will stay that way." Because the reason given was because the doctor did not know how long it would stay, Hazel made sure that it would not be a long trip. She said, "It's a few days. It's a vacation." She also added the words *vacation* to make sure to the doctor that she would not do anything stressing her and making her lung problem more terrible.

Again, the doctor answered, showing that she was worrying the condition of Hazel. "It's true. What if you get sick? In a foreign country?" The doctor asserted that the condition would be worse if Hazel got problem in another country than if she was just staying

there. Nevertheless, Hazel was insisting to get the doctor's permission. She knew that it would be problem if something happened to her after the doctor allowed. So, she convinced the doctor again, "They have doctors in Amsterdam. And cancer."

The doctor answered, "The only way I could ever authorize a trip like this would be if someone familiar with your case..." Had not done answering, Hazel said, "What if my mom came? I'm... I'm sure the Genies would hook it up. They're loaded." By giving argument, she tried not to be stubborn and impress herself. At least, she had reason to get her wish. Finally, the doctor allowed her to make a trip to Amsterdam with her mother.

## Datum II At [00.40.20]

Hazel: Can I still go to Amsterdam?

Dr. Maria: That would not be wise at this juncture.

Hazel : Why not? Is there any way we can make that trip

happen?

Dr. Maria: It would increase some risks. Hazel: But so does going to the mall.

Dr. Maria: Yes, but an airplane?

Hazel : But they have oxygen on airplanes.

Dr. Maria: You're stage four.

Hazel : This is an opportunity that I may never get again.

Ever.

The second was when she and her parents see a group of doctors and ask whether she could go to Amsterdam or not in her current condition. She did not directly express her wish but rather asking whether she is allowed or not by the medical procedure.

The condition when she uttered this was when she is talking to three doctors, not only the doctor she was already usual and familiar with. Therefore, she tried to show more respect.

## Datum III At [00.42.55]

Hazel : I know what you're thinking. It's not fair to him.

Father : It's not.

Hazel : He doesn't need this in his life. Nobody does. A

lot more trouble than it's worth.

Father : No, you're right. Your mom and I were just saying the same thing. I mean, it could be time we tossed you out on the street. Drop you off in an orphanage somewhere, make you their problem. I'm serious. We're not sentimental

people.

The third was when Hazel's father got phoned by Waters. The father answered the phone by saying that Hazel was sleeping then he closed the phone. Hazel understood that her father did not want her to go out too often in her current condition. Knowing that, Hazel said, "I know what you are thinking. It's not fair to him. It's not. He doesn't need this in his life. Nobody does a lot more trouble than its worth." In this case, instead of debating her father, she tried to make sure why her father did that by presupposing her knowledge and concerning for his father's wants.

As the result, her father allowed her to hang out with Waters. "No. you're right. Your mom and I were just saying the same thing. I mean, it could be time we tossed you out on the street, drop you off in

an orphanage somewhere, make you their problem. I'm serious. We're not sentimental people." Said him.

### Datum IV At [01.42.20]

Hazel : What are you thinking about?

Waters : Oblivion. I know it's kid's stuff or whatever, but... I always thought I would be a hero. I always thought I'd have a grand story to tell. You know, something they would publish in all the papers, and... I mean, I was supposed to be special.

Hazel : You are special, Augustus.

Waters : Yeah, I know. But... you know what I mean.

Hazel : I do know what you mean, I just don't agree with you. You know this obsession you have with being remembered?

Waters : Don't get mad.

Hazel: I'm mad. I'm mad because I think you're special. And is that not enough? You think that the only way to lead a meaningful life... is for everyone to remember you, for everyone to love you. Guess what, Gus. This is your life, okay? This is all you get. You get me and you get your family, and you get this world, and that's it. And if that's not enough for you, then I'm sorry, but it's not nothing. Because I love you. And I'm gonna remember you.

The fourth was when Augustus got sad at the park. When Hazel asked, Augustus said that his life was not like what he had supposed to be. He said, "I always thought I would be a hero. I always thought I'd have a grand story to tell. You know, something they would publish in all the papers and... I mean, I was supposed to be special."

Knowing that her best friend was being sad because of feeling not special at all, Hazel tried to amuse him by telling her feeling. She told Augustus that he was special for her. "Guess what, Gus. This is your life, okay? This is all you get. You get me and you get your

family and you get this world and that's it. And if that's not enough for you, then I'm sorry, but it's not nothing because I live you."

So, by expressing that utterance, Hazel was asserting that she was concerning for his wants. She told that she had the same feeling as Augustus as he once told her previously.

Here, she finally told that she also loved Augustus because he was in blue. So, she did it at least to make him get better or stop being sad.

## 9. Offering and promising

Datum I At [01.30.53]

Waters : I need speakers at my funeral. So, I was hoping that you and Isaac, but mostly you... would be, um, kind enough to whip something up.

Hazel: I would love to do that.

There was a scene where Hazel made a promise to Augustus. It was when Augustus knew that his age is not long anymore. So, she and Isaac were invited to a church to practice giving speech in Augustus' funeral. "I need speakers at my funeral. So, I was hoping that you and Isaac, but mostly you... would be, um, kind enough to whip something up." Said Augustus.

"I would love to do that." She made a promise to make Augustus happy and peaceful in his last moments. So, it can be inferred that the factors made her promising was for fulfilling

Augustus' will or, on the other words, to make a person she loved

happy.

10. Including both S and H in the same activity

Datum I At [00.29.52]

Hazel : Can we go? I mean, do you think we could

actually go?

When Hazel got an e-mail from Van Houten, she asked her

mother, "Can we go?" She was using the word we although she did

not really mean that her mother should go to accompany her. The use

of we instead of only I or you is included as including both Speaker

and Hearer in the same activity Positive Politeness Strategy.

Datum II At [01.08.22]

Van Houten: So, you like my book.

Hazel : We love your book.

Waters : Yeah. We love it.

Another case where Hazel used this PPS was when Van

Houten asked them if they liked his book. Hazel directly answered

using pronoun we. She said, "We love your book. We love it."

11. Giving or asking for reasons

Datum I At [00.41.23]

Hazel :Can I still go to Amsterdam?

Dr. Maria : That would not be wise at this juncture.

Hazel: Why not?

This positive politeness strategy was occurred when the doctors prohibited her to go to Amsterdam. She asked the reason by uttering, "Why not?"

## 4.1.2 The Factors Influencing the Use of Positive Politeness Strategy

Every conscious action must be done because there is cause. As well as positive politeness strategy, there must be reason that made Hazel Grace Lancaster applying positive politeness strategy in her action when interacting.

In this movie, the researcher found that positive politeness stratgey were applied by Hazel Grace Lancaster in interaction between her and her parents, support group members, Augustus Waters and Isaac as her friend, Van Houten as the author of the book she liked, and her doctors.

The factors are including payoff and circumstances. In terms of circumstances, the researcher found all kinds of the factor take rule to the occurrence of politeness strategies. Power tend to be the factors when she was interacting with her parents and doctor. Distance was often becoming factors in interaction between Hazel and people who did not have close relative power. Further, imposition was the factor she used positive politeness strategy based on the topic she was talking with the addressee. However, the researcher did not find any positive politeness strategy influenced by payoff factor. It was sometimes applied in the movie

but not by Hazel. Further analysis of this point is delivered in the discussion session.

### 4.2 Discussion

# 4.2.1 Kinds of Positive Politeness Strategy Used in The Fault of Our Stars

In this movie, the researcher found eleven positive politeness strategy used by Hazel Grace Lancaster to keep the positive face of other characters. In fact, besides twelve positive politeness strategy which has mentioned in the findings, *giving gift* was once done by Hazel Grace Lancaster. However, it was not included to any kind of positive politeness strategy since she did it to the interlocutor, Augustus Walter, when he had already gone. It was when she attended and delivered a speech in Walter's funeral. Having done, she put a pack of cigarettes on Walter's coffin. She said that it was his favourite cigarettes when he was alive. Although her intention was to make his spirit happy or peaceful, it was not considered as doing positive politeness strategy since there was no interaction between her and the interlocutor.

## 4.2.2 The Factors of using certain positive politeness strategy

The following are discussions of results of an analysis of the cases that caused Hazel to use certain positive politeness strategies. First, as it has been explained in the review of the literature, there are two factors influencing the use of positive politeness strategy. Those are payoff and circumstances.

Nevertheless, in this movie, none of positive politeness strategies applied by Hazel is caused by payoff. In other words, all strategies applied by Hazel is caused by circumstances. Those are power, distance, and risk.

Here, the researcher classifies the result based on the figures who are interacting with Hazel in the movie. There is a reason for the researcher to make classification based on the figures interacting with Hazel. It was because the politeness level can change according to power, distance, and imposition. So, by classifying it based on each figure, its easier to understand the factor affecting the use and the level of positive politeness strategies.

### 1. Hazel and her parents

In the beginning of the movie, when her parents asked her to join the support group, she did not feel to like it. At first, she tried to negotiate.

Knowing that their decision was unanimous, she tried to express her opinion while keeping her parents' positive face. In this case, the factors influencing her to use positive politeness strategy was distance. It is because she was talking to her parents,

whom she should respect. Even until the end of the movie, she still shows respect.

### 2. Hazel and people in support group

When just joined support group, she met many new people. Although she actually did not like to be there, she tried to keep positive face of the people in that group by applying positive politeness strategy. It is shown when she was asked by the group leader to introduce herself.

Since she was just a member, which means that her status was lower than the group leader, she used high level of positive politeness strategies. It means that the factor influencing her was distance. Moreover, because the person who asked her to introducing self was the leader and also founder of support group, power also took an important role in the use of positive politenes strategy. There, she used high level of politeness because she was asked by someone whom the position was higher than her. Furthermore, after telling her name, she did not talk about hobby or education background but rather telling the kind of cancer she had suffered. This was caused by risk because she would be considered as not respecting others when directly talking about other aspects that do not related to her join to the group.

### 3. Hazel with friends (Waters and Isaac)

When Hazel talked to Waters for the first time, she used high level of positive politeness. It is shown when she was rejecting Waters' invitation to watch movie together.

In rejecting the invitation, Hazel said, "I'm free later this week. We could." Which meant that she cannot join watching movie that time. It could be because they were just known one another. Based on the circumstances, the strong factor making Hazel using positive politeness strategy was distance. It is because they were just becoming friends. Actually, there are also power and risk factor but not strong. Based on power, their status was the same, a member of support group. Further, the risk of rejecting the invitation would not be too serious.

When they already had close relation, she used lower level of positive politeness strategy to interact with Waters. She used less positive politeness strategy when trying to persuade Waters to call 9-1-1.

It was when she found that Waters was in emergency condition. Since they were already being close friend, the distance factor made her directly ask Waters to call 9-1-1. Then, since it was an emergency condition, she directly call 9-1-1 although

Waters did not allow her. So, it can be assumed that imposition or risk (R) made her act like that.

### 4. Hazel with Van Houten

Van Houten was a book writer whom the book was liked by Hazel. At first, Hazel was willing to meet him. When it was realized, Hazel was very happy and she showed high level of positive politeness. She talked very politely to Van Houten when visiting him.

In this case, the factor affecting the use of positive politeness strategy was circumstances. In terms of power, Hazel was in lower position than Van Houten. Van Houten was both book writer and host while Hazel was just a fans and guest. In terms of distance they did not have any family or friendship relation before that meeting. So, based on both power and distance, Hazel was in lower position so she should use high positive politeness strategies. Further, in terms of imposition or risk, she had a request that made risk become high. She was willing to know the continuation of the novel written by Van Houten. It made her need to use high positive politeness strategy in talking with Van Houten.

However, she lost her respect to him after knowing that he is a drunk person who cannot keep his attitude.

Feeling disappointed, she lowered her positive politeness strategy in talking with Van Houten. In this case, distance and power are decreased so Hazel talked less politely than when she just met him.

### 5. Hazel and the doctors

There are two doctors in this movie. The one, whom already close to Hazel, is Dr. Maria. Two other doctors only appeared once, when Hazel was asking for permission to go to Amsterdam.

Actually, she used high level of politeness when talking to any doctor in the movie. Nevertheless, since Hazel was already close to Dr. Maria, she used less politeness level than when she talked to other doctors. It was affected by two circumstances factors. Those are power and distance. In term of power, Hazel's position was lower than any doctors in the movie, but, based on the distance, her relation with Dr. Maria was closer than with other doctors.

It made her a bit imposing her will when negotiating with Dr. Maria. At that moment, she lowers her politeness level. Then, when Dr. Maria bring her to see two other senior doctors, Hazel increase her level of positive politeness strategy because her distance was far from them.

Other factors affecting Hazel's politeness strategy in doing this negotiation was risk. She used to increase her level of positive politeness strategy because her wish to visit Amsterdam was something hard to be granted. So, she used high positive politeness strategy to make her request more possible to be granted by them.



### **CHAPTER V**

### CONCLUSION AND SUGGESTION

This chapter presents conclusion as the result of analysis to answer each problem given in the introduction. Moreover, it also gives suggestion for further study to develop science related to politeness strategies, especially positive politeness strategies.

### 5.1 Conclusion

After completing data analysis, the researcher concludes that there are 11 out of 15 PPS applied by Hazel Grace Lancaster in The Fault of Our Stars movie. It was because every PPS has its right time to apply. For example, avoiding disagreement is only able to be applied when both interlocutor and addressee are in different opinion and one of them tries to give way to the other.

The factors affecting Hazel Grace Lancaster in using certain PPS were also varied. In different moment, it could change although the subject was facing the same person. It was caused by the circumstances which also changed. For example, when relative power was changed, the level of PPS applied might also be changed. As well as distance, it changed when two people were getting closer, vice versa. Further, imposition factor was affected by interlocutor's magnitude of demand or desire to the addressee.

Other findings from this research was that a case can be the factor of two different PPS in almost the same time. For example, after using any strategy for seeking agreement, when the result is still beyond the expectation, the subject can directly apply another strategy for avoiding disagreement.

## 5.2 Suggestion

Based on the analysis and result explained in this research, the researcher proposes some suggestions for both students and further researchers as follows:

## 5.2.1 For linguistics students

This paper has explained in detail the positive politeness strategies found in The Fault of Our Stars movie. However, science keeps developing. It means that there is also possibility for science in politeness strategies to develop. Therefore, for linguistics students, the researcher suggests to compare findings in this research with those in other researches to get better understanding and new idea about politeness strategies, especially positive politeness strategies.

### 5.2.2 For further researchers

Further researchers can use this research as additional references for further researches in field of positive politeness strategies. Other researchers can also use the same method for analysing other movie or analysing the same aspect in different movies. The researcher hopes the result of this research can be beneficial for the development of linguistics study especially in term of positive politeness strategy.

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