

POLITENESS STRATEGIES USED BY THE CHARACTERS IN *FINDING NEVERLAND* MOVIE (2004)

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ABSTRACT

Politeness is one of important thing in doing conversation to avoid misunderstanding between speaker and hearer during the conversation to make the social interaction running more harmony. The purposes of this research were to find out types of politeness strategies, factors influencing the characters in using politeness strategies and the dominant politeness strategy used by the characters in *Finding Neverland* movie. The research method in this research was descriptive qualitative research, the theory of politeness strategies by Brown and Levinson (1987) was used to analyze the four types of politeness strategy. The result of this research showed that there were fifty eight utterances represented four politeness strategies used by the characters in *Finding Neverland* movie. Fourteen utterances represented of bald on record strategy, twenty seven utterances represented of positive politeness strategy, sixteen utterances represented of negative politeness strategy and one utterance represented bald off record strategy. There are 2 factors influencing the choice of politeness strategies used by the characters in *Finding Neverland* movie. They are intrinsic payoff and relevant circumstances. Fifty eight utterances categorized as politeness strategies, twenty seven of them belong to positive politeness strategy, so that positive politeness strategy is the most dominantly used by the characters in *Finding Neverland* movie.

Keywords: pragmatics, context, politeness strategies, movie

ABSTRAK

Kesantunan merupakan satu hal penting dalam melakukan suatu percakapan untuk menghindari kesalahpahaman antara pembicara dan pendengar dalam melakukan percakapan agar interaksi sosial berjalan lebih harmonis. Tujuan dari penelitian ini adalah untuk mengetahui tipe - tipe strategy kesantunan, factor - faktor yang mempengaruhi karakter dalam menggunakan strategi kesantunan dan juga strategi kesantunan yang paling dominan digunakan oleh karakter dalam film Finding Neverland. Metode penelitian ini adalah bersifat deskripsi kualitatif dengan menggunakan teori strategi kesantunan oleh Brown dan Levinson (1987) yang digunakan untuk menganalisa tipe strategi kesantunan. Hasil dari penelitian ini menunjukkan bahwa terdapat lima puluh delapan ujaran yang mewakili keempat strategi kesantunan yang digunakan oleh karakter dalam film Finding Neverland. Empat belas ujaran mewakili strategi kesantunan langsung (tanpa basa basi), dua puluh tujuh ujaran mewakili strategi

kesantunan positif, enam belas ujaran mewakili strategi kesantunan negatif, dan satu ujaran mewakili strategi kesantunan tak langsung (basa basi). Terdapat dua faktor yang mempengaruhi pemilihan strategi kesantunan yang digunakan oleh karakter dalam film Finding Neverland. Faktor tersebut adalah faktor payoff dan faktor keadaan. Lima puluh delapan ucapan yang dikategorikan kedalam strategi kesantunan, dua puluh tujuh diantaranya merupakan startegi kesantunan positif, oleh karena itu strategi kesantunan positif adalah strategi yang paling dominan digunakan oleh karakter dalam film Finding Neverland.

Kata Kunci: pragmatik, konteks, strategi kesantunan, film

A. BACKGROUND

Politeness is something to be owned by everyone in doing conversation with using appropriate politeness in communication. According to Leech (1983:109) politeness is strategic conflict avoidance which can be measured in terms of degree of effort. It means politeness is used to avoid discomfort or not respected between the speaker and the hearer in a communication. Thomas (1995: 150) stated that politeness was a real-world goal (politeness interpreted as a real desire to be pleasant to others or as the underlying motivation for an individual's linguistic behavior). Communication will run disrespect if participants in a conversation do not have a good understanding of politeness in language and how to respect the hearer.

This research focused on to find out types of politeness strategies, factors influencing the characters in using politeness strategies in their communication and the dominant politeness strategy that is mostly used by the characters in *Finding Neverland* movie. Theory of politeness strategies by Brown and Levinson (1987) was used to analyze the four types of politeness strategy.

B. THEORETICAL FRAMEWORKS

1. Pragmatics

Pragmatics is a branch of linguistic which is a study about the aspects of meaning in situation and other features of the context of utterance. This study is focused on how people express different meaning and interpret it in different ways. Yule (1996: 3) defines pragmatics is the study of speaker meaning and contextual meaning. Meanwhile, Levinson (1983: 24) assumes that pragmatics is the study of the ability of language users to pair sentences with the contexts in which they would be appropriate.

From the definition above, it can be understood that pragmatics is a study about the ability of language user to interpretation what people mean in a particular context and how context influences what is said.

2. Context

Context helps hearer or speaker deliver and understand the meaning of utterance. Levinson (1983) points out context includes some of the basic parameters of the context of utterance, including participants' identity, role and location, assumptions about what participants know or take a granted, the place of an utterance within a

sequence of turns at talking.

There are some types of context in pragmatics such as Panevova & Hana in their journal "Intro to Linguistic" conclude types of context in pragmatics, they are situational context (physical context), linguistic context, social context (cultural context) and epistemic context.

3. Varieties Meaning

According to Siregar (1992) there are two kinds of meaning, among them are speaker meaning and linguistic meaning. What speakers mean something when they use language in producing an utterance is called speaker meaning. Meanwhile, the ability to express meaning by the writer or speaker and is conveyed to the reader or listener provides that they talk about the same thing called linguistic meaning.

4. Politeness Strategies

Politeness strategies are one of communication strategy that emphasizes on the polite word and action. Brown and Levinson (1987) sum up four types of politeness strategies in order to minimize the Face Threatening Act (FTA):

- a. Bald On Record Strategy is commonly indicated by speaking in direct, clear, and unambiguous way
- b. Positive politeness strategy include notice attend to hearer (his interests, wants, needs, goods), exaggerate (interest, approval, sympathy with hearer), intensify interest to the hearer, use in-group identity makers, finding and seek agreement with the listener (seek agreement), avoiding conflict with the listener (avoid disagreement), presuppose / rise / assert common ground, make a joke, assert or presuppose speaker's knowledge and concern for the hearer's wants, offer, promise, showing optimism (be optimistic), include both the speaker and the hearer in the activity, give (or ask for) reasons, offering a reciprocal action (assume or assert reciprocity), give gifts to the hearer (goods, sympathy, understanding and cooperation).
- c. Negative politeness strategy include the expression is directly or indirectly according to convention (be direct, conventionally indirect), use the form of question with the particular particle (Question, hedge), hesitant and do not too be optimistic (be pessimistic), reduce the threat of force or power to face the listener (minimize the imposition), give deference, apologize, do not mention the speakers and the listeners (impersonalize S and H), state Face Threatening Act as a general rule, nominalize, go on record as incurring a debt, or as not indebted hearer.
- d. Bald off record strategy include give hints, give association clues, presuppose, reduce the fact (understate) not excessive, overstate, use tautologies, use contradictions, be ironic, use metaphor, use rhetorical question, be ambiguous, be vague, over-generalize, displace H, be incomplete, use ellipsis.

5. Factor Influencing the Choice of Politeness Strategies

According to Brown and Levinson (1987:71-83) there are two factors that can influence the use of politeness strategies. First factor is the intrinsic payoff, this factor mostly used by the speakers because they can get advantages. The speaker can minimize the FTA by employs each politeness strategy such as by doing on record, by doing off record, by doing on record with positive politeness, by doing on record with negative

politeness. And the second factor is relevant circumstances, this factor includes distance and relative power.

C. RESEARCH METHOD

1. Research Design

The research design of this research was qualitative. Bogdan and Biklen (1992: 29-33) describes qualitative research is descriptive and concerned with process rather than simply with outcomes or products. The same point according to Merriam (2009: 14) that characteristics of qualitative research are the process of qualitative is inductive and the product of qualitative research is richly descriptive.

Based on the characteristics mentioned above, the design of this research is descriptive qualitative. The analysis data of this research is in form of words, sentences namely utterances spoken by the characters in *Finding Neverland* movie (2004). The utterances are analyzed descriptively to describe and explain based on politeness strategies proposed by Brown and Levinson (1987) theory.

2. Data and Sources of Data

The researcher took the data from the movie script containing politeness strategies that were produced by the characters in *Finding Neverland* movie (2004). The supporting data is obtained from the previous studies and other relevant information such as journals, ebook, and etc. In accordance with each character sentences related to politeness strategies in *Finding Neverland* movie (2004). The source of data was *Finding Neverland* movie (2004).

3. Data Instrument

In this research, the researcher is the key instrument. According to Bogdan and Biklen (1992: 29) qualitative research has the natural setting as the direct source of data and the researcher is the key instrument. The same point according to Merriam (2009: 14) describes characteristics of qualitative research that the researcher is the primary instrument of data collection and analysis.

4. Data Collection Technique

There are several steps that used by the researcher to collecting data. First, the researcher watched the movie for several times. Second, he researcher read the movie script and identified words, sentences and utterances produced by the characters in the movie that content politeness strategies. Third, the Researcher took some sources as references to analyze the movie from relevant theory, articles, journals, books, websites and other previous studies that have same topic about politeness strategies. Fourth, the researcher classified the data such as words, sentences, and utterances that contain politeness strategy into positive politeness, negative politeness, bald on record, bald off record with the theories.

5. Data Analysis

After the data have been collected, the researcher continued to make the data analysis. In this research, first thing first the researcher matched the suitability utterances

produced by the characters in the movie with the movie script. Then analyzed the utterances produced by the characters that contain politeness strategies using Brown and Levinson theory (1987). After analyzing the utterances, the researcher organized the data, searching the most politeness strategies frequently used by the characters, and deciding what needed to be discussed for further discussion.

D. FINDINGS AND DISCUSSION

1. Bald On Record Strategy

There were fourteen utterances of bald on record strategy used by the characters in *Finding Neverland* movie. They are:

1. Good to see you
2. *Come out from under there*
3. *Listen to us boy*
4. *Let me go!*
5. *Don't interrupt*
6. *Stop*
7. *Give us your bell*
8. *Come sit down*
9. *Come in*
10. *Don't laugh boys*
11. *Look at that*
12. *Go upstairs*
13. *Stop ordering me about*
14. *Hold on Wendy.*

The researcher took one example to describe and find out factor influencing the choice of strategy by following data analysis below:

(This situation happened when Llewellyn Davies family is invited by James's family to have dinner at James's house)

- Mrs. Du Maurier : My house is quite large enough for us all, but the idea of living with me seems. . .
- Sylvia : Not now please mother.
- George : We help her keep the house in order.
- Mrs. Du Maurier : *Don't interrupt*, George. Where did you get your manners?
- George : Sorry, Grandmother.

Types of context in the conversation above:

1. Situational context (physical context): at James's house, where James invited Llewellyn Davies family for having dinner.
2. Social context (cultural context): *Don't interrupt, George. Where did you get your manners?* The sentence showed that Mrs. Du Maurier can talk like that to George because she has a great power than George.
3. Epistemic context: word "Grandmother" refers to Mrs. Du Maurier.

From conversation above, Mrs. Du Maurier applied bald on record strategy, according to Brown and Levinson (1987: 97). This strategy is indicated by a speaker speaks directly, clearly without resulting ambiguous interpretation for the hearer. In this case Mrs. Du Maurier applied bald on record strategy by saying “*Don't interrupt*”.

Factor influencing this strategy was relative power. By doing on record, Mrs. Du Maurier as George's grandmother has no desire to maintain George's face. It is because Mrs. Du Maurier has more power as his grandmother.

2. Positive Politeness Strategy

There were twenty seven utterances of positive politeness strategy used by the characters in *Finding Neverland* movie. They are:

1. *We do miss seeing you on stage, you were so wonderful,*
2. *Darling*
3. *Good boy*
4. *Good man*
5. *Perhaps we will see you tomorrow then*
6. *Perhaps*
7. *Repetition the word (play)*
8. *Repetition the word (as it should be)*
9. *Well yes, but we shouldn't interrupt them, should we?*
10. *Yes, and he swelled to the size of a hippotamus*
11. *We'll get them with the next one, Charles, I promise.*
12. *One day I'll take you there*
13. *Of course we will, James*
14. *I think I can do better.*
15. *It'll work this time.*
16. *I'll be back*
17. *Let's close the doors*
18. *I'm headed off to the park if you'd like to join me.*
19. *He's been a good friend to us, mother*
20. *Let's get you some tea*
21. *Why don't you go and play in the garden, go on.*
22. *Why don't you join them dear?*
23. *If you command your brother Peter to join us, I am willing, Prince George, to give you just such a performance in exchange for the freedom of this prisoner of course.*
24. *George won't allow them to set his arm unless I submit to an examination.*
25. *Do you want some water?*
26. *Can I do anything mother?*
27. *You're sure there's nothing else I can do for you?*

In this research, the researcher took one example to describe and find out factor influencing the choice of strategy by following data analysis below:

(This situation happened when the conversation between James, Charles and the other guests after the play has finished)

- Man 1 : Absolute rubbish from start to finish.
Man 2 : Yes, I found it fearfully dull.
Man 3 : You can say goodbye to your investment, old boy.

- Charles : Good to see you, my apologies.
 James Barrie : *We'll get them with the next one, Charles, I promise.*
 Charles : *Of course we will, James.*

Types of context in the conversation above:

1. Situational context (physical context): at the hall after the play.
2. Social context (cultural context): Charles knew that the guest disappointed with the play but he should show his politeness by saying his apologize.
3. Epistemic context: the sentence "*We'll get them with the next one*" refers to the guest and the investment for their next project will be better.

From the conversation above, James applied positive politeness strategy, according to Brown and Levinson (1987:125) Strategy 10: Offer, promise. In this case James tried to convince Charles, by doing promise "*We'll get them with the next one, Charles, I promise*". James showed his good intention towards Charles. This strategy is good to satisfy hearer's positive face. Charles's answer also applied positive politeness strategy, according to Brown and Levinson (1987:126) Strategy 11: Showing optimism (being optimistic) "*of course we will, James*".

Factor influencing this strategy was payoff by doing on record with positive politeness. The conversation run more naturally, in this situation both of them showed their cooperation to each other because it will represent their mutual interest and approval.

3. Negative Politeness Strategy

There were sixteen utterances of negative politeness strategy used by the characters in *Finding Neverland* movie. They are:

1. *Would you close the door please*
2. *Can I speak to you for a minute please?*
3. *Would you see if George has the tickets please?*
4. *Boys, would you give me a moment with your mother please? Thank you.*
5. *Your play this evening. . .it was remarkable, wasn't it?*
6. *And what precisely has, er. . . What did you say your name was?*
7. *Do you mind us playing with your dog?*
8. *Perhaps we will see you tomorrow then.*
9. *Excuse me. Would you find Mr. Barrie and remind him that they're doing his play this evening.*
10. *Sorry, sir, um, Mrs Barrie wanted me to remind you that the play's begun, though I imagine you know that.*
11. *Good to see you, my apologies.*
12. *I have to I'm afraid. I've been put in the dungeon by the evil Prince George. I'm sorry if it bothers you.*
13. *I'm so sorry. Are my boys bothering you?*
14. *He's a playwright, Jack, quite a famous one at that. I apologize, I imagine you are writing.*
15. *I'm terribly sorry*
16. *A play indeed. Yes. And I would be extremely honored if you would allow me the use of your name for one of the characters.*

In this research, the researcher took one example to describe and find out factor

influencing the choice of strategy by following data analysis below:

(This situation happened when James Barrie went to the garden and met Llewellyn Davies Family)

Jack : *Do you mind us playing with your dog?*
James Barrie : No, go on.

Types of context in the conversation above:

1. Situational context (physical context): at garden when James first met with Llewellyn Davies family.
2. Social context (cultural context): *Do you mind us playing with your dog?*. Jack should use polite word when he wanted to ask something to someone (James) he first met.
3. Epistemic context: Dog. That Jack and James knew it refers to James's pet.

From the conversation above, Jack applied negative politeness strategy, according to Brown and Levinson (1987: 173) Strategy 3: Hesitant and do not too be optimistic (be pessimistic). In this case, Jack said "*do you mind us playing with your dog?*". Jack assumes that the hearer (James) probably will not to do something or say yes to him, this action is indicated as be pessimistic.

Factor influencing this strategy was distance and by going on record with negative politeness, Jack can be more polite by being pessimistic. He can maintain social distance between them. Because it was the first time they met. Jack can redress the face threatening act on James's negative face by expressing something doubtfully.

4. Bald Off Record Strategy

There was one utterance of bald off record strategy used by the characters in *Finding Neverland*. In this research, the researcher described and find out factor influencing the choice of strategy by following data analysis below:

Usher : Sorry, sir, um, Mrs. Barrie wanted me to remind you that the play's begun, though I imagine you know that.
James Barrie : They hate it.
Usher : Sir?
James Barrie : *It's like a dentist's office out there, why?*
Usher : I wouldn't say they hate it, sir.
James Barrie : What do you think? Do you like it?
Usher : I've just been hiding, sir.

Types of context in the conversation above:

1. Situational context (physical context): at the backstage.
2. Social context (cultural context): *sir*. Word "*Sir*" based on the culture, meaning that he tried to being polite.
3. Epistemic context: *It's like a dentist's office out there*. Because, word "*dentist's office*" refers to something that everyone hate it. And they knew the basic knowledge of that word.

From the conversation above, James applied bald off record strategy, according to Brown and Levinson (1987:222) Strategy 9: Use metaphor. Context of this situation is when James imagined there was raining in the room meaning that the audiences felt bored to the play and there were no a good reaction among the audiences. In this case James wants to do off record and leave to the crew to decide how to interpret it. James said “*It’s like a dentist’s office out there, why?*”. (Implication: He wanted to say the audiences felt bored and hate the play) but he said it in ambiguous way. Eventhough, the crew did not say it clearly that the play was boring.

Factor influencing this strategy was relative power and by doing off record. The crew realized they have a great distance and James has more power. The crew tried to avoid responsibility for potentially face-damage, so the crew did not answer James's question clearly.

E. CONCLUSIONS

There were several conclusions in this research based on the research findings. First, the researcher found fifty eight utterances represented four politeness strategies used by the characters in *Finding Neverland* movie. The researcher also concluded that the contribution of politeness strategies that makes the film or movie is more interesting.

Second, there were two factors influencing the choice of politeness strategies used by the characters in *Finding Neverland* movie. The first factor is the intrinsic payoff concerned with the use of each politeness strategysuch asby doing on record, by doing off record, by doing on record with positive politeness, by doing on record with negative politeness strategy. The second factor isrelevant circumtances includes relative power is based on who has a great power than another and distance is based on their intensity of interaction, age and sex (gender).

Third, positive politeness strategy is the most dominantly used by the characters in *Finding Neverland* movie, because out of fifty eight utterances categorized as politeness strategies, twenty seven of them belong to positive politeness strategy.Becauseby applying this strategy, the message can be accepted by the hearer well and this strategy reduces the social distance between the speaker and the hearer.

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