Politeness Strategy in Comissive Speech Acts

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ABSTRACT
Understanding comissive speech acts is important in oral or written communication because humans are often facing problems in communicating using language. So, someone can take action under the meaning, intention, and purpose of their utterance. In every speech act, not only the context, but also the utterance cannot be separated from the use of verbal utterance. This study specifically aims to describe and explain about politeness in commissive speech acts in a variety of speech situations. The research method used is the descriptive analysis method. The data in this study are the form of utterances contain in the conversation of film. The results of this study are founds 4 (four) types of commissive speech acts, they are: promise, swear, pledge (berniat), and vow (bernadar). While the politeness strategies in commissive speech acts include: (i) Cost-Benefit Scale found in promise, (ii) Optionally Scale in swear and pledge, (iii) Indirectness Scale found in promise, swear, and vow, (iv) Authority Scale found in swear that, (v) Social Distance Scale found in pledge.

1. Introduction

An understanding of commissive speech acts is needed in oral or written communication because human are often facing the problems of communicating in language. Communication, in any context, is a basic form of adaptation to the environment (Mulyana, 2016; Suherman, 2018). Talking about communication, it would not be separated from language skills. One form of language is utterance. Utterances are used in conversation sometimes not only to state a situation but also at the same time, an utterance is a manifestation of an action called a speech act. In oral communication, speakers must pay attention to the context that accompanies the utterance (Bachriani, et al., 2018). With context, the message of the speakers which wants to convey can be received by the hearer well (Erlian, Amir, & Noveria, 2013). Speech act is a form of verbal communication and a part of Pragmatics. So, communication is not only about language but by action. That is the reason why people have to interpret the meaning of communication or language through speech acts. We always do speech acts in everyday life. Sometimes we do not realize that the utterance we produce contains speech acts. We often use utterances with an indirect meaning.

Speech acts occur in how communication occurs and how the hearer feels the meaning of utterances. Sometimes, people not only talk but also force the hearer to do something. When the hearers take an action, it means that he/she is doing an illocutionary act. Such actions performed through utterance generally refer to three types of actions performed simultaneously. Austin (1962) distinguishes speech act analysis into three parts: Locution, Illocution, and Perlocution. Commissive speech acts are the speech acts that essentially involve the speaker doing something in the future, such as: making promises, swearing or offering (Richard, 1985:120), for example, in the utterance "I will come" (said a teacher to student who invited him to a birthday party). In the utterances, the speaker is seen taking action in the future, namely coming to his student's birthday party. The function of this speech act is to promise. This means that commissive speech acts are utterances that bind the speaker to carry out what has been said. Speakers are required to be sincere or voluntary in carrying out what has been said. Without realizing it, commissive utterance is used by speakers in daily communication.

In communicating, understanding speech acts is very necessary because humans are often faced with various problems in their lives to handle the problems using good language or utterance. Commissive speech act is one of the speech acts in which a speaker uses it to commit to an utterance so that the hearer believes in the intentions and goals of

the speaker. So, they can establish relationships between communities member who respect each other (Rahman, 2019). It is common thing when in the interaction between communities member, differences in desires or views are often found. The differences exist through various behaviors in response to social interactions, both language behavior and non-language behavior. This behavior can show likes and dislike, agree and disagree, want and do not want the speaker. For example, in social life, keeping one's promises to someone is often known as a very basic moral obligation and a person's sense of responsibility as a member of society, and if he/she breaks a promise, he/she is considered someone who has no morals. If yo do not keep promises, the inherent trust between and between people will be destroyed, so society and other members of society will become indifferent and individual. Speech acts present as part of the language use that has purpose in socially meaningful ideas (Saeed, 2000:203). Therefore, utterance in language used can be understood personally by the speaker, but must also be understood by the hearer in social communication relationships.

In every speech act, apart from the accompanying context, the utterance cannot be separated from the use of verbal utterance. Verbal language is the primary means of expressing our thoughts, feelings, and intentions. Verbal language uses words that represent various aspects of our individual reality. Consequently, words are an abstraction of our existence that cannot cause a reaction: the total of objects or concepts that words begin with (Mulyana, 2016:237). The verbal language used by the community is also influenced by age, social distance, status, customs, and gender between the speaker and hearer. It is cause differences in the use of verbal language.

Apart from context, language politeness has an important role for fluency, warmth, and the success of interpersonal communication. Polite utterance makes hearer feel valued. Interpersonal communication is smooth and warm. Conversely, disrespectful utterance makes hearer harassed. So, the communication becomes choked up, tense, and fails. The existence of a social level in society greatly influences the use of politeness rules. The use of politeness language will of course, be different according to the interlocutor. Apart from the interlocutor, context factors such as situations also greatly influence the application of linguistic politeness. Politeness is the phenomenon that occurs in society. Although not all conditions require someone to be polite (Leech, 2014:4), violation of politeness will cause unrest in society. For example, when you are in a formal situation such as a meeting or speech, it is very rude if the speaker uses a variety of slang or another informal language.

Whether a sentence is polite or not can be reviewed based on the politeness scale. The politeness scale is a measure to determine whether an utterance is polite or not. If the utterance level is higher on the politeness scale, then the utterance will be considered polite. On the other hand, if the level of utterance is low, it will be considered impolite. According to Leech, there are 5 (five) politeness scales, including the Cost-Benefit Scale, the Optionally Scale, the Indirectness Scale, the Authority Scale, and the Social Distance Scale. Therefore, politeness is a rule that is determined and agreed upon by a certain society. So, politeness becomes a prerequisite agreed upon by social behavior. As a result, the language method should be consistent with the cultural components present in the community in which the community resides and the language used for communication.

This linguistic phenomenon is interesting to be studied because it can add insight into current linguistic science. Therefore, the writer is interested in discussing the politeness scale on commissive speech acts. Furthermore, the writer will explain the meaning of commissive utterance and politeness when viewed through a politeness scale. In addition, the writer will explain the factors behind the politeness used. Based on the research problems formulated above, this study specifically describes and explains: (1) Commissive speech acts that appear in English conversations in films; (2) Politeness used in commissive speech acts in various situations.

2. Literature Review

2.1 Speech Acts

Speech acts can be in the form of declarative sentences, interrogative sentences, or imperative sentences. Declarative sentences can be in the form of constantive sentences and performative sentences. Constantive sentences are the sentences that contain mere statements. Meanwhile, a performative sentence is a sentence that contains treatment because the sentence can be used to do something. Austin (1962:108) classifies speech acts into 3 types, namely locution, illocution, and perlocution.

Locutionary act is a speech act which states something in the meaning of "saying" or a speech act in the form of a sentence that is meaningful and understandable (Chaer, 2014:53). According to Nadar (2013:14), a locutionary act is a speech act that merely states something, usually seen as less important in the study of speech acts. Int\ the locutionary act, the function of speech act is not questioned.

Illocutionary act is a speech act usually identified with explicit performative sentences (Chaer, 2014:53). Rahardi (2003:35) states that illocutionary acts act to do something with a specific purpose and function. This illocutionary act is usually an expression of prohibiting, apologizing, offering, refusing, or utterances with a specific purpose. This speech act expresses something the speaker wants to achieve. Searle (2014:16-21) divides illocutionary act into 5 types, namely: 1) Assertives (contains facts and can be verified. For example: stating, suggesting, bragging, and reporting); 2) Directives. (the speaker makes the hearer do what is meant by his/her utterances. For example: ordering, forbidding, advising, and begging); 3) Commissives (the utterances that bind the speaker have to do something in the future. This utterance includes promise, offer, refuse, and swear); 4) Expressives (this utterance expresses the speaker's feelings. For example: praise, thank, apologize, and condolences); 5) Declaratives (the utterances affects and can change a situation. In other words, this speech act can change the world in an instant. This utterance includes dismissing, naming (giving names), proclamation, and punishing).

According to Rahardi (2010:36), perlocutionary acts are acts of growing influence or effect on hearer. Therefore, this speech act can be called "The act of affecting something".

2.2 Commissive Speech Acts

In this research, the illocutionary act used is the commissive speech act. According to Yule (2006:94) commissive is a type of speech act that speakers understand to tie themselves to actions in the future. Meanwhile, according to Tarigan (1986:47), commissive speech acts involve the speaker in several actions in the future and are carried out to fulfill someone's interests other than the speaker. In his research, Paina (2010:72-130) classified the type of commissive speech act into pledging, promising, swearing, and vowing. The classification is based on the principle of commissive speech acts, which are speech acts to declare that you will take action and the action has not been done.

a. Pledging is a type of speech act of commissive that expresses the intention to do a job or act for someone else. Commissive speech acts mean that the intention requires speakers to carry out their intentions in the future.

b. Promising is an act performed by speakers by stating a promise to do a job that requested by other people.

c. Swearing is an act that aims to convince the hearer that what the speakers do or say is true as said.

d. Vowing is an act that motivated by a special desire, but has not yet been done/implemented.

2.3 Politeness

According to Yule (2006:104) politeness in an interaction can be define as a tool used to show awareness of other people's faces. The face in mean is the personal form of a person in a society. This face is closely related to social status, intimacy, and other social factors. Tarigan (1986:49) argues that what is considered polite on the part of the hearer, may be disrespectful on the part of the speaker, and vice versa. Politeness is unbalanced on both sides, so one can feel disadvantaged.

Leech (1993:120) states that Grice's principles of cooperation cannot always be answered. In an utterance, participants tend to use an indirect way to state what they mean. So, they do not heed the maxims put forward in Grice's cooperation principle (1975:45-47). In addition, politeness is essential in a speech event. It is related to Grice principles of cooperation which cannot be applied in using language in real. According to Rahardi (2010:38) the clearer intention of utterance, the less polite the utterance is, and vice versa, the less indirect the intention of utterance is, the more polite the utterance will be. To be able to identify the level of politeness in an utterance, Leech (1993:194-200) formulates the politeness scale as follows:

a.   Cost-benefit Scale

This scale refers to the advantages or disadvantages of actions in utterance that are conveyed to the speaker or to the hearer. The more the utterance is disadvantage to the speaker, the more polite the utterance is. On the other hand, the more the utterance benefits to the speaker, the more impolite the utterance is.

Disadvantage Hearer   Impolite

↕   ↕

Advantage Hearer   Polite
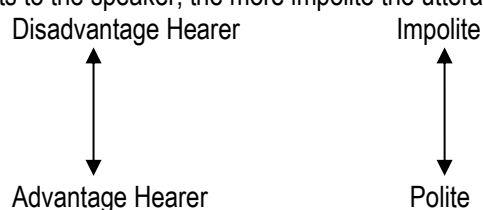
b.   Optionally Scale

This scale refers to the number of choices that hearer can choose. The more possible the hearer to make choices, the more polite the utterance is. Conversely, the fewer choices the hearer has, the more impolite the utterance is.

c.   Indirectness Scale

This scale refers to direct and indirect meaning of the utterance uttered by the speaker. The more direct the utterance is, the more impolite it is. And vice versa, if the utterance is more indirect, then the utterance is considered polite.

d.   Authority Scale

This scale refers to the relation of social status between speakers and hearers. The further social distance between speakers and hearers, the utterance tends to be polite. Otherwise, the closer of social distance between speakers and hearers, the level of politeness decreases.

e.   Social Distance Scale

This scale refers to the social relation between speakers and hearers. The further of the social relation between speakers and hearers, the utterance tends to use polite language. However, if the social relations between speakers and hearers are getting closer, the utterance used tends to be more impolite.

This study analyzed the politeness which contains in commissive speech acts based on Leech politeness scales. Leech (1993:164) explains in his book that commissive utterance contains positive politeness. The utterance tends to benefit the hearers and vice versa, is less favorable for the speakers. Commissive utterance does not refer to the interests of the speakers but to the hearers.

3. Methods

The research is using descriptive analysis method. Therefore, there are 3 stages of strategic efforts in solving the problems, they are: data collection, data analysis, and data analysis result (Sudaryanto, 1993:5-7).

The data of the research are collected in the following steps:

a.   Observing. The writer often watched the film to have a deep understanding of the story and its context while identifying the types of commissive speech acts and checking the utterance by looking at the transcription.

b.   Classifying data based on the related variable. The data are classified based on the formulation of the study.

c.   Selecting the relevant data. The next thing to do is select all the listed data dealing with the analysis as the list was done.

d.   Simplifying the selected data to support the analysis.

e.   Reporting the collecting data.

Data analysis methods were done by two analysis procedures; during data collection and after data collection. The first procedures were 1) reducing the data by identifying the types of commissive speech acts and the politeness, 2) choosing the data relevant to the topic. Second, 1) Examining the text (transcription) and determining the types of commissive speech acts and the politeness; 2) rewriting the conversation into excerpts among participant so it will be easier for the writer to analyze which is related to the topic; 3) describing the context of the conversation in film.

4. Findings and Discussions

The data are used from 24 episodes that performed by characters on the film. The writer discussed the data found based on commissive speech acts according to Paina (2010), there are: promising, swearing, pledging, and vowing. It is found 158 data that contains commissive speech acts, they are: promising has 45 utterances, swearing has 38 utterances, pledging has 15 utterances, and vowing has 12 utterances.

4.1 Promising

Promising is a speech act done by speakers to the hearers regarding to his/her willingness to utter their promise by doing something requested by others. Promise was made in a sincere condition. Someone who takes action is a person who can do the acts, namely hearers (P2). Speaker (P1) believes that hearer (P2)-in a sincere condition-would carried out the actions requested by the speakers (P1). The speech act of promise not to be done yet, and would be carried out in the

"present-future". Commonly, the act of promise speech act based on urgently condition for the hearer has belief to the speaker. In the promise speech act, it is marked with other forms explicitly or implicitly. In this study, there are 45 utterances which contains promise speech act. It is would be described based on the performative verb and the meaning. The following is an example:

Data 1

| Ross | : | No, no don't! Stop cleansing my aura! No, just leave my aura alone, okay? **I'll be fine, alright? Really, everyone.** I hope she'll be happy. |
| Monica | : | No you don't. |

(FRND/01/01/2)

| Context | : | The dialogue on Data 1 takes place at café located at Central Perk. The time when the utterance occurs is the day. The dialogue was carried out by Ross (P1), Chandler (P2), Monica (P3), and Phoebe (P4). Ross is a paleontologist who works at the Museum of Natural History and a professor of paleontology at New York University. Chandler is an executive at a multi-national company. Monica is Ross's sister and a chef. Phoebe is an eccentric therapist and self-thought musician. Participants in a conversation are close friends. The discussion was carried out with the intention of P1 wanted to help P2 to open up his negative aura. But P2 rejects the intention of P1 because he feels very disturbed by P1's do. So, P2 promises that he (P2) is all right. The type of utterance which uttered by P2 to P1 is conveyed in casual situation. The utterance using oral communication in written. The norms occur on dialogue is respect. Even though it uses informal. |

The utterances on Data 1 can be measured based on the Cost-Benefit Scale. Based on this scale, Data 1 is a polite utterance. When viewed from the hearer's point of view, the utterance on Data 1 is polite because it provides benefit to the interlocutor. In this utterance, Ross (P1) gave the advantage because the utterance was conveyed that P1 (Ross) would be fine, he did not want to worry to the hearer. On the other hand, when viewed from the speaker point of view, the utterance on Data 1 gave P1 (Ross) a loss (disadvantage). After he is uttering the utterance, he bound himself to be more careful in doing something, both psychologically and physically.

In addition to use Cost-Benefit Scale, the utterance on Data 1 can also be measured based on the Indirectness Scale. Based on this scale, the utterance spoken by Ross (P1) was impolite utterance, because it is spoken directly, without "chit chat", he (P1) reveals that he will definitely be fine without having to open his aura.

4.2 Swearing

Swearing is a commissive speech act which uttered by the speaker to the hearer about his/her willingness to do something by telling an oath accompanied by witnesses. The witness has a higher position. The actions in swearing have not been done and would be done in the future. In doing so, it is based on an urgently situation, the speaker takes place an oath so that the hearer has belief to the speaker. Swearing is caused by the state of the hearer who does not believe the truth of the speaker. To be able to understand of the meaning of swearing, it requires an understanding of the context. The signs of swearing are not only the contexts, but also the words. In this study, the word meant is a performative verb. The verb is used to express an oath that can convince that swearing would be done in the present-the future. The utterance in swearing is characterized by utterance which contains a performative verb, both explicitly and implicitly, and in context.

In this study, there are 38 utterances which contain swearing. It would be explained based on the sign or marked of performative verb, meaning, and context. Here's an example:

Data 2

Rachel	:	Ethan called again.
Monica	:	Oh.
Ross	:	Are you not seeing him anymore?
Monica	:	No. you know, sometimes just things doesn't work out.
Chandler	:	And this has nothing to do with the fact that he needs a note to get out of gym.
Rachel	:	(MONICA STARES AT RACHEL) **I, I didn't say any… I sw… I did not say anything, I swear.**

(FRND/01/22/299)

Context   :   This conversation takes place at Monica and Rachel's apartment during the day. The participants involved are: Rachel (P1), Monica (P2), Ross (P3), and Chandler (P4). The conversation are intended that Rachel (P1) told Monica (P2) about Ethan (P1 ex-fiancé) who is contacted P1 (Rachel) again. Mood of conversation is informal and casual situation. They are close friends. It is like brotherhood relationship. The conversation was started by P1 using informal mood, then continued by P2, P3 using informal. The conversation topic is about Ethan. The conversation using English written spoken (transcription). The norms of utterance are familiar and casual.

The utterance on Data 2 may be based on the Indirectness Scale. Based on this scale, the utterance is classified into impolite because the speaker directly and explicitly state or utter swearing. The appearance of performative verb (I swear) makes the utterance impolite.

Also, the utterance on Data 2 can be based on Authority Scale which is on the scale, the utterance of the speaker (P1) is polite because the speaker's social status/position is asymmetrical (low). Meanwhile, the hearer's social status/position is high. Thus, the speaker's (P1) utterance is polite.

4.3 Pledging

Pledging is a commissive speech act which acts expresses the intention of doing action for another person. The intention is carried out in a condition of sincerity with the actor is really the speaker itself. These actions have not been done, and would be done in the future. Here's an example:

Data 3

Nurse	:	Excuse me. This hospital is for people.
Ross	:	Lady, he is people. He has a name, ok? He watches Jeopardy. He touches himself when nobody's watching. Please, please, have a heart!
dr. Mitchell	:	**I'll take a look at him.**
Rachel & Monica	:	Oh, thank you.

(FRND/01/17/231)

Context   :   This conversation takes place in hospital in the afternoon. Participants in this conversation are: Nurse (P1), Ross (P2), dr. Mitchel (P3), Rachel (P4), and Monica (P5). The intention of the conversation is Ross (P2) was took pet named Marcel to the hospital which the patient are human not animal. Because the P1's pet is monkey, it is forbidden to enter the hospital (human).

The mood is informal and formal. The conversation was begin by P1 was using informal, continued by P2 using formal. Topic of the conversation: Ross (P2) was forced to check his pet to the hospital (human). The norms of utterances are formal and casual.

The utterances on Data 3 uttered by P3 (dr. Mitchel) is pledging. The form of the utterance: *I'll take a look at him.* In the utterance which uttered by P3 (dr. Mitchel), there is a word *I will* that indicates pledging implicitly. Even though there is no performative verb explicitly. Based on context, the utterance has intention that means utter pledging.

The politeness in Data 3 can be seen based on Social Distance Scale. The utterance is polite because of the social relationship between the speaker and the hearer. P3's relationship with other participant is long distance relationship. When viewed from the point of view of P3 with P2, P4, and P5 are far. So, the utterance which uttered by P3 is polite.

Also, the utterance on Data 3 can be seen based on Optionally Scale. It is impolite, because the choice given to the hearer (P3/dr. Mitchel) was impolite. Because of the action to the patient (Marcel) could only be done by dr. Mitchel. The position of P3 (dr.Mitchel) is the hearer, while P2 (Ross) is the speaker.

4.4 Vowing

The appearance of vowing was based on specially desire, but has not yet been done. If the desire thing has been carried out, the speaker would carry out what he was vow. Vowing is a commissive speech act that the act has not been carried out if a certain condition has been obtained. This commissive act implies that the action indicated in the utterance

has not been carried out, but will be carried out in the future if the speaker's wishes are met.. The determinants of vowing are words or sentences stating when and why the commissive act would be done. Therefore, vowing is pointed by context. Here is an example of vowing:

Data 4

Chandler	:	(LEAVING)
Phoebe	:	I don't care, I don't care! Game's over! I'm weak! I've gotta smoke! I've gotta have the smoke! (SHOUTS AS HE LEAVES) **If you never smoke again I'll give you seven thousand dollars!**

(FRND/01/03/42)

Context : This conversation takes place in Central Perk in the afternoon. Participants in this conversation are: Chandler (P1), and Phoebe (P2). The intention of the conversation is Chandler (P1) was lost the game with Phoebe (P2), so he (P1) is started to smoke again. The mood is informal and casual. The conversation was begin by P1 was using informal, continued by P2 using informal. Topic of the conversation was using written spoken instrument (utterance transcription). The norms of utterances are familiar and casual.

The utterance on Data 4 which is uttered by P1 (Chandler) is vowing. The form of the utterance: *if you never smoke again, I'll give you seven thousand dollars.* On the Data 4 was occurred a marker *if.* The word is become the marker based on context of vowing.

The politeness can be seen based on Indirectness Scale, because it is impolite. It is uttered by P2 (Phoebe) directly. This scale refers to direct and indirect of the speaker utterances. If it is directly, so it is impolite.

5. Conclusions

Commissive speech acts that found in the utterance of film *Friends* Season 1 are: Promising Speech Act, Swearing Speech Act, Pledging Speech Act, and Vowing Speech Act. The politeness strategies found in commissive speecha acts based on Leech's Politeness Scale are; 1) Cost-Benefit Scale found in promising; 2) Optionally Scale found in swearing, and vowing; 3) Indirectness Scale found in promising, swearing, and vowing; 4) Authority Scale found in swearing; 5) Social Distance Scale found in pledging.

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