

## **Politeness Strategies Used by The Characters to The Hijackers in Captain Phillips's Movie**

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### **Abstrak**

Didalam setiap interaksi, orang-orang selalu melakukan sebuah komunikasi dengan orang lain. Beberapa orang beranggapan bahwa terdapat sebuah komunikasi yang membutuhkan pemahaman yang lebih baik serta perlakuan tertentu seperti halnya dalam sebuah negosiasi. Dengan kata lain, terdapat dua komunikasi yaitu komunikasi biasa dan tidak biasa. Tujuan dari penelitian ini untuk meneliti tipe-tipe strategi kesopanan yang digunakan oleh para karakter kepada para pembajak di dalam sebuah negosiasi. Ketika berkomunikasi di sebuah negosiasi, mereka mengaplikasikan strategi kesopanan dalam rangka mencapai tujuan tertentu dan alasan tertentu. Salah satu tujuannya adalah mencoba untuk menyelesaikan konflik dengan baik-baik diantara pihak yang bersitegang melalui negosiasi. Didalam penyelesaian konflik tersebut, para karakter menggunakan gaya konflik komunikasi yang cocok dalam negosiasi melalui strategi kesopanan. Tujuan lain dari penelitian ini adalah untuk mengungkap fitur-fitur yang terdapat dalam gaya konflik komunikasi dimana hal tersebut membawa keberhasilan komunikasi itu. Disisi lain, penelitian ini menggunakan penelitian deskriptif kualitatif yang mendeskripsikan ucapan-ucapan yang ada di negosiasi untuk menganalisa strategi kesopanan yang digunakan oleh para karakter. Pengumpulan data yang digunakan berasal dari pengamatan pada ucapan-ucapan di dalam situasi negosiasi. Data yang dianalisis melewati proses pengkategorian, analisis dan diskusi. Terdapat 3 ucapan mengindikasikan adanya beberapa gaya konflik komunikasi yang melekat pada strategi kesopanan yang memberikan pengaruh. Hal ini diakibatkan karena para karakter memberikan keberhasilan pada komunikasi disaat menggunakan strategi tersebut kepada para pembajak.

**Kata Kunci:** negosiasi, strategi kesopanan, gaya komunikasi konflik.

### **Abstract**

In everyday interaction, people are always having a communication with others. It is some said that there is a requirement for better understanding and certain treatment for particular communication such as negotiation. On the other word, there is an usual and extraordinary from various kind of communication. The aim of this study is to reveal type of politeness strategies used by the characters to the hijackers in the negotiation. When people communicate in a negotiation, they are apply strategy of politeness to attain particular purposes for particular reasons. One of the purpose in negotiation is trying to resolve the conflict between the parties in a good ending. In the way of resolve the conflict, the characters are select the appropriate conflict communication style in the middle of the negotiation which is occured in a certain situation such negotiation through the strategy of politeness. This study also aims to hit upon the features which are having affections to bring a successful communication. In addition, this study uses a descriptive qualitative research to describe the negotiation utterances to analyze the politeness strategy used by the characters. The data are collected from the observation on the utterances in negotiation situation in the movie of Captain Phillip. The data are analyzed through the process of categorizing, analyzing and discussing. From 12 data, the result of the study shows that there are 3 utterances which are analyzed in types of conflict communication style through strategies of politeness give influences. it is because the characters bring successful communication while using those strategy to the hijackers.

**Keywords:** negotiation, polteness strategies, conflict communication style.

## INTRODUCTION

This study is written to analyze the conflict communication styles through politeness strategies used by the several characters from two side of party in *Captain Phillip's* movie between United State party and the hijackers of Somalia. As the subject of the pragmatic, politeness is one of the concerned aspect which is turn into the object of the concentration of the author. As the selected subject of the study, the author wants to know the used of specific politeness strategies used in negotiation and how does it is affect for the process. Politeness can be defined as a feeling or manner of someone for treating someone in an appropriate and valuable way for showing their regard.

From large number of theoretical and books that published extensively related to the notion of politeness in recent years, linguists are trying to explain about it. Based on linguistics point of view, politeness is described as a subject that related to kind of speech or language which is properly used for showing interlocutor's regard. Politeness is "a system of interpersonal relations designed to facilitate interaction by minimizing the potential for conflict and confrontation inherent in all human interchange" (Lakoff, 1990: 34). Then, politeness is divided again in two kind of politeness - positive politeness and negative politeness - which expressed as a strategy for being complimentary and gracious to the addressee, and redressive action that addressed to the hearer's negative face (Brown & Levinson, 1987: 129).

Consequently, it is incisively pointed out that conducting a politeness in verbal communication through the interaction can distribute someone's advantage for particular condition and also particular purpose in their daily life particularly in a negotiation situation. Based on his book, Trump defined it as the sum of all the ways in which we convey information about what we want, what we desire, and what we expect from other people (2006). Both of them are not only for gaining the advantage out of being polite in verbal communication towards other people, but they are also can be evaluated or judged by other people at the same time whether their personality is good or not.

In the practical of our verbal communication in daily life, people at anywhere, anytime and with whom do they communicate to others for showing regards for example when people meet or starting a conversation with someone that they never see before, among the employers towards their boss or leader as the subordinate to super ordinate or even talking to our friends with has an equal of age. The significance the following result is certainly different each other at the end. The case is more difficult when someone conducting verbal communication with a different situation such a degree

of value to people out of different state or country. In this case, it is highly considered for the selection of communication which is occurred in conflict situation such negotiation. Negotiation is the sum of all the ways in which we convey information about what we want, what we desire, and what we expect from other people (Trump, 2006: 2). On the other hand, the negotiation is importantly required particular style of communication through the strategies of politeness.

According to Eelen, "the ingredients of the politeness system remain constant, only the recipe differs" (2001: 159). The selection of certain communication style become part of the consideration for the speaker when he negotiate. Sometime having a verbal communication to other people that someone is never meet up before such the illustration above is creating a special behavior in particular situation and they are tend to use a different way of manner in their verbal communication. It means that the people are using face-saving for obtaining something or goal towards people who they are talking to. It similar with the notion of politeness which is denoted to a strategic method used to avoid conflict by saving face for others and showing concern for them, while also maintaining clarity on the issue (Blum-Kulka, 1987). Face can be defined as "the public self-image that every member wants to claim for himself or herself" (Brown & Levinson, 1987: 66). Here, the face is divided into two kind of face - positive face and negative face - which the desire to be appreciated and approved of by selected others, and a person's want to be unimpeded and free from imposition (Tracy, 1990: 210).

When people conducting a face-saving in his or her verbal communication with other people, certainly, they are trying to achieve benefits for some reason and particular purpose in particular situation just like what Brown and Levinson noted above such saving the public self-image to the addressee. In the interaction among people around places, there are a lot of type of verbal communication that particularly depends on the situation, purpose, and also circumstances. For a particular interaction using verbal communication with a various purpose which depends on particular situation and circumstances. The approaching of obstacles and the problem may not to be evaded. In this case, the most challenging may appear out of complicated interaction such as negotiation. As largely known, negotiation is the part of interaction which need a sensitive treatment. If it is not taken over proficiently, the big loser is going to be ours and turn back without any result. According to Jeanne Brett, a negotiation is a communicative "process through which people with conflicting interests determine how they are going to allocate resources or work together in the future". The ability to negotiate

effectively is no mean skill as the success or failure of the process can have an impact on large groups of people.

This study is designed to identify a type of politeness strategies in interactions through negotiation process by whole characters (Richard Phillip, Kenny, Shane, Nemo, Frank Castellano, Commander of SEAL's team) and also including another characters (Somalia people and their group) who communicate towards the selected object that focused only to Muse. The selected topic of politeness is commonly known in linguistic study. This study uses a movie entitled *Captain Phillip* based on the true story directed by , which narrated about a captain of cargo ship (Captain Richard Phillip) and his crew ship as the victims of ship hijacking in Somalia's sea in the middle of their shipping journey to Mombasa, Africa.

At the beginning, Captain Phillip starting the interaction with Muse and take a responsibility for his duty of the whole cargo to be saved and delivered on time as it planned before. As the time is running out and the situation getting worse, the speaker is always consecutively changed towards Muse that each of the communication has their own type which mostly played on negotiation table. The communication through negotiation from the whole of the speaker are always failed and it does not appear to be done. Then, the last speaker of the character who initialed as commander of SEAL's team come to finish it all. the situation of the communication is totally turned back after he uses a unusual of politeness strategies feature that different with previous speaker.

## REVIEW OF RELATED LITERATURE

### Politeness Strategies

Politeness is an action which is used for expressing appreciation or regard while speaking with others. Not only, widely, politeness can be used in conversation among adult people but also specifically politeness can be used for larger element in human communication such as among young or teenager or same age and lower age for example children.. Wardaugh added in his statement, "Politeness is a central principle in language use, we must concern to others feeling" (2006: 282). Similarly, both of two notions above about politeness that politeness is applied for softening utterances in communication in order to avoid for hurting other's feeling.

In utmost studies, the politeness strategies has been conceptualized especially as strategic conflict-avoidance or as strategic construction of cooperative social interaction (cf. Eelen 2001: 21, Watts 2003: 47). Ogiermann (2009) also added his argument that

"politeness and its function are associated to presenting particular expressions and show grammatical construction". It is clear that by determining a suitable level of politeness strategies in interaction to others is to make the speakers or hearer feel relaxed and relieve. Along with Ogiermann argument, similar opinion came abroad from Watts. He said that "Human characterizing the personality that they might choose their expression such 'the language of a person uses to avoid being too direct' or 'language which displays respect towards a consideration" (2003: 1). due to the statement, it is indicate that the function of politeness always related to the choice of particular expressions or utterances based on the context and participants of the interaction. Furthermore, Mills tied up the description above in his statement that "related elements in interaction such etiquette and good manners may play a role in individual assessments on what level of politeness is suitable in certain context" (2003: 64).

On the other hand, other people usually try to avoid threat others badly and making them uncomfortable about what we utter. Here, due to hearer's needs to maintain his or her self esteem and to be respected. A face threatening act is an act that inherently damages the face of the addressee or the speaker acting in opposition to the wants and desire of the other. Most of these acts are verbally communicated, however, they can also be conveyed in the characteristics of speech (such as tones, inflection, etc). Unconsciously, when we are interact to others, at least there is more than one of the face threatening acts associated with an utterance. Moreover, it is possible to have multiple acts within a single utterance.

Brown and Levinson (1988: 74) organized the different kinds of such politeness strategies that used in a interaction based to the ways we react to FTA's. They point out three sociological factors that must be considered in doing the FTA in order to know how to produce an appropriate and polite utterance over the speaker, the first is seeing the relative power (P) of the hearer over the speaker, the social distance (D) between the speaker and the hearer, and also the rank (R) of the imposition in particular culture. tendency of using politeness strategies form is suggested by Brown and Levinson as stated in Yule (1996: 66).

Certainly, politeness strategies are used to deliver politeness. According to Brown and Levinson (1987), "politeness strategies are established in order to save the hearer's face". Based on Brown and Levinson model of politeness strategies through Face Threatening Acts There are four types of politeness strategies, explained by Brown and Levinson (1987) that sum up of human "politeness" behavior. All of the example and the

definition of each strategy in this chapter are adopted from Brown and Levinson (1987). The types of that explained by Brown and Levinson are bald on record, off record, positive face, and also negative face.

### **Bald On Record Strategy**

Bald on record strategy is used when a speaker wants to do the FTA to the addressee with maximum efficiency more than he wants to satisfy the hearer's face (Brown and Levinson, 1987: 95). This strategy involves a direct, clear, unambiguous, and concise way. In other words, bald on record is the strategy of politeness which does not attempt to minimize threats to the hearer's face. According to Brown and Levinson stated that "bald on is doing an act baldly, without redress, involves doing it in the most direct, clear, unambiguous and concise possible way" (1987: 69).

### **Off Record Strategy**

This politeness strategy is also known as the indirect politeness strategy. Hickey and Stewart argued that "the use off-record politeness, also referred to as nonconventional indirectness, a strategy, not exclusive to British English, but yet exploited widely, which requires the hearer to portray an appropriate inferences" (2005: 118). "By doing an act off record, the speaker can get a praise for being tactful and non-forceful way that he can minimize the risk of his act when entering 'gossip biography' that others keep of him and also avoiding responsibility for potential face-damaging interpretation" (Brown and Levinson, 1987: 71). Additionally, off record strategy give the addressee an opportunity for trying to care about something that speaker desire to while the speaker tests hearer's feeling towards him.

### **Positive Politeness Strategy**

Positive politeness strategy is show someone's consideration in which he or she has a face to be respected. "When speaker uses positive politeness in his interaction because of unwillingness for harming the hearer's positive face" (Brown and Levinson, 1987: 101). It means that the speaker applies positive politeness to provide an important of what speaker wants the hearer's face to be satisfied. For example when there are two person and they are going to one of his house after hangout together in particular place and the guest starting to ask for having a drink in his friend's house. Speaker said to the hearer people who own the house "Is it OK for me to have a beer here?". However, the speaker is recognize the face of the hearer and his position while it shows a relationship between them. There is no gap at all when he utters it towards the hearer because the context is still having a relationship

each other. It is also confirms that the relationship is friendly and expressing group reciprocity. The tendency of using positive politeness strategy accentuates closeness between speaker and the hearer and this strategy comprised personal information, use of nicknames, and share dialect or slang expressions. Often, the signal of those information use inclusive terms such as "we" and "let's". According to Brown and Levinson (1987), there are fifteen sub strategies of positive politeness that addressed to the hearer's positive face.

### **Negative Politeness Strategy**

"Negative politeness is redressive action addressed to the hearer's negative face" (Brown and Levinson, 1987: 129). Negative politeness is strategy that is used to avoid offence of the hearer by showing deference or respect. In line with argument from Munawaroh that negative politeness can be identified as "showing awareness of hearer's face seems to be described in social distant in terms of respect or deference" (2010: 6). In this case, the negative politeness is consider the position of social distance and respect status difference. On the other hand, this strategy implicitly indicates the anxious for being impolite towards the hearer. It means the speaker tend to use formal context of language for creating higher potential for embarrassment or awkwardness of hearer's face. Brown and Levinson (1987) divided into ten sub strategies addressed to hearer's negative face.

## **RESEARCH METHOD**

In this research of the study, method of research design and the selection of the data after finished to determine the data that is going to be examined. The study is designed for analyzing the following of research questions (see chapter I, research question). The need for people to examine on what kind of politeness strategies used in particular through negotiation and how people can determine the proper feature towards in negotiation table while using politeness strategies. Though the selected subject of the study is similar to the previous studies but the focused object is different. However, this study is supported by two previous studies that having a similar study in politeness strategies.

The subject of this study are characters such Phillip Richard (Captain Phillip), Nemo, Frank Castellano, Commander of SEAL Team as the United State party who are getting involved for finishing the conflict under negotiation of hijacking action by the hijackers such Muse, Najee, Elmi, Bilal as the Somalia's pirate who hijacked cargo ship, Maersk Alabama in Somalia seas.

In the way the data are selected, the author only identified the data that it is typed in movie format and then select the important part of negotiation dialogue that include to the negotiation process. Only utterances of selected segment that is going to be analyzed. As the object of observation in this study is only the dialogue of the negotiation, the data that are selected also only focusing to several dialogue among the characters towards the focusing object (hijackers) and especially to Muse which each of them are taken in different place and situation.

**RESULTS**

The result of the study are explained based on the type of face negotiation such conflict communication style along with the feature which are attributed through strategies of politeness in the utterances in negotiation situation used by the characters towards the hijackers. In addition, the discussion section explain the utterances used by the characters in negotiation.

Table 1. Dialogue of the Table

Muse	: Insurance man?
SEAL Comm.	: Now, you are Abduwali Muse, right? From Jariban, Puntland? From the clans of the Hawiye and the Daarood? Your friends are Adan Bilal, Walid Elmi and Nour Najee. But you are Muse. You're in command. Is that correct?
	(continue...) <u>we spoke with the elders of your tribe. They are coming here to negotiate a deal, an exchange.</u>
	<u>We got our man, you get your money. But this has to be done in confidence. We don't want anyone to see the exchange. Neither do the elders.</u>
	(continue...) <u>you're low on fuel. We got some weather coming in, so I'm suggesting that we</u>

tow you out to the exchange point. But we need someone to come aboard and negotiate the deal.

Muse	(continue...) Captain. : Okay.
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The dialogue above is taken from in the movie where Muse and SEAL Commander of United State Navy having a negotiation and seeking for the deal of exchange. In this dialogue, the SEAL Commander as the speaker started to negotiate using several kind of politeness strategies on the speaker's utterances. First of all, the strategy that used by the speaker is giving 'gift' to the hearer. Secondly, the politeness strategy which is applied is bald on record strategy. Third, the speaker uses offering strategy. Both of the strategy are used to threaten the hearer's positive face wants towards the hearer's wants.

In the beginning, the speaker's utterances that underlined on the dialogue are involving speaker's decision to redress the hearer's face by satisfying by fulfilling the hearer's wants. The strategy is occurred because of the speaker desired to give mutual cooperation as a 'gift' such satisfaction of the desired goal of the hearer. It can be seen from this utterance "we spoke with the elders of your tribe. They are coming here to negotiate a deal, an exchange". The mutual cooperation is appeared because there is another possible option to negotiate without using a confrontation while Captain Phillip with them. The use of mutual cooperation such the involving party for example the elders is an undetectable aspect in their self-esteem of their cultural norms.

In this case, the speaker shows an indication of performing an integration communication type which is not applied before by any other utterance in the previous explanation. It is because the hearer's face is being saved in order to save his face related to unexpected idea by the speaker. The unexpected idea is come from the idea for using 'elders' to make the hearer pay attention to the speaker. So, the speaker are rooted what is essential in their culture, African culture, to put it in the speech strategy communication through negotiation because cultural values, beliefs, and norms are prevailing forces within a cross-cultural negotiation because the every group in a society has distinguish culture.

"Norm simply must be powerful enough to induce people to act in ways

that do not correspond to their private thoughts and feeling. Individuals recognize that their own norm-congruent behavior is at variance with their true sentiments, but then do not assume a similar discrepancy in others. Instead, their social perception is guided by what they observe. It means they infer that the actions of others reflect accurately what they are thinking and feeling". (Prentice and Miller. 1996: 162).

What people's belief, norms, and values for their each culture are greatly affected to their behavior in their society. In a similar way, it describes that all of the member of group or particular society where they are lived at is should be respected. When they are break the one of the norms or values as a law that behave in their society, they can get the consequence by disobeying the norms or values about what they have been done. Through the utterance, the speaker gives a respectable solution closure that involves high concern for the speaker himself and high concern for the hearer. It can be found through "we spoke with the elders of your tribe. They are coming here to negotiate a deal, an exchange".

Due to the statement previously, the high concern for the speaker refers to a speaker's deference that generated to give a way out for the dealing process in peacefully negotiation. On the other hand, the high concern for the hearer refers to a respected feeling in negotiation process for going to be done which is involving another influential party such as elders. On the other hand, the speaker uses a bald on record strategy. It is because the speaker directly uttered his utterances about what he expect from the hearer. It can be seen from the use of utterance 'we got our man you got the money'. In this case, the type of conflict communication on the second utterance in the dialogue is recognized as compromising attributed. Accordingly, the speaker shows an indication of performing a compromising communication type which is denoted to a give and take approach. In this case, the approaching of concession deal with the situation in which the speaker allowed to give and followed by taking action for something in order to end the disagreement between disputed party. The signal of give and take can be found on the utterance "We got our man, you get your money". This utterance is more likely offer a fair exchange. The speaker will let the hearer attain his goal to take the money if the Captain Phillip can be discharged from him.

Next, the use of offering strategy which is classified in positive politeness strategy. On this part of the utterance is indicated that the speaker wants to hide something towards the hearer while giving an information about approaching the bad weather. The third type of this utterance conducted by SEAL Commander and the leader of the hijackers is identified as dominating communication type attributed with third party help. It is similar to the previous explanation about dominating in conflict communication which is dominating mean to be much powerful or having control over the hearer in the situation of negotiation. In this case, the speaker desired to fulfill the desire of the hearer right before the speaker execute the deal.

At this point, the speaker using the strategy of offering to the hearer about the deal for helping him to tow the lifeboat into the chosen place to cooperatively complete the exchange involving the ransom and Captain Phillip for certain. The signal of type of conflict communication is located on the utterance, "you're low on fuel. We got some weather coming in, so I'm suggesting that we tow you out to the exchange point". Through the utterance that expressed, the speaker give a particular reason which has been prepared before in order to control the process of negotiation. At this point, it is clear that the speaker is trying to gain a control over the hearer to shift the hearer's goal or purpose into another topic which is bring a biggest benefit for the speaker to do his or her purpose unconsciously. The speaker unconsciously manage the hearer to follow his instruction.

In addition, in this situation SEAL Commander is apt to be bearded to Captain Phillip party and opposing the hearer's party obviously. It can be seen from the use of utterance "We got our man, you get your money". The use of word 'we' is represented to the speaker position for supporting Captain Phillip party. So, it is clear that the speaker is in opposing side towards the hearer. Moreover, this utterance is also prove the accommodation of the speaker's action. It can observed on the utterance "But this has to be done in confidence. We don't want anyone to see the exchange. Neither do the elders ". Certainly, this signal of speaker's accommodation is providing an exchange for the hearer (the hijackers) that there is no one know about the location.

In the way of redressing the hearer, the speaker is trying to save the hearer's face using the strategy of giving a satisfaction that is attributed with those aspect in order to hit the deal. The third of the utterance expressed by the speaker is identified as offering strategy towards the hearer's positive face wants. This

third strategy is occurred to give an signal of cooperative party to facilitate the exchange between Captain Phillip and the money that they want. The speaker shows his cooperation with the hearer by claiming whatever hearer wants and the speaker wants for him to help him to obtain the speaker’s want. It means that the speaker demands a mutual benefit of the problem. The signal of this strategy can be found in the use of suggesting as the speaker’s offering action. On the dialogue, it can be seen at “you’re low on fuel. We got some weather coming in, so i’m suggesting that we tow you out to the exchange point”.

Table 2. Dialogue of the Table

Phillip	: <u>This is between us.</u> I’m trying to straighten this out. Are you? This how you solve your problems? You said you just wanted money. You said this was just business. Is this business? Is this how you do business? (ten seconds)
Muse	: ... Wait

The dialogue above is taken that Captain Phillip finally give his overwhelming utterance to Muse where Captain Phillip find his chance to cool down the the raising situation meet the dead end at the end of the dead lock. On the other side Muse very ambitious and showed his wants through the positive face to push Captain Phillip to tell the other crew at the time but he do not want to do the kind of thing. In this case, the speaker (Captain Phillip) shows his positive politeness through his positive face wants that he used as the strategy to interact with Muse.

In this dialogue, it can be explained that the speaker is focusing on the strategy of intensify the interest between the hearer and also ti himself. According to Brown and Levinson the strategy for intensifying the interest is “the condition where the speaker decided to find another way to communicate with the hearer that he shares some of his desire to intensify the same interest in his own contribution to the conversation by making a good story (1987: 106). The signal of the use of the strategy is when the speaker utters ‘this is between us’. The speaker is appeared with a purpose to present a common desire in intensifying the interest. Here,

Captain Phillip is focused on the deal of the interaction about what the hearer (Muse) said in the beginning of the interaction to him. He is consider that he has not enough time to choose the right option because he is demanded for telling the position of the crew ship or seeing his crew to be killed except uttering several good point of argument it to go to the first and the main purpose of the hijacker that they want money.

In conflict of communication style, the utterance of this dialogue that expressed by speaker is identified as obliging. . It is because the style of the communication that used by the speaker is more willingly to put a high consideration for the other person (the hearer) conflict interest above the speaker’s conflict interest. Moreover, this utterance is classified in type of obliging conflict communication because of the speaker’s action that performed in coercion way. The coercion way is the way for persuading someone in forceful way to do something. The speaker emphasizes on the statement in which Muse want to take money. In the movie, it can be seen that the hearer is forced to drag him back about Muse’s previous statement.

Table 3. Dialogue of the Table

Nemo	: <u>Listen, we need to see our guy. We’ve got supplies, food, water for you but we need to see our captain.</u>
Muse	: Okay. Wait.

In this dialogue, the speaker indicating a strategy that used in his utterance to the hearer. The strategy that occurred is using a non-redressive action through the utterance which is identified as bald on record strategy. This dialogue is taken when Nemo makes an appointment with Muse near the lifeboat bring the food and water as he offered previously. Here, the speaker shows a bald on record strategy in the speaker’s utterance through ‘listen, we need to see our guy’.

Nemo uses the bald on strategy in non-redressive action to show a realization of his offers previously to the speaker. According to Brown and Levinson argued that the case of Face Threatening Act oriented on bald on record usage is usually in the forms of invitation such as: welcoming, farewell and also offers (1987, p. 99). It means that doing FTA baldly on record, speaker minimize face threats by implication. He shows that he does not minimize the imposition of the hearer’s face.

The intention of using bald on record strategy for bringing the food and water in order to look the condition of Captain Phillip currently beside watching closely and collect the information the hijackers as much as possible as the strategy to rescue Captain Phillip.

After preceded with an utterance such 'listen, we need to see our guy', Nemo is add his utterance such 'we've got supplies, food and water for you'. At the moment, this kind of utterance is expresses an avoiding conflict communication because of the speaker's action. Here, the speaker wants to keep away the real hearer's purpose for letting the hearer for obtaining his main goal from the speaker's side. This is indicated that the speaker directs the hearer to receive help from the Nemo such a bunch of provisions for supporting their way to Somalia in a lifeboat.

Moreover, Nemo is put his conflict style of communication such avoiding. He uses avoiding communication style to prevent something appear in front of him. The avoiding topic that Nemo wants to elude is the approaching of demands from the hearer for asking another thing except deliver the provisions to the hearer while uncover the situation in the lifeboat for example how many people who captivate Captain Phillip and who are they.

## DISCUSSION

There are several utterances that are shown on the table above which are included in the negotiation situation. They are separated in several kind of classification such the type of strategy of politeness, conflict communication style, the intention of the speaker and also the result (effectiveness of the application of the strategy). Specifically, there is an approaching for particular utterances that are get a affection to the the particular situation used by the speaker to the hearer. It can be seen from the result part that there is a distinguish when the speaker putting particular manner through politeness strategies in negotiation.

In this utterance the speaker is the last man who negotiate with the hijackers to have a deal with them. In this case, SEAL Commander shows 3 different conflict communication style through the strategy of politeness for instance integrating, compromising and also dominating which are applied for particular purpose. The first style in utterance 53 is integrating through giving a gift strategy. According to Kelman, he describes the use of integrative way as a means to nurture negotiation, mediational for solving the problem (2000). Here, SEAL Commander gives an understanding and cooperation at the same time. It is

supported by Brown and Levinson's theory that "when the speaker satisfy the hearer's positive face wants by satisfying a number of the hearer's wants not only substantial gifts but also human wants, such being liked, admired, cared about, understood, listened, etc (1987: 129).

Additionally, the speaker uses a integrating through intensify the common ground of the hearer. It is shown that the hearer has a tendency to follow what in order to fulfill one and other's accomplishment. Suskind argued that the hearer is desirable to hear what one wants to hear and disregard incompatible information and to view non-agreeing participants as not being part of the group (2004). The understanding that is given by the speaker from the cultural reason to them such elders who join the negotiate. SEAL Commander's aim in doing this kind of understanding is trying to save the hearer's face towards their elders. It is come along with saving the hearer's face which is rooted from their culture. It is because the elders is highly respected when they are getting involve in a conflict just like what happened at the time. It means SEAL Commander has an assumption to show a respect to the position of elders of the hijackers tribe when he expresses his utterance including the elders and make the hearer consider the consequence if disobeying them. It means that the use of cultural reason to the hearer is preserving one's reputation, credibility and their dignity. One often doesn't know other people's background (profile), i.e., what they know and could contribute to a problem solution. The knowledge that is thus frequently shared in a discussion is what is expected by everyone (Stasser, etc, 1992). The speaker is easier to see from what he expected from the hearer to particular reason by knowing the importance of the hearer's information, To varied extents, different cultural backgrounds lead to different types of strategy in negotiation. This correlation is not absolute, however, and stereotyping should be avoided (Liu, 1996).

The second style in utterance 53 is compromising through bald on record strategy. At this point, SEAL Commander deliver the statement about the deal by giving a clear concession such take and give action of the negotiation deal. It is stated that "bald on record is doing an act baldly without redress, involves doing it in the most direct, clear, unambiguous and concise possible way (Brown and Levinson, 1987: 69). This utterance shows the SEAL Commander's compromising bald on record strategy through his expression for giving the money if the hearer will let Captain Phillip go. Brown and Levinson argued that bald on record strategy is used when a speaker wants to do the Face Threatening Act to the addressee with maximum



efficiency more than he wants to satisfy the hearer's face (1987: 95).

The aim of the speaker uses this kind of communication to give an unambiguous information about the deal to SEAL Commander give a solution in a short and unambiguous by expressing what needs to be uttered without unnecessary words and avoid a misunderstanding between them. when necessary, they will only concede on important matters when the negotiation process is near its end. Nevertheless, American still prefer quick negotiations; they are not happy with too much socializing or delay (Ralston, et al, 1992).

The last type of conflict communication style through the use of strategy of politeness is dominating through positive politeness strategy. Here, SEAL Commander applies a strategy of positive politeness in offering strategy. In this case, the speaker wants to give a pleasure for the hearer's positive face wants. It is similar with the notion from Brown and Levinson that "offering is the way of speaker shows his good intention for satisfying the hearer's positive face wants by claiming what the hearer desires, then the speaker wants for helping to obtain something (1987: 125). SEAL Commander's purpose when applies this strategy is to show his pleasurable feeling to help the hearer from the situation ahead. On the other hand, the speaker put a style of communication such dominating for attain something that the hearer does not know. SEAL Commander's purpose by towing out the lifeboat to exchange point is to dispatch the hijackers after distracting the hearer with his crew.

Based on the table preceedingly, it can be concluded that there are several effective communication style to a negotiation situation through politeness strategies of the utterances above. It can be seen from the discussion that there are approaching of utterances such obliging through intensifying the interest, avoiding through bald on record, integrating through giving a gift, compromising through bald on record and also dominating conflict communication style through offering strategy.

As one of the character, SEAL commander apply his own purpose conflict communication style through particular strategy of politeness such dominating style. On her theory about the dominating style in conflict communication in negotiation, Ting-Toomey defined dominating as a method of conflict management whereby an individual competes to win by overlooking his position or goal beyond the purpose of others (1988).

## CONCLUSION

In conclusion, this research is point out several type of conflict communication style which is attributed in strategies of politeness through the utterances in negotiation situation. In negotiation, the characters consider their way to communicate to the hijackers such as the use of particular politeness strategy and particular conflict communication style. It can be seen that there are five styles communication through strategies politeness which are used by the characters in order to attain the purpose. They are classified as obliging through intensifying the interest strategy, avoiding through offering strategy, integrating through giving a gift strategy, compromising through bald on record and also dominating through offering strategy.

First, obliging through intensifying the interest is the strategy in which the speaker put a high consideration on the hearer's goal above the other's goal. Next, avoiding through bald on record is the strategy in which the speaker directly expressing the utterance in an unambiguous statement. Subsequently, the strategy of giving a gift in integrating conflict communication is occurred in negotiation. At this point, the speaker gives an understanding by sharing goal in order to save the hearer's face towards the engaging of another party such as elders. Additionally, the speaker is also apply the strategy of bald on record in compromising communication style. The speaker deliberates to put a take and give action in his concession by uttering his statement clearly to the hearer. In the last utterance of the negotiation, the speaker uses a strategy of offering in dominating conflict communication style. Here, the speaker wants to give a satisfaction to the hearer by uttering to help them out of the further situation. Moreover, the purpose of the strategy to help them out is to distract the hearer with his crew and then dispatching the hijackers at the same time.

Furthermore, among the characters use the strategies of politeness with style of conflict communication in different way in negotiation situation. They are apply the strategy of politeness with style of conflict communication for particular intention that they want to achieve. In the first utterance, the speaker gives giving an argument to go back to the topic in order to protect something from a dangerous action. On the second utterance, the speaker has an intention to prevent for being demanded for another thing by the hearer by giving supplies for the hearer. Third, the intention of the speaker expresses his utterance for expecting a deal in exchange with the hearer. After that, the speaker puts a stress on demanding the hearer for an appropriate exchange in certain condition. Go on the last utterance, the speaker's intention use dominating through offering

strategy is to get closer with the lifeboat for executing them. Conclusively, the characters are concern to the use of sets of particular strategy to resolve the conflict through negotiation by selecting a suitable style of communication for their own beneficial situation.

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