

An Analysis of Politeness Strategies Used by the Main Character of “Wonder” Movie

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ABSTRACT

The research was examined an analysis of politeness strategies used by the main character of “Wonder” movie. A qualitative descriptive method was employed to analyze the politeness and expressive illocutionary acts depicted in the movie. The data were collected by following Brown and Levinson's strategies, by watching the movie and analyzing its transcript and utterances, focusing on the politeness strategies was the three main characters in that movie. By finding the main character's utterances, the data found 46 positive politeness, 19 negative politeness, 17 bald on record, and 6 off records. The most apparent from the utterance was a positive politeness strategy of asking for a reason. In conclusion, the result is expected to facilitate the English teacher to take the movie as one of the alternative ways to educate skill of good communication. Educators can adopt the politeness strategies as depicted in the “Wonder” movie as same as the other movie in the teaching and learning process in the real classroom.

Keywords: *Politeness strategies, Main character, Wonder movie*

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INTRODUCTION

English language learners frequently struggle with choosing a polite language to be the appropriate language for the situation and the social components of communication, which causes them to speak unusually and misinterpret the conversation. The concept of language is complicated, an appropriate language is needed to follow and consider the cultural value associated with interactions that they perform in daily life. Some polite language is related to the harmonious language that is needed in a conversation. Creating a harmonious language should belong to the pragmatics field to reach the purpose of communication. Good communication or polite language is crucial for people to create an appropriate way of agreeable communication with another person so that by learning more about politeness strategies students could improve their speaking skills and improve good communication while they use in formal or nonformal situations.

Pragmatics is defined as the study of people knowing the way linguistically polite involves speaking to people appropriately in terms of relationships. It relates to how to communicate more effectively through the rules given in daily or formal situations. Politeness is a branch of pragmatics that politeness shows awareness that language has different meanings when they speak with different cultures. Strategy politeness in a language has an important role while language is needed in communication skills. However, the function of language is not only about conveying and receiving a word but also about how people can manage good language when communicating with others. Instead of that, the strategy also has functions that relate to their communication for example people can make the expression of one's ideas, though, and establish feeling expressive, informative, directive, and also survival key when they speak with different cultures.

There are many ways in which people use politeness, depending on their gender, age, social, culture, and environment. Many researchers believe that men and women communicate differently. It can differ in vocabulary, syntax, pronunciation, and even intonation. Since politeness strategy is significant in daily conversations, one needs to consider that the appropriate language is acceptable to others. Politeness is the act of trying to lessen the chances of being impolite to another person (Mills, 2003). Politeness shows concern that aims to decrease being rude closer to another, showing concern means people avoid uncomfortable communication, pay attention to others' feelings, and respect others. In this research, the researcher used Brown and Levinson's politeness theory. There are five politeness strategies such as bald on record, negative politeness, positive politeness, and off record. The researcher used those theories to analyze and observe how the strategy is used in the characters of a movie that has been selected by the researcher.

The stereotype of most people in the social behavior of language while using the strategies politeness only focuses on how people should address someone because some of them lack understanding of politeness, but the meaning of politeness is more than their comprehension. The understanding of politeness is very significant in normal conversation, people often think that politeness is a way to show respect for others. Sometimes they only focused on thanks, excuses, and sorry but it has more criteria.

Politeness has its role and they have enormous meaning. As a result of stereotypes, people assume that being polite implies distance, dishonesty, and a lack of understanding between the speaker and listener (Hughes, Trudgill, Watt, 2012). It entails using face awareness as well. In other words, politeness not only implies distance, dishonesty, and lack of comprehension but they also need to think about other people's feelings when speaking, a good relationship will develop between two people when they feel safe. People should consider other people's feelings, which means that everyone who speaks English is responsible for understanding the language. Using suitable language can make someone feel comfortable, and a good relationship can develop harmony between people.

Politeness is a set of pragmatics. It is a component of language that has been used in usual communication, but to use appropriate language people need to be aware that pragmatics is necessary to know about specific contexts such as to whom, when, how, and when so that, this research will provide more knowledge of politeness. Someone's decision on the language of their conversation may be influenced by those various roles. In other words, it will show whether the way of speaking is appropriate or inappropriate. In this research, the researcher focused on two term questions what are the types of politeness strategies used by the main character of “Wonder” movie and what is the dominant strategy that appears from the main character of “Wonder” movie. As a result, studying the movie the researcher expected it might help students and teachers learn about etiquette in the culture of the target language. A meaningful utterance in a movie can be as sparse and realistic as it is in daily life.

This study was examined how the characters in Wonder movie applied the politeness strategy in their utterances. The researcher selected the utterances Wonder movie as the source of data. It is based on the following reason; the Wonder movie is an American comedy-drama about friendship and family that is based on R.J. Palacio's Wonder novel. One of the most memorable scenes in this film involves a little child with a facial disability. He has low self-esteem in his unordinary face. He was scared to be seen in public. He (Auggie) was privileged to have a loving family who constantly encourages and supports him. He was suffering from bullying at school. Additionally, this film related to the story of his sister (Via), who also experiences issues with her friend (Miranda) since Miranda was jealous of Via's harmonious family. The other reason is the writer while watching the movie found some of them used appropriate and unique language to entertain and even to appreciate, congratulate, and thanks their friends or family member not only that the relationship between student with teacher, parent with children, friend with friend, and family members are close to the daily life so the researcher conduct the utterance of movie, it created the connection between movie and real life more relatable for the students. As the reasons mentioned above, the researcher becomes attracted to analyze the movie. Based on family theme, it also eases the researcher because the dialogue is close to real life and, the researcher was curious about investigating politeness strategies that will be involved from those of them.

LITERATURE REVIEW

Politeness is concerned with how the relational function in language action is conveyed in pragmatics and it relates to EFL (Kasper, 2010). It is concerned with the strategic use of language to achieve goals such as supporting or preserving interpersonal relations and also relates to EFL student who wants to know more about linguistics. On the other hand, the general understanding of politeness is that it requires proper behavior and a high level of respect for others. Otherwise, as a sociolinguistic notion, politeness refers to the obligatory indications of respect or comfort that are derived from factors such as gender, seniority, family status, and

status in society. Those are common in the required signal of politeness. Through the context of communication, people can define the desire of the interlocutor by learning politeness strategies. It means that pragmatics helps them to understand certain conditions of language even the culture and dialect of different countries. The smallest unit of linguistic communication that establishes the meaning of the phrase is a speech act, which is the result of an utterance from a sentence under specific circumstances.

People are social beings who interact with others and have the potential to involve or harm the self-esteem of others. This is called a *face-threatening act* (FTA) or an act that attacks self-esteem. Politeness is described as the ability to recognize and respect another person's public reputation. Cruse states that politeness is about reducing the negative impacts of how someone expresses others' perceptions while emphasizing the positive effects (Cruse, 2006). People accept the politeness strategy to preserve a balance in protecting both positive and negative faces of each other and implement appropriate language in social interactions.

Positive politeness refers to the practice of saving the positive face of a person, thereby justifying the value of her or his perennial desire, wants, actions, acquisitions, and values (Brown and Levinson, 1987). The primary goal of this strategy is to reduce the distance between a speaker and his or her audience, increasing intimacy between them. Negative politeness can be described as a form of self-defense. Maintaining a safe distance from people is one of the many advantages of sustained negative politeness (Brown and Levinson, 1987). Even when it is a matter of survival. Politeness allows people to maintain a safe distance from people while also reducing negative emotions.

A politeness strategy that does not directly address another person is off-record politeness. The speaker uses this strategy to perform the indirection by telling something indirectly (Brown and Levinson, 1987). One of the practicable strategies, they propose is off-record which includes giving a hint, using metaphor, and being vague and ambiguous. An off-record strategy is a communicative act performed in such a way that just one unambiguous communicative aim can be attributed to it. This is the politest strategy, which uses indirect statements to communicate with the other person. A Bald on-record strategy is a straightforward way of saying things in a direct, clear, unmistakable, and succinct manner. Such as "Do X!" The Bald-on Record does not attempt to reduce the threat to other people's faces (Brown and Levinson, 1987).

This research refers to previous research that was studied by three different resources. The first was from Tantri (2020) who studied politeness strategies entitled An Analysis of Positive Politeness Strategies in the Ellen Show. A study was conducted to examine how Ellen uses politeness strategies during the presentation of her television program, "The Ellen Show". Researchers found that Ellen's extremely general strategies are jokes and techniques designed to make listeners feel more comfortable and relaxed when interacting with them. A descriptive qualitative research method was used to examine the politeness phenomenon in EFL interaction.

The second was from Mahmud & Murni's (2019) study "The Use of politeness Strategies in the Classroom Context by the English University Students" This research examines and identifies politeness strategies used in classroom contexts by university students. The research includes two sections of English literature. The data were collected through the individual presentations made by students. A performance lasted between five and seven minutes, and fifty transcripts were recorded. The result showed that the idea of politeness by Brown and Levinson is supported and can be applied in the context of Indonesian EFL classrooms.

The third was from Hastuti, Utami, and Oswary (2021) who researched illocutionary acts uttered by the main character in Fear of rain movie. The study aimed to identify the varieties and purposes of illocutionary acts. There were 355 elements of data in this study that include various illocutionary act types, including assertive, directive, commissive, and expressive. The most common illocutionary act is assertive because the main character's statement is taken to be true based on a fact.

As mentioned above, this study is different from the one mentioned previously. It is different from the goals, subject, setting, and movie's object. The goals are to find out the four politeness strategies and that most appear. The object is the characters of Wonder movie, The subject has only three main characters who are the most involved in the dialogue they are Augie, Via, and Jack Will. The previous study analyzed the all characters in the movie. The most setting place was in the school and house. In the same movie but the writer attracted to choose this thesis the writer describes four politeness strategies that are positive, negative, record, and bald of record politeness strategies. But the previous study analyzed the two politeness that are positive politeness and negative politeness.

METHOD

The researcher employed a descriptive qualitative type of research. Descriptive qualitative research is defined as a study that generates descriptive data in the form of written and oral data from the research subject. The purpose of the descriptive approach of research was to collect data about the situation at the moment which means through the perspective of the people being examined, qualitative research aims to provide a true overview of a subject. The subjects of qualitative research are those who are being studied thoughts, perceptions, views, or beliefs, all of which cannot be measured. According to Creswell (2014). The meaning that individuals or groups attribute to a social human situation can be explored and understood through qualitative research. Inductively evaluating the data, moving from specifics to broad themes, and providing interpretations of the data are all steps in the research process.

The collected data are in the form of words frequently of data (Mamik, 2015) Instead of describing the data phenomena, the data collected as accurate data. Descriptive qualitative research is a type of research that created identifiable descriptive data in the form of written or spoken descriptive data. This method was

utilized in this study because it was suited for the goals of the study, which are to examine the politeness strategies used in a wonder movie. The research findings place a greater emphasis on the data analysis depicted in the movie.

The source of data in this research was a form of a transcript or the utterances of the Wonder movie. The transcript was another piece of data to analyze the movie deeply. It was useful for the writer to know exactly what utterances or sentences are spoken in the movie by analyzing the transcript. Besides, the subject was the Wonder movie characters their utterances that represent the politeness strategies. Considering the characters chosen and the limitation of time also the similarities in each sentence, the researchers only took the most dominant characters that appear in that movie rather than the all characters. In the technique of data collection, the researcher collected the data by using discourse analysis. A research method for the subjectivity of textual information based on a systematic design phase and the discovery of subjects or models is termed qualitative discourse analysis (Vanderstoep and Johnston, 2009). Indicates to this research analyzed discourse from a movie called Wonder movie.

The researcher used the table as the tool to describe the politeness strategies used by the three main characters, the researcher used a datasheet to find out the dominant strategy that was performed by one of the characters in Wonder movie and found the expressive illocutionary acts. Research instruments are tools used to record situations or activities in the form of psychological attributes (Vanderstoep and Johnston, 2009).

The researcher used descriptive analysis to analyze the detailed description of the data that describe the utterance from the three characters. The writer used qualitative research to analyze the utterance in the dialogue of this case. The study of communication message structure is described as discourse analysis. Discourse analysis is more specifically the study of the diverse (pragmatics) uses of language (Sobur, 2009). It related to the data that use politeness strategies which the main focused to analyze the utterance from the three main characters involved. Discourse analysis is concerned with the documentation of how language is used to convey wants in circumstances such as orally or in writing. Furthermore, the technique of data analysis following by three steps that the writer examined into watching the movie, classifying the dialogue, and explaining the data and put the sentence into the category of politeness involved.

FINDING AND DISCUSSION

Research Result

The focus of the research's specific findings covers what politeness strategies are used by the characters in the Wonder movie based on Brown and Levison's theory of politeness, and the context that affects the use of politeness in the movie. Research Question 1: What are the types of politeness strategies acts used by the main character of Wonder movie?

Brown and Levinson propose there are four types of politeness strategies namely Bald on Record, Positive politeness, Negative politeness, and Off-Record. The short example of research analysis of the movie in the breakdown as below:

Characters in the dialogue: Isabel, Nate, Augie, and Via

Context: The illustration above happened in Augie's school. It was the first time and first meeting of Augie joined to school. His parent and sister also came to deliver Augie to the school even in front of his school gate. In that way, his family was really afraid of the helmet he used because it would be some questions come from his friends asked the reasons for the helmet he used. Furthermore, Nate gave Augie a piece of advice to answer the questions, especially science, and be active in the class when the teachers ask him. Then they said goodbye to each other and permitted Augie to go first.

utterance 00:12:29 (conversation 5)

Time/Place: Morning/ Augie's school

Character's utterances: "**Check**", "**bye**", "**Can you hear me?**". Type of politeness strategy: noticing the hearer, interest, wants, needs, and conditions (positive politeness), urgently (bald on record), greeting (bald on record)

Analysis: The first from Augie's utterance "**check**" could be called urgently speak. This condition shows he uses the word "check" to represent "yes". It came from the previous dialogue; Nate explained some advice to Augie while in the classroom he should be a nice boy. The condition also when Augie ran to catch the first meeting so that he hurried said "check" to his parent. The second utterance came from Augie. The word "**bye**" refers to a greeting to someone. When his family left, Augie said this kind of greeting while all family members moved to other places. This strategy is employed when the speaker extends a warm greeting to the listener to demonstrate friendliness or politeness so that Augie says "bye" to calm his family's feelings. The third utterance came from Via as "**Can you hear me?**". The utterance happened when Via wanted to know if her brother really could hear her voice. In this scene Via uses the strategy of noticing the hearer's condition, Via used those words because Augie wore a helmet. It was a nice attitude to notice someone's needs, even in terms of the body language of the hearer showing that he did not need attention. In other words, the politeness strategy and body language are connected to appropriate communication as a result the speaker should have sensitivity when talking to the interlocutors.

Utterance 00:37:29 (conversation 20)

Characters: Jack and Augie

Context: The conversation happened in the canteen. Augie takes lunch alone around his friends, and no one student is available to join the same table with him. Augie already knew the reason. It was because they felt weird about Augie's face and those who joined the same table also got weird stares from the other students. Rather than the other students, Jack suddenly came and said thank you to Augie because he helped with his science examination. In that conversation, Jack felt interested in exchanging the story of both of them. Because Augie is talented and smart in science subjects, Augie told Jack that he allowed Jack to come to his house if he wanted to know more about science.

Time/place: Afternoon/School

Characters utterances: **"Hey... Thanks for your help today", "I'm not worried. The worst they can do is kick me out", "Then why'd you come here?", "Well, if you need help in science, you can come to my house after school. You know, if you want", "Now there's tuna on your face", "Dude, that's even grosser."**

Type of politeness: making a good start (positive politeness), seeking agreement (positive politeness), asking for reasons (positive politeness), Presupposing the speaker's knowledge of a concern for the hearer's want (positive politeness), joking (positive politeness), and Sympathetic advice or warning (bald on record).

Analysis: The first came from Jack's utterance **"Hey... Thanks for your help today"** which refers to making a good start. The situation told that Jack wanted to join Augie's table for lunch meanwhile from the previous examination Augie gave his answer sheet to ease Jack answering the questions, so that to start the conversation it was a suitable word as a good start and good compliment to the hearer. The second Augie said **"I'm not worried. The worst they can do is kick me out", Then why'd you come here?"**. Augie said those words to make a funny joke to his friend and he would like to use a safe topic that the listener will agree with, this strategy aims to get their approval. The third refers to Augie as said, **"Then why'd you come here?"**.

It demonstrates that Augie was curious about the history of Jack the first time they were talking a lot. As a good friend, he allowed Jack to expand the story from the responses he gave to Jack. The fourth **"Well, if you need help in science, you can come to my house after school. You know, if you want"** from Augie's utterance. It demonstrates the speaker's knowledge of a concern for the hearer's wants, he used this strategy because he knew Jack's lack of science so he took his ability to help Jack. The fifth **"Now there's tuna on your face"** was from Augie. The sentences refer to joking words. He used this strategy to make the situation fluence as the conversation from each of them, Augie was able to make a joke because he felt Jack was a good friend that he would not be offended by his words. The last is sympathetic advice or warning that refers to **"Dude, that's even more gross"** This happened while Augie made a high joke then suddenly Jack said that to advise him to stop the joke because that might offend the others if he continued the conversation.

Based on the short result analysis above, the researcher found 85 utterances of politeness strategies. The Bald on record strategy was applied seventeen times, the positive politeness strategy was applied forty-six times, negative politeness was applied nineteen times, six bald off record, and the most dominant strategy was positive politeness. It means that a positive politeness strategy can significantly influence students' academic and personal growth in addition to their mental and emotional well-being. They help to improve relationships, foster a more positive and respectful learning environment, and give students valuable abilities for their life.

Research Question 2: what is the dominant strategy that appears from the main character of "Wonder" movie. To complete the answer, the research found that. The politeness strategies that the most appear was positive politeness, politeness the most appeared utterance was Augie. The most utterances that came from the movie Wonder movie was positive politeness which included asking and giving a reason which 21 times and 46 times from three of Augie, Jack, and Via.

Politeness strategies were initiated by Brown and Levinson in their book Politeness which is "Some Universals in Language Usage". They categorize politeness strategies namely bald on record, positive politeness, negative politeness and off-record. Bald on Record is applied when the speaker does not minimize the threat to the hearer face. Positive politeness is a strategy that concerns on how to fulfill the hearer's positive face. Negative politeness is strategy that concerns how to fulfill hearer's negative face. Off-record strategy is a strategy that letting the speaker's utterances ambiguous and leaves the speaker with no responsibility to the act that he or she does. Therefore, when people use politeness strategies, they should consider the contexts of the situation to make an appropriate language for the hearers. It means that positive politeness strategy can significantly influence students' academic and personal growth in order to their mental and emotional well-being.

DISCUSSION

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The researcher focused on expressive illocutionary acts that are categorized into six expressive such as apologizing, thanking, congratulating, praising, forgiving, and blaming. The researcher collected the data through the subjective analysis by following Brown and Levinson Strategies which found 85 utterances of politeness strategies and 35 expressive illocutionary acts. The Bald on record strategy was applied seventeen times, positive politeness strategy was applied forty-six times, negative politeness was applied nineteen times, six bald on record, the most dominant strategy was positive politeness. It means that positive politeness strategy can significantly influence students' academic and personal growth in addition to their mental and emotional well-being. They help to improve relationships, foster a more positive and respectful learning environment, and give students valuable abilities for life. Furthermore, on six expressive illocutionary acts the utterances were applied six thanking, one congratulating, three blaming, thirteen praising, eight apologizing, and four forgiving. It means that the dominant expressive illocutionary acts were praising, it could be said that Students who receive praise are more likely to finish their homework, participate fully in class, and work toward improvement. Students' participation in the learning process can be increased 121 when they receive positive comments and acknowledgement. This helps them feel valued and appreciated. It related to the teaching learning process when the teachers giving praise to the achieved student, it will reinforce their self-esteem and self-confidence. Learning about expressive illocutionary acts also allows students to articulate and convey their emotions effectively. This skill is crucial for personal expression and can contribute to emotional intelligence It also relates to a speech act involves the utterance of words with the intention of not only conveying information but also accomplishing a certain purpose. According to Austin (1962) expressing something is similar to performing an action. This implies that when a speaker communicates, it extends beyond the mere articulation of words. The utterance carries meaning and serves as a form of action. The illocutionary act is a deed performed within the speaker's utterance, capable of prompting the listener to undertake specific actions, such as making statements, posing questions, or offering commitment. Furthermore, the perlocutionary act is an action carried out by the listener after interpreting the speaker's utterance within a particular context.

Expanding on this theory, Searle (1979) further categorizes illocutionary acts into five distinct types there are assertive, directive, commissive, declaration, and expressive. In this research, the researcher focused on expressive illocutionary acts the researcher found there were 35 data from three main characters of Wonder movie.

CONCLUSION

The researcher found that the most dominant strategy was positive politeness, that had 46 utterances which most appeared in the “Wonder” movie. The most utterances came from Augie who has role as the first main character in the movie itself. The dominant type was positive politeness that the specific was asking for reasons. It means that the characters acquire important role in demonstrated positive politeness strategies, his confidence in the capacity of communication with others and the etiquette was successfully grows during the movie from began until finish. The confidence of Augie has advantages in the classroom. It because the students are respect more to his appearance and in interpersonal interactions, the students could accept whether there is no one perfect in the word.

Even though in his weakness he still tried to have good behave, having sense of humor, good insight and good motivation while studying in the classroom. In sum, the utterances who implied by all the characters has their own meaningful for those who wants to keep in studying and take advantages through the ways of solving problem and the way they communicate to each different relationship.

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