



**POLITENESS STRATEGIES ANALYSIS IN THE  
UTTERANCES SPOKEN BY RACHEL CHU IN *THE  
CRAZY RICH ASIAN***

**A THESIS**

**In Partial Fulfillment of the Requirements**

**For S-1 Degree Majoring Linguistics in the English  
Department Faculty of Humanities Diponegoro University**

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## **PRONOUNCEMENT**

I hereby certify that this thesis, titled "Politeness Strategies Analysis In The Utterances Spoken By Rachel Chu Of Kevin Kwan's *The Crazy Rich Asian* " was written entirely by myself, with no assistance from other researchers at any university. I also make certain that I do not use material from other works other than those cited in the references.

Semarang, 13 September 2021



**Dyah Putri Fatimah**

## MOTTO AND DEDICATION

*“My dream is not to become the best it’s to become someone who I am not ashamed to be.”*

**Kim Ki-bum**

*“We have been lucky, but we worked hard for that luck”*

**Jeon Jungkook**

## **APPROVAL**

### **POLITENESS STRATEGIES ANALYSIS IN THE UTTERANCES SPOKEN BY RACHEL CHU OF KEVIN KWAN'S *THE CRAZY RICH ASIAN***

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4. My family, who are always there to support and assist me both physically and mentally.
5. All my university friends, English literature students, channel campus members, and especially my sassy girl's friend group.

This thesis, in fact, needs to be improved because it is far from perfect. Any and all suggestions and feedback are always welcome and appreciated. At last, I believe that this thesis will be useful to readers who want to learn more about the topic of this research.

Semarang, 28 September 2021

A handwritten signature in black ink, consisting of a large, stylized initial 'D' followed by a series of connected loops and a vertical stroke at the end.

Dyah Putri Fatimah

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## **Abstract**

Kevin Kwan's *Crazy Rich Asians* is a comedy-drama romance novel with intriguing linguistic elements. This paper was written to analyze the politeness strategies spoken by the main character in Kevin Kwan's *The Crazy Rich Asians*. In this novel, I analyze conversations using two theories: Brown and Levinson's politeness strategies and Janet Holmes' social factors. This study is classified as qualitative descriptive because it examines the dialogue in the novel to find meaning. I analyze it using an interpretive method, while the data collection method is observation. I notice that the main character frequently uses politeness strategies, which are related to social factors. According to the findings of this study, 39 of Rachel's 67 conversations are included in politeness strategies, with positive politeness being the most commonly used strategy. Meanwhile, participants are the most influential social factors.

Keywords: *The Crazy Rich Asians*, Kevin Kwan, Politeness Strategies

# CHAPTER I

## INTRODUCTION

### **1. Background Of Study**

Language is an important part of life. Humans would have difficulties doing things without language. Language learning is not enough only with the parents' teachings or learning from environment, so that language lessons often occur in education, from playgroup or kindergarten until high school or even university. It is very necessary to have good language skills. In order to convey information, it not only needs to be right but also to be nice. Therefore in language there is something called politeness.

Politeness is essential for life aspects, one of which is communication. Naturally, humans who are social creatures really need others to interact to achieve their goals in fulfilling their needs. Language politeness is a support in effective communication. Even so, linguistic politeness can differ, based on region, community and culture. In this way, politeness in language is considered as a different norm in each particular region, community or culture.

One major of pragmatics is the language politeness. Politeness is related to pragmatics, it discusses the relationship between language and external contexts such as social status, area, age and others. Many experts put forward their thoughts on language politeness; one of them is Brown and Levinson, with their interpretation of politeness strategies. Their theory is known for its negative and positive face. This research will be based on Brown and Levinson's theory

because it analyzes the politeness statistics in the utterances spoken by the main character in the novel *The Crazy Rich Asian*.

Kevin Kwan's novel, *The Crazy Rich Asians* tells the story of a couple of ethnic Chinese lovers with different social statuses. That would be interesting to analyze because they use language with contrasting backgrounds. What makes it even more fascinating is the stereotypical image that Asians considered as having the modesty of language, specifically Chinese. Differences in the social class play a major role in language use. Before discussing the politeness strategies in the novel, it is better to look at studies similar in language regarding the politeness strategies.

Research on politeness strategies has been widely discussed. A lot of them analyze politeness strategies spoken by the main character or the side character, while some of them analyze it based on more than one character. Research with the same object has been done a lot, so this research looks for novelty in politeness strategies related to the language affected by social factors.

## **2. Research Problems**

In order for this research to have a clear focus, I have written two research questions that will serve as a reference.

2.1 What kinds of language politeness are used in *The Crazy Rich Asians* novel?

2.2 How differences in the social factors affect language politeness?

## **3. Objectives of the Study**

I wrote down two goals that I want to achieve after completing this research.

This goal is also written clearly with reference to the research problem.

3.1 To discover what kinds of politeness *The Crazy Rich Asians* novel hires.

3.2 To find out the differences in social factors can affect the politeness of languages.

#### **4. Review of Previous Study**

In the development of language change, language politeness is an important aspect because it relates to ideal communication. The language which has an arbitrary nature makes many changes over time, including in the field of linguistic politeness. Language politeness is currently being researched in the context of literary works such as novels, where the dialogue of a character is analyzed to see the politeness side. Ningsih (2012) in her thesis *Analysis Of Politeness Strategies Used By Harry Potter In J.K. Rowling's Novel "Harry Potter And The Sorcerer's Stone"* is analyzing the politeness strategies uttered by the main character. The theory used is politeness strategies by Brown and Levinson. The analysis is limited to covering the main character's speech. The novelty found in this study is related to politeness strategies with daily conversation. Meanwhile, for the findings, 90 data contain politeness strategies and 16 data were analyzed. The same topic was also discussed by Yuni Murliati on 2013 in her thesis entitled *Politeness Strategies Used By George Milton In John Steinbeck's Of Mice And Men*. What these two studies have in common is that they both focus on the dialogue of the main characters. While the difference is Irma limits her studies to daily conversations, while Yuni limits her data only to the directive expression of the main character, George Milton. The results of the study show that the main characters mostly use politeness strategies with the bald on record type.

In the following years, the same topic was discussed a lot. Some of them are *Politeness Strategies In Daisy's Utterances In The Great Gatsby Novel By F. Scott Fitzgerald* by Destiara Argadita (2015), *Positive Politeness Strategies In The Novel "The Client": A Sociopragmatic Study* by Mustakim Rija (2016), and *The Analysis Of Politeness Strategy Used By The Main Character Of Novel The Sun Also Rises* by Widyastuti (2019). The similarity of these studies is the theory used which is the politeness strategy by Brown and Levinson. The differences in each study were; in tiara's study, research focuses on the cause of the use of politeness strategies by Daisy who is a high-class social figure. The use of politeness strategies is widely used is bald on record because the interlocutors are husbands and friends where their status is the closest person to Daisy. Whereas in rija's journal, the analysis is limited in Positive Politeness Strategies, speaker's meaning, and hearer's meaning. For discovery, there are 11 positive politeness strategies used in the novel. The most dominant strategies used are the use of using in-group identity markers, the most common speaker's intended meaning used is invitation, and the most frequently used of the influence of positive politeness strategies to the hearer's face is as Face Saving Act (FSA). Lastly, in *The Analysis Of Politeness Strategy Used By The Main Character Of Novel The Sun Also Rises*, the journal limits its study by analyzing politeness strategies in the utterance of the main character. The novelty of this journal discusses aspects that influence politeness strategies in novels. While the finding showed that the main character in *The Sun also rises* applied the types of politeness strategies: bald on record, positive politeness, negative politeness, and off record.

Furthermore, politeness strategies are studied in different contexts. In 2017, *An Investigation of the Use of Politeness Strategies in Refusal among Characters with Different Power Relations in English and Farsi Novels* by Farahman Farrokhi and Mina Arghami discusses the difference in the use of politeness strategies in English and Farsi novels. This study focuses on the comparison of the different use of politeness with regard to individuals, power relations and different situations. This study provides insight into pragmatics and regulation in both languages. Comparison of language politeness was also reviewed by Yuyun Tiarawati (2015) in *How Politeness Reflects Social Behavior In Javanese And Batak Language*. The gap in this study is the object of study which is the Javanese and Batak people. Cultural differences lead to differences in the use of linguistic politeness. As a result language politeness is not just a social phenomenon, but also a cultural phenomenon.

Since this study is related to the stereotype of Chinese ethnicity, *The Representation of Chinese Characters in Kevin Kwan's Crazy Rich Asians* by Antonio Winatian (2013) provides a fairly good explanation about stereotype. This study focuses on the analysis of how the characters represent Chinese people, and the stereotypes contained in the novel. This study uses theory representation (Hall, 1997) and hybridity (Bhabha, 1994). The findings in this study indicate that the main characters, Nick and Rachel as Chinese people adopt American culture, or can be said to have a hybrid culture. Apart from the stereotypes, this research is motivated by the existence of social differences between the two families. Dwi Rohmawati (2018) in her thesis *Family Conflict Reflected In Kevin Kwan's Crazy*

*Rich Asians (2013): A Sociological Approach* also conducted this novel by Kevin Kwan. The analysis focuses on family conflicts based on the sociological approach theory. The findings of this study indicate that there are three family conflicts in this novel. Apart from that, another thing related to politeness and external aspects is Chinese ethnicity and the social status. *Social Identity Expressions In Kevin Kwan's Crazy Rich Asians* by Nailul Ifada, and Zakiyatul Mufidah (2019) discuss social identity where language or speech is an important aspect. This journal focuses on discussing the expression of social identity in the Chinese elite environment. The findings of this study are two significant ways of expressing the social identity of the rich: (1) the patterns of consumption including food, fashion, and personal luxury belongings. (2) Social image maintenance through early education, interaction, special occasion, and club membership.

In conclusion, the study of politeness strategies has been studied in various contexts, and has not stopped being studied from time to time. Changes in human nature, changes in place of residence, and the mixture of cultures that will come, will cause new changes in language. Therefore, the study of pragmatics especially politeness strategies should not stop. This research was conducted to provide further insight into the ongoing changes in the field of pragmatics. The special focus in this study is the relation of politeness strategies with external factors from novel characters such as social factors.

## **5. Scope of the Study**



The primary data includes elements of politeness strategies and social factors. This work is focused on politeness strategies spoken by Rachel Chu, the main character of Crazy Rich Asians. This research starts with the explanation about pragmatics and then branching out to politeness strategies, more specific kind of politeness strategies that are used in the data, comparing theories, and make conclusions.

## **6. Writing Organizations**

Chapter I provides an introduction to the issues to be discussed, which is the politeness strategies. Then it provides an understanding of the most common things and narrows it to detail, from language, pragmatic to politeness. Chapter I consist of several parts: background, research problems, objectives of the study, previous study, the scope of the study, and writing organizations.

Furthermore, in chapter II contains the theory and methods used in researching literary works, draw samples, and examine the data found. The theory used is the politeness strategies by Brown and Levinson, while the methods used are library research, close reading, and the interpretative method. There is also primary data used, Crazy Rich Asians by Kevin Kwan, and secondary data journals and reference books.

In chapter III, the results of the research conducted are described. In this chapter, the three problem formulations mentioned in chapter I will be answered. This section is also at the point of the research.

Chapter IV or the last chapter contains the conclusions drawn based on the research results. The conclusions must be explained clearly and generalize the

results described in the previous chapter. This chapter contains not only conclusions but also suggestions, especially for future researchers who will examine the politeness strategies or the same object.

## CHAPTER II

### THEORY AND METHOD

#### 2.1 Theoretical Framework

The research uses pragmatic aspects, politeness strategies which are used to analyze conversations in *The Crazy Rich Asians* by Kevin Kwan novel, whose language is influenced by social factors, which include participants, setting, topic, and function. In this section, some of the topics that will be discussed are the Concept of pragmatic, and the Concept of politeness strategies by Brown & Levinson, and the Concept of Social Factors by Janet Holmes.

##### 2.1.1 Concept of Pragmatics

Pragmatics investigates the use of language in human communications as defined by social contexts. The use of pragmatics can be described differently, depending on how we interpret language and how we put pragmatics inside it. Mey (2011: 6). Pragmatic is the study of language that deals with the use of language itself, and how speakers use language in their communication interactions. While according to Yule (1996) pragmatics is the study of how a speaker (or writer) communicates meaning and how a listener (or reader) interprets it. This form of research necessitates the interpretation of what people mean in a particular situation and how the situation affects what they say.

##### 2.1.2 Concept of Politeness Strategies

Politeness strategies according to Brown and Levinson (1988) are made to prepare comments or remarks to show facial awareness when dealing with potential threatening acts (FTA) that may occur. FTA or A face-threatening act is an act that may threaten the speaker or the conversation partner. There is the term 'face' in this theory, the public self-image that any individual needs to assert for himself, consisting of two related aspects: the positive and the negative. Positive face: consistent positive self-image or 'personality.' Thus,

negative faces are the fundamental claim to territory, personal preserves, and non-distraction rights. Brown and Levinson's politeness strategies divided into four:

#### 2.1.2.1 Bald on Record

It's the rudest strategy, or a direct way to say something. Typically used for giving orders or in emergency situations. Brown and Levinson (1988) believe that the primary reason for using bald on record is simple: the bald on record is chosen if the speaker wants to do the FTA as efficiently as possible more than he or she wants to please listener's face, even to any degree.

The example as can be seen in "Get out of here!" which is a command, or in "Quick! You're out of time!"

#### 2.1.2.2 Positive Politeness

Oriented towards the communication partner's positive face, used to show praise, interest, sympathy or avoid controversy. It's aimed at the listener's positive face and the positive self-image he claims for himself. For the same purpose, positive politeness strategies can be used not only for FTA redress, but also as a kind of social accelerator, in which the speaker shows that he wants to get closer to the listener by using them (Brown & Levinson, 1988).

While according to Yule (1996) through statements like "can you let me use your phone for a while?" and or "Hey mate, can you spare an eraser for me?" a positive politeness strategy leads the requester to appeal to a common purpose, and even friendship.

An example of expressing admiration can be seen in the expression "You're more beautiful".

#### 2.1.2.3 Negative politeness

According to Brown and Levinson (1988) negative politeness is the opposite of positive politeness, focused to satisfying a communication partner's negative face. Usually have a specific purpose in using negative politeness, such as apologizing, with the aim of being forgiven. Negative politeness, on the other hand, is primarily aimed at partly satisfying the listener's negative face, his fundamental desire to assert territorial and self-

determination claims. Positive face seeks to project a positive image in order to obtain recognition, while negative face asserts personal independence that cannot be infringed upon by others. When someone threatens someone, they are threatening their face. Acting in opposition to someone's wishes and desires will damage the speaker's reputation.

While according to Ogiermann (2009) negative politeness is more polite than positive politeness in terms of face redress because it respects the addressee's facial desires. As a result, negative politeness is frequently used between interactants with a wide social distance. It varies from constructive politeness in that the speaker wishes to be more intimate with the listener.

Moreover Yule (1996) said that negative politeness is a face-saving act aimed at a person with a negative face. It consists of showing deference, emphasizing the significance of the other's time or issues, and even including an apology for the imposition or interruption. A face-saving act is more often accomplished using a negative politeness strategy in most English-speaking environments. A question with a modal verb is the most common form employed.

Examples of expressions that contain negative politeness can be seen in the sentence "Can I borrow your dictionary to study for one hour?"

#### 2.1.2.4 off Record

The opposite of baldness, it is a communicative act where there is more than one purpose in the speech of the speaker and it needs interpretation. While, Yule (1996) says that the off-record strategy is labeled as deference strategy (formal politeness). It stresses the speaker's and listener's freedom when making a dialog.

Examples of expressions that contain off record can be seen in the sentence "this ink is not visible". The sentence not only informs about the pen ink but also indirectly asks the communication partner to replace the pen ink or ask for a different pen.

### 2.1.3 Concept of Social factors

According to Janet Holmes (2013), social factors influence language in four ways. Participants, setting, topic, and function are the four factors. In a summary, a participant is related to the person who is speaking and to whom he or she is speaking, whether with a higher, equal, or lower person. The setting, or social context, refers to where they converse, whether in public or in private. The topic, on the other hand, is related to the topic that is being discussed in the conversation. The last one is the function, which has to do with why the speaker is discussing it.

The six categories used to categorize speech functions are expressive, directive, referential, metalinguistic, poetic, and phatic. The first is expressive, expressing the speaker's emotions, such as "I'm bored." The second category is directive utterances, which are used to persuade someone to do something, such as "close the window." Referential utterances, the third type, convey information, such as "I'll be there in ten minutes." Metalinguistic utterances, for example, comment on language itself, such as "Are you speaking in Hokkien or what?". The fifth category is poetic utterances, focuses on aesthetic aspects of language, such as a poem, a catchy tagline, or a rhyme. The last one is phatic utterances, which communicate sympathy and empathy with others, for example, greetings.

## **2.2 Research method**

### **2.2.1 Research Approach**

This research included in descriptive qualitative approach because it focuses more on understanding social phenomena, especially politeness strategies in the novel. Also, the data are evaluated in word form. I use this method because qualitative research aims at gaining an understanding of the meaning of context, developing theories and describing complex realities, which makes this method in line with the research. This work reveals the data findings as it is without the manipulation process or any other care.

### **2.2.2 Method in Collecting Data**

I used the observation method to collect data. During the research, I keep a record of everything I see. While for the technique, I use close reading and note-taking. The following are the steps in collecting data in sequential order:

1. Read and fully comprehend the object of study, Kevin Kwan's *Crazy Rich Asian* novel.
2. Choose characters that spoken utterances that is relevant to the study's goal.
3. Highlight the statements that are relevant to this research.
4. Examine the utterances and write them down in the note.

### **2.2.3 Method of Analyzing data**

Following the collection of data, the data is evaluated using the Interpretative approach (Sugiono, 2010). I use this method because it is suitable for analyzing social action in the object of study. The next step is to use the comparative elicitation method for dialogues that including to politeness strategies. The steps of analyzing data are:

1. Read and fully comprehend the object of study, Kevin Kwan's *Crazy Rich Asian* novel.
2. Analyze the utterances of selected characters which is Rachel Chu, the main character.
3. Describe the various forms of politeness strategies used in the utterances.
4. Examine all of the research findings to ensure that the analysis was completed correctly.
5. In the paper, write the data that was analyzed.
6. Finally, draw a conclusion based on the result of this research.

### **2.2.4 Source of Data**

The source of data is the entire dialogue inside the novel. The primary data used is the novel "*Crazy Rich Asians*" by Kevin Kwan which is used as the

main data, specifically the dialogue of the characters to analyze the politeness strategies.

Secondary data used are journals and theses related to politeness strategies. All data used is in the form of text or specifically in the form of novel to help this research.

### **2.2.5 Population and Sample**

The population of this research is all the dialogue spoken by the characters both in English and in other languages in this novel. The sample chosen is the utterances contain politeness strategies.

### **2.2.6 Sampling Technique**

Purposive sampling was used in this method. Purposive sampling refers to the process of collecting a sample from a population for a particular reason. Rachel Chu's character was chosen after reading and studying the novel's plot because she has a fascinating character and background that can be explored as the cause of the politeness strategies in her dialogue.



## CHAPTER III

### FINDINGS AND DISCUSSION

#### 3.1 Result

In this chapter, I discuss the findings of the data that was gathered from Rachel Chu's dialogue. I differentiated the results for politeness strategies and social factors to make it clear. Based on the two research results, it is possible to conclude that Rachel uses politeness strategies that are influenced by social factors. The importance of Rachel's relationship with the people she is speaking with cannot be overstated. Rachel Chu is a university economics lecturer. Rachel was born to a mother who was a laborer before becoming a real estate agent. Rachel's boyfriend's name is Nick. Nick is a wealthy and attractive man. Meanwhile, Rachel's best friend, Peik Lin, is also wealthy. Fiona, Colin, Araminta, Shopie, Eleanor, Mr. Goh, Mrs. Goh, Malcolm, Astrid, and The Girls are also wealthy and socially higher status people than Rachel.

##### 3.1.1 Politeness Strategies

Actor	Politeness Strategies (Brown and Levinson)				Total
Rachel Chu	Bald on Record	Positive Politeness	Negative Politeness	Off Record	
Total	3	23	7	6	39

Table.1 Politeness Strategies

From the data mentioned above, it can be seen that Rachel is a person who uses the principle of politeness a lot and in various ways. The comparison between the total number of dialogues and the dialogue that uses politeness strategies can be a reference to determine that Rachel is a polite person. From the data, it can also be proven that the use of politeness that Rachel uses a lot is positive politeness, where these strategies are still more polite than bald on

record strategies. Bald on record itself is only found with 3 data with participants who are Rachel's closest people.

### **3.1.2 Social Factors**

Actor	Social factors (Janet Holmes)			Politeness Strategies (Brown and Levinson)				Total	
				Bald on Record	Positive Politeness	Negative Politeness	Off Record		
Rachel	Participant	-Power -Distance	Rachel – Nick	1	2			3	
			-Power +Distance	Rachel – Fiona		1			1
				Rachel – Araminta		2			2
				Rachel – Sophie		1	1		2
				Rachel – Eleanor		2			2
				Rachel – Mr. Goh		2			2
				Rachel – Mrs. Goh		2			2
				Rachel – Malcolm		1			1
				Rachel- Astrid			1		1
				Rachel – Parker			1		1
				Rachel- The girls			1		1
		Total			1	13	4		18
	Setting		Private						
			Public			2			2
Total							2		
Topic					2	1	4	7	
Total					2	1	4	7	
Function		Directive		2				2	
		Expressive					1	1	
		Metalinguistic			1		1	2	
		Phatic			5	2		7	
Total								12	

Table.2 Social Factors

I discovered that four factors influenced Rachel Chu to use politeness strategies based on the data examined using Janet Holmes' social factor theory.

The first is the use of the participant's factor, which has the most dialogues (18); followed by the use of a function in the second place with twelve dialogs. Furthermore, the use of topic social factors as many as seven dialogues. And lastly, the social factor that has the least influence is the setting with the use of two dialogues.

All politeness strategies change due to the influence of participants, setting, topic, and function. Participants became the cause of the most because there were two categories of participants who had a conversation with Rachel. The two categories are people who do not have distance and people who have distance. People who do not have power and do not have distance mean that they have the same position and have close relationships so that the use of language is freer (- power, - distance). Therefore the use of politeness strategies uses bald on record where this type of politeness is the most minimal. For people who don't have distance, there are only two conversations between Rachel and Nick. If the category of participants is changed to people who are not close (-power, + distance), then the use of politeness strategies will change according to how many factors influence. Influencing factors include social status, age, and relationships (Holmes 2013). These three factors affect power and distance, for example, close relationships will not have distance, while older participants will have power in conversation, as well as participants with higher social status will have greater power in conversation. In this category, the politeness strategies used are not minimal, so positive politeness and negative politeness are used because the level is above bald on record. For this category, there are fifteen times conversations with the interlocutor ten different people who have a higher social status or are older than Rachel. In conclusion, the differences in participants affect the choice of using politeness strategies based on social status, age, and relationship.

While other factors are indeed used and change politeness strategies such as in terms of function, only four of the six Holmes theories are used (Holmes, 2013). Each one is phatic seven times, metalinguistic two times, directive two times, and at least expressive once. The use of the function changes depending on

the context in which it is used. Moreover, the use of topics also changes based on the participants and the context of the sentences used by Rachel. Topics that are often discussed are about culture or people that Rachel has just met. Most of the participants who are interlocutors are those who have a higher social status, so Rachel uses politeness strategies that are not only minimal. The last factor, which is setting, is divided into two categories, public and private. Only 2 dialogues are found that are influenced by public settings. If the setting changes so will the use of politeness strategies. Because there are fewer people involved in a conversation in a private setting, the use of politeness strategies will be minimized. Starting with a bald on record where the FTA is minimal, politeness strategies can be used. In a public setting, however, the use of politeness strategies will grow because more people will be listening to the conversation. In a public setting, the use of politeness strategies is not limited to the bare minimum.

It can be concluded that all factors affect the use of politeness strategies, but the participant factor is the most important and widely used. In some cases, although the core influencing factors are topic, setting and function, participant factors also influence other factors.

## **3.2 Discussion**

In this section, I will show how I analyzed the dialogues spoken by Rachel Chu. I first analyzed with reference to Brown and Levinson (1988), after that I analyzed with reference to the theory of social factors by Janet Holmes (2013).

### **3.2.1.1 Bald On Record**

Bald on record in this analysis is used with reference to command sentences, and emergency situations. Rachel Chu uses bald on record 3 times out of a total of 67 dialogues.

#### **Dialogue 1**

“Sweet Jesus, she’s going to fall off that ladder and break her neck!” Rachel said in alarm.

“This is Ah Ma’s thing. There’s no stopping her,” Nick said with a grin.

(Kevin Kwan, page 255)

When Rachel and Nick just arrived at Ah Ma's house, they were presented with Ah Ma who was climbing the stairs to reach a star fruit tree, to wrap the fruit in plastic. A worried Rachel says "Sweet Jesus" which is a phrase when someone is surprised, then puts it together with a direct warning sentence "she's going to fall off that ladder and break her neck!". Rachel uses bald on record as politeness strategies in her speech. Bald on record functions to show concern and also in emergency situations, where Rachel is afraid that Ah Ma will fall from the stairs she uses (Brown and Levinson, 1988). The sentence is also addressed to her boyfriend Nick, which mean the participant is Rachel closest person (-power, -distance). Another social influencing factor is the directive function (Holmes, 2013), because indirectly Rachel intends to give a warning to help Ah Ma to get down so she doesn't fall. The warning sentence is used indirectly but still retains politeness, even though it is minimal.

## **Dialogue 2**

“Oh no you’re not! Put that AMEX card down!” Rachel said sternly, grasping Peik Lin’s wrist.

(Kevin Kwan, page 273)

Peik Lin, Rachel's best friend, calls into her house a luxury clothing designer. After Rachel tried several different sets of dresses, Peik Lin took out a black card from American Express to pay for the dress Rachel had tried on. Rachel, who was shocked spontaneously, said a command sentence "... Put that AMEX card down!" Command is included in the bald on record; in Rachel’s case it is shown as an order not to use a credit card for Rachel's benefit. The use of direct command sentences is motivated by the relationship between Rachel and Peik Lin who have been close friends since college (-distance); also the social function that influences this dialogue is the directive function (Holmes, 2013). As

with the first dialogue, the politeness strategies in this dialogue are minimal, but they show politeness in action.

### **Dialogue 3**

“Just pop it!” Nick encouraged.

Rachel looked at it, giggling. “I’m afraid! I feel like some alien creature is going to burst out of it.”

“Here, stand back, I’ll pop it for you,” Mehmet, who was on her right, offered.

(Kevin Kwan, page 307)

Rachel, Nick, and Nick's friends enjoy a meal at Colin and Araminta's wedding reception. The food served looked unfamiliar to Rachel. One of them is the Giant South Sea Scallop Consommé. Unfamiliar Rachel doesn't know what to do or how to eat it; Nick says Rachel just needs to pop it up. Rachel was afraid and joking that the food looked like it would expel aliens. If the sentence "I'm Afraid" is deleted, the meaning will appear to make fun of food and become less polite. The function of Rachel's utterance is directive because it implies asking for help or indirectly command to help her (Holmes, 2013).

#### **3.2.1.2 Positive Politeness**

Positive politeness is the type of politeness most often used by Rachel Chu. Out of a total of sixty-seven dialogues, Rachel uses positive politeness twenty-three times with praise as the most-used category.

### **Dialogue 4**

“Guess who just closed the deal on the big house on Laurel Glen Drive?”

“Wow, Mom, congratulations! Isn’t that your third sale this month?” Rachel asked

(Kevin Kwan, page 18)

Rachel calls her mother to talk about her vacation plans with Nick to Singapore. When she heard that her mother was doing well at her job, she immediately congratulated her, preceded by expressing astonishment, congratulations, and further questions about her mother's work. If the congratulations are omitted, then the meaning of the dialogue becomes less polite because it didn't show interest, or praise. Rachel's answer is in line with the theory of positive politeness which shows praise and aims at the positive face of the listener. While the social function that affects this conversation is the topic because Rachel and Kerry talk about Kerry's achievement.

### **Dialogue 5**

".....You met Astrid, and you liked her, didn't you?"

"Astrid is awesome."

(Kevin Kwan, page 58)

Nick explained a little about his family to Rachel, that he came from a large family. Even though he is an only child, Nick has lots of relatives. The only family that Rachel has ever met is Astrid, Nick asks about Astrid because Rachel seems to get along easily with her, Rachel responds by praising Astrid for being kind. Rachel answers Nick about Astrid by complimenting Astrid. The sentence is included in the politeness strategies of the positive politeness type because it contains praise. While the social factor that influence is the participant (Holmes, 2013). Rachel and Nick are talking about Astrid who is Nick's cousin. Although Rachel and Nick have a close relationship (- power, -distance) but in here Rachel stays away from controversy and aims at Nick's positive face.

### **Dialogue 6**

"It's all downhill from here, isn't it?"

"Definitely. It's all been downhill since the day we met,"

(Kevin Kwan, page 73)



Nick and Rachel end up flying to Singapore to attend Colin's wedding while spending the summer holidays. Talking about Nick and Rachel's life, Nick asked Rachel if things would be good from now on, Rachel responded enthusiastically. The dialogue is included in positive politeness because it shows interest in the chat. If the phrase "It's all been downhill since the day we met," is deleted, then the meaning will appear to be no interest and become less polite. Meanwhile, participants are social factors that influence the dialogue because Rachel and Nick's close relationship (-power, -distance) makes Rachel interested in talking about her relationship with Nick.

### **Dialogue 7**

Araminta squealed. "OMG—I love him! He'll always be the one and only Mr. Darcy for me!"

"Okay, I think we can be friends now," Rachel declared.

(Kevin Kwan, page 94)

Rachel and Nick had just arrived at the airport to be greeted by Colin and Araminta. Araminta asked about their trip, and then Nick replied that Rachel watched Colin Firth in *The Binge*, Araminta who is also a big Colin fan felt enthusiastic which Rachel also answered enthusiastically. Positive politeness here is also shown by Rachel who answered Araminta enthusiastically. If Rachel answered only with the word "okay" then the meaning of the sentence would be less polite. Meanwhile, the social factor that influenced the participants was because Rachel had just met Araminta (+distance), so Rachel wanted to leave a good first impression.

### **Dialogue 8**

"This is insane! Every dish looks like it came from a different part of Asia."

"That's Singapore for you—the true originators of fusion cuisine," Nick boasted.

(Kevin Kwan, page 96)

Rachel and Nick finally arrived at Robinson Road, where they were going to eat. After ordering quite a lot of food, Rachel was amazed by the food that looked so complete. Politeness strategies are shown by complimenting the food served. "This is insane!" also phrases that show interest. Social factors that influence the dialogue are phatic utterances (Holmes, 2013); because it meets the phatic function criteria where the dialogue shows expressions of pleasure and admiration for the greatness of other countries.

### **Dialogue 9**

"She thinks you've become very pretty," Peik Lin translated, knowing that Rachel only spoke Mandarin. "Thank you, Mrs. Goh. It's so nice to see you again," Rachel said.

(Kevin Kwan, page 111)

Rachel meets Peik Lin, her best friend from college. When they arrived at Peik Lin's house, Rachel was greeted by Mrs. Goh by saying that Rachel is getting prettier, Rachel is also grateful for the praise she gets. If the expression "It's so nice to see you again" is deleted, the meaning of the sentence will be less polite, because the participants who are spoken to are not people who are familiar with them. This dialogue contains politeness strategies based on the participants as social factors. Mr. Goh has a higher status and makes Rachel powerless (+ distance, - power).

### **Dialogue 10**

"Sounds like you're really pushing into all the high-growth regions," Rachel commented, impressed. "For sure, for sure," Wye Mun said.

(Kevin Kwan, page 113)

At the banquet held by Mr. Goh at his house, Mr. Goh discusses his business, Rachel responds to Mr. Goh enthusiastically because Mr. Goh was going well with that effort. Rachel again showed positive politeness by

responding to Mr. Goh enthusiastically. The social factor behind this dialogue is the participant because Rachel is not close to him (+distance), he is a rich man, and the owner of the house Rachel is currently visiting (-power).

### **Dialogue 11**

“Rachel Chu, long times no see! We are so very grateful for all the help you gave Peik Lin back in her uni days. Without you, she would have been gone case at Stanford,” he said.

“Oh, that’s not true! Peik Lin was a great help to me. I am so honored to be invited to your ... incredible ... house for lunch, Mr. Goh,” Rachel said graciously.

(Kevin Kwan, page 122)

After being escorted by Nick to Peik Lin's residence, Rachel was served with a banquet by the Goh family. In the middle of the banquet, Mr. Goh thanks Rachel for helping his daughter, Peik Lin, while he was still studying at Stanford. Rachel responded by stating that Peik Lin also helped Rachel a lot, she was also grateful for being invited to lunch. Rachel's dialogue is included in positive politeness because it avoids controversy and aims to please the positive face of the listener. Participants influence the conversation because of Mr. Goh as the owner of the house (+distance,-power) (Holmes, 2013).

### **Dialogue 12**

“Say yes!” Peik Lin prompted eagerly.

“I’d love to go. What time do we have to be there?”

(Kevin Kwan, page 125)

Nick called Rachel who was with Peik Lin. Nick asks Rachel to join Nick's grandma's party. After being convinced by Peik Lin, Rachel finally agreed to join the party. Politeness strategies are indicated by the expression of agreeing

to the invitation. Meanwhile, the social factor behind is the topic because they talk about Nick's invitation (Holmes, 2013).

### **Dialogue 13**

“Her lady’s maids. They never leave her side.”

“Like ladies-in-waiting? They look so elegant.”

(Kevin Kwan, page 142)

Rachel meets Ah Ma, Nick's grandmother, at a banquet. Ah Ma, who was talking to her maid, made Rachel curious because her maid looked elegant. Rachel is surprised to learn that they are maids who have always been by Ah Ma's side throughout their lives. Rachel gave compliments to Ah Ma's maid who was included in positive politeness. Meanwhile, the social factor behind it is function and is included in metalinguistic. The metalinguistic function is used to comment on the language itself, here Rachel comments on Nick's choice of words (Holmes, 2013). Rachel asked again to confirm Nick's answer.

### **Dialogue 14**

“I wanted to show you this place while it was still empty,”

“Pinch me, please. Is any of this real?”

(Kevin Kwan, page 153)

After going through a bachelor party that didn't suit Rachel's taste, Nick finally took Rachel to a secret cave that he always visited when he was a teenager. Rachel, who couldn't believe the beauty of the cave, asked Nick to pinch her. “Is any of this real.” expresses admiration for what Rachel saw, it is implicitly a compliment to the cave they visited. It’s also an expression of solidarity. The utterance also functions as a phatic utterance, as stated in social theory; the phatic function is used to express sympathy and solidarity (Holmes, 2013).

### **Dialogue 15**

“Yes. All of us absolutely worshipped her when we were schoolgirls— she always looked so fabulous, so effortlessly chic.”

“She did look amazing last night,” Rachel mused.

(Kevin Kwan, page 184)

While attending Amanda's bachelorette party, Rachel, who was choosing clothes, met the owner of the party. While talking about clothes, Rachel mentions Astrid's name, which immediately makes Araminta excited. Rachel said that Astrid's clothes were amazing. Rachel's answer to Amanda is included in positive politeness because it is a compliment. The participant is the reason why Rachel uses positive politeness because there is distance between Rachel and Araminta, and also the person being talked about is not very close to Rachel (Holmes, 2013). As can be seen from the theory of social factors, this causes the distance (+distance) and the absence of power on Rachel (-power).

### **Dialogue 16**

“Am I keeping you from the dance party? I hear Araminta flew in some famous DJ from Ibiza,” Sophie said.

“I’m enjoying this, actually. It’s the first real conversation I’ve had all day.”

(Kevin Kwan, page 208)

Rachel meets Sophie, Astrid's cousin who is asked to accompany Rachel at Araminta's bachelorette party. Sophie, who met Rachel for the first time, felt guilty for making Rachel not join the dance party. Rachel also replied that she didn't mind, because she felt comfortable with Sophie. Rachel's answer to Sophie contained the meaning of giving empathy or making the questioner feel happy because they had just met. The social factor that influences this conversation is the participant (Holmes, 2013). Even though Sophie is Astrid's cousin, it's Rachel's first time meeting Sophie, this makes Rachel want to make a good first

impression. Rachel and Sophie's relationship can be said to have a distance (+distance) and Sophie's status makes Rachel lower (-power).

### **Dialogue 17**

“Have you been enjoying Singapore so far?”

“Yes, very much,” Rachel replied. “Nick’s taken me to have the most fantastic hawker food.”

(Kevin Kwan, page 244)

Rachel greets Eleanor, Nick's mother, who is talking to Nick. Rachel bent down and handed her a basket of mandarin oranges. Eleanor, who was grateful, immediately asked how Rachel was and her experience in Singapore. Rachel replied politely that she was having fun. If the phrase "very much" is omitted and Rachel just answered with "yes" without any additional sentence such as “Nick’s taken me to have the most fantastic hawker food.” (Praising), then the meaning of the dialogue will be less polite and not show interest. This would lead to controversy and displeasing the positive politeness of the listener. Social factors that influence are participants because Eleanor is older, a socialite and the mother of Nick, this provides distance between Rachel and Eleanor (+power,+distance).

### **Dialogue 18**

“I was never allowed to set foot in the kitchen at my mother-in-law’s house. Now I get to eat in my own kitchen, and actually watch the food being cooked!”

“Well, I love to cook. I can only dream of one day having a kitchen as beautiful as yours, Mrs. Young,” Rachel said.

(Kevin Kwan, page 248)

In the middle of preparing the banquet, Rachel met Eleanor who was busy getting ready in her kitchen. They finally talked about Eleanor's beautiful kitchen. Rachel's comment that she could only imagine a kitchen as beautiful as Eleanor's

was a compliment. This is included in positive politeness. Meanwhile, the same as in dialogue thirteen, the influencing social factor is participant, because the person Rachel talks to is older and has a higher social class (-power, +distance).

### **Dialogue 19**

“Your grandsons look so cute all dressed up!” Rachel remarked to Malcolm.

(Kevin Kwan, page 276)

Before Colin's wedding, Rachel meets the family of Malcolm, Nick's uncle. Looking at Malcolm's lavish-looking children and grandchildren, Rachel snorted in praise. Rachel's comments are included in positive politeness because they are included in the praise. There is a distant between Rachel and Malcolm because Malcolm is Nick's older uncle, has a higher social class, and is meeting Rachel for the first time (-power, +distance).

### **Dialogue 20**

“..What did everyone think of Araminta’s dress?”

“It was lovely. It looked deceptively simple, but the longer you stared at it, the more you noticed the details,” Rachel offered.

(Kevin Kwan, page 285)

After Colin and Araminta's wedding ceremony is over, it's time for the reception. Rachel talks with Oliver, Cassandra, and Nick about the wedding party and the Araminta Dress. Contrary to other opinions, Rachel said that the dress Araminta was wearing was beautiful. Meanwhile, Oliver and Cassandra said Araminta's dress was bad. Rachel's answer is included in positive politeness because it is included in the compliment. While the setting is a social factor that influences the dialogue (Holmes, 2013). At the time of the dialogue, Rachel was attending Araminta's wedding which means a public place. Rachel avoided talking about someone in public, especially when the person being talked about was the owner of the party.

### **Dialogue 21**

“It makes you look glamorous and exotic at the same time.”

“Thanks. You look pretty awesome yourself,” Rachel declared.

(Kevin Kwan, page 297)

Rachel came out of her room after finishing getting ready for Colin and Araminta's reception party. Nick, who was amazed by Rachel's beauty, complimented her, saying that Rachel looked amazing, Rachel also complimented Nick back. If Rachel only answered with "thanks" then the dialogue would seem less polite, therefore Rachel complimented Nick back. This praise is included in positive politeness. The dialogue is also included in the phatic utterance function because it functions to express Rachel's solidarity and praise for Nick.

### **Dialogue 22**

“Fascinating,” Rachel said.

“You can always tell Singapore men from Hong Kong men,” Nick chimed in.

(Kevin Kwan, page 301)

In the middle of the reception party, Rachel was amazed by the make-up of the guests, one of which was Patsy Wang's husband who wore eye makeup and a suit with jewels. Rachel politely says that he looks like using eye shadow, Oliver replies that he does. Rachel also said that it was interesting. Although it looked unusual in Rachel's eyes, she asked and commented politely. The social factor that influences is the setting because Rachel speaks in a public place (Holmes, 2013). Public place makes the choice of word more polite.

### **Dialogue 23**

“Thank you for opening up. I know it wasn't easy for you to talk about these things.”



(Kevin Kwan, page 344)

After a big fight with Rachel, Nick finally tells Rachel all his complaints and hidden stories. Rachel who was angry at that time, instead of being rude, thanked Nick for being open to her. If the sentence "I know it wasn't easy for you to talk about these things." Deleted then the meaning of the dialogue will appear to have no interest and become less polite. Rachel's dialogue serves as an expression of sympathy for what Nick is telling. As can be seen from social factors theories, phatic function affects this dialog.

#### **Dialog 24**

"You're too kind, but what will you wear?" Rachel asked in astonishment.

"Oh, don't worry about me," Fiona said.

(Kevin Kwan, page 299)

Eddie looks for his son who got his clothes dirty on Colin's wedding day. Augustine tried to hide behind Nick and Rachel. Fiona then fights with Eddie and gets sick of him. Fiona asks Nick to give her and the kids a lift. Before leaving, Fiona lent Rachel the necklace Ah Ma had given her because she didn't want to wear any jewelry. Rachel, feeling bad, gave a compliment before finally getting to the main question. There was a distance between Rachel and Fiona. Fiona has a higher social class than Rachel (+distance, - power).

#### **Dialogue 25**

"Thank you. In fact, I really need to thank all of you, from the bottom of my heart, for letting me camp out here for so long," Rachel added.

"Aiyah, I'm just so happy you're eating again!" Neena grinned.

(Kevin Kwan, page 360)

Rachel finally came out of her room after a few days of confinement. While eating with the Peik Lin family, Rachel thanked them for being allowed to

stay for a few days. If Rachel only uses the phrase "thank you" then the meaning of utterance will be impolite because Rachel has been helped a lot by Mr.'s family. Goh. The participant was the reason Rachel thanked Goh's family because she had troubled Goh's family who had a higher social status (+distance, - power).

### **Dialogue 26**

Rachel took a slight breath. "Thank you for bringing my mom here."

"No worries—she needed a good drink."

(Kevin Kwan, page 398)

Rachel finally meets with Kerry with Nick's help. After arriving at the bar, Rachel finally said thank you, Nick misinterpreted it to take Kerry to the bar, not take Kerry to Singapore. Rachel re-explained the meaning of her thanks to Nick. Rachel's thank you is included in Positive politeness because it aims to please Nick's positive face. Rachel's utterance function is phatic utterance because it expresses Rachel's empathy for what Nick is doing.

### **3.2.1.3 Negative Politeness**

Rachel Chu uses negative politeness seven times in 67 dialogues. This is the second most popular type. Rachel utilized negative politeness in order to avoid risking the communication partner's negative face.

### **Dialogue 27**

"You weren't planning on teaching this summer, so what's your worry?..."

"No, that's not it. I know you're going to be so busy with all your bestman duties, and I wouldn't want to distract you," Rachel said.

(Kevin Kwan, page 18)

Nick invites Rachel to go to his hometown in Singapore. Nick said Rachel had no teaching schedule this summer, so it was a great opportunity to take a

vacation together. Rachel, who is not sure, rejects Nick because she is afraid of disturbing Nick and his best friend's plans. If Rachel just answered with a refusal for no reason, it would threaten Nick's negative face. The social factor that affects the dialogue is the phatic function because it shows Rachel's feelings that don't want to burden Nick. This is in line with the phatic utterance theory which expresses solidarity.

### **Dialog 28**

“How are you finding Singapore so far? Having a good time?”

“A great time! Although tonight’s been a bit ... overwhelming.”

“I can only imagine,” Astrid said with a knowing glint in her eye.

(Kevin Kwan, page 143)

Rachel is finally reunited with Astrid after their first meeting in New York. Rachel sees Astrid differently from when she met in New York; she thinks Astrid is more motherly now. Astrid then greeted and asked how Rachel was doing and what she was going through in Singapore. Rachel answered enthusiastically even though it wasn't as good as Astrid thought. The use of negative politeness in Rachel's utterance aims to avoid Astrid's negative faces. If the phrase “A great time!” is omitted then the meaning of the dialogue will be less polite. Social factors that influence are participants because Astrid has a higher social status than Rachel. This gives distance (+distance) and Rachel has no power (-power).

### **Dialogue 29**

“I’m sorry, but I don’t have a cousin named Vivian,” Rachel replied in amusement.

“Aren’t you Rachel Chu?”

(Kevin Kwan, page 180)

On the way to the island where the Araminta bachelorette party was being held, several girls approached Rachel while trying to interrogate her. Parker yeo greets Rachel saying that she knows Rachel's cousin named Vivian. Rachel is confused saying that she doesn't have a cousin named Vivian as Parker mentioned. The phrase "I'm sorry" is included in negative politeness because it aims to avoid negative face listeners. Meanwhile, the participants themselves have distance because Rachel and Parker have just met (+distance).

### **Dialogue 30**

“Alistair and Kitty!”

“Sorry, I wasn’t really following ... who are they?”

(Kevin Kwan, page 205)

After arriving at the island where the Araminta party is held, all guests are welcome to enjoy various rides, dishes, and services. Rachel, who was enjoying the party, overheard some girls gossiping about someone named Kitty. After someone told them about Kitty Pong, Rachel finally asked whom the couple was talking about, they immediately answered that it was Alistair and Kitty Pong. Rachel was confused as she asked them to explain more about who the couple was. The use of the word "sorry" is used to avoid negative face speakers because Rachel does not know the information given by the speaker. The topic becomes a social factor that influences the conversation because Rachel has distance from the speaker (+distance).

### **Dialogue 31**

“Are you okay? Should I call for help?”

“No, no, I’ll be fine. I’m just shaking involuntarily.”

(Kevin Kwan, page 213)

Rachel who panicked after seeing her room filled with fish that had been mutilated immediately ran into Sophie's room. Sophie, who was shocked to see Rachel's pale face, asked what had happened. Rachel, who was too panicked, couldn't explain to Sophie. Sophie then offers to call for help but Rachel refuses. Rachel's utterance aimed to avoid Sophie's worries. If the phrase "No, no, I'll be fine" was removed, it would be impolite considering that Rachel had just met Sophie. The participant is the reason why Rachel refuses to call for help for fear of troubling Sophie, who has a higher social status (+distance, -power).

### **Dialog 32**

“Nothing a good facial won’t fix. Why don’t you let me whisk you away to a spa? I know a great place in Sentosa that has—”

“Thank you, but I just don’t think I’m ready yet. Maybe tomorrow?”

(Kevin Kwan, page 356)

Peik Lin tried to comfort Rachel who didn't want to leave the room or eat the food that was served. Peik Lin was worried and tried to persuade Rachel to leave by offering a spa. Rachel refused by starting her sentence with gratitude, this was meant to avoid Peik Lin's negative face who had already offered something to Rachel. This dialogue serves as a phatic utterance where Rachel shows her empathy for what her best friend has done.

### **Dialogue 33**

“Oh Mom,” Rachel cried, “I’m so sorry. So sorry for everything ... for all the terrible things I said to you on the phone.”

“I know, Rachel.”

(Kevin Kwan, page 396)

Kerry finally meets Rachel in Singapore and explains what is going on in her life in China. After previously arguing with her mother over the phone, Rachel

recalled all the bad words she had said out of anger. Rachel apologized tearfully for hurting her mother's heart. Rachel's apology was negative politeness for offending her mother. The topic became an influence for this dialogue because they talk about Rachel's mother's lies (Holmes, 2013).

#### **3.2.1.4 Off Record**

Rachel Chu uses off record 6 times out of 67 dialogues. Rachel primarily uses off records when she is with four people: Kerry, Nick, Peik Lin, and Ah Ma. Rachel used off-the-record because she didn't want to offend the other person.

#### **Dialogue 34**

“I don’t quite understand ... you mean your parents never knew about me in all this time?” Rachel asked in astonishment.

“Yes. I mean, no, they didn’t. But you need to know this has absolutely nothing to do with you—” Nick began.

(Kevin Kwan, page 56)

Nick, who is loading the laundry into the washing machine, tells Rachel that Nick's parents just found out that Rachel is going to Singapore with him. Nick explained to Rachel a little that his family didn't know Rachel. Nick never told them about his girlfriend he had been dating for over a year. This makes Rachel shocked for fear that Nick's parents will not like Rachel. Confused Rachel asked what Nick meant by it, if the phrase "I don't quite understand" was deleted, it would make the dialogue less polite. The dialogue also serves as a metalinguistic utterance as it contains questions about what Nick said earlier (Holmes, 2013).

#### **Dialogue 35**

“My parents have invited you to our house. They are so excited to see you, and I think you’ll enjoy some traditional home cooking.”

“That sounds great! But if I’m going to be seeing your parents, should I change?” Rachel asked.

(Kevin Kwan, page 107)

Rachel sees her old friend Peik Lin for the first time in a long time. Nick, who was accompanying Rachel, welcomed Peik Lin and introduced himself. Nick tells Rachel that his parents welcomed her to his place before they parted ways. Rachel explained that she needed to change into something more appropriate before meeting Nick's parents. Rachel's response indicated that she was concerned about her immodest dress. Because the meaning of the sentence requires interpretation, this discussion is placed in the off record. The topic influenced the conversation because Rachel talks about Nick’s invitation.

### **Dialogue 36**

“I’ve been trying to reach you for days...”

“Mom, I’m sorry—I was away all weekend and only just got back,”

(Kevin Kwan, page 239)

Rachel got a call from Kerry who had been trying to call her since the previous day. Kerry asks about how Rachel is doing and what she's been doing in Singapore. Rachel who felt guilty immediately apologized to her mother, she explained that she had just arrived from far away. Rachel's answer means that she is busy and doesn't have time to pick up the phone; this dialogue is off record because it has an implied meaning. Rachel's dialogue is also influenced by the topic discussed with her mother, which is about Rachel not picking up her phone.

### **Dialogue 37**

“Mrs. Young, I am still discovering the history of Singapore. Was afternoon tea always a custom in your family?” Rachel asked.

“...It was something we first did for our British guests because they didn’t much appreciate Chinese cooking...”

(Kevin Kwan, page 256)

During the afternoon tea event held by Ah Ma, Rachel asks if this activity is a custom in the Young family. Before asking the point, Rachel stated that she was still learning about the history of Singapore, which implied that Rachel didn't know that Singapore had a habit of drinking tea in the afternoon. The implied meaning is included in the off record, while the topic being discussed is the afternoon tea.

### **Dialogue 38**

“Our cook made some pei daan zhook\* for you.”

“Please thank her for me,” Rachel said disinterestedly.

(Kevin Kwan, page 356)

Rachel, who is fighting with Nick's family, finally decides to stay at Peik Lin's house. After a few days of confinement, Peik Lin offered Rachel to eat the prepared dishes. Even though she didn't want to, Rachel politely refused. Instead of using direct refusal, Rachel politely declined. If the word "please" is omitted then the meaning of the utterance will be impolite. The social factor that influences is the topic because they talk about food.

### **Dialogue 39**

“Why are you saying all this? I love you. I want to marry you.”

“I love you too,” Rachel cried. “But don’t you see—it’s never going to work.”

(Kevin Kwan, page 364)

Rachel finally came out of her room and wanted to meet Nick. Nick tells the story of his family who was overprotective from the start. Nick also



apologizes for what his family did to Rachel. Finally, Nick asked Rachel to be his wife, but Rachel politely refused. “It’s never going to work” implies a refusal from Rachel. Rachel's dialogue also functions as the expressive utterance where her declaration of love is an expression of love for Nick. As can be seen from expressive utterance theory, it’s expressing the speaker the feeling.

### **3.2.2 Social Factor**

In addition to the theory of politeness strategies from Brown and Levinson, the theory of the social factors from Janet Holmes also proves that Rachel is a polite person. The biggest reason for Rachel to speak politely was because the participant who spoke to Rachel was the first time she had met since being in Singapore. Some of the participants were Astrid, Araminta, Ah ma, Fiona, Eleanor, Sophie, Mr. and Mrs. Goh, Malcolm, Parker, and the girls. All of these participants are also socialites whose social class is higher than Rachel's, this makes Rachel has no power and has a distance from the participants.

This is in contrast to the participants who have a close relationship with Rachel. There are only three participants who are close to Rachel, Nick, Kerry, and Peik Lin. Rachel was also not always on an equal footing with them because Nick and Peik Lin had a higher social status. Furthermore, regarding the influence of the function of speech, Rachel only uses four of the six functions in the theory. The most used function is phatic, which shows that Rachel shows a lot of empathy and solidarity with people. Moreover, for the topic's social factor, Rachel talked a lot about Singapore's life and culture, which is different from America's. Finally, for the setting social factor, Rachel twice used positive politeness caused by the public setting, which is at Colin and Araminta's wedding party.

## **CHAPTER IV**

### **CONCLUSION**

The main character analyzed in this study, Rachel Chu, uses all the politeness strategies by Brown and Levinson. The most widely used politeness strategies are positive politeness with the category of praise. The use of politeness itself is based on Rachel's background, which has a high education even though she comes to a place that has a different culture. Rachel herself is a professor of economics at an American university, but she is also a Chinese who has high decency taught by her mother. Although the participants who talked to Rachel did not use politeness strategies, Rachel still answered using politeness strategies because she felt that she had a distance from the other person. This is interesting because Rachel should be freer considering that she grew up in America, which is a freer country than Singapore or China. Rachel's character is transformed into a polite and independent career woman. Rachel's politeness is demonstrated not only by the fact that more than half of the utterances use the politeness strategies, but also by social factors that influence Rachel's ability to speak politely.

As mentioned in chapter III, Rachel's main influence in using politeness strategies is that participants have a higher social status than Rachel. In addition, some of the participants were also older, and had the power of the host holding a banquet for Rachel. Rachel has the option to speak without using too many politeness strategies because Nick has a very high social status, but Rachel still speaks politely. In addition, another factor that affects is the topic, as a professor, Rachel is very careful in discussing a topic, plus most of the topics discussed are cultural differences that she just recently learned about. Another factor is the function of speech, with the phatic category as the most influential. Rachel often shows empathy or solidarity with some of the participants. The last factor of social factor theory is setting. The setting that affects is only the public setting because Rachel herself talks more in a public event than in private.

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