An Analysis Of Politeness Strategies In Garis Tangan Reality Show

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ABSTRACT: This research is an application of pragmatics approach that related about politeness strategies used by guest, host and participant in *Garis Tangan* reality show. The research problem are (1) What are the types of politeness strategies found in *Garis Tangan* Reality Show, (2) What is the dominant type of politeness strategies found in *Garis Tangan* Reality Show. This research only found out the positive and negative of politeness strategies. The objectives of this research are to find out what types of positive and negative politeness strategies that used in *Garis Tangan* reality show, and to find out what types of politeness strategies more dominant used in *Garis Tangan* reality show based on Brown and Levinson Theory (2003:86). This research was conducted on 11th March 2020. The data then were analyzed by using qualitative research with content or document analysis. The researchers collected the data by using documentation. This research focused politeness strategies in *Garis Tangan* reality show used by Brown and Levinson's theory about politeness strategies. The result of the research, researchers found total of 17 utterances in *Garis Tangan* reality show as the data. There are 14 utterances of positive politeness and 3 utterances of negative politeness strategies. The dominant type of politeness strategies used in *Garis Tangan* reality show was positive politeness.

Keywords: *Pragmatics, Positive and Negative Politeness Strategies, Garis Tangan.*

1. INTRODUCTION

Language is one of the most important things in communication and it is used as a tool of communication among human being in all over the world. Language makes people enable to have more interaction with others to convey their ideas, feelings, or thoughts. Pasaribu, Herman and Hutahaean (2020:12) stated language is a complex system of communication that used human beings. Language can be written and spoken. Written language can found in the novel, newspaper, magazine and poem (Sitorus and Herman, 2019:24). While spoken, language can be found in speech, song, movie and the conversation. It plays an important role in our life.

There are many languages in the world. The people need to learn another language to make a social relationship with other in different places or countries. English is international language which is

used by most people around the world. According to Ivantara, Herman and Manalu (2020:82), English is a global language that is used as a communication device between nations of different language. The importance of English can be seen from some sides of life, for example job requirement, one of the requirements is language competence, both of spoken and written form (Sinaga, Herman and Pasaribu, 2020:51).

In studying of language there is called as linguistics. Crystal (1971:9) as cited in Herman (2015) stated that linguistics is the scientific study of language. Linguistics has also the framework or theoretical methods that could be categorized as the scientific method; in this case scientific method for human and social studies. Linguistics is divided into part such as, phonology, morphology, syntax, semantics and pragmatics. Linguistics covers so many kinds of study about language. One of the branches of linguistics relate to this research is pragmatics. Pragmatics is the study of the relationship between linguistic forms and users of these forms. Yule (1996:4) regards pragmatics as the study of relationships between linguistic forms and the users of those forms and pragmatics is the only one allowing human into the analysis because through pragmatics one can talk about people's intended meanings, their assumptions, their purposes, and the kinds of actions such as requests and apologizes when they speak (Herman, 2015; Thao and Herman, 2020:23). This means that pragmatics is the study of speaker's intension to the listener which relates to the context about how the language is used. Pragmatics also has several parts, namely deixis and distance, references and inferences, presuppositions and diversions, cooperation and implicatures, speech act, politeness strategies. In this study, the researchers will discuss about politeness strategies.

Culpeper (2009:120) defines politeness as a strategy that is used by people to build a harmonious communication. Therefore, when somebody tries to have a polite conversation, he or she also has to pay attention to the hearer's feeling. It is in line with Holmes' statement (1995:5) that when people try to be polite, it means that they want to express respect towards the person they are talking to and avoid offending that person. Hence, it is not only important to speak well in terms of linguistics, but also important to think about other's feeling.

In everyday life in certain group communities such as in house, class, and so on, it is a significant thing to think about any kinds of the usage of language. The successful of speaking can lead the success of every area in life, in works, education, competition, and many other things. Politeness is a way of language usage in social life to prove it. Sometimes in communication, people do some strategies in order to make their conversation goes right. Both of those strategies found in almost of our daily conversation, but occasionally we do not realize it. Using politeness strategies is very important in during conversation to create a good communication. People will be difficult in creating a good communication when she/he doesn't know the strategies of politeness. By knowing the politeness strategies in giving language is important to lead good harmony situation in communication. In doing communication people may have acquired a good lexical and grammatical command of language. But it is possible for a human being to make some violations or offenses. Therefore, in this case of communication, people need politeness strategy in order to get a good response from the hearers. Politeness is used by people to make a smooth communication and to build equilibrium of relationship in a society. In this case politeness plays a rule to keep a relationship between the speaker and the

listener. Politeness is not something that is born by humans, but something that is obtained through the process of socialization.

One of phenomenon in communication is politeness which can be found in reality show. Reality show is a category which includes all types of entertainment programs about real people. In reality television shows participants quarrel, they fight, abuse, cry, laugh, compete, laugh at others failure, plan, argue and conspire. The chain of events is programmed in a manner to put participants in odd situations where things get rough and friction occurs.

Garis Tangan is one of reality show that currently airing on Indonesian television. There are many audiences who criticized this reality show because *Garis Tangan* sometimes used language poorly of polite. *Komisi Penyiaran Indonesia* (KPI) at the https://youtu.be/161BE7Ajq5w said this program are impolite because this program entitled "Perselingkuhan Istri" said that the broadcast crashed into many articles in the KPI regulations, such as matters of personal life that were not related to public interests to the norms of decency and morality that prevailed in society. This warning was given after the commission received input from the public regarding the broadcast. KPI gives a warning by letter number No.46/K/KPI/31.2/01/2020 on 24 January 2020. KPI gave the warning to Garis Tangan because KPI found the scene of the participant on 10 June 2020 he said:

"Shut up, bitch. You make me ashamed. Go home now, we will talk this problem at home. How ashamed you are".

In this research, researchers choose episode 8 of *Garis Tangan* broadcasted on 8th January 2020 as the subject of this research. The researchers chooses episode eight because in this episode, Komisi Penyiaran Indonesia (KPI) at the https://youtu.be/161BE7Ajq5w give criticize about this reality show. Because in this episode showed the scenes that should not be shown in public. In this episode the researchers found the husband as interviewees get fighting with other interviewees and always says some rude words to each other.

Sometimes, the speaker and hearer not aware used politeness strategies. In communication people do some strategies in order to make their conversation goes right. Therefore, using politeness strategies is very important to create a good communication with other. The people will be difficulty in creating a good communication when they don't know the strategies of politeness. By knowing the concept of politeness strategies in giving language is important to lead good harmony situation in communication. Watts (2003:53) said politeness strategies are used by people to ensure a smooth communication and harmonious interpersonal relationship in non-hostile social communication. If someone wants to make a good conversation, they should pay attention to the strategy of politeness. Considering the phenomena above, the researchers is interested in analyzing the politeness strategies found in *Garis Tangan reality show.*

The researchers choose this topic because she is watching on of the activities that can be done at home. In connection with the Covid-19 that is happening right now. Watching is one alternative that can be done at home without staying out of the house. So that is can reduce the spread of Covid-19. By watching, human also do not feel stress or feel there is a burden.

The researchers conduct this research based on the previous study from thesis written by Siadari (2015), entitled *Politeness Strategies of the Host's Utterance in Hitam Putih Talk Show.* The objectives

of the research are to describe the types of politeness strategies employed by the spoken language at the conversation and to analysis of the utterances produced by the host in his dialog in Hitam Putih talk show. The object being studied is the utterance of Dedy Corbuzer, in the Hitam Putih program on September 13, 2013. The researchers used descriptive qualitative to analyze the data. In analyze the types of politeness strategies, the researchers classify the data based on Brown and Levinson (1987) theories. Based on the data analysis, the researchers found two utterances using Bald on Record Politeness Strategy, three utterances using Negative Politeness Strategy, eleven utterances using Positive Politeness Strategy, and one utterance using Off Record Politeness Strategy. And also the most frequent of the use of the kind of Politeness Strategy by the host is Positive Politeness Strategy. There are eleven utterances using Positive Politeness Strategy.

Finally, in other to understand more about politeness strategies the researchers decided to put the objectives and to analyze the types of politeness strategies. Therefore, the researchers look for and analyzes the politeness principle and types from that Reality Show research. And give this research title is "Politeness Strategies in Garis Tangan Reality Show".

2. REVIEW OF LITERATURE

A. Pragmatics

Pragmatics is a branch of linguistics studies which was develop in the late 1970s, it studies about how people understand and produce communicative acts. There are experts who provide definition of pragmatics. According to Yule (2006:3), Pragmatics is concerned with the study of meaning as communicated by a speaker and interpreted by a listener (Herman and Pardede, 2020). This definition shows that it is very important to that the real meaning is by listener to perform communication with the speaker. In addition, her defines pragmatics, as first study of speaker meaning in this case, pragmatics is concerned with the study of meaning as communicated by a speaker (or writer) and interpreted by a listener (or reader).

Pragmatics is the study of contextual meaning. In this context, pragmatics focuses on the ability or proficiency to make a use language that relates to determinant factors of communicative acts. According to Levinson (1983), pragmatics is the study of language use. It means that the study of the relation between language and context that are can be basic of language understanding. Moreover, Leech (1983: 60) stated that pragmatic is a study of how utterance have meaning in situations. Meaning in pragmatic is defined relative to a speaker or user of language (Pasaribu, Herman, and Silalahi, 2019; Pardede and Herman, 2020; Sinaga, Herman & Marpaung, 2020). Based on entire definitions above, it can be drawn a conclusion that pragmatics is the study of speaker's intention to the listener which relates to the context about how the language is used.

Pragmatics deals with *utterances,* by which we will mean specific events, the intentional acts of speakers at times and places, typically involving language. Logic and semantics traditionally deal with properties of *types* of expressions, and not with properties that differ from token to token, or use to use, or, as we shall say, from utterance to utterance, and vary with the particular properties that differentiate them. Pragmatics is sometimes characterized as dealing with the effects of *context.* This is equivalent to saying it deals with utterances, if one collectively refers to all the facts that can vary from utterance to

utterance as 'context.' One must be careful, however, for the term is often used with more limited meanings. Different theorists have focused on different properties of utterances. To discuss them it will be helpful to make a distinction between 'near-side pragmatics' and 'far-side pragmatics.' The picture is this. The utterances philosophers usually take as paradigmatic are assertive uses of declarative sentences, where the speaker *says* something. Pragmatics also has several parts, namely deixis and distance, references and inferences, presuppositions and diversions, cooperation and implicatures, speech act, politeness strategies. In this study, the researchers will discuss about politeness strategies.

Levinson (1997) as cited in Pardede, Herman and Pratiwi (2019:2) stated there are six principles of pragmatics:

1. Deixis
   Deixis is a technical term (form Greek) for one of the most basic things we do with utterances. It means "pointing" via language.
2. Presupposition
   Presupposition is something the speaker assumes to be the case before producing utterance.
3. Cooperative Principle
   Cooperative is the basic assumption in conversation in which each participant tries to contribute appropriately, at the required time, to current exchange of talk.
4. Implicature
   Implicature is main sample of many information that informed than what speaker has said.
5. Speech Acts
   Speech acts simply as the action performed by saying something. By means of utterances, ones can get others to do something.
6. Politeness
   Politeness is the means employed in an interaction to show the awareness of another person's face.

B. Politeness

Politeness is a form of social interaction, a form that mediated between the individual and the social beings. We can think of politeness in general terms as having to do with ideas like being tactful, modest and nice to other people. Politeness was not only for one group of society, but also for everyone in all conditions and situations, who was used language as his/her tool to communicate in daily conversation in order to make a good social interaction among them. According to Yule (1996:66), politeness is showing awareness and consideration of another person's face. Face refers to the respect that an individual has for him/herself, and maintaining that self-esteem in public or in private. Face divided into positive face and negative face. Positive face it means the want of every member that his wants be desirable to at least some others. Negative face it means the want of every competent adult member that his actions be unimpeded by others.

Politeness is not something human beings were born with but something, which was acquired through a process of socialization. In social interaction, before speak with other people we must know how to speak in good behavior. It is indicated who we are whether we are a good people or not and includes people who respect to other people or not. According to Holmes (2013:284), politeness is a

concept that polite includes talk to other people appropriate in relation to hearer. People often think that politeness is simply a matter of saying please, sorry, excuse, and thank you. Politeness does have its own role. Politeness is very important thing that we must know when we communicate with other people and make a polite conversation. It concerns all of attitude that influences people in their life.

C. Politeness Strategies

Brown and Levinson (1987: 68-71) have divided the politeness strategies according to how much the speakers and hearers minimize the threat when they are having conversation. The strategies range from doing the FTA (Face Threatening Acts) directly without minimizing the threat at all to not doing the FTA. They are bald on-record, positive politeness, negative politeness, and off record strategy. For more complete explanation, below is the classification of the theory of politeness strategy by Brown and Levinson.

1. Bald on Record

Bald on record is one of politeness strategy that is most direct, clear, unambiguous and concise. The speaker uses this strategy to get maximum efficiency more than to satisfy the hearer's face, even at any degree. The structure of the bald on-record strategy uses the imperative sentences. According to Brown and Levinson (1987:94), there are two kinds of bald on record usage, namely: cases of non-minimization of the face threat and FTA- oriented bald on record usage.

a) Cases of non-minimization of the face threat.

Non-minimization of the face threat is the standard uses of bald on record usage where other demands override face concerns. S and H both agree that the relevance of face demands may be suspended in the interest of urgency or efficiency. This strategy is often most utilized in situations where the speaker has a close relationship with the audience.

b) Cases of FTA oriented bald on-record usage.

This strategy nicely illustrates the way in which respect for face involves mutual orientations, so that each participant attempts to foresee what the other participant is attempting to foresee. This strategy: welcoming, farewell and offer.

2. Positive Politeness Strategy

As stated by Brown and Levinson in Watts (2003:86), positive face is described as an individual's need to be respected and accepted in any form of social interactions. Brown and Levinson in Cutting (2002:48) state that the aim of positive politeness strategy is to save the hearers' positive face by expressing intimacy, engaging to friendship, making the hearers feel good, and showing that the speakers have a common purpose with the hearers. Furthermore, Brown and Levinson in Watts (2003:89-90) give fifteen strategies of positive politeness. Those fifteen strategies are discussed further in the section below, including the examples of each strategy.

a) Notice, attend to hearer (his interest, wants, needs, goods)

The concept of this strategy is that speaker could satisfy hearer's positive face by noticing hearer's interest, wants, needs or goods. It means that the speaker should take notice or pay attention

and give response to the hearer's condition. Speaker do this strategy is to show solidarity and make close relationship with the hearer.

For example: "Johan, you're really good at solving computer problems. I wonder if you could just help me with a little problem I have got."

The speaker knows that Johan is good at solving computer problems. Therefore, when he or she has a problem, he asks Johan to help him or her. Before the speaker asks him, he or she tries to satisfy Johan's positive face by praising Johan's ability in solving computer problem. Thus, Johan feels good and tries to help the speaker to solve his or her problem.

b) Exaggerate (interest, approval, sympathy, with hearer)

This strategy can be conducted if speaker shows his interest, approval or any sympathy towards hearer. The speaker can use exaggerative intonation, stress, or other aspect of prosodic, such as with intensifying modifiers.

Example: "Oh Anne, so beautiful you are. Just the girl I wanted to see. I knew I'd met you here. Could you spare me a couple of minute?"

The utterance above shoes that the speaker is glad to see Anne. The speaker indicates his or her exaggeration by saying that Anne is beautiful and the only person he or she wants to meet. Anne gets satisfied because the speaker gives interest to her by exaggerating. Therefore, Anne does not feel disturbed to spare her time.

c) Intensify interest to the hearer in the speaker's contribution

In conducting this strategy, speaker may stress the interest and good intention to hearer. Speaker can express his good intention dramatically and give good response to hearer in order to create a good story in the conversation.

For example:

You always do the dishes! I'll do this time.

d) Use in-group identity markers

The use of in-group language involves the phenomenon of code switching from one language or dialect to another language or dialect. This strategy concerns with the use of address form, in-group language or dialect, jargon, slang, contraction and ellipsis.

For example: Come here guys!

e) Seek Agreement

In this case, speaker can talk about the topic believed to be right by hearer or use safe topic and repetition. In this strategies, speaker rising of safe topic allows speaker to stress his agreement with hearer and therefore to satisfy hearer's desire to be right or to be corroborated in his opinion.

For example:

S: Tom went to London this weekend!
P: To London!

f) Avoid Disagreement

There are three ways to avoid disagreement namely token agreement, white lies and hedging opinions. Those actions are the way to pretend to agree or to hide disagreement in order to avoid face damaging of hearer.

For example:

S: That's where you live, California?
H: That's where I was born.

g) Presuppose/Rise/Assert common ground

This strategy represents kind of friendship and interest so that it might minimize the imposition given to hearer. There are three ways; gossip or small talk, point of view operation and presupposition manipulation. Gossip or small talk is the value of the speaker's spending time and effort on being with the hearer. Whereas point of view operation is used for reducing the distance between the speaker and the listener's point of view. In presupposition manipulation means that the speaker presuppose something that is mutually take for granted.

For example:

I had a really hard time learning to drive, didn't I?

h) Assert or Presuppose speaker's knowledge and concern for the hearer's wants

To conduct this strategy, speaker ought to raise his knowledge of hearer and focus on keeping hearer's wants. The speaker may put other utterance that the speaker knows before request and offering something to the hearer in order to make hearer accept that request.

i) Offer, Promise

Offer and promise are two things which represent that speaker tries to cooperate with hearer. By doing these things, speaker could show his good intention towards hearer. These are good ways to satisfy hearer's positive face.

j) Be Optimistic

In this strategy, speaker assumes that hearer wants to fulfill his wants. In addition, both speaker and hearer have to cooperate each other because it will represent their mutual interest and approval.

k) Include both the speaker and the hearer in the activity

This strategy is generally conducted by asserting inclusive 'we' form while actually the speaker intention is 'you' or 'me'. An inclusive 'we' form might decrease the FTA towards hearer.

l) Joke

Jokes represent the basic strategy of positive politeness because jokes stress the shared knowledge among participants of speech. Jokes may minimize the FTA.

For example:

- How about lending me this heap of junk?

m) Give or Ask for Reason

By conducting this strategy, hearer might know speaker's hope for him. It also may imply 'I can help you' or 'you can help me' and it shows their cooperation. In other way for the speaker to include the hearer in the activity is by showing his reason as to why he wants what his intention.

For example:

- Why don't we go to the hotel?

n) Asserting reciprocal exchange or tit for tat

The existence of cooperation between the speaker and the hearer can also be shown by stating mutual exchange. An example of asserting reciprocal exchange or tit for tat strategy is presented below:

Dad, if you help me with my Maths homework, I'll mow the lawn after school tomorrow. (Watts, 2003:89). It is clearly seen that the speaker and the hearer are cooperated by assuming reciprocity. The speaker and the hearer get their own right. The speaker gets a help from his father to do his or her math homework and the father gets their lawn mower by the speaker.

o) Giving gifts to H (goods, sympathy, understanding, cooperation)

The last strategy of positive politeness is giving gifts to the hearer. The speaker may save the hearer's positive face by satisfying some of the hearer's wants. This strategy can be done not only by giving goods but also by giving sympathy, understanding, cooperation etc.

3. Negative Politeness Strategies

Brown and Levinson in Watts (2003:86), negative face is an individual's need to have an independence of action and imposition. Brown and Levinson in Cutting (2002:46), state that negative politeness focus on negative face, by showing the distance between speakers, and minimizing disrupting on each other subject. Furthermore, Brown and Levinson in Watts (2003:90-91) provide ten strategies of negative politeness. Those several strategies are discussed further in the section below.

a) **Being conventionally indirect.** The first strategy of negative politeness suggests that the speaker should tell something in an indirect way with a clear meaning.

b) **Not assuming willingness to comply.** Question, hedge. The speaker of this strategy can avoid willingness to comply by using question and hedge.

c) **Being pessimistic about ability or willingness to comply.** Using the subjunctive. The speaker can express his or her pessimistic by using the subjunctive to anticipate a refusal from the hearer.

d) **Minimizing the imposition.** The speaker in this strategy can minimize the imposition by making it seem smaller than it is.

e) **Giving deference.** The strategy of giving deference may be accomplished through the use of honorific or the use of more formal varieties of language.

f) **Apologizing.** The speaker of this strategy knows that he or she impinges on the hearer and regrets that he or she must do so.

g) **Impersonalizing the speaker and the hearer.** Avoiding the pronouns I and you In expressing this strategy, the speaker safe the hearer's negative face by avoiding the pronouns "I" and "you" directly.

h) **Stating the FTA as an instance of a general rule.** By stating the imposition as an example of a general rule, the speaker is able to communicate that he or she does not want to impose, but is forced by the circumstances of this.

i) **Nominalizing to distance the actor and add formality.** This strategy can be done by avoiding direct address.

j) **Going on-record as incurring a debt, or as not indebting**
The speaker may safe the hearer's negative face by promising to reciprocate the favour in the future or by allowing the hearer to refuse.

4. **Off-record**

According to Brown and Levinson (1987), off-record strategy happens when the hearer is letting to interpret the meaning of the speaker's words during the face-threatening act. Off-record strategies separated into fifteen strategies as follows:

a) Give hints
This strategy when the speaker gives hint to the hearer so that the hearer does the speaker's favor.

b) Give association clues
The speaker uses this strategy when she/he wants to mention something by associating it with the hearer's mutual knowledge.

c) Presuppose
This strategy is done by forcing the hearer to search for the relevance of a prior event.

d) Understate
The speaker understates what he/she actually want to say. This act of saying less that's what is required. By doing this strategy, the speaker invites the hearer to search for interpretation. In the case of criticism, the speaker avoids the upper points.

e) Overstate
The speaker exaggerates of chooses a point on a scale which is higher that actual state of affairs. This strategy is saying more than what is required.

f) Use tautologies
The speaker encourages hearer to look for an interpretation from non-informative utterance.

g) Use contradictions

By stating two things that contradict each other, the speaker makes it appear that he/she cannot be telling the truth..

h) Be ironic

The speaker can indirectly convey his/her intended meaning by saying the opposite of what of she/he means, if there are clues that his/her intended meaning is being conveyed indirectly.

i) Use metaphors

The speaker hedges his utterance and he invites the hearer to interpret the meaning of his hedge utterance.

j) Use rhetorical questions

The speaker asks questions with of no intention of getting the answer. The speaker also invites the hearer to interpret what he really means.

k) Be ambiguous

The speaker makes purposeful ambiguity which may be achieved through metaphor and lets the hearer to guess what she/he meant.

l) Be Vague

The speaker may go off record with an FTA by being vague who the object of FTA is, or what the offense is.

m) Over-generalize

This strategy is about conveying general rule that hearer then has to choose whether the general rule applies to him.

n) Displace H

The speaker may go off record as to whose target for is FTA. He may pretend to address to FTA to someone whom it would not threaten and hope that the real target of the FTA will be able to realize that the FTA is addressed to him.

o) Be incomplete, use ellipsis

The speaker may be pretend to addressee the FTA to somehow one who would not threaten and hope the real target will see that the FTA is aimed at him/her.

3. RESEARCH METHODOLOGY

A. Research Design

This research was considered as qualitative research. Qualitative research is a research that procedures descriptive data in the form of written word or oral from subject and its behavior can be observed, there for the goal the research is an individual understanding. According to Moleong (2010:6), qualitative research is a research that intended to understand phenomenon a research subject by describing it in the form of words or write. Furthermore, Ary et al (2010:29) as cited in Herman, Sinurat and Sitio (2019:44) stated that qualitative researchers seek to understanding a phenomenon by focus on the total picture rather than breaking it down into variables.

According to Ary, Jacobs and Sorensen (2010:29), there are eight types of qualitative research such as: basic interpretative studies, case studies, document or content analysis, ethnography, grounded theory, historical studies, narrative inquiry, and phenomenological studies. In this research, the researchers used document or content analysis. Ary, Jacobs and Sorensen (2010:29) stated document or content analysis focuses on analyzing and interpreting recorded material to learn about human behavior. The material may be public records, textbooks, letters, films, tapes, diaries, themes, reports, or other documents.

B. Data Source of the Research

The data are information or facts used in discussed or decided to answer of research questions. According to Arikunto (2010:129), source of data is subjects from which the data can be obtained. The data in this research took from dialog in *Garis Tangan* Reality Show. The subjects of this research are host, participants and the guest. The object is the politeness strategies.

The researchers chose episode on 11th March 2020 with durations 27 minutes at the https://www.youtube.com/watch?v= JE1LdtUJ-XU. The researchers choose this episode because *Komisi Penyiaran Indonesia* (KPI) at the https://youtu.be/161BE7Ajq5w gave criticized about this reality show. Because in this episode showed the scenes that should not be shown in public, such as fighting and says some rude word. In this episode the researchers found the husband as interviewees get fighting with other interviewees and always says some rude words to each other.

C. Instrument of the Research

In this research instrument is a mechanical tool or implement, especially one for delicate or scientific work. According to Sugiyono (2011:213), in qualitative research the researchers is the instrument to collect, analyze, and make the conclusion. So, the researchers herself is the main instruments to collected, analyzed, and make conclusions of the data as it is not possible to use other research instruments. This research wants to analyze the video discussion of *Garis Tangan* Reality Show that downloaded from YouTube. It is because the impossibility of the writer to collect the data from reality shows directly. So, the researchers only downloaded the video of talk show that was available in YouTube channel *Garis Tangan.*

D. Technique of Data Collection

Technique of data collection is the steps **to collected the data that needed by researchers**. There are many ways to **collects** the data. Such as: documents, observations, tests, interviews, and questionnaires. In this research, the researchers used documentary as a technique to collect the data. According to Sukmadinata (2011:221), documentary is a technique to collect the data based on documents can be transcripts, books, newspapers, magazines, and many mores. In this research, the researchers collected the data from the transcript.

There are procedures used by the researchers to collects the data:

1. Downloading the video from Youtube.
2. Selecting the reality show https://www.youtube.com/watch? v=JE1LdtUJ-XU.

E. Technique of Data Analysis

Technique of data analysis is the next process after technique of data collection. To analyze the data, there are some procedures or steps done by the researchers as follows:

1. Watching the video that was downloaded.
2. Transcribing the script
3. Reading the transcript.
4. Identifying. The researchers identified the utterances that contain types of Brown and Levinson in Watts (2003:86) theory.
5. Classifying data. After the data was identified which contain politeness strategies the researchers classify it into the table. It is to show the most dominant data that containing politeness strategies in positive and negative.
6. Interpreting the data analysis.
7. Calculating the percentage of the data analysis, to show frequency in each types of positive and negative politeness strategies found in Garis Tangan reality show.

$$X = \frac{Frequency}{Total\ of\ violations} \times 100\%$$

Table 1. Data classification types of politeness strategies.

N0	Speaker	Positive Politeness Strategies		Negative politeness Strategies	
		Frequency	%	Frequency	%
1					
2					
Etc..					

8. Making the conclusion from the data analysis.

4. RESEARCH FINDINGS AND DISCUSSION
A. Research Findings

There were two research findings in this research, which is to find out the types of positive and negative politeness and to find out what are the more dominant types used by the speaker and hearer in Garis Tangan Reality show.

Table below provides the descriptions related to the use of positive politeness strategies in Garis Tangan. The table indicates their occurrence frequency and its percentage of the total data.

Table 2. Types of Positive Politeness Strategies

No	Positive Politeness Strategies	Frequency	Percentage
1.	Noticing, attending to H (her/his interests, wants, needs, goods, etc.)	3	21,5%
2.	Exaggerating (interest, approval, sympathy with H)	1	7,2%
3.	Intensifying interest to the hearer in the speaker's contribution	1	7,2%
4.	Using in-group identity markers	1	7,2%
5.	Seeking agreement in safe topics	1	7,2%
6	Avoiding disagreement	1	7,2%
7	Presupposing, raising, asserting common ground	1	7,2%
8	Joking to put the hearer at ease	1	7,2%
9	Asserting or presupposing knowledge of and concerning for hearer's wants	1	7,2%
10	Offering, promising	1	7,2%
11	Being optimistic that the hearer wants what the speaker's wants	0	0%
12	Including both S and H in the activity	1	7,2%
13	Giving or asking for reasons	1	7,2%
14	Asserting reciprocal exchange or tit for tat	0	0%
15.	Giving gifts to H (goods, sympathy, understanding, cooperation)	0	0%
	Total	14	100%

Table 3. Types of Negative Politeness Strategies

No	Negative Politeness Strategies	Frequency	Percentage
1.	Being conventionally indirect.	1	33,3%
2.	Not assuming willingness to comply.	0	0%
3.	Being pessimistic about ability or willingness to comply.	0	0%
4.	Minimizing the imposition	1	33,3%
5.	Giving deference.	0	0%
6	Apologizing.	0	0%
7	Impersonalizing the speaker and the hearer.	1	33,3%
8	Stating the FTA as an instance of a general rule.	0	0%
9	Nominalizing to distance the actor and add formality.	0	0%
10	Going on-record as incurring a debt, or as not indebting H	0	0%
	Total	3	100%

After classified and analyzed the data in the types of positive and negative politeness by using Brown and Levinson's theory, it can be seen from the result of percentage that insertion from the table. The positive had 14 data that found by the researchers from the video script. And for negative there were 3 data that found in that video script. From the entire above, positive politeness strategies is the most dominant of this research. We can see from the chart that presented by the researchers with other type.
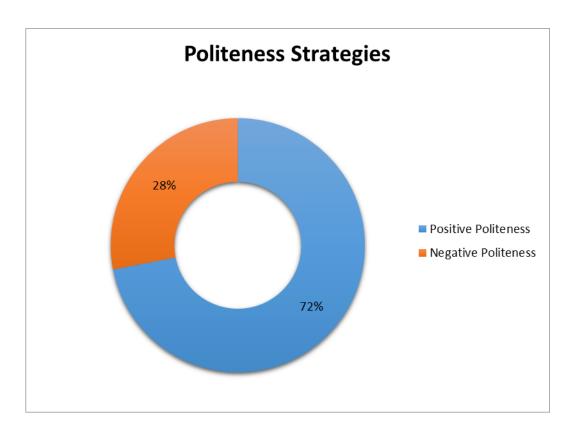
Figure 1. Dominant types of politeness strategies.

B. Discussion

After analyzing the data, the researchers found in her research that several types of positive and negative politeness in *Garis Tangan* Reality Show. The presearchers only taken from one video duration 27 minutes. The researchers found 17 data from the video. The researchers discussed all the data that found in video about positive and negative politeness by Brown and Levinson's theory. In positive politeness there are 15 types of positive face. As follow; the positive face is described as an individual's need to be respected and accepted in any form of social interactions. While in negative face is describe an individual's need to have an independence of action and imposition. The researchers has been found the result based the data before. The result showed that positive politeness was dominant types that used by *Garis Tangan* reality show. There were 14 data that includes of positive politeness utterances and 3 data that includes negative politeness utterances. So, it could be concluded that the *Garis Tangan* reality show often used positive politeness strategies. Positive politeness was the dominant types because based on the data positive politeness is more used in that video. In her research the researchers not only found the positive and negative politeness but in that video the researchers found so many the violence of politeness principle and the cooperative maxim of principle.

This reseach employed one reference to support this research that related about politeness strategies. Based on the findings in this research, the researchers inferred that there was a similarity with the findings of the research done by Siadari (2015) in her research entitled Politeness Strategies of the

Host Utterance in Hitam Putih Talk Show. The theory used was the same by Brown and Levinson's theory (2003) but different years, it was about politeness strategies. The difference of the research done by Siadari with this research was on the problems. She used of three problems meanwhile on this research there were two problems and focused on the positive and negative politeness strategies. The objects of this research were the participants, host, and the all guide of *Garis Tangan* reality show, while Siadari was the host on Hitam Putih Talk Show. In finding by Siadari's, there were four types of politeness strategies that were on the host violence as bald on record, positive politeness, negative politeness and off record. Then, the mostly types used by her research was positive politeness. Another difference between the previous researches was in the data taken and also the finding from the data analysis.

5. CONCLUSION

The researchers present conclusions of the research. In this research the researchers examined politeness strategies in *Garis Tangan* Reality Show. The researchers focused on two research problems. The first is types of politeness strategies found in *Garis Tangan* Reality Show and the second the dominant type of politeness strategies found in *Garis Tangan* Reality Show. According to the discussion in the previous chapter, the finding shows that the host and audience conducted politeness strategies. The finding shows that there were two types of politeness strategies were accompanied in that video that has analyzed by the researchers. After the researchers analyzed there were 17 data that found from the video script. The most used strategies were positive politeness strategies which found 14 (72%) utterances and then the negative politeness 3 (28%) utterances.

And according to the second research problem showed the positive politeness was the dominant that found in the data. It is because the audiences adjust to the hearer wants. It also to straighten speaker opinion or statement that was spread out to the hearer before. As the discussion the researchers not only found based on the problem but also found so many violence of politeness.

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