

GENDER, ETHNICS AND LEVEL OF POLITENESS: A STUDY OF DIRECTIVE SPEECH ACTS AT MEDICAL SCHOOL IN SOUTH OF TANGERANG, INDONESIA

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ABSTRACT

This research was conducted as an effort to develop studies related to level of politeness in the context of Indonesian. The main objective to be sought in this study is to see the use of politeness used by students at medical s College of Health Sciences in South Tangerang who come from several different cultures so that the manifestation of politeness in Indonesian can be seen clearly by the perspective of Sociopragmatics. This study uses a quantitative, qualitative approach with 60 students as respondents. Data was collected by using the DCT (Discourse Completion Test) test. There are three types of directive speech acts in this study, commanding, prohibiting, and asking questions that is used by students in DCT. Based on the results of the analysis data, it can be seen that there are differences in the use of students' directive politeness level from gender differences and also ethnicity. Male students have the highest score in using very polite language in commanding, prohibiting, and also asking questions. Based on ethnicity, it can be seen that the students from different cultures have their own way in giving directive speech acts.

KEYWORDS: *Gender, Ethnics, Level of Politeness, Sociopragmatics*

INTRODUCTION

This study focuses research on the level of politeness of directive speech on students. Previous research from Saleh and Baharman (2012) became the first step to determine the directive speech acts as the object of study. The results of this study indicate that the politeness of directive speech acts is very potential in representing the politeness of language and this directive speech act is found in many language activities. In directive speech acts, there is a pressure in a meaning from a speech that is intended to do certain things or functions to the speech partner. The choice of directive speech acts as the object of study because this speech has a function to influence the speaker to carry out the activities revealed by the speaker. Searle (1976, p. 13) says that the function of directive speech is intended by the speaker to make an influence so that the speech partner performs the desired actions. Leech (1993, p. 164) also argues that directive speech is speech that the speaker asks speakers to do or not to do what is said.

Empirical facts from the research of Amiruddin and Rahman (2017) show that it is very important to use polite speech in providing services in hospitals or health centers. Seeing the importance of language politeness in the service, it is necessary to conduct research on language politeness in students studying in health schools. Health students are educated to become medical personnel who are able to communicate well so that there is no error in the delivery of messages when communicating. Field facts show that the health profession requires its employees to be able to communicate effectively and efficiently to patients and visitors and always be polite and friendly. Specifically, this research will converge on

directive speech acts (DSA) ruled. When using speech, governing, forbidding and asking questions because in the three speeches it has the potential to threaten those who are ordered and banned so that the speaker must consider the right strategy for the speech event. Not only of this, according to the purpose of the study of the health students, had these three utterances associated with the services provided to the patients.

Directive politeness has been widely studied both in Indonesian and other languages in formal situations and non-formal situations. Several studies related to directive speech acts have been studied by previous researchers using different study objects. Like Gunarwan (1992 & 1993), Goddard (2002), Racova & Horecky (2005), Kazerooni and Shams (2015), and Fatma (2015). Previous studies from Gunarwan (1992) examined directive speech in Indonesian among several ethnic groups in Jakarta. The results show that there are variants in the hierarchy of directive politeness for respondents among social groups that are distinguished by ethnicity, gender, and age group. In the following year, Gunarwan (1993) conducted further research with a focus on bilingual languages in Indonesian and Javanese in Jakarta with a Sociopragmatic approach. The results of the study show that the two languages are monocultural and in this case they are monocultural in Javanese. Racova & Horecky (2005) conducted a study of DSA which can be formulated using capital verb, capital particle, or question sentence. The new matter in the DSA study was examined by Kazerooni and Shams (2015) who conducted research focusing on gender and social status. The results showed that there were no significant differences from differences in gender-based speech acts in speech acts. Fatma (2016) gives a new nuance in DSA politeness by adding cultural background variables. The results of the study show that the use of directive acts in local languages has its own characteristics. The peculiarities of the local language used in communicating and utilizing the forms of actions said, especially the directive in delivering certain intentions, will be very different.

Based on empirical facts from previous studies, this research attempts to fill the gap of research by using students in a Health Sciences College in South Tangerang as the object of study. Not only that, the use of this language politeness strategy was dissected by Sociopragmatics approach for analysis. This research also attempts to supplement previous research using gender and ethnic variables to see the relationship between the two independent variables and the relief strategy used by students at the Health Sciences College in South Tangerang. This study attempts to answer whether there are differences in groups of women and men and ethnic groups in the use of directive politeness strategies used by students, according to the situation given in the complete discourse (DCT) test.

METHODS

Research on the politeness of student directive speech at the College of Health Sciences in South Tangerang uses a sociopragmatic approach. This approach was chosen because this study is one of the disciplines that study the language behaviour of a particular language community based on its social background as an influence on language behaviour. This study studies how politeness principles are applied differently in different languages and cultures, in different social situations, in different social classes, and so on (Leech, 1983, p. 10).

The method is one of the procedures in collecting and analysing data in a study or series of studies to understand research problems. The research method used is qualitative and quantitative.

This study uses the object of semester 2018/2019 student, with a sample of 60 students consisting of 30 male students and 30 female students. Selection of a sample of 60 on the assumption that samples taken in the category of men and women are at least 30, Roscoe in Sugiyono (2013, p. 133). For this assumption, this study uses a sample of 60

students.

The following table shows the data of female respondents as many as 30 students from several different ethnicities in Indonesia.

Table 1: Respondent based on Female Gender

No	Ethnic	Total	Percentage
1	Batak	4	14%
2	Betawi	7	23%
3	Gorontalo	1	3%
4	Jawa	7	23%
5	Minangkabau	5	17%
6	Papua	1	3%
7	Sunda	5	17%
Total		30	100%

In the table above, it can be seen that the number of students from Javanese and Betawi ethnicities is the most dominant compared to other ethnicities as much as 23%. Sundanese and Minangkabau as many as 17%, Batak ethnicity as much as 14%, and Gorontalo and Papua ethnicities as much as 3%.

Table 2: Respondent based on Male Gender

No	Ethnic	Total	Percentage
1	Batak	1	3%
2	Betawi	10	34%
3	Dayak	1	3%
4	Flores	1	3%
5	Jawa	4	14%
6	Minangkabau	2	7%
7	Nias	1	3%
8	Makassar	1	3%
9	Papua	2	7%
9	Sunda	7	23%
Total		30	100%

In the table above, it is seen that the number of students from the Betawi ethnicity is the most dominant compared to the other ethnicities as much as 34%. Sundanese are 23%, Javanese are 14%, Minangkabau and Papua are 7%, and Batak, Dayak, Flores, Nias and Makassar ethnicities are 3%.

RESULTS AND DISCUSSIONS

The data netted in this study was obtained through the Discourse Complete Test (DCT) using open DCT. Data from DCT which is then compiled using a computer with the Microsoft Excel 2010 program to see the average student politeness in the College of Health Sciences by giving an average score of politeness level with the formula:

$$\text{percentage of politeness} = \frac{\text{total of number of statements}}{\text{number of statements}} \times 100\%$$

Based on the results of the data from the DCT test, it was found that the directive politeness governs, prohibits, and asks health students at the College of Health Sciences in South Tangerang, regardless of ethnicity and gender, the following results are obtained:

Table 3: Level of Politeness on Directive Speech Acts

Directive Speech Acts Type	Level of Politeness				
	Very Polite	Polite	Quite polite	Less Polite	Not Polite
Command	30,48%	68,47%	1,05%	0,00%	0,00%
Prohibit	13,63%	84,45%	1,92%	0,00%	0,00%
Asking	13,17%	83,62%	3,22%	0,00%	0,00%

Based on the table above, it can be seen that the level of directive politeness in the speech governing, prohibiting, and asking students has different values. It is very evident that the DSA ruled was told in a very polite manner as much as 30, 48%, polite 68.47%, and quite polite 1, 05%, while less polite and not polite was not used by students in telling speech to command. In the table above, it can also be seen that the level of politeness in the very polite category has the highest level of politeness compared to the prohibition and asking questions. In telling speech acts to govern, there is a general pattern used by students in the College of Health Sciences in South Tangerang, using speech in the form of command sentences. In the speech of command, there are politeness markers that indicate the level of politeness of the respondents, including “*silahkan, maaf, ayo, mari*” in Indonesian language or “please, sorry, let's, please, come on” in English language. The use of these markers shows a very polite level of politeness when spoken of in governing speech partners, especially when a medical person uses speech to command the patient. Below is the following example from command directive speech acts:

Table 4

Respondent	Situation	Utterance	Analysis
P-01	1	<i>silahkan berbaring yah bu! Please lie down, Mom!</i>	In the speech used by male respondent number 1, it appears that speakers use politeness markers "please" to smooth out speech when instructing patients to lie down in bed. Not only that, respondent also uses speech with the word "bu" to smooth speech. The use of greetings in a speech tells to make the command sentence more subtle and the speech partner who hears the command feels that his face is not threatened.

In directive speech acts prohibit, very polite politeness level is told by respondents as many as 13, 63%, politeness level with the predicate of politeness as much as 84, 45%, quite polite as much as 1, 92%, while for the category less polite and not polite as much as 0%. In a hierarchy, it is seen that the level of student politeness in directive speech acts prohibits very well. They understand how to prohibit good patients according to the characteristics of the patients being served. In saying speech acts forbid, there is a general pattern used by students in the College of Health Sciences in South Tangerang, which uses speech in the form of a command sentence. In the words of prohibition, there is politeness markers that indicate the level of politeness of the respondents, including, “*silahkan, maaf, mari*” in Indonesian language or “please, sorry, let's” in English language. The use of these markers shows a very polite level of politeness when told to prohibit speech partners, especially when a medical person uses speech to command the patient. Let see the example below

Table 5

Respondent	Situation	Utterance	Analysis
P-1	1	<i>maaf</i> bu setelah ini, jangan minum minuman yang dingin yah! Sorry mom, after this, please not drink cold water!	In the speech used by male respondent number 1, it appears that speakers use politeness markers “sorry” to smooth out speech when prohibit patients not to drink cold water. Not only that, respondent also uses speech with the word "bu" to smooth speech. The use of greetings such as “bu” in Indonesian language or (Mom) in English makes the speech of prohibition more subtle and the speech partner who hears the command feels that his face is not threatened.

In the directive speech acts ask, the level of politeness is very polite told by respondents as much as 13, 17%, politeness level with the predicate of polite as much as 83, 62%, quite polite as much as 3, 22%, while for the category less polite and not polite as much as 0%. In a hierarchy, it can be seen that the level of student politeness in directive speech acts asks is very good. They understand how to ask patients well, according to the characteristics of the patients being served. In telling the act of asking, there is a general pattern used by students in the College of Health Sciences in South Tangerang, using speech in the form of a question sentence with the pattern "yes-no question" or "WH question". In the speech asking, there are politeness markers that indicate the level of politeness of the respondents, including “sorry”. The use of the marker shows a very polite level of politeness when told to ask something, especially when a medical person asks the patient. Let see the example below:

Table 6

Respondent	Situation	Utterance	Analysis
P-1	1	<i>maaf,</i> keluhan <i>mba</i> apa aja yah? Sorry, what is your problem Sis?	In the speech used by male respondent number 1, it appears that speakers use politeness markers “sorry” to smooth out speech when asking patient about the problem. Not only that, respondent also uses speech with the word "mba" to smooth speech. The use of greetings such as “mba” in Indonesian language or (Ms) in English makes the speech of asking question more subtle and the speech partner who hears the command feels that his face is not threatened.

Directive Speech Acts based on Gender

Based on gender, the level of politeness of male and female student speech can be seen in the following table:

Table 7: Level of Politeness on Directive Speech Acts based on Gender

Directive Speech Acts Type	Level of Politeness									
	Very Polite		Polite		Quite polite		Less Polite		Not Polite	
	M	F	M	F	M	F	M	F	M	F
Commanding	23,98%	6,50%	25,67%	42,80%	0,35%	0,70%	0,00%	0,00%	0,00%	0,00%
Prohibiting	7,12%	6,52%	40,98%	43,47%	1,90%	0,02%	0,00%	0,00%	0,00%	0,00%
Asking	5,97%	7,20%	41,23%	42,38%	2,80%	0,42%	0,00%	0,00%	0,00%	0,00%

Based on the table above, it can be seen that based on gender, students have varying levels of politeness and it appears that male students have a better level of politeness than women. In the speech of the commanding, it was seen that male students who used the politeness level were very polite as much as 23, 98% while women were only 6, 50%. This clearly proves that the level of politeness in speech governing between men and women is very different. There is a difference of 17.48% between male and female respondents in using a very polite level of politeness.

As for the polite category, female respondents were chosen more than male respondents with a ratio of 42.80% in women and 25.67% of male respondents. The difference in value between male and female respondents in the polite category is 17.13%. As for the quite polite category, female respondents were chosen more than male respondents with a ratio of 0.70% in women and 0.35% in female respondents. The difference in value between male and female respondents in the polite category is 0.35%.

Let see the example below

Table 8

Respondent	Situation	Utterance	Analysis
P-26	5	kak, tolong dihabiskan ya anti biotiknya! Sis, please spent your antibiotics!	In the speech used by male respondent number 26, it appears that speakers use politeness markers "please" to smooth out speech when commands patients to spend all of antibiotics. Not only that, respondent also uses speech with the word "kak" to smooth speech. The use of greetings such as "kak" in Indonesian language or (Sis) in English makes the speech of asking question more subtle and the speech partner who hears the command feels that his face is not threatened.
W-10	5	maaf buk , jangan lupa menghabiskan antibiotik yang sudah di berikan Sorry Mom, don't forget to spend your antibiotics which already given!	In the speech used by female respondent number 10, it appears that speakers use politeness markers "sorry" to smooth out speech commands patients to spend all of antibiotics. Not only that, respondent also uses speech with the word "buk" to smooth speech. The use of greetings such as "buk" in Indonesian language or (Mom) in English makes the speech of asking question more subtle and the speech partner who hears the command feels that his face is not threatened.

Directive Speech Acts Based on Ethnicities

Based on ethnicity, in general it can be said that the level of politeness of directive speech that is spoken by students varies greatly. Let see the following table:

Table 9: Level of Politeness on Command Directive Speech Acts

Ethnicities	Level of Politeness				
	Very Polite	Polite	Quite Polite	Less Polite	Not Polite
Batak	3,40%	4,87%	0,07%	0,00%	0,00%
Betawi	8,85%	18,88%	0,60%	0,00%	0,00%
Dayak	1,05%	0,57%	0,05%	0,00%	0,00%
Flores	1,53%	0,13%	0,00%	0,00%	0,00%
Gorontalo	1,13%	0,53%	0,00%	0,00%	0,00%
Jawa	1,75%	16,48%	0,10%	0,00%	0,00%
Makasar	0,67%	1,00%	0,00%	0,00%	0,00%
Minang	3,48%	8,18%	0,00%	0,00%	0,00%
Nias	0,85%	0,82%	0,00%	0,00%	0,00%
Papua	1,37%	3,60%	0,03%	0,00%	0,00%
Sunda	6,40%	13,40%	0,20%	0,00%	0,00%

In the directive governing speech acts, there are differences between speakers using varied utterances. Students from the Batak ethnic use very polite speech as much as 3.40%, polite as much as 4.87%, and quite polite, less polite, and not polite at 0%. This is different from students from the Betawi ethnic, as many as 8, 85% use very polite speech, polite as much as 18.88%, and quite polite 0.60%, and less polite, and not polite at 0%. Students from the Dayak ethnic use very polite speech as much as 1.05%, polite 0.57% and 0.05% quite polite. The students from Flores used very polite speech as

much as 1.53%, polite 0.13%. Students with the background of Gorontalo culture use very polite speech as much as 1.13%, polite 0.53%. The students with Javanese cultural background use very polite speech as much as 1.75% and polite as much as 16.48%. Students with a Makassar cultural background use very polite speech as much as 0.67%, polite 1.0%, and quite polite 0.30%. Students with a Minang cultural background use very polite speech as much as 3.48% and 8.18% polite. Students from Nias use very polite speech as much as 0.85% and polite as much as 0.82%. Students from Papua use very polite speech as much as 1.37%, polite 3.60%, and quite polite as much as 0.03%. Sundanese students use very polite speech as much as 6.40%, polite 13.40%, and quite polite 0.02%. Based on the results of data processing, it can be seen that students from different ethnic groups have different speeches, especially when using directive directives.

Table 10: Level of Politeness on Prohibit Directive Speech Acts

Ethnicity	Level of Politeness				
	Very Polite	Polite	Quite polite	Less Polite	Not Polite
Batak	0,35%	7,98%	0,00%	0,00%	0,00%
Betawi	4,53%	22,97%	0,83%	0,00%	0,00%
Dayak	0,00%	1,67%	0,00%	0,00%	0,00%
Flores	1,00%	0,67%	0,00%	0,00%	0,00%
Gorontalo	0,82%	0,83%	0,02%	0,00%	0,00%
Jawa	2,20%	16,13%	0,00%	0,00%	0,00%
Makassar	0,37%	0,70%	0,60%	0,00%	0,00%
Minang	0,90%	10,77%	0,00%	0,00%	0,00%
Nias	0,55%	1,12%	0,00%	0,00%	0,00%
Papua	0,83%	4,17%	0,00%	0,00%	0,00%
Sunda	2,08%	17,45%	0,47%	0,00%	0,00%

In speech acts forbid there are differences between speakers using varied speech. Students from the Batak ethnic use very polite speech as much as 0,35%, polite as much as 7.98%, and are quite polite, less polite, and not polite at 0%. This is different from students from the Betawi ethnic, as many as 4,53% use very polite speech, polite as much as 22.97%, and quite polite 0.83%, and less polite, and not polite at 0%. Students from the Dayak ethnic use very polite speech as much as 0%, polite 1.67% and the remaining 0%. The students from Flores used very polite speech as much as 1%, polite 1.67%, and the remaining 0%. Students with a Gorontalo culture use very polite speech as much as 0.82%, polite 0.83%, and quite polite as much as 0.02%. The students of Javanese cultural background use very polite speech as much as 2.20% and polite as much as 16.13%. Students with a cultural background of Makassar use very polite speech as much as 0.37%, polite 0.7%, and quite polite 0.60%. Students with a Minang cultural background use very polite speech as much as 0.90% and 10.77%. Students from Nias use very polite speech as much as 0.55% and polite 1.12%. Students from Papua use very polite speech as much as 0.83% and polite 4.17%. Sundanese students use very polite speech 2.08%, polite 17.45%, and quite polite 0.47%. Based on the results of data processing, it is seen that students from different ethnic groups have different speeches, especially when using directive speech forbids.

Table 11: Level of Politeness on Asking Directive Speech Acts

Ethnicity	Level of Politeness				
	Very Polite	Polite	Quite polite	Less Polite	Not Polite
Batak	0,83%	7,50%	0,00%	0,00%	0,00%
Betawi	4,55%	22,13%	1,65%	0,00%	0,00%
Dayak	0,00%	1,67%	0,00%	0,00%	0,00%
Flores	0,33%	1,32%	0,02%	0,00%	0,00%
Gorontalo	0,52%	0,73%	0,42%	0,00%	0,00%

Jawa	0,80%	17,53%	0,00%	0,00%	0,00%
Makasar	0,17%	1,20%	0,30%	0,00%	0,00%
Minang	0,38%	11,28%	0,00%	0,00%	0,00%
Nias	1,67%	0,00%	0,00%	0,00%	0,00%
Papua	0,12%	4,88%	0,00%	0,00%	0,00%
Sunda	2,08%	17,45%	0,47%	0,00%	0,00%

In speech acts ask there are differences between speakers using varied speech. Students from the Batak ethnic use very polite speech as much as 0.83%, polite as much as 7.50%, and are quite polite, less polite, and not polite at 0%. This is different from students from the Betawi ethnic, as many as 4, 55% using very polite, polite speech as much as 22.13%, and quite polite 1.65%, and less polite, and not polite at 0%. Students from the Dayak ethnic use very polite speech as much as 0%, polite 1.67% and the remaining 0%. Students from Flores use very polite speech as much as 0.33%, polite 1.32%, and 0.02% quite polite. Students with a Gorontalo culture use very polite speech as much as 0.52%, polite 0.73%, and quite polite as much as 0.42%. The students with Javanese cultural background use very polite speech as much as 0.80% and polite as much as 17.53%. Students with a cultural background of Makassar use very polite speech as much as 0.17%, polite 1.20%, and quite polite 0.30%. Students with a Minang cultural background use very polite speech as much as 0.38% and 11.28%. The students from Nias used very polite speech as much as 1.67%. Students from Papua use very polite speech as much as 0.12% and polite 4.88%. Sundanese students use very polite speech 2.08%, polite 17.45%, and quite polite 0.47%. Based on the results of data processing, it is seen that students from different ethnic groups have different speeches, especially when using directive speech asking.

CONCLUSIONS

Based on the results of the study, it can be concluded that students at the College of Health Sciences in South Tangerang have a very good level of politeness. They can use words that are very polite when using directive speech to order, ask, or forbid. In using the politeness, it turns out that students who come from different cultural backgrounds use different speech choices. Not only that, students who are male or female are also able to use very polite speech when providing services to patients. In giving command, percentage of very polite is 30,48% higher than prohibition that is 13,63%, and also asking question that is 13,17%. On the percentage of polite, prohibition is higher than commanding and also asking questions, it is about 84, 45%. While for quite polite, asking the question has the highest score, it is about 3,22%. Based on Gender, male gets score better than females, from prohibition, it is about 32,98% and female 6,50% in the level of very polite. While for polite, female has the highest score at about 42,80%, while the male is 25,67%. For quite polite, female has the highest score at about 0,70% and male 0,35%. In prohibition, it is about 7,12% for male and female 6,52% in the level of very polite, while for polite, female has higher score at about 43,47% while male is 40,98%. For quite polite, male has the highest score at about 1,90% and female 0,02%. In asking, female has higher score than male, it is about 7,20% and male 5,97% in the level of very polite, while for polite, female has higher score at about 42,38% while male is 41,23%. For quite polite, male has the highest score at about 2,80% and female 0,42%. Based on ethnicity, it can be seen that the students from different cultures have their own way in giving commands, prohibit, and also asking questions. From the study, it can be seen that all of the students use the very polite, polite, and also quite polite in serving the patient in the hospital.

For the future study, this study can be continued by taking a data from the field directly not by DCT method. Not only that, the next research can use other variables to see the level of politeness of the students at medical school, such as

level of education or social economics.

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