AN ANALYSIS OF POLITENESS STRATEGIES USED BY EFL STUDENTS IN ORAL PRESENTATION AT UNIROW TUBAN

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Abstract

Politeness is a need in education, a strategy to build character, and as a motivation in the class. The research is conducted to analyze politeness strategy. The research design of the study was descriptive qualitative and the subject was the EFL students of the sixth semester who took Research on ELT subject. There were 26 respondents whose politeness strategies were identified during classroom presentation. The research instruments of this study were observation checklist, video recorder, and field note. The writer collected the data by observation and documentation through the video presentation. The data were analyzed qualitatively using Brown and Levinson theory of Politeness Strategy. The result of the study showed that the students use all of politeness strategies but they do not used all sub strategies during presentation, which was bald on record, positive politeness strategy, negative politeness strategy, and off record and non-verbal strategy. The way they used politeness strategies by direct and indirect speech during delivery and question-answer section. There were 88 utterances consisting of different types of politeness strategies. The types of politeness strategies used by the students consisted of positive politeness strategy which occurred 32 times (36.4%), bald on record occur 26 times (29.5%), negative politeness strategy occurs 8 times (9.1%), Off record strategy occurs 6 times (6.8%) and the last is non-verbal strategy occurs 16 times utterances (18.2%). Positive politeness strategy gets the highest position in the data because speakers and hearers are in the same level of power and the interactions mostly occurred among the students.
Keywords: *Politeness Strategies, EFL Students, Oral Presentation*

Abstrak

Kesopanan adalah kebutuhan dalam pendidikan, strategi untuk membangun karakter, dan sebagai motivasi di kelas. Penelitian ini dilakukan untuk menganalisis strategi kesantunan. Desain penelitian penelitian ini adalah deskriptif kualitatif dengan subjek penelitian adalah mahasiswa Bahasa Inggris semester enam yang mengambil mata kuliah Research on ELT. Ada 26 responden yang strategi kesantunannya diidentifikasi selama presentasi di kelas. Instrumen penelitian dalam penelitian ini adalah daftar periksa observasi, perekam video, dan catatan lapangan. Penulis mengumpulkan data dengan observasi dan dokumentasi melalui penyajian video. Data dianalisis secara kualitatif dengan menggunakan teori Strategi

Kesopanan Brown dan Levinson. Hasil penelitian menunjukkan bahwa mahasiswa menggunakan semua strategi kesantunan tetapi mereka tidak menggunakan semua sub strategi selama presentasi, yaitu bald on record, strategi kesantunan positif, strategi kesantunan negatif, dan strategi off record dan non-verbal. Cara mereka menggunakan strategi kesantunan dengan secara langsung dan tidak langsung selama bagian penyampaian presentasi dan tanya jawab. Ada 88 ucapan yang terdiri dari berbagai jenis strategi kesantunan. Jenis strategi kesantunan yang digunakan mahasiswa terdiri dari strategi kesantunan positif yang terjadi 32 kali (36,4%), bald on record terjadi 26 kali (29,5%), strategi kesantunan negatif terjadi 8 kali (9,1%), strategi off record terjadi 6 kali (6,8%) dan yang terakhir adalah strategi non-verbal terjadi 16 kali ucapan (18,2%). Strategi kesantunan positif menempati posisi tertinggi dalam data karena penutur dan pendengar berada pada tingkat kekuatan yang sama dan interaksi paling banyak terjadi di antara mahasiswa.
Kata kunci : Strategi Kesantunan, Mahasiswa Bahasa Inggris, Presentasi Lisan.

A. INTRODUCTION

Human is social creature that has the need to communicate with others. Both the speaker and hearer should hold the general rules or principles and thereby use certain strategies. In the communication we can convey utterance using politeness strategy. (Basari & Sauri, 2021) Language politeness management is a conversation that is used by someone to others as apposed to speaking with subtle language, good, calm and polite. Politeness is the important apsect in human live to make good communication between addressor and addressee. (Mahmud, 2019) stated that politeness is a need in education, a strategy to build character, and as a motivation in the class. When some people are speaking, they want to be understood by others. Therefore, they use polite utterance. However, they do not really pay attention in their utterance because some of them think that the listener will not have problems

In Indonesia, English is one of the foreign languages studied by the learners, they called English as a Foreign Language (EFL) in almost every formal school and college such as kindergarten school, elementary school, junior high school up to university. (Kingwell, 1993) stated that to communicate is not only "phrasing interests and arguments or the maximally efficient transfer of information" but also "not hurting other people's feelings". This means that to communicate, people will not only pay attention to the contents of the information, but also to the ways of transferring it. Therefore, it is important to know how to communicate nicely

between them and need to consider about politeness because the aim of politeness can make them more respectful to others.

At present, the need for speaking mastery in English has been dramatically increasing due to the strengthening position of English as a language for international communication. There are many kinds of activity in speaking class, one of them is oral presentation. (King, 2002) stated that oral presentation is an effective communicative activity that has been adopted by EFL teacher conversation to promote oral skill. Today in the world, important feature of the EFL classroom is oral presentation. Oral presentation can significantly improve the oral skills of students in the EFL environment (AL-ISSA & Al-Qubtan, 2010). In the communication among students we can find politeness strategies are used by them in the classroom. They have to apply some politeness strategies in interaction during learning in the class or daily interaction to make good communication among them.

Based on study that has reported by (Mahmud, 2019) *The Use of Politeness Strategies in the Classroom Context by English University Students* all students used different kinds of expressions to encode their politeness in the class. Those expressions were in the forms of greetings, thanking, addressing terms, apologizing, and fillers. The second previous study that has reported by (Wardhono, 2017) the title *An Analysis on Politeness in SMS of the Students to the Lecturers of English Department UNIROW Tuban*. The results reveal that there are four politeness strategies in students' SMS- Bald on Record (BOR), Positive Politeness (PP), Negative Politeness (NP), and Off Record (OR). Negative politeness strategy is dominantly used by the students. Both of the previous studies used politeness strategies theory that stated by (Brown et al., 1987) theory. So, the writer was conducting a study to find out the politeness strategies used by EFL students in oral presentation at UNIROW Tuban, because it is known that there is no study of politeness strategy in the classroom at English study program at UNIROW Tuban, especially in English Speaking class.

To analyze the data of this study, the writer used politeness theory by (Brown et al., 1987). The central themes of politeness were rationality and face, which were claimed to be universal feature or possessed by all speakers and hearers. There are two aspects of face, positive and negative face. Positive face is the needed to be appreciated and accepted by desires to be liked and admired to positively, noting that someone would threaten positive face by ignoring someone to know that his or her wants are share by others. Negative face is the desire to have freedom of action, freedom of to act, and not to be impeded by others. According to Brown and Levinson, there are five strategies of Face Threatening

Acts (FTA's); bald on record strategy, positive politeness strategy, negative politeness strategy, off record strategy and do not perform FTA's or say nothing. The writer also used nonverbal politeness strategy by (Moore et al., 2010) has explained some classes of nonverbal communication; kinesics, proxemics, paralanguage, and chronemics.

B. METHOD

This study,applied descriptive qualitative method to analyze the politeness strategies used by EFL students in oral presentation at UNIROW Tuban. According to (Leeming, 2018) Qualitative research usually not just an interest in non-numerical data but a broad research descriptive. So, the research design in this research can be described as an arragement condition to collect and analyze data which are taken from video in oral presentation at UNIROW Tuban.

The subject were EFL students of the sixth semester who took Research on ELT subject in oral presentation at UNIROW Tuban in 2018/2019 Academic year. There were 26 respondents whose politeness strategies were identified during oral pesentation. The writer was obtained the data by watched and recorded the video presentation. The data were taken from the students' verbal and non-verbal communication. The writer was gathred the data by using observation and documentation through the video presentation. The result of observation were in the form of field note documentation, consisting name of presenter, setting time and material of the presentation.

In collecting data the writer perform some steps which are related to focuses of the analysis, they are; collecting the video, watching the video, making a note, selecting the video. The data were analyzed by transcribing the video, identifying, coding, classifying the data to the kinds of politeness, describing the data and discussing the result of video oral presentation related to politeness strategies by Brown and Levinson's theory.

C. RESULT

After obtaining the data, the researcher found types of politeness strategies used by the EFL students. The research findings can be seen from table.
Table Politeness strategies used by EFL students in their interaction in oral presentation

Politeness Strategy		Frequency	Precentages
Bald on Record	Does not minimize FTA	12	13.6 %
	Minimize Implicity FTA - Offering - Welcoming - Greeting	 7 6 1	 8 % 6.8 % 1.1 %
Sub-total		26	29.5 %
Positive Politeness	- Exaggerating - Seeking Agreement - Noticing	17 10 5	19.3 % 11.4 % 5.7 %
Sub-total		32	36.4 %
Negative Politeness	Apologizing	8	9.1 %
Sub-total		8	9.1 %
Off-record	- Giving hints - Rhetorical question	2 4	2.3 % 4.5 %
Sub-total		6	6.8 %
Non-verbal Politeness	- Kinesics - Paralanguage	12 4	13.6 % 4.5 %
Sub-total		16	18.1 %
Total		**88**	**100 %**

After analyzing the result of observation, the writer found 88 politeness strategies used by the students in 5 types of politeness strategies based on Brown and Levinsons' theory. There are bald on record, positive politeness, negative politeness , off-record and non-verbal politeness include in four videos presentation.

Based on the table above, it can be seen that the most strategy used by the students in their interaction in oral presentation is positive politeness strategies, because the students more often used these utterances include 32 utterances of positive politeness strategies, such as saying "thank you" which express exaggerating. The second utterance is asking "is it clear for you?" which express seeking agreement from the speaker to the hearer.

According to (Brown et al., 1987), there are some types of politeness strategies. The first type of politeness strategies is bald on record (BOR) is a strategy of doing the FTA to state something clearly and the information needs to be shared quickly. Bald on record strategies were found in all videos presentation. 26 utterances of politeness strategies were found in those videos presentation, one example is *(5)"I think enough, let's continue to the next presenter".* In this sentence, using word *"let's continue"* mean where both speaker and hearer is important to

know the time to continue the presentation. Another example (*46*) *"Good morning guys...good morning guys".* This utterance express welcoming, because the presenter want to welcome the students when the presentation will be started.

The second type of politeness strategies is positive politeness (PP), this strategy shows awareness of the hearer's need that includes such things as compliments and friendly forms of address, it used to make the hearer feel good about themselves, their interests or possessions, and are most usually used in situations where the audience knows each other fairly well. In addition some strategies of positive politeness include statements of friendship, solidarity, compliments. This strategy is the most politeness strategies used by the EFL students include 32 utterances. Example of positive politeness strategy is *(55)"Yes. Very good".* In this sentence, using word "very good" mean express exxagerate with hearer approval and sympathy. Another example from positive poloteness startegy is *(13) "Is it clear for you?".* This utterance express seek agreement. This strategy occur when the speaker ask for approval to the hearer.

The third type of politeness strategies is negative politeness (NP) is derived from negative face. It is also famous as respect politeness where every participant in the social relationship has need to not be disturbed and to be free. Negative politeness this is essentially avoidance based and realization of negative politeness strategies consist in assurances that the speaker recognizes the addresse's negative-lace wants. 8 utterances of apologizing found in the video presentation, the example is *(35)"I am sorry asking a lot of question".* In this sentence, using word "sorry" mean express apoligize from speaker to the hearer. The researcher's finding appropriate with the theory of Brown and Levinson.

The fourth type of politeness strategies is off-record (OR) strategy, is used when the speaker wants to do the FTA but wants to avoid responsibility for doing so. The speakers allow the listeners to give more than one interpretation of what the speakers say. The writer found 6 utterances include in off-record strategy. The example that found in oral presentation is *"Ssshhhhtttttt !".* In this sentence, using word "ssshtt" mean express give code the hearer to silent from the noisy. Another example is *62) "maybe any question?"* This utterance express rhetorical question where speaker wants to give the hearer or audiences opportunity to ask questions.

The last type of politeness strategies is Non-verbal Politeness (N-VP), based on (Moore et al., 2010) when talking to another person, our body is equipped with dozens of gestures, eye movements, and facial expressions. In the videos presentation were found 16 nonverbal politeness strategies used by the EFL students. Example is from (*63*) *(Smile, Bow the head),* this utterance express kinesics in gestures. When the presenter started to open the presention by

greeting the audience and bow the head spontaneous as a culture in Indonesia. It also applies in data 65. *(40)(Raise hand)* This utterance express kinesics in body movement when the audience enthusiatic to ask during question-answer session in presentation. Another example is *86) (touch herself),* this utterance express kinesics in body movement. When the audience introduce herself in question-answer session*.*

Compared with previous studies conducted by Ayuningrum (2018) "An Analysis of Politeness Strategies Applied by the Members of UKM Debat, The University of Bengkulu". The result shows that the debaters use all of politeness strategies but they do not used all sub strategies when practice debate. There were 28 utterances that consist of politeness strategy, which is bald on record, positive politeness strategy, negative politeness strategy, and off record. Among four strategies, positive politeness strategy is the strategy that most often used by the members of UKM Debat, it is applied in as many as 19 times (67,8%). A close distance between them make all debaters use this strategy, because they have known each other. It will be different if the speaker and hearer have a social distance. It occurs with the present study, which shows a close relationship among the students because without involving the lecturer during the presentation.

Whereas, "The Use of Politeness Strategies in the Classroom Context by English University Students" by (Mahmud, 2019). The findings from this study revealed that English students used different kinds of expressions to encode their politeness in the class. Those expressions were in the forms of greetings, thanking, addressing terms, apologizing, and fillers, these expressions were categorized as positive and negative politeness. The findings of these previous study are the same as the present study. Both of the previous and the present studies reported that the students used positive and negative politeness strategies including greetings, thanking, addressing terms, and apologizing, with positive politeness strategy as the most strategy used.

Another study, supported by the study of (Wardhono, 2017) in his title "An Analysis on Politeness in SMS of the Students to the Lecturers of English Department UNIROW Tuban". The results reveal that there are four politeness strategies in students' SMS- Bald on Record, Positive Politeness, Negative Politeness, and Off Record. Negative politeness strategy is dominantly used by the students in SMS. The findings from Wardhono has the similar with present study based on the Brown and Levinson theory's, the different is from the dominantly strategy used.

D. CONCLUSION

In this part, the researcher will draws some conclusions which are obtained from the analysis of politeness strategies used by EFL students in oral presentation at UNIROW Tuban. The conclusions are as follows; the writer found 88 of utterances from five politeness strategies in the video oral presentation in the Study on ELT Subject. According to Brown and Levinson Theory, those are Bald on Record Strategy, Positive Politeness Strategy, Negative Politeness Strategy, Off-Record Strategy, and Non-verbal Politeness Strategy. The most dominant politeness strategies used in used by EFL students in oral presentation at UNIROW is positive politeness strategies, include 32 utterances in the video presentation through the ways by direct and indirect speech during delivery and question-answer section used by EFL students in oral presentation.

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