

# Politeness in Social Interaction: The Process of Educating Society in Formal Situation

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Keywords: Politeness, Employee, Utterance, Government.

Abstract: This study examines politeness in social interaction in the process of educating society in the formal situation. One part of politeness in the social interaction the process of educating society in the formal situation is employee' utterance in the government. This paper aims to describe the types of politeness of employer 's utterance in the government. The data were taken from the employee' utterance in government. The data were collected by recording and tapping; the steps were data tagging, data noting and data checking. The method used in analyzing the data was referential and translational identity method. The result of the analysis was presented by the formal and informal method. Based on the result of data analysis, types of politeness found in the employee' utterance were politeness of refusing, , giving, politeness when requesting, commanding, promising, praising and politeness when asking.

## 1 INTRODUCTION

Politeness can be said to be a genuine desire to do good to others (Thomas, 1995). A sincere desire can take a verbal action, i.e., use of language, or nonverbal actions, i.e. behavior daily. It is one of the important variables in speech events. When speaking or speech, politeness into consideration in selecting the first linguistic forms in addition to clarity of intention. Moreover, clarity and politeness are two important aspects to be considered in verbal communication (Lakoff & Ide, 2005).

However, sometimes two aspects of the above contradiction so both partners can understand that speech. Speakers often consider the pragmatic factors thoroughly may be involved in the communication process, such as the speakers will use a variety of different said by the situation said.

Politeness is one of the objects of study of pragmatics, according to Leech (1993) States the pragmatics, in General, relate to the meaning or grammatical meaning of a speech with the speech pragmatics. This link can be relatively direct or indirect. Language politeness based on the opinion that it can serve as a benchmark level of politeness of a person to a partner he said. A message containing the meaning there in need to be consideration of approval and rejection is defined by the partners said.

According to Anam (2012) politeness is one aspect that needs to be considered in communication. Compassion or not speech is very dependent on the size of the politeness of the speakers of the language used. Speech in Indonesian, in general, has been stated politely if speakers use polite words, namely: the speech does not ridicule directly, indirectly, and others.

There are many ethics, manners, and courtesy in the community that is known and adhered to. One of the references we can exemplify the procedures for speaking in Minangkabau. Minangkabau language has four oral parts which are commonly called narrative bases. This variety of calls is called *kato nan ampek*. *Kato nan ampek* or what is called Navis (1989) *langgam kato* is the everyday way of talking between fellow Minangkabau people according to the social status of the speaker. It is essential to understand the concept of *kato nan ampek* in Minangkabau. Wisdom and intelligence of someone choosing and sorting out the language that will be used by the concepts of *kato nan ampek* become a measure of one's maturity, wisdom, and maturity.

*Kato nan ampek* consists of four parts, each of which is based more on social status and speech participants' relationships (Oktavianus & Revita, 2013; Aslinda, 2000; Navis, 1999).

The use of speech based on *kato nan ampek* is in line with politeness (Oktavianus & Revita, 2013;

Navis, 1999). Speakers who can fulfill the conditions that are written in *kato nan ampek* are categorized as people who know about *kato nan ampek* and polite understanding. Therefore, wherever you are here, it is very important to pay attention to and prioritize this politeness aspect.

Workplaces are offices, banks, schools, the government of offices and others. One place to act is a government of Padang city. The government of Padang city is led by a Mayor, who is democratically elected based on the 1945 Constitution. To support the smooth running of all Mayor activities, the Mayor is assisted by mayor group employee. A Mayor's group consisted of 7 people who were commanded by a Mayor's Personal Secretary.

The duties and authorities of the mayor's group are:

1. Serve all guests who will meet with the Mayor.
2. Receive all incoming documents or documents to get the Mayor's disposition or signature and record it in the agenda book,
3. Receive letters that have been disposition or signed by Mayor and distribute to the administration of Regional Secretary letter or administration of Secretariat's letter.
4. Arranging Mayor's activity agenda and making official notes for needs of Mayor's activities.

All tasks and authority of the mayor's group, all interact, both interactions occur between an employee of fellow employee and interaction between employee and the guests.

The interaction that occurs in the government of Padang city is the interaction between the employee and the guests and employee language politeness when serving guests at the government of Padang city. An employee is a group of people who assist / services to guests in the government of Padang city, meaning that Mayor group employee is people who interact directly with guests as one of the most critical spearheads for a government office in building guest satisfaction.

A guest is someone or an institution/organization that has needs in the form of official needs or personal needs in a government. It is the primary basis that an employee must be able to be ethical in language, especially when interacting with guests at the government of Padang city.

One type of politeness is politeness when asking. Following is one of the speech models requesting in Minangkabau language spoken by employees and guests at the government of Padang city.

- The Guest : *Eeei lamak kue ko bantuaknyo mah Uni.*  
 'This cake looks delicious.'
- Employee : *Kok lai suko ambiak lah. Pado mubazir se.*  
 'Take it, if you like it. Than just redundant.'
- The Guest : *MokasUni*  
 'Thank You'

The above discussion occurs between guests and Employee. The Guests declare that a cake is delicious. Based on the context, besides expressing something, the utterance contains a literal meaning to ask. It is just that, due to various pragmatic considerations, guests do not express their requests frankly.

In politeness studies, there are several topics, such as politeness strategies, types of politeness, politeness principles, politeness markers, modesty rules, politeness scale, and facial tone. A possible problem in this study is to find the types of information found in interactions with people who use oral speech guests government.

## 2 METHODS

This paper is descriptive research with a qualitative approach. According to Semi (1993: 23), descriptive research is a method that is done by not using the numbers but using the depth of appreciation of the interaction between concepts which is being studied empirically. Descriptive research can be interpreted as a problem-solving procedure that is investigated by describing or describing the current state or object of research based on facts that appear as they are.

Moleong (2002) also suggested that qualitative research is a study aimed at understanding the phenomenon of what is experienced by research subjects, such as behavior, perception, actions, and others. This study is based on facts and phenomena that exist at the point of observation and the findings of the field without addition and subtraction. Related to that, the researcher describes the object of his research, namely courtesy of employees government.

The data of this study is employer's speech. Nadra and Reniwati (2009) suggested that the data is a staple in a study. The purpose of this study is to answer the problem or question related to the object of the research objectives.

Methods of providing data by researchers will use the method refer. A basic tapping technique used for collecting the data. Then, the data also used the advanced technique including recording technique. Here, researchers observe and record the procession of politeness spellings of an employee in the government.

Furthermore, the advanced technique used is non-participant observational technique. Researcher uses the the recording to note speech politeness language uttered bythe employee transcribed. Based on the above explanation, the application of methods and techniques of analysis can be described or described in several stages. The stages in question are as follows:

- a. The researcher first provides preliminary exposure on each subtopic analysis of research data. The introduction is a general overview of the theories used to analyze data.
- b. Data is transcribed by researchers from spoken language into written language.

### 3 RESULT AND DISCUSSION

#### Data 1

Employee : *Jadi apa yang bisa kami bantu? 'So what can we do for you?' 'dan suratnya sudah dimasukan belum?, terkait permohonan atau undangan? 'the letter has been entered? Related to request or invitation?'*

The interaction of the utterances above happened between an employee of the government of Padang city and UNAND Student who came from the LKMM BEM UNAND organization who was asking for a letter of request for cooperation and the invitation for the opening ceremony for Mayor. The guest asked *Jadi apa yang bisa kami bantu? dan suratnya sudah dimasukan belum?, terkait permohonan atau undangan?.*

Based on the above context, utterances "*Jadi apa yang bisa kami bantu? dan suratnya sudah dimasukan belum?, terkait permohonan atau undangan?'*" is a question that politely states that the speaker asks the partner to speak about what the speech partner wants.

#### Data 2

Employee : *Buk, mohon ditulis juga surat permohonan menandatangani sertifikat kepada bapak Walikota. 'please also write a letter of application with a certificate to Mayor.'*

The above discussion took place between a mother named ZZ, She was one of the employee of West Sumatra Ministry of Education and Culture Conservation Office who was visiting employee at the mayor's office. The Guest states *Buk, mohon ditulis juga surat permohonan menandatangani sertifikat kepada bapak Walikota.* Based on the context of the speaking, the statemets is a polite request without forcing the speech partner to do it and the speech partner is happy to do it even though he is not used to writing the request.

Table 1. Results of analysis language politeness types

No.	language politeness types	Amount
1	Commanding	2
2	Politeness of refusing	1
3	Giving	1
4	Politeness when requesting	8
5	Promising	3
6	Praising	2
7	Politeness when asking	31
	Total	48

Based on table 3, it can be understood that in the overall politeness in social interaction consisting of 48 languages politeness, tends to have the most dominants level of need for the politeness when asking type 31. After politeness when asking politeness, this in social interaction in the process of educating society in the formal situation has a second predominant level requirement for the language politeness types of politeness when requesting that is 8. Furthermore, the level of needs of relatively small participant roles ranged from large to small, i.e. promising 3, commanding 2, praising 2, politeness of refusing 1 and giving 1.

The findings of results data analysis show that factors behind politeness in the social interaction the process of educating society in the formal situation are:

1. The government of Padang city located in the central government of Padang City.
2. Most guests come from middle-upper educated people.
3. Government of Padang city is the administrative center of Padang city frequented by many guests from all walks of life and various educational backgrounds; all guests are treated with courtesy and courtesy.

The third aspect above is the reason for the politeness of employee in serving the guest in the government of Padang city. Based on data analysis, language politeness occurs in Padang City Government in the formal and non-formal situation. A more frequent occurrence of linguistic politeness is a formal situation when an employee is serving guests directly in the government of Padang city. Analysis of the data shows the politeness of language that often arises is politeness when asking and requesting which is part of the types of politeness. It is due to the many questions and requesting guests when visiting The government of Padang city.

#### 4 CONCLUSIONS

Based on the result of data analysis, types of politeness found in the employee' utterance were politeness of refusing, giving, politeness when

requesting, commanding, promising, praising and politeness when asking.

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