

**PRAGMATICS ANALYSIS ON REFUSAL AND POLITENESS STRATEGIES  
IN HOME ALONE MOVIE BY JOHN HUGHES**

**Hendar**

English Department, Widyatama University

**Meiga Maudina Siti Anshari**

English Department, Widyatama University

Corresponding author: Meiga Maudina Siti Anshari, Widyatama University

E-mail: meiga.maudina@widyatama.ac.id

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Page 398-409

**Abstract:**

*This research aims at identifying the types of refusal strategy and the types of politeness strategy found in the refusal acts in Home Alone movie directed by John Hughes and to get the data needed in this research, the writer did the following steps: choosing and watching the movies, transcribing the dialogue, selecting the data, classifying and giving codes to the obtained data, analyzing the data and drawing a conclusion related to the types of refusal strategy and the politeness strategy. The theoretical framework used in this research is related to the types of refusal strategies by Beebe, et al. and for the politeness strategy the writer used the theory from Brown and Levinson (1987). The results of this research show that of 35 obtained data on (1) the types of refusal strategy, there are 13 data (37.14%) of non-performative verbs of direct refusal strategy and 22 data (62.86%) of indirect refusal strategies consisting of 8 data (22.86%) of avoidance, 8 data (22.86%) of excuse/ reason/ explanation, 3 data (8.57%) of promise of future acceptance, 1 data (2.86%) of set condition for future or past acceptance, 1 data (2.86%) of statement of principle/ philosophy, dan 1 data (2.86%) of acceptance that functions as a refusal and; (2) on the types of politeness, there are 17 data (48.57%) of bald on record strategy, 9 data (25.71%) of positive politeness strategy, 5 data (14.29%) of negative politeness strategy, and 4 data (11.43%) of off record strategy.*

**Keyword:**

pragmatics, speech acts, refusal strategy, politeness strategy.



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**INTRODUCTION**

A communication may run very well when there is mutual understanding for both participants involved in the communication process. Through communication, the person uttered hopes that the respondent recognizes what the speaker has said. Furthermore, the comprehensive communication process runs effectively depends on the communicative competence for the hearer to recognize the speakers' intention. The communicative competence does not only require an acquisition of syntactic and semantic knowledge of a language, but also cross-cultural pragmatic understanding. In fact, everyone has their own ways to convey their intentions or purposes. It very much depends on a variety of social factors or dimensions, context, and speech situation as well. Let us take an example of refusal speech act.

Refusal is referred to an FTA in the term of speech acts. It is a sensitive situation in the communication process, which might create a positive or a negative affect over the communication (Nelson et al., 2002); Therefore, Someone has to think it over before refusing one's idea or offer in order not to do FTA (face threatening act) or to lose their face as each person has "face" so-called public self-image that must be maintained (Goffman, 1959). When deciding not to approve an initiated act, Gass and Houck (1999) state that there are at least three refusal

indicators exertions: rejection, postponement, or alternative proposal. Respondent may, for instance, utter "sorry, I can't" referring an immediate refusal or dismissal in response to a companion's solicitation to get a vehicle tomorrow. The respondent could likewise say "I should check whether my better half will utilize it", which is a delay. Another reaction could be proposition of option, for example, what might be said about the day after tomorrow?" Because a respondent disagrees with the first solicitation, direct refusals, yet in addition deferments and substitute recommendations are refusals. To save the face of the speaker or addressee, some politeness strategies to refuse, for example, must be applied, as it is in accordance with what Brown and Levinson stated a person's face requires inspire hearer to implement the strategy of politeness (1987). In stead of saying "Close your mouth when you eat you swine." one can use positive politeness strategy as "You have such beautiful teeth. I just wish I didn't see them when you eat." The research, therefore, aim at identifying the types of refusal strategy and politeness strategies found in refusal speech acts in Home Alone movie.

## **LITERATURE REVIEW**

### **Speech Acts**

The theory of speech act as the sub-chapter on Pragmatics focused on the terms and systems for which words uttered can be used not only to present information or serve functions in communication but also to carry out actions. It was firstly informed in 1975 by J.L. Austin who was Oxford philosopher in his book "How to Do Things with Words". It is in line with what Yule (1996) put forward that actions demonstrated through the utterances generally stated as speech acts and were commonly attached to more specific labels, for example apology, complaint, compliment, invitation, promise or request. The speech acts theory was improved broadly by J.R. Searle. He proposes that there are three levels or components of utterances: locutionary acts (the acts of saying something), illocutionary acts (the acts of doing something) and perlocutionary acts (the acts of affecting someone). Here are a few examples of speech acts along with their labels:

**Greeting:** "Hi, George. How is it going?"

**Request:** "Could you pass me the salt, please?"

**Complaint:** "I've already been waiting three weeks for the new laptop, and I was told it would be delivered within a week."

**Invitation:** "We're having some people over Saturday evening and wanted to know if you'd like to join us."

**Compliment:** "Hey, I really like your new shoes!"

**Refusal:** "Oh, I'd love to see that movie with you but I've got a lot of works to do this week."

### **Refusal Speech Acts**

According to Sadler and Eroz (2001), refusal is a negative response to requests, invites, recommendations, deals, and other similar requests that are commonly used in our everyday lives. It is in accordance with what Gass and Houck (1999) state that refusals arise as a result of another person's initiating act, which may take the form of an order, suggestion, bid, or invitation. It is also a face-threatening act to the listener/ requester/ inviter, according to Al-Eryani (2007), since it contradicts his or her hopes, as a result, it might create a positive or a negative affect over the communication (Nelson et al., 2002); therefore, order to soften the threatening nature of refusals, Gass and Houck (1999,49) state that the person who refuses must use as many face-saving maneuvers as possible because refusals are based on culturally bounded norms, and a speaker must be aware of these norms as well as the necessary linguistic frameworks in order to satisfy or notice refusals appropriately.

Takahashi, Beebe and Uliss-Weltz in Abed (2011) argue that the refusal strategy is divided into direct and indirect refusal strategies. In telling a speech, usually speakers do not only use one rejection strategy, but speakers can also use two strategies simultaneously.

### **Direct Refusal Strategy**

In direct refusal strategy a speaker states his or her unwillingness or inability to do his or her refusal speech act. This strategy can usually be done in two ways as follows:

#### **1. Using performative verbs**

The definition of performative verbs was first suggested by Oxford philosopher J. L. Austin in his book *How to Do Things With Words*, and it was further developed by American philosopher J.R.

Searle and others. The action verbs decline, state, reject, and pledge are examples of performative verbs that are performed entirely or partially by saying something.

e.g. *I refuse.../ I decline...*

## **2. Using non-performative verbs**

Different from performative verbs, Other forms of acts, actions that are not dependent on expression, are represented by non-performative verbs such as run, walk, sleep (Malmkjaer, 2002).

e.g. No... / I can't..../I don't think so (*Negative willingness or ability*)

## **Indirect Refusal Strategy**

Refusal as "a response to an initiating act and is considered as a speech act by which a speaker fails to engage in action proposed by interlocutor" (Brasdefer, 2008:42). It can be conducted indirectly. Here are some indirect refusal strategies proposed by Takahashi, Beebe and Uliss-Weltz in Abed (2011):

### 1. Statement of Regret

In the first type of indirect rejection strategy, the speaker expresses his refusal by giving a statement in the form of regret.

e.g. *I'm sorry.../I feel terrible...*

### 2. Wish

In the second type of indirect refusal strategy, speaker uses refusal statements by expressing expectations.

e.g. *I wish I could help you...*

### 3. Excuse, reason, explanation

In this third type of indirect refusal strategy, the speaker states his refusal by providing a refusal statement in the form of a reason or explanation.

e.g. *My children will be home that night./I have a headache*

### 4. Statement of alternative

In this fourth type of indirect refusal strategy, the speaker states his refusal by providing a statement in the form of another option.

e.g. *I can do X instead of Y (I'd rather.../I'd prefer...)*

### 5. Set condition for future or past acceptance

In this fifth type of indirect refusal strategy, the speaker does the refusal by conditioning the situation in the future.

e.g. *If you had asked me earlier, I would have...*

### 6. Promise of future acceptance

In this sixth type of indirect refusal strategy, the speaker expresses his resistance by making promises for the future.

e.g. *I'll do it next time. /I promise I'll.../Next time I'll...*

### 7. Statement of Principle/ Philosophy

In this seventh type of indirect refusal strategy, the speaker states his refusal by giving a refusal statement in the form of a principle or philosophy.

e.g. *I never do business with friends.*

### 8. Attempt to Dissuade Interlocutor

In this eighth type of indirect refusal strategy, the speaker expresses his resistance by letting the other person escape.

e.g. *I'm trying my best.*

### 9. Acceptance that functions as a refusal

In this ninth type of indirect refusal strategy, the speaker expresses his refusal by accepting what the other person is saying.

### 10. Avoidance

The last type of indirect refusal strategy is avoidance. Silence, pause, doing nothing, physical departure, or verbal acts of avoidance such as subject turn, joke, repeat of part of request, postponement, and hedge are all examples of avoidance.

e.g. *I'll think about it.*

## **Politeness Theory**

Leech (1983) defines "Politeness as forms of behavior that establish and maintain comity." Politeness as a form of behavior that builds and maintains respect. Politeness is the ability of a speaker and speech partner in a social interaction to create a harmonious atmosphere in interaction. The definition of Politeness is explained by Brown and Levinson (1987), "Politeness is

a universal concept, which has created controversy within academia. Politeness is the expression of the speakers' intention to mitigate face threats carried by certain face threatening acts toward the listener”.

Politeness is a universal concept, which has created debate among academics. Politeness is an expression of the speaker's intention to reduce the face threat that some face-threatening actions bring against the listener.

### **Face Theory**

The concept of the face is a personal attribute possessed by every individual that is universal. Brown and Levinson divided the face theory into two types: positive faces and negative faces. According to him, the negative face is "the basic claim to freedom of action and freedom from imposition." Negative face means a person's freedom to act without being restricted by other humans, while a positive face is defined as a "positive consistent self-image or" personality "(crucially including the desire that this self-image be appreciated and approved of ) claimed by interactants. " Positive face or positive face is the desire of the speaker so that his existence can be recognized and appreciated by other humans.

### **Face Threatening Acts**

According to Brown and Levinson (1987: 65), acts of threatening face are defined as "acts that by their very nature run contrary to the face wants of the addressee and / or the speaker". Actions that are contrary to the face desired by the listener or speaker. In other words, the act of threatening the face is an act of damaging the face of the person being addressed or the speaker against the will of the other person. Face-threatening behavior may be verbal (using words / language), paraverbal (conveyed by speech characteristics such as tone, etc. ), or nonverbal (not using words / language/facial expressions, etc.). Face threatening is often necessary in social situations due to the terms of the discussion. At least one face must be threatening the acts related to speech. It's also possible to have several actions at the same time.

### **Politeness Strategy**

To hold the listener's positive face, politeness strategies are necessarily used to formulate messages when an action threatens the face that cannot be desired or avoided. Brown and Levinson formulated four politeness strategies, namely: a bald on-record strategy, a positive politeness strategy, a negative politeness strategy, and an off-record strategy.

### **Bald On-Record Strategy**

The on-record or bald on-record strategy does not attempt to minimize the threat to the listener's face, although there are several ways this strategy can be used to minimize implicit facial threatening actions, such as giving advice in a non-manipulative way. Brown and Levinson (1987) formulated this strategy to be:

#### **1. Cases of non-minimization of the face threat**

This direct politeness strategy is a situation where maximum efficiency is very important and there is no action to minimize threats to the face of the interlocutor. An example of this strategy is as follows:

- a. Urgency or desperation  
e.g. *"Watch out!"*
- b. When efficiency is necessary  
e.g. *"Hear me out: ..."*
- c. Task-oriented  
e.g. *"Pass me the hammer."*
- d. Little or no desire to maintain someone's face  
e.g. *"Don't forget to clean the blinds!"*
- e. Doing the face-threatening act is in the interest of the hearer  
e.g. *"Your headlights are on!"*

#### **2. Cases of Face Threatening Acts (FTA) oriented balance on record usage**

Unlike the previous situation where the act of threatening faces was not minimized, in this situation the speaker paid more attention to the face of the other person.

- a. Welcoming  
e.g. *"Come in, don't hesitate, I'm not busy."*
- b. Farewells

e.g. *"Take care of yourself, be good, have fun."*

c. Offers

e.g. *"Leave it, I'll clean up later."*

### Positive Politeness Strategy

Brown and Levinson (1987) said: "Positive politeness is redress directed to the addressee's positive face, his perennial desire that his wants (or the actions / acquisitions / values resulting from them) should be thought of as desirable". According to him, positive politeness strategies minimize threats to the positive faces of the listeners. This technique is most widely used in cases where the speaker and the listener are well acquainted. Brown and Levinson suggest the following positive politeness strategies:

#### 1. Claim common ground

Three broad mechanisms are involved in positive politeness strategies: one of the types is to involve an "S" (speaker) or a speaker who is similar to an "H" (hearer) or listener, by showing that "S" (speaker) and "H" (hearer) belongs to a group of people who share special desires, including values and goals. Three ways to make this claim: "S" (speaker) can convey multiple desires (such as a goal or desired object) of an awesome "H" (hearer) or dance to an "S" (speaker) or he can emphasize a group member, thereby affirming that "S" (speaker) and "H" (hearer) belong to a group of people who share desires; in the end, the "S" (speaker) can claim a common perspective with the "H" (hearer) without necessarily referring to membership in the group.

#### 2. Convey that S and H are cooperators

The need to communicate that the speaker and recipient are cooperatively engaged in a relevant activity guides the second method of this positive politeness strategy. If the "S" (speaker) and "H" (hearer) work together, they share a goal across multiple domains and to convey that they can help fix the positive "H" face.

##### a. Strategy 1: Assert or presuppose S's knowledge of and concern for H's wants

One way to show that both "S" (speaker) and "H" (hearer) are in agreement emphasizing potentially the "H" (hearer) in order to agree with "S" (speaker) is by affirming or demonstrating mastery of what is wanted by "H" (hearer). Here is an example of this strategy

e.g. *I know you can't bear parties, but this one will really be a good - do come!*

##### b. Strategy 2: Offer, promise

On a strategy to reduce some of the potential threats from the FTA, the "S" (speaker) may choose to emphasize its cooperation on the "H" (hearer) in other ways. The "S" (speaker) may equate that whatever the "H" (hearer) desires, the "S" (speaker) will help to get it. Offerings and promises are fundamental in choosing this strategy, even if they are wrong, the "S" (speaker) intends to show goodwill in satisfying the desire of the positive "H" face (hearer).

##### c. Strategy 3: Be optimistic

The next strategy of positive politeness is to show optimism in the "H" (hearer). "S" (speaker) assumes that "H" (hearer) wants what "S" (speaker) wants and will help "S" (speaker) to get it. Thus, the "S" (speaker) becomes bold enough to assume "H" (hearer) will collaborate with "S" (speaker) which will result in a commitment that "H" (hearer) will collaborate with "S" (speaker) because it is a common interest. In addition, by showing optimism, you will keep a positive face. Here is an example of this strategy:

e.g. *Look, if I borrow your typewriter I'm sure you won't mind.*

### Negative Politeness Strategy

Negative politeness is redressive action addressed to the addressee's negative face: his want to have his freedom of action unhindered and his attention unimpeded (Brown and Levinson, 1987). These strategies are oriented towards negative faces of the listener and emphasize avoiding distraction from the speaker. By trying to avoid distraction from the speaker, the result is less facial threat to the listener. This strategy assumes that the speaker will impose on the listener. Brown and Levinson provide the following examples of negative politeness strategies:

#### 1. Be direct

Negative politeness links direct strategy and refers to face threatening action. A simple way to construct a direct message is to convey it in person; However, it may prevent the disagreement over the negative face "H" (hearer), the fact is that no one practicing negative politeness threatens faces directly. This strategy in negative politeness is called conventionally indirect. The speaker is under pressure in this strategy because he or she needs to give the "H" (hearer) an indirect way out. as well as the urge to give it right away. In this case, this is overcome by compromising indirectly, the use of phrases and sentences with a clear meaning that differs from their literal

meaning. In this way the speech is conveyed directly, and the speaker expresses his wishes indirectly.

e.g. *Could you please pass the vinegar?*

## **2. Don't presume / assume**

The desire to state something directly stems from the effects of negative politeness that determine direct FTA submission, all negative politeness strategies stem from the second way that is given to restore the negative "H" face (hearer). Carefully avoid the assumption that anything related to the FTA is needed or believed by the "H" (hearer). This includes avoiding thinking about the "H" (hearer), his desires, what he has to do with or is interested in or deserves his attention, this is called keeping his distance from the "H" (hearer).

In this second method, the strategy used is Questions, Hedge. Using a fenced speech or using another speech before the point, "S" has fulfilled negative politeness. Fences are used in speech to avoid continuity to the core of the problem. The use of the fence by the "S" can avoid the threat to the negative face "H".

e.g. *Won't you open the door?*

## **3. Don't coerce the H**

Another method of correcting "H" negative facial desires is to use when the act threatens the face by predicting an "H" action. Like when asking for his help or offering something he must accept.

### **a. Strategy 1: Be pessimistic**

This third strategy compensates for the negative "H" face by explicitly expressing doubts about the appropriateness of the "S" speaking act.

e.g. *You couldn't find your way to lending me a thousand dollars, could you?*

### **b. Strategy 2: Minimize the imposition**

One way to minimize face threatening action is to show Rx, a serious burden is not only a large burden but D and P are also important factors. Directly it can pay respect to "H".

e.g. *It's not too much out of your way, just a couple of blocks.*

### **c. Strategy 3: Give deference**

The fifth strategy is to pay respect. There are two sides to respect, first where "S" humiliates and humiliates himself and second is where "S" generates "H", so that whatever says "H" has a higher position. Examples of this strategy are:

e.g. *We look forward very much to dining with you.*

## **4. Communicate S's want to not impinge on H**

There is another way to partially satisfy the desire of a negative "H" face is to show that they are aware of it and take it into account in their decision to communicate the FTA. There are two ways, namely, apologize and directly convey objections to the "S" to emphasize "H"

### **a. Strategy 1: Apologize**

The next strategy is to apologize. By apologizing for threatening to put on the derogatory "H" face, the speaker will illustrate his inability to do so. Here is an example of it.

e.g. *I'm sorry; it's a lot to ask, but can you lend me a thousand dollars?*

### **b. Strategy 2: Impersonalize S and H**

There is a way to show that the "S" does not want to be violated by "H" is a face threatening speech about other than "S", or possibly not an "S" or not just an "S" one, and refers to something other than "H" or includes "H". Examples of this strategy are:

e.g. *I ask you to do this for me.*

### **c. Strategy 3: State the FTA as a general rule**

The way to separate "S" and "H" from certain burdens in the FTA so that "S" communication does not happen to anyone but is only forced in a situation is to declare the FTA as a social rule, regulation or obligation. Examples of this strategy are:

e.g. *The United States expresses regrets over the occurrence of the incident.*

### **d. Strategy 4: Nominalize**

Negative politeness levels are used with respect to nouns as seen in the following example

e.g. *... made a favorite impression on us.*

## **5. Redress other wants of H's**

Negative politeness as a final strategy is to offer compensation for facial threats in the FTA by correcting some of the "H" desires, because negative politeness involves focusing on "H" desires. This strategy is known as Go on record as incurring a debt, or as not indebting. H. In this negative politeness strategy, "S" can reduce FTA by stating things that are less explicit about "H" or not stating anything. An example of this strategy is as follows:

e.g. *I could easily do it for you.*

### Off Record Strategy

This off-record politeness strategy employs indirect language to protect the speaker from being imposed. This strategy is realized in a disguised way and does not describe a clear communicative intent. With this strategy the speaker brings himself out of the action by letting the interlocutor interpret an action on his own. This strategy is used when the speaker wants to take a face threatening action but does not want to take responsibility for the action.

#### 1. Invite Conversational Implicatures

In this strategy if "S" wants to undertake an FTA and does it indirectly, "S" has to give a clue and hope that "H" can understand what "S" really wants to say.

##### a. Strategy 1: Give hints

The first indirect politeness strategy is to provide clues, in this case "S" wants "H" to look for acceptable meanings if he says anything specifically unacceptable. The fundamental mechanism of this strategy is a violation of the relevance maxim. Here is an example of this strategy.

e.g. *It's hot in here. (meaning, Open the windows)*

##### b. Strategy 2: Give association clues

The type of implication triggered by the maxim of relevance is conveyed by mentioning the matter related to the action requested by "H". Examples of this strategy are:

e.g. X: *Are you going to the football game tomorrow? ...*

Y: *There's a football game tomorrow, I suppose. (meaning, Give me a ride there)*

##### c. Strategy 3: Presuppose

The third strategy of guidance for "S" purposes is closely related in a different way by the maxim of relevance. An utterance can completely fit the context, but the violation of the maxim of relevance is only at the level of presupposition. Examples of this strategy are:

e.g. *I washed the car today again.*

##### d. Strategy 4: Understate

Understatements are a way of generating implicatures by saying less than what is being asked for. The example is as follows:

A: *What do you think of Liza?*

B: *Nothing wrong with her. (meaning, I don't think he's very good)*

##### e. Strategy 5: Overstate

This strategy is used if the "S" states something more than what is necessary, that way is also a violation of relevance maxim and it also conveys an implicature. Here is an example of it.

e.g. *There were a million people in the Co-op night!*

##### f. Strategy 6: Use tautologies

The third method of drawing conclusions by violating the maxim of quantity is to speak the very truth and the truth that is required. By conveying a tautology, "S" asks "H" to seek information from an uninformative utterance. An example of it can be seen below.

e.g. *Boys will be boys.*

##### g. Strategy 7: Use contradictions

The use of contradictions in this strategy equals irony, metaphors and rhetorical questions that consider the three sections, all involving violations of the quality maxims. "S" gives the impression that he can't tell the truth by saying two statements that contradict each other. As a result, he leads H to consider interpretations that reconcile the two conflicting viewpoints. Here is the example of it.

e.g. A: *Are you OK with that?*

B: *Well, yes and no.*

##### h. Strategy 8: Be ironic

This strategy is used by saying things that are contrary to what is meant by "S", or what is called a violation of the maxims of quality, "S" can convey the intentions he wants indirectly, if there are indications that the intentions he wants are conveyed indirectly. These directions can be prosodic, kinesics or simply contextual. Here is the example of it.

e.g. *I guess perhaps John just might be a little bit of a genius.*

##### i. Strategy 9: Use metaphors

Metaphor is a category of violation of maxims which furthermore, for this metaphor is literally wrong. The use of the metaphor may usually be direct, but it is also possible that the use of this metaphor is indirect.

e.g. *Harry's a real fish. (meaning, drinks like a fish)*

##### j. Strategy 10: Use rhetorical questions

The indirect politeness strategy is to use rhetorical questions, to ask a question without the intention of getting an answer is to solve the seriousness of the question, as if "S" wanted "H" to give it the information shown.

e.g. *How was I to know...? (meaning, I wasn't)*

## **2. Be vague or ambiguous: Violate the Manner Maxim**

The second method of this indirect politeness strategy is, Be vague or ambiguous: Violate the Manner Maxim. "S" chooses to express it indirectly by stating it vaguely or ambiguously, this is a violation of the maxims of means rather than having to make certain implications, so that in that way the meaning that "S" wants to communicate remains unclear.

### **a. Strategy 1: Be ambiguous**

The goal of ambiguity can be achieved through metaphors. Ambiguity can also be used for reasons of politeness.

e.g. *George's a pretty sharp cookie.*

### **b. Strategy 2: Be vague**

In this strategy, "S" may undertake an indirect strategy with an FTA where it is not clear who is the object of the FTA or what the violation is.

e.g. *Maybe someone did something naughty.*

### **c. Strategy 3: Over-generalize**

The action's object may be left by the instantiation clause which threatens a face in a vague or indirect manner. "H" can choose whether or not the general rule applies to him in this situation.

e.g. *The lawn has to be mown.*

### **d. Strategy 4: Displace H**

In this way, "S" uses an indirect strategy to target the target to threaten his face, or he pretends to show face threatening actions to someone who will not threaten him, and hopes that the true target will note that the act of threatening the face is directed at him.

### **e. Strategy 5: Be incomplete, use ellipsis**

The last strategy in this indirect politeness strategy is the use of ellipsis. Ellipsis speech is legitimized by various contexts of conversation as an answer to a question but is also guaranteed in the FTA. By leaving the FTA half done, the "S" can leave the implication hanging in the air.

e.g. *Well, I didn't see her ...*

## **METHOD**

This is a descriptive analysis that employs a quantitative approach. According to Sugiyono (2013:29), descriptive analysis is used to define and provide a larger image of the researched object using the data or sample as it is; on the other hand, Kasiram (2008) states that quantitative analysis is research that uses data in the form of figures as a tool to examine and evaluate the study, especially about the object being studied. The aim of this quantitative descriptive research is to provide a systematic, factual, and accurate description, image, or depiction of the facts, natures, and relationships of each research subject. It goes without saying that as this research is trying to describe the types of refusal strategies and of politeness strategies used by actors in Home Alone Movie, this research belongs to this quantitative descriptive research.

## **Data Collection**

The data of this research are collected from the transcript of Home Alone Movie directed by John Hughes by performing the following steps: selecting and viewing movies, transcribing dialogue, selecting data, classifying and coding the data, evaluating the data, and drawing a conclusion dealing with the types of refusal strategy and the politeness strategy.

## **Data analysis**

Based on the two main aims of this research which deals with refusal strategies and politeness strategies, the refusal strategies are classified into two main strategies developed by Takahashi, Beebe and Uliss-Weltz in Abed (2011), namely direct and indirect refusal strategies. The data obtained on refusal strategies will be classified, coded and analyzed into refusal direct strategies dealing with those using formative verbs, and non-formative verbs; whereas, the indirect refusal strategies are classified, coded and analyzed into 10 categories. They are 1) statement of regret, 2) wish, 3) excuse, reason, explanation, 4) statement of alternative, 5) promise of future acceptance, 6) set condition for future or past acceptance, 7) statement of principle/ philosophy, 8) attempt to dissuade interlocutor, 9) acceptance that functions as a refusal, 10) avoidance. Meanwhile, concerning politeness strategies, as Brown and Levinson (1987) formulated, they are

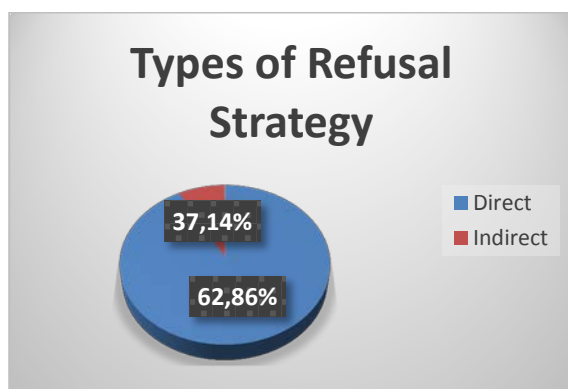


classified into four politeness strategies, namely: a bald on-record strategy, a positive politeness strategy, a negative politeness strategy, and an off record strategy.

## RESULTS AND DISCUSSION

### Types of Refusal Strategy

Accumulatively, the data obtained and analyzed taken from dialogue of Home Alone Movie in this research were 35 data. Refusal strategies were also discovered to be divided into two groups: direct and indirect strategies. The following pie chart shows that of 35 data analyzed, It showed that 13 data (37,14%) are classified into direct refusal strategies and 22 data (62,86%) are classified into indirect refusal strategies



Since the direct refusal strategies consist of two types, using formative verbs and non-formative verbs, The analyzed data of direct refusal strategy mostly belong to non-formative verbs (37,14%), as seen in the following data:

Kevin : *"Can I sleep here? I don't want to sleep with Fuller. If he drinks, he'll wet the bed."*  
Buzz : ***"I wouldn't let you sleep in my room if you were growing on my ass."***  
(D35 SPL1/SKOR2)

The form of refusal strategy used by Buzz in refusing Kevin's request belongs to direct refusal by saying a sentence "I wouldn't let you sleep in my room ..." which contains non-performative verbs. The words "wouldn't" show Buzz's unwillingness or inability to fulfill his younger brother's request, Kevin (negative willingness or ability).

Regarding the indirect refusal strategies as proposed by Takahashi, Beebe and Uliss-Weltz in Abed (2011), it was found that the two big data are due to excuse, reason, explanation (8 data/22,86%) which means that the speaker states his refusal by providing a refusal statement in the form of a reason or explanation and avoidance (8 data/22,86%) which means the speaker does his refusal one of several ways to do his avoidance such as silence, pause, doing nothing, physical departure, or verbal avoidance acts such as subject change, joke, repetition of part of order, postponement, and hedge. Here is an example from analyzed data.

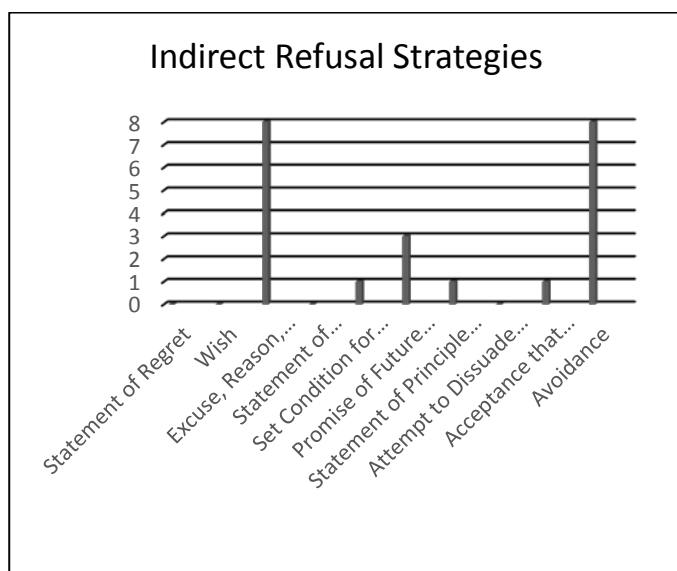
*This conversation occurred when Mr. Beaupre asks Alex to give him the computer chip he has.*  
Beaupre: *"Give me the chip."*  
Alex: *"It doesn't belong to you. It's not yours"* (D35 / SPTL22 / SKOR17)

The form of refusal speech act used by Alex by saying *"It doesn't belong to you. It's not yours"* belongs to a indirect refusal statement in the form of a reason or explanation. Here is the example of indirect refusal strategy which belongs to avoidance.

*This conversation took place when Mrs. Kate and her son, Kevin were in the dining room where Kevin and his family were having dinner but Kevin actually destroyed the family dinner so Mrs. Kate asked Kevin to leave the room.*  
Mrs. Kate: *"Say good night, Kevin."*  
Kevin: *"Good night, Kevin."* (D4 / SPTL3/SKP1)

When Kevin said “Good night, Kevin” it showed that Kevin refused Mother's request, asking him to say goodnight to his family members. Kevin's rejection utterances used an indirect refusal strategy by doing non-verbal avoidance, namely repeating part of a request.

The rest of the data obtained are respectively as follows: 3 data (8,57% on promise of future acceptance strategies, 1 data (2,86%) on set condition for future or past acceptance, 1 data (2,86%) on statement of principle/ philosophy, 1 data (2,86%) on acceptance that functions as a refusal, 0 data on statement of regret, 0 data on wish, 0 data on statement of alternative, 0 data on, attempt to dissuade interlocutor. The following chart shows the types of indirect refusal strategy found in the movie, Home Alone.



### Types of Politeness Strategy

The types of politeness strategy found in Home Alone movie are respectively obtained as follows 17 data (48,57%) on bald on-record strategy. Here is the sample of the obtained data.

This conversation took place between Mr. Hess with a driver at an airport.

Driver: "Did you check any bags, ma'am?"

Mrs. Hess: "No. Floor it " (D22 / SPL9 / SKOR12)

The politeness strategy used by Mrs. Hess is a politeness strategy categorized as on record or bald on record strategy, because firmly and clearly Mrs. Hess refuses to check her bag again and she also performs her refusal speech acts without creating ambiguity and minimizing the potential for face-threatening action against the driver. It can also be called a case of non-minimization of the face threat. 9 data (25,71%) on the strategy of positive. Here is an example from the dialogue of the movie Home Alone.

This speech took place when Mrs. Kate was looking for Kevin and met a policeman.

Kate: "I'm looking for my son. He's been missing for two days".

Police Officer: "Have you filed a report?"

Kate: "Yes, of course we have."

Police Officer: "Then trust us. We'll handle it" (D21 / SPTL13 / SKP3)

The strategy used by the police officer is a strategy of positive politeness as when he says, "Then trust us. We'll handle it.", he is still considering the side of the choice of words so as not to cause a potential face threatening action against the opponent. In this case the police officer gives a promise to the interlocutor in his refusal speech act which shows that he is using strategy 2: offer, the promise as one of positive politeness strategies. 5 data (14,29%) on negative politeness strategy, These strategies are oriented towards negative faces of the listener and emphasize avoiding distraction from the speaker. By trying to avoid distraction from the speaker, the result is less facial threat to the listener. The following is an example from the data obtained.

This conversation took place when Mrs. Kate spoke to a concierge at the hotel where her son, Kevin, was staying at the venue.

Concierge : "We'd like to offer you a complimentary suite while you're here. It's a penthouse with a view of the park. I think you'll find it satisfactory. It was recently vacated by the Countess of Worcestershire."

Mrs. Kate : "What kind of hotel allows a child to check in alone?" (D17/SPTL10/SKN4)

The politeness strategy used in a concierge's utterance is a negative politeness strategy. At the time of doing her refusal speech act refused Mrs. Kate uses a speech that contains an indirect sentence, namely "What kind of hotel allows a child to check in alone?", Beside that she also acts as an indirect threat to the concierge or It is commonly called be *conventionally indirect strategy* which belongs to strategy of negative politeness.

The last politeness strategy found is 4 data (11,43%) *on off-record strategy*. When the speaker needs to take a face-threatening action, this strategy is commonly used. but does not want to take responsibility for the action. Here is the example taken from the obtained data.

*This speech took place when Mrs. Karen asks Alex to promise in front of the police not to call them if nothing is dangerous.*

Mrs. Karen: "This will not happen again. Will it, honey? "

Alex: "....." (D27 / SPTL18 / SKOfR4)

The politeness strategy used by Alex in performing his refusal speech acts is *the off-record politeness strategy*, because in this case Alex refuses his mother's order by not saying anything and this can leave the implication of "hanging in the air" because there was no answer. This strategy is included in the strategy 5 of the off-record politeness strategy, namely *be incomplete strategy, use ellipsis, be vague or ambiguous method*. It also violates the manner maxim in the off-record politeness strategy.

## **CONCLUSION**

Based on the analysis of data and previous discussion, it can be concluded that the types of refusal strategy and politeness strategy found in Home Alone Movie are as follows:

There were 2 types of refusal strategies found in John Hughes' Home Alone Movie, namely 13 data (37.14%) of *direct refusal strategy*, and 22 data (62.86%).of *indirect refusal strategy*. The 13 data of direct refusal strategy are in the form of non-performative verbs; whereas, the 22 data on indirect refusal strategy are in the forms of 8 data (22.86%) of *avoidance*, 8 data (22.86%) of *excuse/ reason/ explanation*, 3 data (8.57%) of *promise of future acceptance*, 1 data (2.86%) of *set condition for future or past acceptance*, 1 data (2.86%) of *statement of principle/ philosophy*, dan 1 data (2.86%) of *acceptance that functions as a refusal*.

In the Home Alone Movie, the politeness strategies found in the refusal speech acts of the main characters are as follows: 17 data (48.57%) of *bald on record strategy*, 9 data (25.71%) of *positive politeness strategy*, 5 data (14.29%) of *negative politeness strategy*, and 4 data (11.43%) of *off-record strategy*.

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