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**Universitas Brawijaya** Universitas Brawijaya Kurniasari, Nena. 2011. Face Threatening Act in Email Sent by Prita Mulyasari about Omni International Hospital Health Service. Study Program of English, Faculty of Culture Studies, University of Brawijaya. Supervisor: Iis ersi Nur Rodliyah; Co-supervisor: Yana Shanti Manipuspika as Brawi aya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Keywords: Face Threatening Act (FTA), politeness strategies, email Universitas Brapeople may use language to express various intentions including dissatisfaction which is one kind of Face Threatening Act (FTA). This study ers i discussed FTA in an email of Prita Mulyasari about Omni International Hospitals it as health service. The objectives of this study are to find out: (1) the sentences containing FTA in an email sent by Prita about Omni International Hospital health service; (2) the FTA strategies found in Prita's email about Omni International Hospital health service; and (3) the possible factors causing Prita use those FTA strategies in complaining to Omni International Hospital about the health services it as Br in her email. This study used qualitative approach in relation to the use of clear and systematic description about the phenomenon being discussed. Descriptive study in textual analysis was applied in this study to analyze the sentences in Prita's email. This study revealed fifty sentences in Prita's email containing FTA in the study revealed fifty sentences in Prita's email containing FTA in the study revealed fifty sentences in Prita's email containing FTA in the study revealed fifty sentences in Prita's email containing FTA in the study revealed fifty sentences in Prita's email containing FTA in the study revealed fifty sentences in Prita's email containing FTA in the study revealed fifty sentences in Prita's email containing FTA in the study revealed fifty sentences in Prita's email containing FTA in the study revealed fifty sentences in Prita's email containing FTA in the study revealed fifty sentences in Prita's email containing FTA in the study revealed fifty sentences in Prita's email containing FTA in the study revealed fifty sentences in the study revealed fifty sentences in the study revealed fifty reve which positive face is the most threatened. The FTA strategies of Brown and Levinson (1988) which are occurred include bald on record, positive politeness (avoid disagreement-hedging opinions and presuppose H' values are the same as Si S's values), negative politeness (give deference), and off record (be ironic, sitas Brawijay Universit overstate, be vague, presuppose, and over-generalized) which are mostly occurred at a S in email. Politeness principle (PP) of Leech (1983) occurring in Prita's email includes the approbation maxim and the modesty maxim. The possible factors causing Prita used those strategies are Prita and Omni had no close relationship; mostly Omni had more power than Prita; and she was disappointed in the healthsitas Brawijaya service of Omni International Hospital. From this study, it can be concluded that Prita used more off record strategies because she realized that she threatened big institution such Omni International Hospital. Therefore, she tried to minimize her FTA although she explained all of her complaints to Omni. Afterwards, next researchers are Universit expected to conduct a research about politeness phenomena in other email or uses it as other written text, such as book, journal, brochure, magazine, newspaper, internet, etc that contains FTA. rsitas Brawijaya Universitas Brawijaya **Universitas Brawijava** 

**Universitas Brawijaya** Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijava Universitas Brawijava Universitas Brawijaya Universitas Brawijaya Universit Kurniasari, Nena. 2011. Tindakan Menyinggung Citra Diri dalam Surat iras Br Elektronik Prita Mulyasari perihal Pelayanan Kesehatan di Rumah Sakit **Internasional Omni**. Program Studi Sastra Inggris, Fakultas Ilmu Budaya, Universitas Brawijaya. Pembimbing: (I) Iis Nur Rodliyah (II) Yana Shanti Stas Universit Manipuspika/a Universitas Brawijaya Universitas Brawijaya Universitas Brawijava Universitas Brawijava Universitas Brawijava Universitas Br Kata Kunci: tindakan menyinggung citra diri, strategi kesantunan, surat elektronik. **Universitas Brawijaya** Universitas Brasetiap orang mungkin menggunakan bahasa untuk mengungkapkan sitas Brawijaya Universitberbagai maksud termasuk ketidakpuasan yang merupakan salah satu wujud itas Tindakan Menyinggung Citra Diri (TMCD). Penelitian ini membahas TMCD dalam surat elektronik Prita Mulyasari perihal layanan kesehatan di Rumah Sakit Internasional (RSI) Omni. Tujuan penelitian ini adalah menemukan: (1) Kalimatkalimat TMCD dalam surat elektronik Prita perihal layanan kesehatan RSI Omni; (2) Strategi kesantunan yang digunakan Prita dalam surat elektroniknya perihalsitas Brawijay layanan kesehatan RSI Omni; (3) Kemungkinan faktor apa saja yang tas R Prita menggunakan strategi kesantunan tersebut menyebabkan dalam mengutarakan komplain perihal layanan kesehatan RSI Omni dalam surat elektroniknya. Penelitian ini menggunakan pendekatan kualitatif untuk membahas B fenomena secara jelas dan deskriptif sistematis. Penelitian deskriptif dalam analisis tekstual digunakan untuk untuk menganalisa kalimat-kalimat dalam surat elektronk Prita. Penelitian ini menemukan bahwa lima puluh kalimat dalam surat Universitelektronik Prita mengandung TMCD yang mana citra diri positif paling seringsitas Bra Universi diserang. Strategi kesantunan Brown dan Levinson (1988) yang muncul meliputisitas B langsung, kesantunan positif (menghindari pertentangan-pembatasan opini dan mengisyaratkan nilai pendengar sama dengan nilai pembicara), kesantunan negatif (memberi rasa hormat), dan tidak langsung (menjadi ironis, berlebihan dalam Universi berkata, menyamarkan, membuat perkiraan dan berlebihan menggeneralisasi)sitas Brawijaya Universityang paling sering muncul dalam surat elektronik. Prinsip kesantunan (PK) darisitas R Leech (1983) meliputi maksim pujian dan maksim kerendahan hati. Kemungkinan faktor yang menyebabkan Prita menggunakan strategi-strategi tersebut adalah Prita dan Omni tidak memiliki hubungan akrab; kebanyakan Omni memiliki kekuatan lebih daripada Prita; dan karena Prita kecewa terhadap layanan Brawijaya Universitkesehatan RSI Omni iversitas Brawijava Universitas Brawijava sitas Br Dari penelitian ini, bisa disimpulkan bahwa Prita menggunakan lebih banyak strategi tidak langsung karena dia sadar menyerang institusi besar seperti RSI Omni. Oleh sebab itu, Prita berusaha memperkecil TMCD walaupun dia mengutarakan semua komplainnya pada Omni. Kemudian peneliti berikutnya Universi diharapkan melakukan penelitian kesantunan di surat elektronik yang lain atau tas Universitulisan lainnya, misal buku, jurnal, brosur, majalah, koran, internet, dan lain-lain j yang mengandung FTA. Universitas Brawijaya Universitas Brawijaya

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Universitas Brawijaya Universitas INTRODUCTIONersitas Brawiiava Universitas Brawijaya Universitas Brawijaya Universita Background of the Studys Brawijaya Universitas Brawijaya University other in oral and written. The purpose of the communication is to transfer sitas Brawijaya Universitinformation or intention of the speaker or writer to the listener or reader sitas Sometimes the information or idea delivered by the speaker or writer can cause positive or negative impression to the listener or reader. Then the purpose of this Universi study is to investigate the written form which contains idea delivered by the sitas writer. There are many kinds of written form, such as book, diary, journal, Universit newspaper, magazine and the modern one, blog and email that deliver many kindssitas Bra of idea which might result in claim of dissatisfaction. Dissatisfaction itself Universitemerged when someone cannot fulfill the other's wants. According to Brown and Levinson (1988) claim of dissatisfaction is also an action that threatens addressee's positive face because it means the speaker or Universit writer damages the image of the addressee. Brown and Levinson (1988) say that sit as Brawijaya positive face means person's public self image or personality to a want to be sites desirable. Moreover, Brown and Levinson (1988) add that the strategies to ersitas Brawijaya Universitas Brawijaya Universithreaten the positive face of the addressee is different for each person dependingsit as Brawijaya on the problems occur and the relationship between the speaker and the addressee. Therefore, some people will use some strategies to avoid the threatening of the Brawijaya Universitas Brawijaya

**Universitas Brawijaya** Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya **Universitas Brawijava** Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya **Universitas Brawiiava** Universitas Brawijaya Universitas Brawijaya positive face; meanwhile, some people will use strategies that frankly show the ersitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universithreatening of positive face tas Brawijaya Universitas Brawijaya The internet as a place for people who want to connect with other people Universities the world often makes information exposed freely to the public. Then it as Braw Universitas Brawijaya Related to this issue, the writer has chosen a case related to face threatening act in Universitan email. It was done by someone who sent her friend a message about the itas dissatisfaction of a hospital through email. The content of the email has been talked and discussed by mass media in Indonesia because it was considered Universi ruining the reputation of the hospital and there were pro and contra regarding the That email came from a woman named Prita Mulyasari who sent her email to her friends to tell her dissatisfaction to Omni International Hospital about the University malpractice done by a doctor who took care of her illness. At first, the email was sitas Universi just known by her friends, but then the email was exposed to the society and read by Omni International Hospital. Due to the fact that her email is considered Universit degrading Omni's reputation, Prita was reported to the police for the vilification case. After facing a long trial process in the court, she was fined 250.000.000 rupiahs as the compensation. The court decision raised pro and contra in society. sitas Brawijaya Universitas Brawijaya Universitas Brawijaya UniversiThe people who have their sympathy to Prita's desperation conducted a charitysitas B action called "Coin for Prita" to help Prita pay the fine. However, after the money collected reached more than 250.000.000 rupiahs, that is 650.000.000 rupiahs, Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya

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rawijaya	Universitas Brawijaya For that reason, the writer decides to conduct a research related Universitas Brawijaya Universitas Brawijaya	Universitas	Brawijay
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rawijaya	Universitas	that got the c	laim from Prita	Mulyasari's	email about h	ealth service	(Santosa	Brawijay
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Universitas Brawijaya Universitas Brawijaya rawijaya Universitas Brawijaya **Universitas Brawijaya** Universitas Brawijaya Universitas Brawijaya rawijaya Universitas Brawijaya Universitas Brawijaya **Universitas Brawijaya** Universitas Brawijaya Universitas Brawijaya rawijaya **Universitas Brawijaya** Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya **REVIEW OF RELATED LITERATURE** awijava Universitas Brawijaya Universitas Brawijaya rawijaya Universitas Br This chapter consists of theories that help the writer in analyzing the datasitas Brawijaya Universitas Brawijaya rawijaya University related to politeness will be reviewed. rawijaya **Universitas Brawiias** Universitas Braw Universitas Theoretical Framework Universitas Brawijaya
Universitas Brawijaya
Universitas Brawijaya **Universitas Brawijaya** rawijaya Universi theories related to the concept of face, Face Threatening Act (FTA), strategies for sitas Brawijaya doing FTA, and factors choosing the strategies which are reviewed from different rawijaya Universitsources University 2.1.1 The Concept of Face rawijaya Our notion of face is derived from Goffman (1967, cited in Brown and Sitas Brawijaya Universi Levinson, 1988, p.61) and from the English folk term, which ties face up with stas Brawijaya notions of being embarrassed or humiliated. Brown and Levinson (1988) then Universit develop the definition of face into something that is emotionally invested, and that sit as Brawijaya Wijaya Universitas Brawijava Universican be lost, maintained, and must be constantly attended to in interaction sitas Brawijaya Furthermore, Brown and Levinson (1988) state that in general, people cooperate Universities Brawijaya Universities Brawijaya Universities Brawijaya Universi in maintaining face in interaction because face is liable to be damaged. To not besit as Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya lost or humiliated, normally everyone's face depends on everyone else's being rawijaya rawijaya rawijaya maintained. Since people defend their face if threatened and defend their own to Universitas Brawijaya Universitas Brawijaya Universi threaten other face, generally every participant maintains each other's face by the Brawijava rawijaya rawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijóya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya rawijaya

Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya **Universitas Brawijaya** Universitas Brawijaya Universibeing heedful of the face given in communication. In other words, if someone stas Brawijaya rersitas Brawijaya – Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universi wants his face to be maintained by other participants, he should maintain others's itas Brawijava face first. It can be concluded that face is a kind of emotion belonging to each Universi person that is hoped to be maintained by each participant when the threatening it as Brawijaya Universitas Brawijaya Universitive related aspects of face; they are positive face and negative face. **Universitas Brawiia** Universitas Brawijaya Universi person's public self image or personality to a want to be desirable. It means it as Br everybody wants his want to be liked or affirmed by others while the Universi communication is going on. Crystal (2003) defines positive face as the desire tositas Brawijaya show involvement with others. Moreover, according to Grundy (2000), positive Universiface is the desire to have what we admired admired by others, the desire to be sitas Brawijaya University understood by others, and the desire to be treated as a friend and confidant. From it as those definitions of positive face, it means everybody who is in a group wants his Universitiwant to be liked or affirmed by others and treated as a member of the group. Iniversitias Brawijaya Universitas Brown and Levinson (1988) argue that in interaction, there are expected sitas B personalities required from interactants, including the desire to be ratified, Universitas Brawijaya Universitas Brawijaya Universi understood, approved of, liked or admired. The next step is to represent this desires it as Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas as the want to have one's goals thought of as desirable. In other words, to wish someone fulfils his positive face, he will assure other interactants that his want is Brawijaya Universitas Brawijaya **Universitas Brawijaya** Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya

rawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya **Universitas Brawijaya Universitas Brawijaya** Universitas Brawijaya University adorable. For example, when someone shows his painting proudly Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universi interactants, it is hoped that his painting is adored by others. Brawijava rawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya rawijaya Universit2.1.1.2 Negative Faceversitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Negative face is a derivative politeness of non-imposition, personal University preserves, and rights to non-distraction (Brown and Levinson, 1988). Later, sitas Brawijaya Universi Crystal (2003) said negative face as the desire not to be offended by others. sitas Brawijava Furthermore, Grundy (2000) defines negative face as our wish not to be imposed on by others and to be allowed to go with our business unimpeded with our rights Brawijaya Universito free and self-determined action intact. In short, it can be stated that negative it as Britanian state of the stated that negative it as Britanian state of the stated that negative it as Britanian state of the stated that negative it as Britanian state of the stated that negative it as Britanian state of the stated stated state of the stat face is the desire to be allowed to do our business freely. If someone distracts the Universitother's business like asking favor and postponing appointment, it means like Brawijaya threatening the negative face. For example, the doctor cannot meet the patients at Universithe time of their appointment. 2.1.2 Face Threatening Act (FTA) **Universitas Brawijaya** Universitas Br According to Yule (1996), face threatening act is something which is saidsitas Brawijaya Universi represents a threat to another person's self image. Brown and Levinson (1988) sitas Brawijaya Universities Brawijaya define Face threatening act (FTA) as the case that certain kinds of acts Universities Brawijaya Universities Brawijaya Universities Brawijaya rawijaya Universi intrinsically threaten face, i.e. those acts that run contrary to the face wants of thesitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya addressee or hearer (H) of the speaker (S). In other words, when the act to threaten face happens, it means the wants of the addressee of the speaker is not fulfilled Brawijaya Universitas Brawijaya Universitas Brawijaya Universi and it can lose the face. Thus, by 'act' (utterances) we have in mind what is it as Brawijava rawijaya Universitas Brawijaya rawijaya

Universitas Brawijaya Universitas Brawijaya rawijaya Universitas Brawijaya **Universitas Brawijaya Universitas Brawijaya** Universitas Brawijaya Universitintended to be done by a verbal or non verbal communication. There are two kinds Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya University of face threatened that is differentiated into acts that threaten positive face and acts sitas Brawijava Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya rawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya 2.1.2.1 The Acts that Threaten the Positive Want Universitas Brown and Levinson (1988) point out the acts that threaten positive face Strawijaya Universitivant are indicated by the potential that the speaker does not care about the sitas Brawijaya addressee's feeling, wants, and so forth. These acts include: A. The acts showing that speaker has a negative face evaluation of some aspects Brawijaya of addressee's positive face: 1. Expressions of disapproval, criticism, disgusted or mock, complaints and warning, accusations, insults (S indicates that he does not like or want onesitas Brawijaya or more of addressee's wants, acts, personal characteristics, goods, beliefs or values) rawijaya Contradictions or disagreements, challenges (S indicates that he thinks the trans addressee is wrong, or misguided or unreasonable about some issue, such Universitas Brawrongness being associated with disapproval) B. The acts that show that S is indifferent to addressee's positive face: 1. Expression of violent, emotions (S gives addressee possible reason to fear Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brahim or be embarrassed by him) ijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya 2. Irreverence, mention of taboo topics, including those that are inappropriate Universitas Br in the context (S indicates that he does not value addressee's values and Sitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Br does not fear addressee's fear) vijaya Universitas Brawijaya rawijaya Universitas Brawijaya rawijaya

rawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya **Universitas Brawijaya** Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya rawijaya Universitas Brawijaya Universitas Brawijaya **Universitas Brawijaya** Universitas Brawijaya Universitas Brawijaya Universities 3. Bringing of bad news about addressee, or god news (boasting) about S (S it as Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brindicates that he is willing to cause distress to addressee and does not caresitas Brawijava Universitas Brawijaya tas Brawijaya Universitas Brawijaya Universitas Brawijaya rawijaya Universitas 4. Raising of dangerously emotional or divisive topics, e.g. politics, race, sitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya religion, women's liberation (S raises the possibility or likelihood of face Universitas Brathreatening acts occurring; i.e., S creates a dangerous to face atmosphere) rsitas Brawijaya Universities 5. Blatant non-cooperation in an activity. For example, disruptivelysities Brawijava interrupting addressee's talk, making non-sequiturs or showing nonattention (S indicates that he does not care about addressee's negative or sitas Brawijaya positive face wants) 6. Use of address terms and other status marked identifications in initial encounters (S may misidentify addressee in an offensive or embarrassings has Brawijaya way, intentionally or accidentally). Univers 2.1.2.2 The Acts that Threaten the Negative Want Brown and Levinson (1988) claim the acts that primarily threaten the University addressee's negative face are indicated by the intention of the speaker not to avoid sitas Brawijaya Illustration impeding addressee's freedom of action. They divided the acts that threaten negative want into three categories. **Universitas Brawijaya** Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universit A. The acts that ask the hearer (H) to do 'act A' in future and is so doing putsit as Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya some pressures on addressee to do 'the act A', including: Universitas 1. orders and requests (S indicates that he wants H to do some act A) Universitas Brawijaya Universitas Brawijaya Universities 2, suggestions, advice (S indicates that he thinks H ought to do some act A) ersities Brawijava rawijaya Universitas Brawijaya rawijaya

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rawijaya	Universities 3. remindings (S indicates that H should remember to do some act A	Universitas Brawija
rawijaya	Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya	Universitas Brawija
rawijaya	Universitas 4.r threats, warnings, dares (S indicates that someone will instigate t	
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rawijaya	Universi B. The acts that S (speaker) will ask some positive future toward H (heater)	arer), i andsitas Brawija
rawijaya	Universitas Brawijava Universitas Brawijava Universitas Brawijava	Universitas Brawija
rawijaya	Universities in so doing put some pressure on H to accept or reject them, and po	ossibly to Brawija
rawijaya	Universitas Brawijaya debt, including: versitas Brawijaya	
rawijaya	Universitas Brawijaya	Universitas Brawija
rawijaya	Universitas 1, roffers (S indicates that he wants to commit himself to whether	
rawijaya	Universitas Brawi AS R Sijaya	Universitas Brawija
rawijaya	Universitias Braw wants to do some act for H, with H thereby incurring a possible de	Universitas Brawija
rawijaya	Universitas 2. promises (S commits himself to a future act for H's benefit)	Universitas Brawija
rawijaya	Universita	Universitas Brawija
rawijaya	Universi C. The acts that S asks some desires toward H or H's goods, giving H	
rawijaya	Universi think that he may have to take action to protect the object of S	, Liversitas Brawija 's desire.
rawijaya	Universit	niversitas Brawija
rawijaya	Universit including:	hiversitas Brawija
	Universita Universita  1. compliments, expressions of envy or admiration (S indicates that	niversitas Brawija
rawijaya		
rawijaya	Universitat or would like something of H's)	Universitas Brawija
rawijaya	Universities 2 expressions of strong (posstive) emotion toward H o g hotred o	Universitas Brawija
rawijaya	Universities 2. expressions of strong (negative) emotion toward H, e.g. hatred, as	
rawijaya	Universitas B (S indicates possible motivation for harming H or H's goods)	Universitas Brawija
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rawijaya		
rawijaya	Universitas Brawijaya for doing FTA or we usually call it politeness strat Universitas Brawijaya	egies are
rawijaya	University strategies used in order to lessen the possible threat to another's face (Yul	
rawijaya		
rawijaya	Universities Brawijaya Universities Brawijaya Universities Brawijaya Strategies for doing FTA consist of on record which is divided	into two Universitas Brawija
rawijaya	University categories, baldly (without redress) and redressive action; then the	
rawijaya	Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya	Universitas Brawija
rawijaya	Universi category is off record (Brown and Levinson, 1988).ersitas Brawijaya	Universitas Brawija
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Universitas Brawijaya Universitas Brawijaya rawijaya Universitas Brawijaya **Universitas Brawijaya** Universitas Brawijaya Universitas Brawijaya **Universitas Brawijaya** Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya rawijaya **Universitas Brawijaya** Universitas Brawijaya Universit2.1.3.1.On Record Iniversitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Brown and Levinson (1988, p.68) state, "someone goes on record in doing Universitas Brawijaya Universitas Brawijaya rawijaya Universian act A if it is clear to participants what communicative intention led the actor to sit as Brawijava Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya do A". It means that there is just one unambiguously intention will occur. It also Universition be stated that on record strategy, there is only one intention and no ambiguous Brawijaya s Brawijaya Universitas Brawijaya Universi meaning when the speaker talks to the hearer. On record strategy of politeness it as Brawijaya comprises two different actions namely baldly or without redress and redressive Universitaction. hiversitas Brawijaya 2.1.3.1.1 Baldly without Redress This strategy, according to Brown and Levinson (1988), involves doing its itas Brawijaya rawijaya in the most direct, clear, unambiguous and brief way possible. The strategies are Universimetaphorical urgency for emphasis, imperatives in formulaic entreaties, sitas Brawijaya Universi sympathetic advice and warnings, granting permission for permission. rawijaya Metaphorical urgency for emphasis is where S speaks as if something Universidelivered were very important. We will find it when someone wants to getsitas Brawijaya Universitas Brawija Wijaya Universitas Brawijaya Universi formulaic entreaties which means that S speaks to ask something urgent. Since to sit as Brawijaya the thing asked is needed soon, baldly is the right strategy because it is Universitas Brawijaya unambiguous. For example, "Open the door! Someone wanna hurt me!". Another Universitas Brawijaya Universitas Brawijaya Universi strategy is called sympathetic advice and warning which means that S conveys it as Brawijava Universitas Brawijaya Universitas Brawijaya rawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya rawijava

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rawijaya	Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas B	rawijay
rawijaya	Universithat he does care about H, so that no redress is required. Since we warn someone	rawijay
rawijaya	Universitas Brawijaya	
rawijaya	Universitabout something, it is more effective to use unambiguous statement, e.g., "Yoursitas B	rawijay
rawijaya	Universitas Brawing.", "Careful! He's a dangerous man." The last strategy is <i>granting</i> Universitas B	Brawijay Brawijay
rawijaya rawijaya		
rawijaya Irawijaya	University permission for permission. Granting permission of something that someone has it as Burniversitas Brawijaya Universitas Brawijaya Brawijaya Universitas Brawijaya	
rawijaya	requested may likewise be baldly on record, as in example: "Yes, you may go".	rawijay Prawijay
rawijaya	Universitas Brawijaya	
rawijaya Brawijaya	Universitas Brawijaya Universitas Brawijaya Universitas B	
rawijaya Brawijaya	Universitas Brawijaya	
rawijaya		
rawijaya	Redressive action means action that 'gives face' to the addressee, which	rawijay Brawijay
rawijaya	Universities and to lessen the potential face damage of FTA (Brown and Levinson, 1988). In Sitas B	
rawijaya	Universita	
rawijaya	Universi other words, by doing this strategy, the speaker would like to minimize the face sitas B	Brawijay
rawijaya	University threatening. This redressive action takes one of two forms, depending on which universities B	rawijay
rawijaya	University University of the Country	rawijay
rawijaya	Universi concept of face (positive or negative) is used. The redressive action which sites	Brawijay
rawijaya	University for inversity for a leaf positive relitations, while the one concerning	rawijay
rawijaya	Universities positive face is called positive politeness while the one concerning that B	
rawijaya	Universities and Universities Burning and Univ	
rawijaya	Universitas B	Brawijay
rawijaya	Universities   Positive politeness is oriented to the positive face of addressee, the positive state	
rawijaya	Universities Self-image that he claims for himself (Brown and Levinson, 1988). Positive	rawijay 
rawijaya	Universitas Brad Universitas B	
rawijaya rawijaya	Universities Brownia	
rawijaya Irawijaya	Universitas Brawija Universi speaker does not mean a negative evaluation in addressee's face. As a result, the sitas B	rawijay Rrawiiav
rawijaya		
rawijaya	University addressee will feel that the speaker also respects addressee's face and likes what Universities Brawnian and the speaker also respects addressee's face and likes what	Brawijay
rawijaya	Universi he likes although it is not as much as he does. Brown and Levinson (1988) suggests it as B	
rawijaya	Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas B	
rawijaya	Universitas Brawijaya	
rawijaya	Universita. Notice and attend to H or addressee about his interests, wants, needs, goods.	
rawijaya	Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas B	
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rawijaya	Universitas	Brawijaya Universitas Brawijaya Universitas Brawijaya Universit	tas Brawijay
rawijaya	Universitas		tas Brawijay
rawijaya	Universitas	It means S should take notice of H's condition, like noticeable changes and	as Brawijay
rawijaya	Universitas		tas Brawijay
rawijaya	Universitas	anything which looks as if H wants S to notice and approve it. For example:	
rawijaya	Universitas	Brawijaya Universitas Brawijaya Universitas Brawijaya Universit	tas Brawijay
rawijaya	Universitas	Brawijaya Universitas	tas Brawijay
rawijaya			tas Brawijay
rawijaya			tas Brawijay
rawijaya	Universitas	In gangral & uses intensifying modifiers to avaggarate such as fentastic	tas Brawijay
rawijaya	Universitas	marvelous, extraordinary, etc. For example: What a fantastic garden you have!	as Brawijay
rawijaya	Universitas		tas Brawijay
rawijaya	Universit3s	Intensify interest to H rawijaya Universit	tas Brawijay
rawijaya	Universitas	Brawi C AS B Jijaya Universit	tas Brawijay
rawijaya	Universitas	In this strategy, S uses the vivid present or switches back and forth between	tas Brawijay
rawijaya	Universitas	past and present tense to pull H right into the middle of the event being	as Brawijay
rawijaya	Universita	/ Iniversity	tas Brawijay
rawijaya	Universi	discussed. For example: I come down to the stairs, and what do you think $I_{\rm SI}$	
rawijaya	Universi	see? A huge mess all over the place, the phone's off the hook and clothes are	as Brawijay
rawijaya	Universit		
rawijaya	Universit	A SHOP WAY & CITY PAGE AND	tas Brawijay
rawijaya	Universit	Lice in group identify markers	tas Brawijay
rawijaya			tas Brawijay
rawijaya	Universita	To minimize the FTA to H or addressee, there are many ways to convey in [S]	:as Brawijay
rawijaya	Universitas		tas Brawijay
rawijaya		group membership which S can implicitly claim the common ground with H.	
rawijaya	Universitas	The ways are address forms (e.g. mate, buddy, pal), in-group language or	as Brawijay:
rawijaya	Universitas		
rawijaya		dialect (e.g code switching), jargon or slang (e.g. Lend us two bucks then,	
rawijaya	Universitas	1 11 3 5 0)	tas Brawijay
rawijaya			tas Brawijay tas Brawijay
rawijaya Irawijaya	Universitas	Seek agreement	tas Brawijay
rawijaya		a. Safe topics mean to claim common ground with H or addressee in order to	
rawijaya			
rawijaya	Universitas	Brawijaya Universitas Brawijaya Universitas Brawijaya Universit seek possible way to agree with H's want. For example, if your neighbour	as Brawijay as Brawijay
rawijaya		comes home with a new car and you think it hideously huge, you might	
rawijaya			tas Brawijay
rawijaya			tas Brawijay
rawijaya	Universitas		tas Brawijay
rawijaya	Universitas		tas Brawijay
rawijaya	Universitas		tas Brawijay
rawijaya	Universitas		tas Brawijay
rawijaya	Universitas		tas Brawijay
rawijaya	Universitas		tas Brawijay
awijaya	Jimve i Silas	Diamijaya Omvorsitas Diamijaya Omvorsitas Diamijaya Omvorsi	.us brawijay

	OTHER DESIGNATION OF THE OFFICE OFFICE OFFICE OF THE OFFICE OFFIC	011110101010	
rawijaya	Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya	Universitas I	Brawijay
rawijaya	Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya	Universitas I	
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rawijaya	Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya	Universitas I	Brawijay
rawijaya	Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya	Univessitas I	Brawijay
rawijaya	Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya	Universitas I	Brawijay
rawijaya	Universities b. Repetition is agreement by stressing part or all of what first specific	eaker hassitas	Brawijay
rawijaya	Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya	Universitas I	Brawijay
rawijaya	Universitas Brasid, like in an example, A: John went to London this weekend/a	Universitas I	Brawijay
rawijaya	Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya	Universitas I	Brawijay
rawijaya	Universitas Brawijaya	Universitas I	Brawijay
rawijaya	Universit6.s Avoid disagreementersitas Brawijaya Universitas Brawijaya	Universitas I	Brawijay
rawijaya	Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya	Universitas I	Brawijay
rawijaya	Universitas a. Token agreement means S twists his utterances to bee seen as ag	gree or to	Brawijay
rawijaya	Universitas Brahide disagreement. For example: A: That's where you live, Florida	<sub>a?</sub> Universitas l	Brawijay
rawijaya	Universitas Brawijaya	Universitas I	Brawijay
rawijaya	Universitas Brawijay B: That's where I was born aya	Universitas I	Brawijay
rawijaya	Universitas Brawi Universitas	Universitas	Brawijay
rawijaya			
rawijaya	Universities order to be seen cooperative with the addressee. For example: I'll	ll meet in sitas	Brawijay
rawijaya	University front of the theatre just before 8, then.	Universitas I	
rawijaya		niversitas l	
rawijaya rawijaya	Universit Universit c. Hedging opinions means speaker may choose to be vague of	his own niversitas	Drawijay Prawijay
rawijaya Irawijaya	Universit opinion, so as not to be seen to disagree, for example: It's really	1.00	
rawijaya	University	niversitas l	
rawijaya	Universita in a way.	Universitas I	
rawijaya		Universitas I	
rawijaya	University. Presuppose/raise/assert common ground University.	Universitas I	
rawijaya	Universitas a. Personal-centre switch, this is where S speaks as if H's knowle		
rawijaya	Universitas B equal to S's knowledge. For example: I had a really hard time le		
rawijaya	equal to S's knowledge. For example: I had a really hard time le Universitas Bra	earning to Universitas I	Brawijay
rawijaya	Universitas Brdrive, didn't I?	Universitas I	Brawijay
rawijaya	Universitas Brawija wijaya	Universitas I	Brawijay
rawijaya	Universities b. Place switch, this is where S uses 'this' and 'here' rather than '		
rawijaya	Universitas Brithere' in order to express increased participation or empathy. For	Universitas example:	Brawijay
rawijaya	Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya	Universitas I	Brawijay
rawijaya	Universitas Brthis is a man I could trust. Brawijaya Universitas Brawijaya	Universitas I	
rawijaya	Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya	Universitas I	
rawijaya		Universitas	
rawijaya	The use of scalar predicates, such as good, bad, ugly, beautifu	ul, etc to	Brawijay
rawijaya	Universitas Brawijaya Universitas Brawijaya Universitas Brassume that S and H share the criteria for placing people on this sca	Universitas I	
rawijaya			
rawijaya rawijaya	Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya	Universitas I Universitas I	
rawijaya	Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya	Universitas I	
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rawijaya	Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya	Universitas I	
		Universitas I	
rawijaya	Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya	Universitas I	DIAWIJAY

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rawijaya	Universitas	Brawijaya	Universitas	Brawijaya	Universitas	Brawijaya	Universitas	Brawijay
rawijaya	Universitas		Universitas				Universitas	Brawijay
rawijaya	Universitas	Brawijaya	Universitas	Brawijaya	Universitas	Brawijaya	Universitas	Brawijay
rawijaya	Universitas	Brawijaya	Universitas	Brawijaya	Universitas	Brawijaya	Universitas	Brawijay
rawijaya	Universitas	Brawijaya	Universitas	Brawijaya	Universitas	Brawijaya	Unive <sub>6</sub> sitas	Brawijay
rawijaya	Universitas	Brawijaya	Universitas	Brawijaya	Universitas	Brawijaya	Universitas	Brawijay
rawijaya	Universitas	Brawijaya	Universitas	Brawijaya	Universitas	Brawijaya	Universitas	Brawijay
rawijaya	Universitas		Universitas	Brawijaya	Universitas	Brawijaya	Universitas	Brawijay
rawijaya	Universitas	It is a techniq	ue for minimizi	ng an FTA o	f requesting, a	s in this uttera	ance, OKsitas	Brawijay
rawijaya	Universitas	Brawijaya	Universitas	Brawijaya	Universitas	Brawijaya	Universitas	Brawijay
rawijaya	Universitas	Brawijaya	se cookies now?	Brawijaya	Universitas	Brawijaya	Universitas	Brawijay
rawijaya	Universit9.s	Assert or pres	uppose S's kno	wledge of an	d concern for l	H's wants	Universitas	Brawijay
rawijaya	Universitas	Brawijaya	Universitas indicates that S	Brawijaya	Universitas	Brawijaya	Universitas	Brawijay
rawijaya	Universitas	This strategy	indicates that S	and H are c	ooperators, an	d to put press	ure on H Universitas	Brawijay
rawijaya	Universitas	to cooperate	with S. For exa	mple: I knov	you can't be	ar parties, but	this one sitas	Brawijay
rawijaya	Universitas	Brawijaya			25	Brawijaya	Universitas	Brawijay
rawijaya			good – do come	e! 		rawijaya	Universitas	
rawijaya	Universitas	Offer, promis	4 11/	AS B		vijaya	Universitas	
rawijaya					14/2	va	Universitas	
rawijaya	Universitas	By this strates	gy, the speaker	claims that w	hatever hearer	wants, he wi	ll help to <sup>sitas</sup>	Brawijay
rawijaya	Universita	obtain it in o	order to show h	is good into	ntion in sotisf	Svina hoorer's	Universitas	Brawijay
rawijaya	Universi	obtain it in c	order to show h	ns good inte	iitioii iii satisi	ying hearer s		
rawijaya	Universi	face/want. Fo	r example: I'll d	lrop by some	time next weel	k.	niversitas	
rawijaya	Universit	D		A SER			hiversitas	
rawijaya rawijaya	Universit11. Universit						hiversitas niversitas	Prowiiov
rawijaya Brawijaya	Universita	It means S as	sumes that H w	ants S's war	nts and will he	lp him to obta	ain them.	Brawijay
rawijaya								
rawijaya	Universitas		Look, I'm sure	you won t m	ina ii i borrow	your comput	Universitas	
rawijaya			S and H in the a	ctivity	Date		Universitas	
rawijaya			FTA, S includ		1	//a		
rawijaya	Universitas	To lessen the	FTA, S includ	es 'we' form	n which means	s 'you' or 'm	e' to call Universitas	Brawijay
rawijaya			tive assumption	n. The 'we'	form is indicat	ted by let's, 1		
rawijaya	Universitas	Brawii	•			wijaya	Universitas	
rawijaya			s stop for a bite			rawijaya	Universitas	
rawijaya	Universitas	Give or ask fo	University or reasons		omversitas	Brawijaya	Universitas	Brawijay
rawijaya	Universitas	Brawijaya	Universitas	Brawijaya	Universitas	Brawijaya	Universitas	Brawijay
rawijaya			clude H in the ac					
rawijaya	Universitas	Brawijaya	assumes that the	Brawijaya	Universitas	Brawijaya	Universitas	Brawijay
rawijaya								
rawijaya			Why don't I he				Universitas	
rawijaya	Universitas		Universitas				Universitas	
rawijaya			sert reciprocity				Universitas	
rawijaya	Universitas		Universitas				Universitas	
rawijaya	Universitas		Universitas				Universitas	
rawijaya	Universitas		Universitas				Universitas	
rawijaya	Universitas		Universitas				Universitas	
rawijaya	Universitas		Universitas				Universitas	
rawijaya	Universitas	Brawijaya	Universitas	<b>brawijaya</b>	universitas	Brawijaya	Universitas	Brawijay

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rawijaya	Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas	Brawijay
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rawijaya	Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas	Brawijay
rawijaya	Universitas Brawijaya	Brawijay
rawijaya	Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas	Brawijay
rawijaya	Universities Speaker asks hearer to cooperate with him by giving evidence of obligation	
rawijaya	Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas	
rawijaya	Universitas obtained between them, thus speaker may say 'I'll do X for you if you do Ysitas	Brawijay
rawijaya	Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas	Brawijay
rawijaya	Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas for me'. For example: I'll do your homework if you give me some money. Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas	Brawijay
rawijaya	Universit15. Give gift to H (goods, sympathy, understanding, cooperation) vijaya Universitas	
rawijaya	Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas	<b>Brawijay</b>
rawijaya	Universitas Speaker satisfies hearers' face/want by giving concrete gift and human-sitas	<b>Brawijay</b>
rawijaya	Universities relation wants, such as the wants to be liked, admired, cared about, and so on.	<b>Brawijay</b>
rawijaya	Universitas Brawijaya Universitas	Brawijay
rawijaya	Universitas For example: Oh, I am sorry to hear that.	Brawijay
rawijaya	Universitas Brawi and Levinson (1988) explain about Negative politoness as	Brawijay
rawijaya	Universitas Br Brown and Levinson (1988) explain about Negative politeness as	s Brawijay
rawijaya	University redressive action addressed to the addressee's negative face. As explained before, Sitas	Brawijay
rawijaya		Brawijay
rawijaya	Universi negative face is a want to do the business freely. Negative politeness performs the sites	
rawijaya	function of minimizing the particular imposition when the effects of FTA are	Brawijay
rawijaya	Universitas	Brawijay
rawijaya	Universi unavoidable. There are ten strategies suggested by Brown and Levinson (1988) in Sitas	
rawijaya	Universitation in the state of	
rawijaya		
rawijaya	Universities Universities Universities Universities	
rawijaya rawijaya	Universitas Universitas This strategy has the definition that speaker uses phrase and sentences that sites	
Irawijaya Irawijaya		
rawijaya	contextually has unambiguous meaning, but actually it is different from their	s Brawijay s Brawijay
rawijaya	Universities literal meaning. For example: Why are you painting your house purple? Universities	
rawijaya	Universitas Brawija wijaya Universitas	
rawijaya	Universit 2.5 Question, hedge awijaya Universitas	
rawijaya	Universities This strategy is used to modify the force of speech act, e.g. Won't you open	
rawijaya	Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas	Brawijay
rawijaya	Universitas the door? (I hedgedly request that you open the door) as Brawijaya Universitas	
rawijaya		
rawijaya	Universitas Brawijaya	Brawijay
rawijaya	Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas	<b>Brawijay</b>
rawijaya	Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas	<b>Brawijay</b>
rawijaya	Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas	Brawijay
rawijaya	Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas	Brawijay
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rawijaya	Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas	Brawijay

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rawijaya	Universitas	Brawijaya	Universitas	Brawijaya	Universitas	Brawijaya	Universitas	Brawijay
rawijaya	Universitas	Brawijaya	Universitas	Brawijaya	Universitas	Brawijaya	Universitas	
rawijaya	Universitas	Brawijaya	Universitas	Brawijaya	Universitas	Brawijaya	Universitas	Brawijay
rawijaya	Universitas	Brawijaya	Universitas	Brawijaya	Universitas	Brawijaya	Universitas	Brawijay
rawijaya	Universitas	Brawijaya	Universitas	Brawijaya	Universitas	Brawijaya	Univęgsitas	Brawijay
rawijaya	Universitas	Brawijaya	Universitas	Brawijaya	Universitas	Brawijaya	Universitas	Brawijay
rawijaya	Universitas	Speakers expl	icitly express (	loubt that the	Condition for	the appropria	teness of	Brawijay
rawijaya			Universitas				Universitas	
rawijaya	Universitas	his speech ac	t obtained to r	edress hearer	's negative fa	ce. For exam	plen Willsitas	Brawijay
rawijaya	Universitas	Brawijaya	Universitas	Brawijaya	Universitas	Brawijaya	Universitas	Brawijay
rawijaya	Universitas	Brawijaya	Universitas arette on you?	Brawijaya	Universitas	Brawijaya	Universitas	Brawijay
rawijaya	Universit4s	Minimize the	imposition as	Brawijaya	Universitas	Brawijaya	Universitas	Brawijay
rawijaya	Universitas	Brawijaya	Universitas	Brawijaya	Universitas	Brawijaya	Universitas	Brawijay
rawijaya	Universitas	Speaker redre	sses the seriou	sness of the	FIA to pay h	earer deferen	ce, e.g. I	Brawijay
rawijaya	Universitas	just want to as	sk you if I can b	oorrow a little	e bit of money.	Brawijaya	Universitas	Brawijay
rawijaya	Universitas	Brawijaya			95	Brawijaya	Universitas	
rawijaya		Give deference				rawijaya	Universitas	
rawijaya	Universitas	Braw' Speaker humb	oles himself an	d raises hear	er's positive fa	ice of a partic	Universitas ular kind ular kind	Brawijay
rawijaya			00'					
rawijaya	Universitas	to satisfy H's	want to be tre	eated as supe	rior. For exam	ple: We look	forwardsitas	Brawijay
rawijaya	Universita	yory much to	dining with you		Max C		Universitas	
rawijaya	Universi	very much to	diffing with you	(Fee)		7,	niversitas	
rawijaya	Universi 6.	Apologize	12	100	14		hiversitas	
rawijaya Irawijaya	Universit	Consider in the				,	hiversitas	
	Universit	Speaker indic	cates his reluc	ctant to imp	inge on near	er s negative	facevbysitas niversitas	
rawijaya	Universita	apologizing, 1	for example: I	m sorry to 1	oother you, bu	ıt I need you	r help to	Brawijay
rawijaya						//	Universitas	
rawijaya	Universitas	move this tabl	e there.	1348	Sel		Universitas	
rawijaya		Impersonalize	S and H		Day		Universitas	
rawijaya			1/4/2/		W.	a	Universitas agent (S)	
rawijaya	Universitas	It means avoi	ding the prono	ouns 'I' and	'you' to expre	ess as if the a	agent (S) Universitas	Brawijay
rawijaya	Universitas	were other th	han speaker a	nd the addr	essee were o	ther than he	arer.iForsitas	
rawijaya	Universitas	Brawii	-			wijaya	Universitas	
rawijaya			necessary to re	gister the nu	mber again.	rawijaya	Universitas	Brawijay
rawijaya	Universitas	State FTA as	a general rule		onversitas	Brawijaya	Universitas	Brawijay
rawijaya	Universitas	Brawijaya	Universitas	Brawijaya	Universitas	Brawijaya	Universitas	Brawijay
rawijaya							gulation, sitas	
rawijaya	Universitas	Brawijaya or obligation	Universitas	Brawijaya	Universitas refrain from	Brawijaya	Universitas ts on the Universitas	Brawijay
rawijaya								
rawijaya	Universitas		Universitas				Universitas	
rawijaya	Universitas		Universitas				Universitas	
rawijaya	Universites		Universitas				Universitas	
rawijaya	Universitas		Universitas				Universitas	
rawijaya	Universitas		Universitas				Universitas	
rawijaya	Universitas		Universitas				Universitas	
rawijaya	Universitas		Universitas				Universitas	
rawijaya	Universitas		Universitas				Universitas	
rawijaya	Universitas	Brawijaya	Universitas	Brawijaya	universitas	Brawijaya	Universitas	Brawijay

Universitas Brawijaya Universitas Brawijaya rawijaya Universitas Brawijaya **Universitas Brawijaya** Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya rawijaya Universitas Brawijaya **Universitas Brawijaya** Universitas Brawijaya Universitas Brawijaya Universities This strategy shows formality which is associated with the noun end of Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas continuum, which begins from verb trough adjective to noun. For example:sitas Brawijava Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Your good performance on the examinations impressed us favorably. Universitas Brawijaya Universitas Brawijaya rawijaya Universit10. Go on record as incurring a debt, or as not indebting Hs Brawijaya rawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Speaker redresses an FTA by claiming explicitly his indebtedness to hearer, or rawijaya Universitas disclaiming any indebtedness of hearer. For example: I'd be grateful if you sitas Brawijaya Universitas would lend me your car. BRAW, **Universitas B Universitas Brawijaya Universitas Brawijaya** Universita.1.3.2 Off Record Iniversitas Brawijaya Based on Brown and Levinson (1988), by doing this strategy, there will be sit as Brawijaya more than one unambiguously intention, so that the actor cannot be held to rawijaya rawijaya Universi commit himself to one particular intention. If a speaker wants to do an FTA, butsitas Brawijaya he does not want to do it blatantly, he can do it off record and leave it up to the rawijaya University addressee to decide how to interpret it. To do off record, Brown and Levinson Sitas Brawijaya Universi (1988) offer fifteen kinds of strategies. Universitas Rive hints **Universitas Brawijaya** Universitas Speaker says something not explicitly relevant and he invites hearer to find thesitas Brawijaya Universitas possible relevance. For example: This soup is a bit bland (c.i. Pass the salt) versitas Brawijaya Give association clues Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitias Speaker gives a related kind of amplicature by mentioning somethings tas Brawijaya Universitas Brawijava Universitas Brawijava Universitas Brawijava associated with the act required of hearer, either by example Universitas Brawijaya of their Universitas Brawijaya rawijaya Universitas experience or mutual knowledge of their interactional experience. For sitas Brawijaya rawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya rawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya **Universitas Brawijaya** Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya rawijaya

101111101701	011110101000	o Diamilara — emiteretado Diamilara emiteretado Diamilara — emiteretado Dia	****
rawijaya	Universitas	s Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Bra	wijay
rawijaya	Universitas		
rawijaya	Universitas	s Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Bra	wijay
rawijaya	Universitas	Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Bra	wijay
rawijaya	Universitas	Brawijaya Universitas Brawijaya Universitas Brawijaya Univ $26$ sitas Bra	wijay
rawijaya	Universitas	s Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Bra	wijay
rawijaya	Universitas	example: Are you going to market tomorrow?there's a market tomorrow, I sitas Bra	wijay
rawijaya	Universitas		wijay
rawijaya	Universitas	suppose (c.i. Give me a ride there), ijaya Universitas Brawijaya Universitas Bra	wijay
rawijaya	Universitas Universitas	Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Bra	wijay
rawijaya	Universitas	Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Bra	wijay
rawijaya	Universitas	Speaker uses 'again' that indicate he has done something before to make a Bra	wijay
rawijaya	Universitas	s Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Bra	wijay
rawijaya	Universitas	hearer realize that he has not done something for speaker, for example: I Branch Branch	wijay
rawijaya	Universitas	cleaned the room again today. Another way of presupposing is to use the	wijay
rawijaya	Universitas	s Brawijaya Universitas Bra	wijay
rawijaya		contrastive stress, which it presupposes that someone does or did, for example:sitas Bra	-
rawijaya	Universitas	Brawi It wasn't me that did it. AS Brawi Universitas Brawi Va Universitas Brawi	
rawijaya			
rawijaya	Universitas	Universitas Bra	
rawijaya	Universita	Speaker says something less than is required which indicates in choosing asitas Bra	
rawijaya	Universi		
rawijaya	Universit Universit	point on a scalar predicate (e.g. tall, good, nice). For example: Your haircut is hiversitas Bra	wijay
rawijaya Irawijaya	Universit		
	Universit	niversites Bra	-
rawijaya	Universită Universită	Overstate Iniversitas Bra	
rawijaya			
rawijaya	Universitas	Speaker exaggerates a point on a searc which is higher than the rear situation,	wijay
rawijaya		for example: I tried to call hundred times, but there was never any answer. versitas Bra	
	Universitas	a Universitas Bra	
rawijaya	6. Universitas	Use Tautologies  Bra  Use Tautologies  Aya Universitas Bra	
rawijaya	Universitas	Speaker encourages hearer to find an informative interpretation of the non-sitas Bra	
rawijaya	Universitas	Brawija wijaya Universitas Bra	wijay
rawijaya	Universitas	informative utterance by uttering patent and necessary truth. For example: sitas Bra	wijay
rawijaya	Universitas	Brawijaya Universitas Brawijaya Universitas Brabusiness is business.	wijay
rawijaya	Universitas	s Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Bra	wijay
rawijaya		s Use contradiction iversitas Brawijaya Universitas Brawijaya Universitas Bra	
rawijaya	Universitas	Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Bra Speaker states two things that is contradiction because he cannot tell the truth	wijay
rawijaya			
rawijaya		of his utterance, so he leaves it up to hearer to look for an interpretation. For Sitas Bra	
rawijaya		Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Bra	
rawijaya		example: Well, John is here and he isn't here iversitas Brawijaya Universitas Bra	
rawijaya	Universitas		
rawijaya	Universitas	s Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Bra	wijay

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Universitas	Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas	Brawijay
Universitas	Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas I	Brawijay
Universitas	Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas I	Brawijay
Universitas	Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas I	Brawijay
Universitas		
		Brawijay
Universitas	Speaker indirectly conveys his intended meaning by saying opposite of what sites	Brawijay
Universitas	Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas I	Brawijay
Universitas	Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas I	Brawijay
		Brawijay
Universitas	Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas	Brawijay
Universitas	There is possibility to use metaphors in off record, which is marked by	Brawijay
Universitas	Brawijaya Universitas I	Brawijay
Universitas	explicit. For example: Harry's a real fish (c.i. he swims/drinks/is slimy like a sites)	Brawijay
Universitas	Brawi TAS Bb vijaya Universitas I	
Universite.	e se inetoricar elaestron	
Universit?	Iniversitas I	Brawijay
Universi	break the sincerity of the question, e.g. How many times I told you? (c.i. Too	Brawijay
	48 ASS WELL & S. 1 S. 2 May 188	
Universita	Be ambiguous	
Universitas	Speaker achieves purposeful ambiguity through metaphor, for example: Jim's	Brawijay
	E/B E/	
Universitäs 12.	Be vague	
Universitas	Dia dya Ulliversitas i	
Universitas	· C 1 D 1 1:1 1: 1:	
Universitas	Over-generalize	
Universitas	record. Then the hearer can decide whether the general rule applies to him. For	Brawijay
	on an proper sometimes may be an arrived.	
Universitas		
	Universitas	Universitas Brawijaya

	THE TOTAL PROPERTY OF THE PROP	
rawijaya	Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas	Brawijay
rawijaya	Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas	
rawijaya	Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas	
rawijaya	Universitas Brawijaya Universitas Brawijaya Universitas	Brawijay
rawijaya	Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya	Brawijay
rawijaya	Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas	Brawijay
rawijaya	Universities Speaker may pretend to do the FTA to someone whom it would not threaten	Brawijay
rawijaya	Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas	Brawijay
rawijaya	Universitas and hope that the real target will realize that the FTA is address to him. Forsitas	Brawijay
rawijaya rawijaya	Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas example: a secretary in an office asks another in negative politeness to pass the Universitas Brawijaya universitas Brawijaya	Brawijay
rawijaya		
rawijaya	Universitas stapler, in circumstances where professor is much nearer to the stapler than the sitas Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas	
rawijaya	Universitas Brawijaya	
rawijaya		
rawijaya Brawijaya	Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas	
rawijaya	Universitas Speaker purposely does not finish his utterance and leaves an FTA halfsitas	
rawijaya		
rawijaya	Universitas Braw undone, thus leaves the implicature 'hanging in the air'. For example: Well, I sitas	Brawijay
rawijaya	Universitas didn't see you Universitas	
rawijaya	Universitas	
rawijaya	Universi Besides Brown and Levinson, Leech (1983, cited in Peccei, 1999, p.63) Sitas	
rawijaya	University approaches politeness, namely the politeness principle (PP). PP said that minimize inversities	Brawijay
rawijaya	Universit approaches pointelless, manery the pointelless principle (17): 17 said that minimize hiversitas	Brawijay
rawijaya	Universithe expression which are unfavorable for the hearer, and maximize the expression sites	Brawijay:
rawijaya	University  which are feverable for the bearer. Alternatively, saving comething good about the	Brawijay
rawijaya	which are favorable for the hearer. Alternatively, saying something good about the University	Brawijay
rawijaya	Universit other person is much more polite than saying something bad. However, when sites	
rawijaya 	Universitas Universitas Universitas Universitas	
rawijaya	Universition Description of the disagreement, disgrace or dislike, the speaker can use sites of the disagreement, disgrace or dislike, the speaker can use sites of the disagreement.	
rawijaya	Universitas B the indirect route which is more polite. Furthermore, Leech (1983, cited in Peccei,	Brawijay
rawijaya rawijaya		Brawijay
Irawijaya Irawijaya	Universitas Brawija Univer	
rawijaya	Universities by for speaker to use an indirect form. In requesting, Leech explains three sites	Brawijay Brawijay
rawijaya	possible strategies. First strategy from Leech (1983, cited in Peccei, 1999, pp.61-	
rawijaya	possible strategies. First strategy from Leech (1983, cited in Peccei, 1999, pp.61- Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas	Brawijay
rawijaya	Universi 62) is by using an imperative structure as direct directive (i.e. speaker asks it as	
rawijaya	Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas	Brawijay
rawijaya	Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas someone to do something for him in a direct way), for example: "close the door, universitas Brawijaya Universitas Brawij	Brawijay
rawijaya	University please". Secondly is using an interrogative structure, means a question about the	Brawijay
rawijaya	Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas	s Brawijaya
rawijaya	Universi hearer's ability to carry out the action for speaker. By this strategy, the speakersites	Brawijay
rawijaya	Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas	
rawijaya	Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas	
rawijaya	Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas	
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rawijaya	Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas	Brawijay
rawijaya	Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas	Brawijay

Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya **Universitas Brawijaya** Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Univorsitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya does not ask the favor directly, but asks whether the hearer will mind or not do Universitas Brawijaya Universitas Brawijaya Universitas Universi something for him, e.g. "would you take me home?" The last strategy is indirect sitas directive which technically asks permission to make a request. The speaker in rawijaya University asking something to the hearer uses the way that it might take time to the hearer to sit as Brawijay Universitas Brawijaya Universitas broke jaya Universitas Br In further explanation, Leech (1983) explicitly explain PP by dividing itsitas into four maxims for polite behavior, which consist of the tact maxim, the generosity maxim, the approbation maxim, the modesty maxim, the agreement Universi maxim, and the sympathy maxim. The following are the explanation about the maxims proposed by Leech (1983). The tact maxim (minimize the cost to others, maximize the benefit to others) arsitas Brawijaya The generosity maxim (minimize the benefit to self, maximize the cost of self) The approbation maxim (minimize dispraise of others, maximize praise of sitas Brawijaya Universitas others) The modesty maxim (minimize praise of self, maximize dispraise of self) Universi 5.s The agreement maxim (minimize disagreement between self and others, sitas Brawijaya Universities maximize agreement between self and others) 6. The sympathy maxim (minimize antipathy between self and others, maximize ersitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas sympathy between self and others) ijava Universitas Brawijava Universitas Brawijaya Brown and Levinson have that speaker always tries to save hearer's face by giving Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya

Universitas Brawijaya Universitas Brawijaya rawijaya Universitas Brawijaya **Universitas Brawijaya** Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya rawijaya Univozsitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universiface to self minimally and giving face to others maximally; although so, Leech's Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universi PP is simpler than politeness strategies proposed by Brown and Levinson. Universitas Brawijaya rawijaya Universitas Brawijaya University speaker decision in choosing FTA strategies. They believe it is because the strategies Brawijaya Universi particular strategies afford certain payoffs or advantages and affected by the sitas Brawijaya relevant circumstances. Therefore, they divided the factors in choosing FTA Brawijaya strategies into two categories; they are payoffs as a priori consideration and Brawijaya Universi circumstances in sociological variable. Universi 2.1.4.1 The Payoffs: a Priori Consideration According to Brown and Levinson (1988) the strategies chosen by the Universit speaker has the payoffs or advantages. Here is the payoffs description for the Sitas Brawijaya Universi speaker who chooses to use on record strategy, off record strategy, on record with Brawijaya positive politeness strategy, or on record with negative politeness strategy. Universitas Br By going on record, Brown and Levinson (1988) point out that a speakersitas Brawijaya Universi can potentially get any of the following advantages: he can get the efficiency to claim something, and enlist public pressure against the addressee or in support of Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universi himself; he can get credit for outspokenness, avoid the danger of being seen to besit as Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya a manipulator; and he can avoid the danger of being misunderstood. Therefore, on ers record strategy is often used to tell, for example, the urgent information, sitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya rawijaya Universitas Brawijaya rawijaya

Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Univorsitas Brawijaya **Universitas Brawijava** Universitas Brawijaya Universitas Brawijaya University clarification about wrong opinion like religion, so that the intention can be star Brawijaya Universitas Brawijaya Universitas Brawijaya Universi understood well by participants involved in communication. Brawijava By going off record, on the other hand, Brown and Levinson (1988) Universibelieve a speaker can profit in the following ways: he can get credit for being sites Brawijaya Universitas Brawijaya Universities possibility for the potentially face-damaging interpretation. Furthermore, he sitas Brawijaya Universi can give the addressee an opportunity to be seen to care for speaker. In this latter it as case, if the addressee chooses to pick up and respond to the potentially threatening interpretation of the act, he can give a 'gift' to the original speaker. For example, Universi when the speaker says, "it's cold here", the hearer will answers, "Okay, I'll close sitas the window" and give a gift by closing the window for the first or original Universitspeaker. According to Brown and Levinson (1988), by going on record with Universit positive politeness, a speaker can minimize FTA by assuring the addressee that the Sitas Brawijaya Universi speaker (S) considers himself that he likes the addressee and wants his wants. Another possible payoff is that S can avoid or minimize the debt implication of Universi FTAs such as request and offers by referring (indirectly) to the reciprocity and on-sitas Brawijaya Universi going relationship between the addressee and himself. Thus, the speaker is successful to maintain addressee's face and make the relationship still go well ersitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universi although maybe the addressee is not aware that the speaker actually does not likesitas Brawijava Universitas Brawijaya Universitas Brawijaya his want. Universitas Brawijaya Universitas Brawijaya Universities By going on record with negative politeness, Brown and Levinson (1988) State Brawllay Universi gave some possible payoffs to the speaker that he can pay respect, deference to the Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya

Universitas Brawijaya Universitas Brawijaya rawijaya Universitas Brawijaya **Universitas Brawijaya** Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Univasitas Brawijaya Universitas Brawijaya Universitas Brawijaya rawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya University addressee in return for the FTA and he can avoid incurring future debt. Besides he Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universi can maintain social distance and avoid the threat of advancing familiarity towards sit as Brawijava Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas the addressee. Another benefit for the speaker is that he can minimize his face loss Universitas Brawijaya Universitas Brawijaya Universitas rawijaya University of H says 'no' by making it as request or an offer to make it clear that he does not sit as Brawijaya Universitas Brawijaya Universithe advantage by doing negative politeness is able to avoid imposing someone by sitas Brawijaya Universi making a polite request. University 2.1.4.2 The Circumstances: Sociological Variables It has been argued that the assessment of the seriousness of an FTA involves the three factors in many and perhaps all cultures, they are social distance Universi (D), relatives power (P), and the ranking of imposition (Brown and Levinson, Sitas Brawijaya 1988). Universita. The 'social distance' (D) of speaker and addressee Brown and Levinson (1988) define D as similarity or difference within which speaker and addressee stand for the purpose of face threatening act. Universi Alternatively, it speaks about the closeness relationship between speaker and sitas Brawijaya addressee whether it is a stranger, friend or family. In many cases, it is based on stranger and addressee whether it is a stranger, friend or family. assessment of the amount of the frequency of interaction and the kinds of material Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitor non material goods (including face) exchanged between speaker and addressee. sit as Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya
Universitas Brawijaya
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Universitas Brawijaya Universitas Br P or relatives power, according to Brown and Levinson (1988) is the Sitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universi degree to which addressee can impose his own plans and his own self-evaluations as Brawijaya Universitas Brawijaya Universitas Brawijaya rawijaya **Universitas Brawijava** Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya rawijaya

Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya **Universitas Brawijaya** Universitas Brawijaya University (face) at the expense of speaker's plans and self-evaluation. In other words, it sitas Brawijaya ersitas Brawijaya – Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universi speaks about the different social equals for those whose status is higher and lowersitas Brawijava Universitas Brawijaya Universi unauthorized – material control (over economic distribution and physical force) sitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya ersitas Brawijaya Universit excellence of metaphysical forces). Universites the ranking' (R) of impositions in the particular culture rawijaya Universitas Braw Universitas Braw R is a culturally and situationally defined ranking of imposition to which Universitive are considered to interfere negative and positive face wants (Brown and Sitas Brawijaya University
University
University
Levinson, 1988). For FTA on negative face, there are two such ranks: a ranking of sitas Brawijaya impositions of service (including the provision of time) and of goods (including Universi non-material goods like information, as well as the expression of regard). Somesitas Brawijaya impositions are greater than others. High imposing acts like requests, demand Universitioner redress to lessen their increasing of threat level. Then for FTA on positive sitas Brawijaya Universi face, the ranking involves an estimation of the amount of pain given to hearer's sitas Brawijaya face, based on the discrepancy between the self image desired by hearer and the University way of FTA presented. Furthermore, the higher imposition on positive face, the sitas Brawijaya more face will be given in order to lessen the threatening of positive face. Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universit2.2 Previous Studies/ersitas Brawijaya Universitas Brawijaya conducted by some researchers. Below is the review of the previous studies. Universitas Brawijaya Universitas Brawijaya

Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya **Universitas Brawijaya** Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Univositas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Br Laora (2007) conducted a research entitled "An Analysis on the FTA jokes Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Universi found in the Political Cartoons of Newsweek Magazine". In her study, she it as discussed about the objects of FTA found in the political cartoon of Newsweek Universi Magazine which mostly criticize the public enemy (i.e. the U.S. governments as Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya technology, and so on) and found the strategies in doing FTA. The result of Universi analysis is most of the cartoons are threatening hearer's positive face through the itas acts of boasting, mentioning taboo topic such as religion, racist, sex, accusation, the use of initial or address terms and criticizing one's personal characteristics. Universi Most of the strategy used is off record strategy (as proposed by Brown and Levinson, 1987) which employs the strategies such as metaphorical urgency for Universi emphasis, overstate, presuppose, be ironic, use metaphors, be ambiguous, givesitas hints, and ellipsis. The next study was conducted by Cahyono (2006) who discussed about Universinot only the politeness strategies but also the advantages of using politeness strategies for the main character of "Dr. Jekyll and Mr. Hyde" by Robert Louis Universi Stevenson. The writer found out that the main character used politeness amongsitas Brawijaya other things. They are positive politeness, negative politeness, bald on record, and off record. The advantages of using politeness strategies for the main character ersitas Brawijaya – Universitas Brawijaya Universitas Brawijaya Universit Universitiver when Hyde use negative politeness to Lanyon, so Lanyon gave respect and sit as Brawijaya Universitas Brawijaya instruction in urgent condition without making the hearer disappointed. Besides, Universithe main character could hide their intention by using off record strategy. Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya

Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya **Universitas Brawijaya** Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Univositas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya (1989) investigated politeness strategies in scientific text, sitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universi particularly scientific journals articles. His study examined thirty-six journals it as Brawijay rsitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas articles, analyzing the use of politeness strategies on the basis of Brown and rsitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Universi Levinson's framework. It was found out that all four groups of politeness it as Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universi strategies listed in Brown and Levinson's framework were used, including bald on Sitas Brawijaya University record strategies, positive politeness strategies, negative politeness, and Off record strategies, positive politeness strategies, negative politeness, and Off record strategies. Universi(strategies.jia) Although those three studies mentioned above discuss about politeness, Universiteach of them uses different object. Laora (2007) conducted a research about FTASIT Universi jokes in political advertisement; Cahyono (2006) talked about politeness in the itas B novel of Robert. L Stevenson especially in the main character; and Myers (1989) Universi discussed politeness strategies in science journal articles. Unlike Laora (2007) and sitas Cahyono (2006) who discussed politeness in conversational term, Myers (1989) Universit discussed politeness in written genre especially science articles. From those sitas Brawijaya Universi previous studies, it can be noticed which object and problems have not been discussed. The object of this particular study is an email which is written form University without dialogue as Cahyono's and Laora's object. Different from Myers, this sitas Brawijaya particular study will discuss politeness in written text whose language is not as formal as that in journal articles. Moreover, this study will also discover the ersitas Brawijaya Universitas Bra University possible factors caused the writer of the email chose the politeness strategies. Sit as Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Furthermore, these studies are the valuable references to this particular study because all of them are related to the politeness investigation and hopefully to the Universitas Brawijaya Universitas Brawijaya Universitother relevant analysis versitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya

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rawijaya	Universitas Brathis chapter deals with the methodology that is used in this study. Its itas Brawijay
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rawijaya	Universitas of type of research, data source, data collection and data analysis. Universitas Brawijay
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rawijaya	Universitas Br. This research is quantative research, Ary et.ai (2002) said that quantative sitas Brawijay
rawijaya	Universities earch deals with data that are in the form of words, rather than numbers and sitas Brawijay
rawijaya	Universitas Brawijay
rawijaya	Universi statistic. The data collections are the subject experiences and perspective. The State Brawijay
rawijaya	University qualitative researcher attempts to arrive at a rich description of the people, objects,
rawijaya	University of inversity of inve
rawijaya	Universit events, places, conversations, and so on. Since qualitative research is rich of sitas Brawijay
rawijaya	Universitation, it will explain and answer the problem specifically and deeply. Iniversitation in the problem specifically and deeply. Iniversitation is a specifically and deeply. Iniversitation is a specifically and deeply.
rawijaya	
rawijaya	Universitas Since this study is qualitative, the data that was analyzed is rich of Brawijas
rawijaya Irawijaya	Universitas Universitas Brawijay Universitas Brawij
rawijaya rawijaya	Universitas Brawijay is from an email sent by Prita Mulyasari about health service of Omni Universitas Brawijay
rawijaya	Universit International hospital. The rich description of this study can be seen by givingsitas Brawijay
rawijaya	Universitas Brawija wijaya Universitas Brawijay
rawijaya	Universit more and deeper explanation in answering research problem than showing the sitas Brawija
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rawijaya	Universitas Br The data used are sentences from Prita Mulyasari's email about Omni las Brawija
rawijaya	Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya
rawijaya	Universit International Hospital health service. The data taken from the email are sentences sitas Brawijay
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rawijaya	University containing Face Threatening Acts (FTA) which threaten both posi-	Universitas	Brawijay
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rawijaya	Universit negative face of Omni. The email of Prita Mulyasari itself was download	ded from sitas	Brawijay
rawijaya	Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya the internet in website: http://www.sumbawanews.com/berita/nasional/i	Universitas	Brawijay
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rawijaya	Universite email-prita-mulyasari-yang-saat-ini-ditahan-di-lp-wanita-tangerang.html.	Universitas	Brawijay
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rawijaya	Universitas Brain collecting the data, first, the email was downloaded from the		
rawijaya	Universitas Braw, Afterwards, the email was read in order to identify the sentences contain	Universitas	Brawijay
rawijaya 			
rawijaya	Universition positive and negative face of Omni International Hospital. Then the	ose were	Brawijay
rawijaya 	Universitation of the control of the	Universitas	
rawijaya 	Universi arranged as a list in a table (Table 4.1).	niversitas	
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rawijaya	Universit 3.4 Data Analysis	hiversitas	
	University  The analysis is to answer the research problems, so the data was	niversitas analyzed	
rawijaya	Olliversita (Salar Salar	piliversitas	Brawijay
rawijaya Irawijaya	Universities based on the order of research problems. Therefore, there are four		
rawijaya Brawijaya	Universitas Universitas sequences in analyzing the data.	Universitas Universitas	
rawijaya Brawijaya			
rawijaya	Universitas R 1. Categorizing the sentences containing FTA into positive and negative Universitas Bra	face and	Brawijay
rawijaya	Universitas was continued to find FTA's indicator of the sentences. These analy		
rawijaya	Universitas Brawija wijaya	Universitas	
rawijaya	Universitas presented in a table (Table 4.2).	Universitas	
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rawijaya	2. Finding out the FTA strategies used by Prita Mulyasari in her ema	Universitas	Brawijay
rawijaya	Universitas were presented in a table (Table 4.2) according to the theory of FTA s		
rawijaya	Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya	Universitas	
rawijaya	Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya	Universitas	Brawijay
rawijaya	University 3. Explaining the factors which cause Prita used those FTA strain	tegies grsitas	Brawijay
rawijaya	Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya	Universitas	Brawijay
rawijaya	Universitas complaining about Omni International Hospital health service. In this	analysis, sitas	Brawijay
rawijaya	Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya	Universitas	Brawijay
rawijaya	Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya	Universitas	Brawijay
rawijaya	Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya	Universitas	Brawijay
rawijaya	Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya	Universitas	Brawijay
rawijaya	Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya	Universitas	Brawijay
rawijaya	Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya	Universitas	Brawijay

Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya rawijaya **Universitas Brawijaya Universitas Brawijaya** Universitas Brawijaya Universitas Brawijaya rawijaya Universitas Brawijaya Universitas Brawijaya rawijaya **Universitas Brawijaya** Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya rawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya **Universitas Brawijaya** rawijaya Universitas the factors in choosing strategies was not only be reconciled to Chapter 2, but Stas Brawijaya rawijaya rawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas also from an article in mass media, Kompas.com which gave report aboutsitas Brawijaya rawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Prita Mulyasari's email and her case with Omni International Hospital. The Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya rawijaya rawijaya rawijaya Universitas article was used to emphasize the factors she chose the strategies insitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya rawijaya Universities complaining about health service in Omni International Hospital. rawijaya University. Drawing conclusion from the result of the analysis Brawijaya **Universitas Brawijaya** rawijaya **Universitas Brawijaya Universitas Brawijaya** rawijaya **Universitas Brawijaya** rawijaya rawijaya **Universitas Brawijaya** Iniversitas Brawijaya hiversitas Brawijaya rawijaya rawijaya niversitas Brawijaya rawijaya rawijaya rawijaya Universitas rawijaya Universitas Brawijaya Universitas Brawijaya **Universitas Brawijaya** rawijaya **Universitas Brawijaya** Universitas Brawijaya Universitas Brawijaya rawijaya rawijaya Universitas Brawijaya Universitas Brawijaya rawijaya Universitas Brawijaya Universitas Brawijaya **Universitas Brawijaya** Universitas Brawijaya Universitas Brawijaya rawijaya Universitas Brawijaya Universitas Brawijaya rawijaya **Universitas Brawijaya Universitas Brawijaya** rawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya **Universitas Brawijaya** Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya rawijaya rawijaya **Universitas Brawijaya** Universitas Brawijaya Universitas Brawijaya rawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya **Universitas Brawijaya** Universitas Brawijaya Universitas Brawijaya **Universitas Brawijaya** Universitas Brawijaya Universitas Brawijaya **Universitas Brawijaya** rawijaya Universitas Brawijaya Universitas Brawijaya **Universitas Brawijaya Universitas Brawijaya** Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Brawijaya

	ominorated blamija, a bimoloited blamija, a	OTTO TOTAL DIGITION	OTHER DIGITION
rawijaya	Universitas Brawijaya Universitas Brawijaya	Universitas Brawijaya	Universitas Brawijay
rawijaya	Universitas Brawijaya Universitas Brawijaya		Universitas Brawijay
rawijaya	Universitas Brawijaya Universitas Brawijaya		Universitas Brawijay
rawijaya	Universitas Brawijaya Universitas Brawijaya		Universitas Brawijay
rawijaya	Universitas Brawijaya Universitas Brawijaya	Universitas Brawijaya	Universitas Brawijay
rawijaya	Universitas Brawijaya Universitas Brawijaya	Universitas Brawijaya	Universitas Brawijay
rawijaya	Universitas Brawijaya Universitas PCHAPTER	Universitas Brawijaya	Universitas Brawijay
rawijaya	Universitas Brawijaya Universitas Brawijaya		Universitas Brawijay
rawijaya	Universitas Brawijaya UniveFINDING AND DI	SCUSSION s Brawijaya	Universitas Brawijay
rawijaya	Universitas Brawijaya Universitas Brawijaya	Universitas Brawijaya	Universitas Brawijay
rawijaya	Universitas Brawijaya Universitas Brawijaya	Universitas Brawijaya	Universitas Brawijay
rawijaya	Universitas BraThis chapter consists of finding and		
rawijaya	Universitas Brawijava Universitas Brawijava	Universitas Brawiiava	Universitas Brawijay
rawijaya	Universi data description and data analysis based on	the problems of the study,	while the Brawijay
rawijaya	Universit discussion reveals the result of analysis.	ersitas Brawijaya	Universitas Brawijay
rawijaya	Universitas Brawijaya	as Brawijaya	Universitas Brawijay
rawijaya	Universitas Brawijay	rawijaya	Universitas Brawijay
rawijaya		tijaya	Universitas Brawijay
rawijaya	Universitas Brawi 4.1 Finding Universitas Brawi	va	<b>Universitas Brawijay</b>
rawijaya	Universit 4.1.1 Data Description	堂が、	Universitas Brawijay
rawijaya	Universitation	( a	Universitas Brawijay
rawijaya	Universi The data described in this study is		
rawijaya	Universi which talks about health service in Omni	International Hospital The	hiversitas Brawijay
rawijaya	Universi	international Prospital. The	hiversitas Brawijay
rawijaya	Universi sentences containing Face Threatening Act	toward Omni International	
rawijaya	University	agents the English translati	niversitas Brawijay
rawijaya	Universita health service. The data description also pro-	esents the Elighsh translation	
rawijaya	Universit data which in Indonesian.	CA CA	Universitas Brawijay
rawijaya	Universitas	順	Universitas Brawijay
rawijaya	Table 4.1 The Sentences Containing FTA i  No. Indonesian Sentences	n Prita's Email English Translation	Universitas Brawijay
rawijaya	1. Bila anda berobat berhati-hatilah dengan	If you would like to have medi-	
rawijaya	Universit as B kemewahan rumah sakit (RS) dan title international karena semakin mewah RS dan	please be careful of the hospita the international title because the	
rawijaya	Semakin pintar dokter maka semakin sering	luxurious the hospital is and the	e smarter the
rawijaya	Universit as Buji coba pasien, penjualan obat, dan suntikan.	doctors are, the more frequent of patients, drug sales, and inje	
rawijaya	Oniversitus Brawijaye	take place.	Oniversitas Brawijay
rawijaya	University 2. E Saya tidak mengatakan semua RS Iniversity 2. E international seperti ini tapi saya mengalami	I am not saying that all internat hospitals are similar, but I expe	
rawijaya	kejadian ini di RS Omni International.	incident at Omni International	Hospital.
rawijaya rawijaya	3. saya meminta referensi darinya karena saya sama sekali buta dengan RS ini.	I asked for her recommendation was utterly blind to this hospita	
rawijaya rawijaya	4. Mulai malam itu saya diinfus dan diberi	Starting from that night, I had l	peen given
rawijaya Irawijaya	Suntikan tanpa penjelasan atau izin pasien atau keluarga pasien suntikan tersebut untuk	infusion and injection without of permission from the patient or	
rawijaya	Universitas Brawijaya Universitas Brawijaya	family regarding what the inject	
rawijaya Srawijaya	Universitas Brawijaya Universitas Brawijaya	Universitas Brawijaya	Universitas Brawijay
rawijaya	Universitas Brawijaya Universitas Brawijaya		Universitas Brawijay
rawijaya	Universitas Brawijaya Universitas Brawijaya		Universitas Brawijay
rawijaya	Universitas Brawijaya Universitas Brawijaya		Universitas Brawijay
rawijaya	Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya		Universitas Brawijay
rawijaya	Universitas Brawijaya Universitas Brawijaya		Universitas Brawijay
rawijaya	Universitas Brawijaya Universitas Brawijaya		Universitas Brawijay
	Universitas prawnava Universitas prawnava	Universitas DiaWijaya	CHINCISHES DIGMING

rawijaya	Universitas B	rawijaya Universitas Brawijaya	
rawijaya	Universitas B	rawijaya Universitas Brawijaya	Universitas Brawijaya Universitas Brawijaya
rawijaya	Universitas B	rawijaya Universitas Brawijaya	Universitas Brawijaya Universitas Brawijaya
rawijaya	Universitas B	rawijaya Universitas Brawijaya	Universitas Brawijaya Universitas Brawijaya
rawijaya	Universitas B	rawijaya Universitas Brawijaya	Universitas Brawijaya Universitas Brawijaya
rawijaya	Universite B	Indonesian Sentences Sitas Brawijaya	English Translation Vijaya Universitas Brawijaya
rawijaya	Universitas B	dr H terus memberikan instruksi ke suster	dr. H continued giving instruction to the rsit as Brawii ava
rawijaya	Universitas B	perawat supaya diberikan berbagai macam	nurse to give a variety of shots that I did not
rawijaya	Universitas B	suntikan yang saya tidak tahu dan tanpa izin pasien atau keluarga pasien.	know and without the consent of the patient or patient's family.
	Universitas B	Saya tanya kembali jadi saya sakit apa	I asked again what my real sickness was, but
Irawijaya Irawijaya	Universitas B	sebenarnya dan tetap masih sama dengan	what remain was still the same as the answer
rawijaya		jawaban semalam bahwa saya kena demam berdarah.	last night that I got dengue fever. Niversitas Brawijaya
rawijaya	Universitas B	Mulai Jumat tersebut saya diberikan	Starting from that Friday, I was given
rawijaya 	Universitas B	berbagai macam suntikan yang setiap suntik	various kinds of injections, but I got no
rawijaya 	Universitas B	tidak ada keterangan apa pun dari suster perawat.	explanation from the nurses.a Universitas Brawijaya
rawijaya	Universites B	setiap saya meminta keterangan tidak	Every time I asked for information, I did not S Brawijaya
rawijaya	Universitas B	mendapatkan jawaban yang memuaskan.	get a satisfying answer jaya Universitas Brawijaya
rawijaya	Universitas B	Lebih terkesan suster hanya menjalankan perintah dokter dan pasien harus	It seemed that the nurse just followed the Sitas Brawijaya doctor's instruction and the patient had to
rawijaya	Universitas B	menerimanya.	accept it.
rawijaya	Universita <sub>10</sub> .	Saya minta dihentikan infus dan suntikan dan	I requested to quit having the infusion and SIGS Brawijaya
rawijaya	Universit	minta ketemu dengan dr. H	injection and wanted to meet dr. H. H. Brawijaya However, doctors did not come until I was
rawijaya	Universi 11.	Namun, dokter tidak datang sampai saya dipindahkan ke ruangan.	moved to the room
rawijaya	Universi 12.	Saya tanyakan ke dokter tersebut saya sakit	I asked the doctor what my real sickness was S Brawijaya
rawijaya	Universi	apa sebenarnya dan dijelaskan saya kena	and he told me that it was air virus. iversitas Brawijaya
rawijaya	Universit 13.	virus udara. Saya minta dengan paksa untuk	I forced to stop the infusion and refused to Brawijaya
rawijaya	Universit	diberhentikan infusnya dan menolak	have injection and medication any longer. Sitas Brawijaya
rawijaya	Universit	dilakukan suntikan dan obat-obatan.	Oniversitas Brawijaya
rawijaya	Universitas	Esoknya saya dan keluarga menuntut dr H untuk ketemu dengan kami.	On the next day, my family and I urged dr.  H to meet us.  Brawijaya
rawijaya	Universital5.	Namun, janji selalu diulur-ulur dan baru	However, the promise was always postponed as Brawijaya
rawijaya	Universites	datang malam hari.	and the doctor just came at night.
rawijaya	Universitas B	Suami dan kakak-kakak saya menuntut penjelasan dr H mengenai sakit saya,	My husband and my brothers demanded dr.  H's explanation about my sickness, the ersit as Brawijaya
rawijaya	Universitas B	suntikan, hasil lab awal yang 27.000 menjadi	injection, the revision of early laboratory
rawijaya	Universitas B	revisi 181.000 dan serangan sesak napas yang dalam riwayat hidup saya belum pernah	result about thrombocyte from 27.000 into 181.000 and the short-winded attack which I S Brawingy
rawijaya	Universites R	terjadi.	had never experienced.
rawijaya	Universitas B	dr H tidak memberikan penjelasan dengan	dr. H did not give satisfying explanation.  Awaya Universitas Brawijaya
rawijaya	Universitas B	memuaskan. Kami berdebat mengenai kondisi saya dan	We argued about my health condition and Sit as Brawijaya
rawijaya	Universitas B	meminta dr H bertanggung jawab mengenai	demanded dr. H to be responsible for this,
rawijaya	Universitas B	ini dari hasil lab yang pertama yang seharusnya saya bisa rawat jalan saja.	started from the first laboratory's result which I should have been able to be an out
rawijaya	Universitas B	senarusnya saya bisa rawai jalah saja. Jaya	patient. Brawijaya Universitys Brawijaya
	19.	dr H menyalahkan bagian lab dan tidak bisa	dr. H blamed laboratory and ne could not
rawijaya	Universitas B	memberikan keterangan yang memuaskan.	Ugive satisfactory information. University Brawijaya
rawijaya	Universitae B	Namun, saya tetap tidak mau dirawat di RS ini lazi dan mau pindah ke RS lain.	Still, I did not want to be treated longer in S Brawijaya this hospital and wanted to move to another S Brawijaya
rawijaya	Universitas B	ini lagi dan mau pindah ke RS lain.	hospital.
rawijaya	Universitas B		Universitas Brawijaya Universitas Brawijaya
rawijaya	Universitas B		
rawijaya	Universitas B	rawijaya Universitas Brawijaya	
rawijaya	Universitas B	rawijaya Universitas Brawijaya	Universitas Brawijaya Universitas Brawijaya

rawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya

rawijaya	Universitas B		
rawijaya	Universitas B		25
rawijaya	Universitas B		
rawijaya	Universitas B	Brawijaya Universitas Brawijaya	Universitas Brawijaya Universitas Brawijaya
rawijaya	Universitas B	Brawijaya Universitas Brawijaya	Universitas Brawijaya Universitas Brawijaya
rawijaya	Universitas B	Brawijaya Universitas Brawijaya	Universitas Brawijaya Universitas Brawijaya
rawijaya	Universita B	Indonesian Sentences Sitas Brawijaya	English Translation Vijaya University Brawijaya
rawijaya	Universita 21.B	saya membutuhkan data medis yang lengkap	I needed a complete medical data and once it is Brawijaya
rawijaya	Universitas B	dan lagi-lagi saya dipermainkan dengan diberikan data medis yang fiktif.	again I was made a fool by being given a fictitious medical data.
rawijaya	Universit 222.B	Dalam catatan medis diberikan keterangan	In medical record, there was information Sit is Brawijaya
rawijaya	Universitas B	bahwa bab (buang air besar) saya lancar padahal itu kesulitan saya semenjak dirawat	that I did not have problem in my defecation, whereas it was my problem since
rawijaya	Universitas B		I was treated in this hospital, but there was it is Brawijaya
rawijaya	Universites B	sekali. Saya ngotot untuk diberikan data medis hasil	no follow-up about it.  I insisted to get the lab report about 27.000
rawijaya	Universitas B	lab 27.000 namun sangat dikagetkan bahwa	thrombocytes, but I was shocked by the ISIL S Brawilaya
rawijaya	Universitas B	hasil lab 27.000 tersebut tidak dicetak dan	printed data of 181.000 thrombocytes. ersit as Brawijaya
rawijaya	Universita B	yang tercetak adalah 181.000. setelah saya komplain dan marah-marah	After I complained and got angry, the doctor S Brawijaya
rawijaya	Universitas B	dokter tersebut mengatakan bahwa catatan	said that the note of the 27.000 laboratory's
rawijaya	Universitas B	hasil lab 27.000 tersebut ada di Manajemen Omni.	result was in Omni Management.  Universitas Brawijaya
rawijaya	Universitas.B	Maka saya desak untuk bertemu langsung	Hence I urged to meet face to face with the US Brawijaya
rawijaya	Universitas I	dengan Manajemen yang memegang hasil lab	management that had the laboratory result. Brawijaya
rawijaya	Universit 26.	tersebut. Saya mengajukan komplain tertulis ke	I submitted a written complaint to Omni ISIU S Brawijaya
rawijaya	Universi	Manajemen Omni dan diterima oleh Og	Management and it was accepted by Og
rawijaya	Universi	(Customer Service Coordinator) dan saya minta tanda terima.	(Customer Service Coordinator) then I asked for the receipt.  Brawijaya
rawijaya	Universi 27.	Saya benar-benar dipermainkan oleh	I was truly made a fool by the Omni iversitas Brawijaya
rawijaya	Universit	Manajemen Omni dengan staff Og yang tidak ada service-nya sama sekali ke customer	management, with staff Og who did not give good service to the customer, but seemed Brawijaya
rawijaya	Universit	melainkan seperti mencemooh tindakan saya	like scorning my request to have the receipt it as Brawijaya
rawijaya	Universita	meminta tanda terima pengajuan komplain tertulis.	of submission of a written complaint.  Brawijaya
rawijaya	Universit 28.	Saya benar-benar habis kesabaran dan saya	I really ran out of patience and I only asked tas Brawijaya
rawijaya	Universitas	hanya meminta surat pernyataan dari lab RS ini mengenai hasil lab awal saya adalah	a statement about my initial laboratory result of 27.000 thrombocytes.
rawijaya	Universitas L	27.000 bukan 181.000.	Universitas Brawijaya
rawijaya	Universita <sup>29</sup> ·B		Hence it was necessary for me to be
rawijaya	Universitas B	padahal dengan kondisi thrombosit 181.000 saya masih bisa rawat jalan.	hospitalized with the condition (181.000 thrombocytes) when I still could be an ersit is Brawijaya
rawijaya	Universitas B	rawa	outpatient. / Java Universitas Brawijava
rawijaya	Universitas B	Tanggapan dr G yang katanya adalah penanggung jawab masalah komplain saya	Response of dr. G who was responsible for my complaint problem was not professional
rawijaya	Universitas B	ini tidak profesional sama sekali.	at all. awijaya Universitas Brawijaya
rawijaya	Universitas B	Tidak menanggapi komplain dengan baik.	Not responding to complaints properly.
rawijaya	Universita32.B	Saya minta duduk bareng antara lab, Manajemen, dan dr H.	I demanded to have a meeting with the laboratory staff, the management and dr. H.
rawijaya	Universitas B	Manajemen, aan ar H. Saya lemas mendengarnya dan benar-benar	I was limp to hear it and really angry to Brawijaya
rawijaya	Universitas B	marah dengan RS Omni yang telah Wijaya	Omni Hospital who had lied to me with the it is Brawijaya
rawijaya	Universitas B	membohongi saya dengan analisa sakit demam berdarah dan sudah diberikan	diagnosis of dengue fever and had given me various injections with high doses that
rawijaya	Universitas B	suntikan macam-macam dengan dosis tinggi	caused me asphyxiated. aya University Brawijaya
rawijaya	Universitas B	sehingga mengalami sesak napas.	Universitas Brawijaya Universitas Brawijaya
rawijaya	Universitas B		
rawijaya	Universitas B	Brawijaya Universitas Brawijaya	
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rawijaya	Universitas B	rawijaya Universitas Brawijaya	Universitas Brawijaya Universitas Brawijay
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rawijaya	Universitas B	rawijaya Universitas Brawijaya	Universitas Brawijaya Universitas Brawijay
rawijaya	Universitas B	rawijaya Universitas Brawijaya	Universitas Brawijaya Universitas Brawijay
rawijaya	Universitas B	rawijaya Universitas Brawijaya	Universitas Brawijaya Universitas Brawijay
rawijaya	Universitas B	rawijaya Universitas Brawijaya	Universitas Brawijaya Universitas Brawijay
rawijaya	Universite B	Indonesian Sentences Sitas Brawijaya	English Translationwijaya Universitas Brawijay
rawijaya	Universita B	Suami saya datang kembali ke RS Omni aya	My husband came back to Omni to collects it as Brawijay
rawijaya	Universitas B	menagih surat hasil lab 27.000 tersebut namun malah dihadapkan ke perundingan	the report of 27,000 laboratory result, but was even faced to the obscure negotiation
rawijaya	Universitas B	yang tidak jelas dan meminta diberikan waktu	and asked to give time until next morning to the Brawijay
rawijaya	Universites B	besok pagi datang langsung ke rumah saya. Keesokan paginya saya tunggu kabar orang	come to my house.  The next morning I waited for news from Strawijay
rawijaya	Universitas B	rumah sampai jam 12 siang belum ada orang	my house, but until 12 pm no one from ersit as Brawijav
rawijaya	Universitas B	yang datang dari Omni memberikan surat tersebut.	Omni gave the letter. Universitas Brawijaya Universitas Brawijay
rawijaya	Universita36.B	Namun, sampai jam 4 sore saya tunggu dan	However, after I waited until 4 p.m, there SIC IS Brawijay
rawijaya	Universitas B	ternyata belum ada juga yang datang ke	was still nobody came to my house. iversities Brawijay
rawijaya	Universita7.B	rumah saya. Ini benar-benar kebohongan RS yang	This was an outrageous lie from the hospital. IS Brawijay
rawijaya	Universitas B	keterlaluan sekali.	rawijaya Universitas Brawijay
rawijaya	Universita <sup>38</sup> .B	Saya minta disebutkan alamat jelas saya dan	I asked to mention my clear address and it is Brawijay
rawijaya	Universitas B	mencari datanya sulit sekali dan membutuhkan waktu yang lama.	was so difficult to find the data and it consumed much time.
rawijaya	Universita39.	Makanya saya sebut Manajemen Omni	Therefore, I called all Omni management sit is Brawijay
rawijaya	Universit	pembohong besar semua.	were a liar.  Liniversitas Brawijay
rawijaya	Universi 40.	Terutama dr G dan Og, tidak ada sopan santun dan etika mengenai pelayanan	Especially dr. G and Og who had no manners and ethics of customer service, not
rawijaya	Universi	customer, tidak sesuai dengan standard	in accordance with international standards of as Brawijay
rawijaya	Universit 41.	international yang RS ini cantum. ketika suami saya datang ke Omni hanya	this hospital.  When my husband came to Omni, the letter  Brawijay
rawijaya	Universit	dititipkan ke resepsionis saja dan pas dibaca	was entrusted to the receptionist. Then when as Brawijay
rawijaya	Universit	isi suratnya sungguh <b>me</b> mbuat sakit hati kami.	we read it, it hurt us. niversitas Brawijay
rawijaya	Universita42.	saya ingin tahu bahwa sebenarnya hasil lab	I wanted to know whether the laboratory is it is Brawijay
rawijaya	Universitas	27.000 itu benar ada atau fiktif saja supaya RS Omni mendapatkan pasien rawat inap.	result of 27.000 existed or fictitious, only for the hospital to get a hospitalized patient.
rawijaya	Universit 43.	Dan setelah beberapa kali kami ditipu	And after several times we were deceived by
rawijaya	Universitas L	dengan janji maka sebenarnya adalah hasil	the promise, actually the 27.000 laboratory it as Brawijay
rawijaya	Universitas B	lab saya 27.000 adalah fiktif. Saya dirugikan secara kesehatan.	result was fictitious.  I was harmed for the health care.  Brawijay
rawijaya	Universita <sub>45.</sub> B	Tapi, RS ini tidak memperdulikan efek dari	However, this hospital did not consider Brawijay
rawijaya	Universitas B	keserakahan ini.	about the effect of this greed. Universities Brawijay
rawijaya	Universit 46.B	Namun, saya dan suami saya sudah terlalu	However, my husband and I were fed up rsit as Brawijay
rawijaya	Universitas B	lelah mengikuti permainan kebohongan mereka dengan kondisi saya masih sakit dan	with their game while I was still sick and got treatment in another hospital.
rawijaya	Universitas B	dirawat di RS lain.	Jinversitas Brawijaya Universitas Brawijay
rawijaya	Universita <sup>47</sup> B	Tapi, apabila nyawa manusia dipermainkan oleh sebuah RS yang dipercaya untuk	However, if human lives are being played by a hospital that is trusted to cure, it will be so
rawijaya	Universitas B	menyembuhkan malah mempermainkan 🗟 🗸 🗟	Udisappointing Brawijaya Universitas Brawijay
rawijaya	Universitas R	sungguh mengecewakan. Semoga Allah memberikan hati nurani ke	Iniversitas Brawijaya Universitas Brawijay May God give conscience to the
rawijaya	Universit as B	Manajemen dan dokter RS Omni supaya	Management and doctors of Omni to remind
rawijaya	Universitas B	diingatkan kembali bahwa mereka juga aya	them that they also have families, children, and parents that someday will need medical
rawijaya	Universitas B	punya keluarga, anak, orang tua yang tentunya suatu saat juga sakit dan	treatment. Brawijaya Universitas Brawijay
rawijaya	Universitas B	membutuhkan medisarsitas Brawijaya	Universitas Brawijaya Universitas Brawijay
rawijaya	Universitas B	rawijaya Universitas Brawijaya	
rawijaya	Universitas B	rawijaya Universitas Brawijaya	
rawijaya	Universitas B	rawijaya Universitas Brawijaya	
rawijaya	Universitas B	rawijaya Universitas Brawijaya	Universitas Brawijaya Universitas Brawijay
rawijaya	Universitas B	rawijaya Universitas Brawijaya	Universitas Brawijaya Universitas Brawijay
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rawijaya	Universitas Brawija	Iya Universitas	Brawijaya	Universi	tas Brawijaya	Universitas	Brawijaya
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rawijaya	Universitas Brawija				tas Brawijaya		
rawijaya	Universitas Brawija				tas Brawijaya	Universitas	
rawijaya	Universitas Brawija				tas Brawijaya		
rawijaya	Holyayaitaa Dyayyii	esian Sentences	Dunillana	11	ranslation laya	Universitas	
rawijaya	NO HIGHI	sampai pekerjaan muli			your noble work for		Brawijaya
Irawijaya	Universitas Ranya	demi perusahaan Anda	Brawijava	for the sak	ke of your company.	Universitas	
Irawijaya	50. Saya ti	dak mengatakan RSCM ati-hati dengan perawa		I am not so	aying that RSCM is more cautious with	had but	
rawijaya	Universitas Redokter			treatment	from this doctor.	Universitas	Brawijava
rawijaya	Universitas Brawija	ıya Universitas	Brawijaya				
Irawijaya	Universit4.1.2 Result						
Irawijaya	Universitas Brawija				tas Brawijaya tas Brawijaya		
Irawijaya	Universitas Brathis						
rawijaya							
Irawijaya	Universitas Brawija the strategie Universitas Brawija	s in doing FTA,	as well as the	he possible	e factors of cho	osing the Universitas	Brawiiava
rawijaya	Universit strategies.' T	he analysis on the s	stategy used i	s nresented	in table which		
Irawijaya	Universitas Br	ine analysis on the s	stategy used I	s presented	' in table which d	Universitas	
Irawijaya	Universithe sentence	s containing FTA	in the email	, the face	violated (positiv		
Irawijaya	Universita	AYES.		连		Universitas	
rawijaya	Universi	e), FTA's indicator,	, and the FIA	strategies	that were used.	niversitas	
Irawijaya	Universi					niversitas	
rawijaya	Universit			de		hiversitas	
rawijaya	Universit 4.1.2.1 Kind	s of FTA and Stra	itegies in Doi	ng FTA		hiversitas	
rawijaya	Universit <sub>Table</sub> 4.2 K	inds of ETA and S	tratagies for	Doing ET	A in Duitals Em	/ //	
rawijaya	Univers tNo.	Sentences	Face three		FTA's	Jniv <b>FTA</b> as	
rawijaya	Universita	Sentences		Negative	Indicator	Strategies	
Irawijaya	Universiths Bila ar	da berobat berhati-		To Ed	Accusation	Off record: be ironic	Brawijaya
Irawijaya	natilan	dengan kemewahan sakit (RS) dan title			//	Universitas	
rawijaya	Universitas B interna	tional karena				Universitas	
rawijaya	semaki	n mewah RS dan n pintar dokter maka		4.5	ava	Universitas	
Irawijaya	Universitas Br <i>semaki</i>	n sering uji coba	4 1		rjaya		
Irawijaya	Univers tas Brauntika	penjualan obat, dan			wijaya	Universitas	
rawijaya	Universites Proviis				- awiiaya	Bald on record	Brawijaya
rawijaya	2. Saya n	dak mengatakan RS international		omversi	Accusation as Brawijaya	Universitas	
Irawijaya	Universitas Reserti	ini <u>tapi saya</u>	Brawijaya		tas Brawijaya		
rawijaya	<u>menga</u>	lami kejadian ini di ni International.			tas Brawijaya		
rawijaya		eminta referensi				Off record: overstat	
rawijaya	Universitas R. dariny	a karena <u>saya sama</u>	V		tas Brawijaya		
rawijaya		buta dengan RS ini. malam itu <u>saya</u>	Brawijaya	Universi		Bald on record	
rawijaya	Universitas Br <u>diinfus</u>	dan diberi suntikan	Brawijaya		tas Brawijaya		
rawijaya	tanpa j	penjelasan atau izin atau keluarga pasien	,		tas Brawijaya		
rawijaya	Paster	• •					
navijaya	Universitas Br <i>suntika</i>	n tersebut untuk apa.	Brawijaya	Universi	tas Brawijaya	universitas	Diawijay
rawijaya Brawijaya	Universitas Brawija				tas Brawijaya tas Brawijaya		
		iya Universitas	Brawijaya	Universi		Universitas	Brawijaya
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rawijaya	University B	rawija Sentences	Face thr	Ontopped Si	as FTA's	a Universitas Brawijaya
rawijaya	Universitas B			Negative	Indicator V	a Unistrategies Brawijaya
rawijaya	Universitas B	dr H terus memberikan	Brawijaya	Universi	Complaint   ay	Off record: be vague
rawijaya	Universitas B	instruksi ke suster perawat	Brawijaya	Universi	as Brawijay	Off record: overstate
rawijaya	Universitas B	supaya <u>diberikan berbagai</u> macam suntikan yang saya	Brawijaya	Universi	as Brawijay	a Universitas Brawijaya
rawijaya	Universitas B	tidak tahu dan tanpa izin	Brawijaya		tas Brawijay	
rawijaya	Universitas B	pasien atau keluarga pasien.	Brawijaya		tas Brawijay	
rawijaya	Universit6s B	Saya tanya kembali jadi	P	Universi	Disagreement	Off record: presuppose
rawijaya	Universitas B	saya sakit apa sebenarnya dan tetap masih sama			as Brawijay	
rawijaya	Universitas B	dan tetap masin sama dengan jawaban semalam	V		nas Brawijay nas Brawijay	
rawijaya	Universitas B	bahwa saya kena demam			rawijay	
rawijaya	Universites P	berdarah.	ACE		vijav	n Universites Promiley
rawijaya	Universitas B	Mulai Jumat tersebut <u>saya</u> diberikan berbagai macam	AO D	RA.	Complaint	Off record: overstate
rawijaya	Universitas	suntikan yang setiap suntik	$\sqrt{}$	27%		Universitas Brawijaya
rawijaya	Universita	tidak ada keterangan apa	AAH	產		Universitas Brawijaya
rawijaya	Universi	pun dari suster perawat.	( Line	See W.		Niversitas Brawijaya
rawijaya	Universi 8.	setiap saya meminta			Complaint	Off record: overstate niversitas Brawijaya
rawijaya	Universi	<u>keterangan tidak</u> mendapatkan jawaban yang		Mal		hiversitas Brawijaya
	Llaivava	<u>memuaskan.</u>				
rawijaya	9.	<u>Lebih terkesan suster hanya</u> menjalankan perintah			Accusation	Positive politeness: Avoid disagreement
Irawijaya	Universita	dokter dan pasien harus	V			hedging opinion
rawijaya	Universita	<u>menerimanya.</u>	JE!			Universitas Brawijaya
rawijaya 	Univers 10.	Saya minta dihentikan infus		52)	Disagreement	Bald on record Brawijaya
rawijaya	Universitas	dan suntikan dan minta ketemu dengan dr. H		The state of the s	/	Off record: be vague wijaya
rawijaya	Universitas L	173			G 1:	
rawijaya	Universitas B	Namun, <u>dokter tidak datang</u> sampai saya dipindahkan ke	1 1	4 5	Complaint	Bald on record as Brawijaya
rawijaya	Universitas B	ruangan.	AA		ay	a Universitas Brawijaya
rawijaya	Universit <sub>12</sub> . B	Saya tanyakan ke dokter tersebut saya sakit apa	.1		Disapproval	Off record: presuppose a Wijaya
rawijaya	Universitas B	sebenarnya dan dijelaskan	V		wijay	
rawijaya	Universitas B	saya kena virus udara.			rawijay	a Universitas Dravilas
rawijaya	University B	Saya minta dengan paksa	D	oniversi	Disagreement	Off record: presuppose a Wijaya
rawijaya	Universitas B	untuk diberhentikan infusnya dan menolak	Brawijaya		as Brawijay	
rawijaya	Universitas B	dilakukan suntikan dan	Brawijaya		as Brawijay	
rawijaya 	Universitas B	r <u>obat-obatan.</u> Universitas		Universi	as Brawijay	
rawijaya	Universita B	Esoknya <u>saya dan keluarga</u> menuntut dr H untuk ketemu	Brawijaya	Universi	Challenge Jay	Bald on record as Bra wijaya
rawijaya	Universitas B	dengan kami.	Brawijaya		as Brawijay	Off record: be vague
rawijaya 	Universitas B	Namun, janji selalu diulur-	Brawijaya	Universi	Complaint Complaint	Bald on record
rawijaya	Universitas B	ulur dan baru datang SHAS	Brawijaya		tas Brawijay	
rawijaya	Universitas B				as Brawijay	
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rawijaya	Universitas B				tas Brawijay	
rawijaya	Universitas B				tas Brawijay	
rawijaya	Universitas B				tas Brawijay	
rawijaya		vijava - Hajvavajtaa	Drowiiovo	Hairovoid	Las Drawiis	a Illuius vaitas Dusuviisus
rawijaya	Universitas B	rawija Sentences rawijaya Universitas	Face thro	The breeze was to	FTA's	FIA
rawijaya	Universitas B	, ,	Positive	Negative	Indicator Challenge	Strategies Brawijay Bald on record as Brawijay
rawijaya Brawijaya		Suami dan kakak-kakak saya menuntut penjelasan	Brawijaya		tas Brawijay	
	Universitas B	<u>dr H mengenai sakit saya,</u>				Off record: be vague
rawijaya	Universitas B	<u>suntikan, hasil lab awal</u> (as yang 27.000 menjadi revisi	Brawijaya		tas Brawijay	
rawijaya	Universitas B	181.000 dan serangan sesak	Brawijaya	Universit	as Brawijay	
rawijaya 	Universitas B	napas yang dalam riwayat hidup saya belum pernah	Brawijaya		tas Brawijay	a Universitas Brawijay
rawijaya 	Universitas B	terjadi.		universi	tas Brawijay	
rawijaya 	Universitas B	rawijaya Univer dr H tidak memberikan	,	rersi	Complaint	Off record: be vague
rawijaya	Universitas B	penjelasan dengan	√		as Brawijay	Bald on record
rawijaya 	Universitas B	memuaskan.			rawijay	a Universitas Brawijay
rawijaya	Universita B	Kami berdebat mengenai kondisi saya dan meminta	AS B		Contradiction	Off record: be vague rawijay
rawijaya	Universitas B	dr H bertanggung jawab	V	141		Bald on record Brawijay
rawijaya 	Universitas	mengenai ini dari hasil lab yang pertama yang	V C	蓬		Universitas Brawijay
rawijaya 	Universita	seharusnya saya bisa rawat				Universitas Brawijay
rawijaya	Universi	jalan saja.	النت			Miversitas Brawijay
rawijaya	Universi 19.	dr <b>H</b> menyalahkan bagian lab dan tidak bisa	J. 1300	1	Complaint	Off record: be vague a wijay
rawijaya	Universit	memberikan keterangan				Bald on record tas Bra wijay
rawijaya	Universit	yang memuaskan.			Discomant	hiversitas Brawijay
rawijaya	Universit <sup>20</sup> .	Namun, <u>saya tetap tidak</u> mau dirawat di RS ini lagi		47	Disagreement	Bald on record Brawijay
rawijaya	Universita	dan mau pindah ke RS lain.	STATE	177		<b>/</b> Iniversitas Brawijay
rawijaya	Universit21.	saya membutuhkan data medis yang lengkap dan		Sel	Complaint	Off record: overstate ra wijay
rawijaya	Universitas	lagi-lagi saya dipermainkan		NET	/	Universitas Brawijay
rawijaya	Universitas L	dengan diberikan data medis yang fiktif.			//	Universitas Brawijay
rawijaya	Universitas B				G 1:	<u> Universitas Bra</u> wijay
rawijaya	Universitäs B	Dalam catatan medis diberikan keterangan bahwa	AA	4 5	Complaint	Off record: overstate
rawijaya	Universitas B	bab (buang air besar) saya	$\sqrt{}$		.jay	a Universitas Brawijay
rawijaya	Universitas B	lancar <u>padahal itu kesulitan</u> saya semenjak dirawat di			wijay	a Universitas Brawijay
rawijaya	Universitas B	RS ini tapi tidak ada follow			awijay	
rawijaya	Univers tas B	<u>up-nya sama sekali.</u> Saya ngotot untuk diberikan	_ :	universi	Emotion	Off record: overstate Wijay
rawijaya	Universitas B	data medis hasil lab 27.000	Brawijaya	Universi	as Brawijay	a Universitas Brawijay
rawijaya	Universitas B	namun sangat dikagetkan bahwa hasil lab 27.000	Brawijaya	Universi	tas Brawijay	a Universitas Bra <mark>wijay</mark>
rawijaya	Universitas B	tersebut tidak dicetak dan	Brawijaya	Universi	as Brawijay	a Universitas Bra <mark>wijay</mark>
rawijaya	Universitas B	yang tercetak adalah 181.000.	Brawijaya	Universi	as Brawijay	a Universitas Bra <mark>wij</mark> ay
rawijaya	Universitas B	rawijaya Universitas	Brawijaya	Universi	tas Brawijay	a Universitas Brawijay
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rawijaya	Universitas E	Brawijaya Universitas	Brawijaya	Universi	tas Brawijay	a Univ <sup>40</sup> sitas	Brawijaya
rawijaya	Universitas E	Brawijaya Universitas	Brawijaya	Universi	tas Brawijay	a Universitas	Brawijaya
rawijaya	<b>Universitas E</b>	Brawijaya Universitas	Brawijaya	Universi	tas Brawijay	a Universitas	Brawijaya
rawijaya	Universitas E	Brawijaya Universitas	Brawijaya	Universi	tas Brawijay	a Universitas	Brawijaya
rawijaya	University E	Sentences Sentences	Face thre	Universi	as FTA, jiay	a Universitas	Brawijaya
rawijaya	Universitas E			Negative	Indicator V	UnStrategies	
rawijaya	Univers t24. B	setelah saya komplain dan	Brawijaya	Universi	Emotion WIJay	Bald on record as	
rawijaya	Universitas E	<u>marah-marah</u> dokter	Brawijaya	Universi	as Brawijay	a Universitas	Brawijaya
rawijaya	Universitas E	tersebut mengatakan bahwa catatan hasil lab 27.000	Brawijaya	Universi	as Brawijay	a Universitas	Brawijaya
rawijaya	Universitas E	tersebut ada di Manajemen	Brawijaya	Universi	as Brawijay	a Universitas	Brawijaya
rawijaya	Univers t <sub>25</sub> . E	Omni.  Maka saya desak untuk	Brawijaya	Universi	Challenge	Bald on record	Brawijay:
rawijaya	Universitas E	bertemu langsung dengan		Universi	as Brawijay		
rawijaya	Universitas E	Manajemen yang memegang hasil lab tersebut.	V	versi	as Brawijay		
rawijaya	Universitas E	Brawijaya 1			as Brawijay	a Universitas	
rawijaya	Univers t26. E	Saya mengajukan komplain			Challenge / av	Bald on record as	
rawijaya	Universitas E	tertulis ke Manajemen Omni dan diterima oleh	AS R		vijay	a Universitas	
rawijaya	Universitas E	Og(Customer Service		MA.	V	a Universitas	
rawijaya	Universitas /	Coordinator) dan saya minta tanda terima.		群		Universitas	Brawijaya
rawijaya	Univers t <sub>27.</sub>	Saya benar-benar	A. At	AF .	Emotion	Off record: overstate	Brawijay
rawijaya	Universi	dipermainkan oleh				Off record: be vague	
rawijaya	Universi	Manajemen Omni dengan staff Og yang tidak ada			1	Off record: be vague	Brawijaya
rawijaya	Universit	service-nya sama sekali ke	1	16		hiversitas	Brawijaya
rawijaya	Universit	<u>customer</u> melainkan seperti mencemooh tindakan saya	MARKET ST			hiversitas	Brawijaya
rawijaya	Universit	meminta tanda terima				niversitas	Brawijaya
rawijaya	Universita	pengajuan komplain tertulis.				/ Iniversitas	Brawijaya
rawijaya	Universite	Saya benar-benar habis			Emotion	Off record: overstate	
rawijaya	Univers tas	<u>kesabaran</u> dan saya hanya	1571	TIET .	Emotion	Universitas	Brawijava
Irawijaya	Universitas L	meminta surat pernyataan dari lab RS ini mengenai				Universitas	
rawijaya	Universitas E	hasil lab awal saya adalah				a Universitas	
Irawijaya	Universitas E	27.000 bukan 181.000.		4.5	W.	a Universitas	
Irawijaya	Universitas E	Makanya saya diwajibkan masuk ke RS ini <u>padahal</u>	49, #		Complaint	Off record: over- generalized	
Irawijaya	Universitas E	dengan kondisi thrombosit	√		wijay	•	
rawijaya	Universitas E	181.000 saya masih bisa rawat jalan.			rawijay	a Universitas	
rawijaya	Universita 50.	Tanggapan dr G yang		omversi	Accusation	Off record: be vague	Brawijaya
rawijaya	Universitas E	katanya adalah <u>penanggung</u>	Brawijaya	Universi	as Brawijay	a Universitas	Brawijava
rawijaya	Universitas E	jawab masalah komplain saya ini tidak profesional	Brawijaya		as Brawijay	Off record: overstate	Brawijaya
rawijaya	Universitas E	sama sekali. Universitas	Brawijaya	Universi	as Brawijay		
rawijaya	Univers t315 E	Tidak menanggapi komplain	Brawijaya	Universi	Complaint	Bald on record as	Brawijaya
rawijaya	Universitas E	dengan baik. Universitas	Brawijaya	Universi		a Universitas	Brawijay
rawijaya	Univers tas E	Saya minta duduk bareng antara lab, Manajemen, dan	Brawijaya	Universi	Challenge	Bald on record	Brawijaya
rawijaya	Universitas E		Brawijaya	Universi	as Brawijay	Off record: be vague	Brawijaya
rawijaya	Universitas E	Brawijaya Universitas	Brawijaya	Universi	tas Brawijay	a Universitas	Brawijaya
rawijaya	Universitas E	Brawijaya Universitas	Brawijaya	Universi	tas Brawijay	a Universitas	Brawijaya
rawijaya	Universitas E	Brawijaya Universitas	Brawijaya	Universi	tas Brawijay	a Universitas	Brawijaya
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rawijaya	Universitas B				tas Brawijay		
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rawijaya	Universitas B	rawijaya Universitas	Brawijaya	Universi	tas Brawijay	a Universitas	Brawijay
rawijaya	Universitas B				tas Brawijay		
rawijaya	Universitas B				tas Brawijay		
rawijaya	University B		- Drowiiowa	_Lloivovoi	too Drowline	a Universitas	
rawijaya	Universitas B		Face thr Positive	Negative Negative	FTA's Indicator	Strategies	
rawijaya	Universitaa B	Saya lemas mendengarnya	Brawijaya	Universi	Emotion Wild AV	Off record: overstar	
Irawijaya	Universitas B	dan benar-benar marah	2 2	Universi	tas Brawijay		
rawijaya	Universitas B	dengan RS Omni yang telah membohongi saya dengan			as Brawijay		
Irawijaya	Universitas B	analisa sakit demam			tas Brawijay		
Irawijaya	Universitas B	berdarah dan <u>sudah</u> diberikan suntikan macam-			tas Brawijay		
rawijaya	Universitas B	macam dengan dosis tinggi	P		tas Brawijay		
rawijaya	Universitas B	sehingga mengalami sesak napas.			tas Brawijay		
rawijaya	Universit34. B	Suami saya datang kembali		131	Complaint	Bald on record	
rawijaya Irawijaya	Universitas B	ke RS Omni menagih surat			rawijay	a Universitas	
rawijaya Irawijaya	Universitas B	hasil lab 27.000 tersebut namun malah dihadapkan	AS A		vijay	a Universitas	
Irawijaya	Universitas B	ke perundingan yang tidak	AO D	RA.	V	a Universitas	
Irawijaya	Universitas	<u>jelas</u> dan meminta diberikan waktu besok pagi datang		224		Universitas	
Irawijaya	Universita	langsung ke rumah saya.	AAA	產		Universitas	
Irawijaya	Univers 35.	Keesokan paginya saya			Complaint	Bald on record	Brawijay
rawijaya	Universi	tunggu kabar orang rumah sampai jam 12 siang belum	V		Y	niversitas	
Irawijaya	Universit	ada orang yang datang dari		Me		niversitas	
Irawijaya	Universit	Omni memberikan surat tersebut.				hiversitas	
	Univers t36.	Namun <u>, sampai jam 4 sore</u>			Complaint	Off record: presupp	
rawijaya	Universita	saya tunggu dan ternyata belum ada juga yang datang	1			Iniversitas	
Irawijaya	Universitas	ke rumah saya.	26			Universitas	
rawijaya Irawijaya	Universita?	Ini benar-benar kebohongan			Accusation	Off record: overstat	
rawijaya	Universitas L	RS yang keterlaluan sekali.	135:	Thu .	//	Universitas	Brawijay
Irawijaya	Universitas B	Saya minta disebutkan			Complaint	Off record: overstate Universitas	e
Irawijaya	Universitas B	alamat jelas saya dan mencari datanya sulit sekali	1	4.6	1 / N	a Universitas	
rawijaya Irawijaya	Universitas B	dan membutuhkan waktu	4 1		ijaya		
rawijaya Irawijaya	Universitas B	yang lama.		,		Off record: over-	
Irawijaya	Universitas B	Makanya <u>saya sebut</u> Manajemen Omni	$\sqrt{}$		Accusation Jay	generalized	
Irawijaya	Universitas B	pembohong besar semua.		omversi	as Brawijay		
Irawijaya	Universit40. B	Terutama dr G dan Og,	Brawijava		Insultrawijay	Off record: be vagu	
rawijaya	Universitas B	tidak ada sopan santun dan			tas Brawijay	Bald on record	
rawijaya	Universitas B	etika mengenai pelayanan customer, tidak sesuai	V		tas Brawijay		
rawijaya	Universitas B	dengan standard international yang RS ini			tas Brawijay		
rawijaya	Universitas B				tas Brawijay		
rawijaya	Universitas B				tas Brawijay		
rawijaya	Universitas B				tas Brawijay		
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rawijaya	Universitas B				tas Brawijay		
rawijaya	Universitas B	rawijaya Ulliversitas	Diawijaya	Universi	tas Brawijay	a Universitas	DIAWIJAY

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rawijaya	<b>Universitas B</b>	rawijaya Universitas	Brawijaya	Universi	tas Brawijay	a Universitas Brawijay
rawijaya	<b>Universitas B</b>	rawijaya Universitas	Brawijaya	Universi	tas Brawijay	a Universitas Brawijay
rawijaya	Universitas B	rawijaya Universitas	Brawijaya	Universi	tas Brawijay	
rawijaya	University B	rawija Sentences	Face thr	I leaders well	ias Brayijay	a Univ <del>ersitas Bra</del> wijay
rawijaya	Universitas B			Negative	Indicator	a Un <b>strategies</b> Brawijay
rawijaya	Universitate B	ketika suami saya datang ke	Brawijaya	0	Emotion WIJAY	Off record: overstate
rawijaya	Universitas B	Omni hanya dititipkan ke			tas Brawijay	
Irawijaya	Universitas B	resepsionis saja dan <u>pas</u> dibaca isi suratnya sungguh	, , ,		tas Brawijay	
Irawijaya	Universitas B	membuat sakit hati kami.	Brawijava		tas Brawijay	
Irawijaya	Univers tas B	saya ingin tahu bahwa	Brawijaya	Universi	Accusation	Off record: presuppose
Irawijaya	Universitas B	sebenarnya hasil lab 27.000 itu benar ada atau fiktif saja			tas Brawijay	
Irawijaya	Universitas B	supaya RS Omni			tas Brawijay	
rawijaya	Universitas B	mendapatkan pasien rawat inap.			las Brawijay las Brawijay	
rawijaya	Universit43. B	Dan <u>setelah beberapa kali</u>			Accusation	Off record: presuppose
Irawijaya	Universitas B	kami ditipu dengan janji maka sebenarnya adalah	18 5		vijay	a Universitas Brawijay
rawijaya	Universitas B	hasil lab saya 27.000	HO D	RA.	V	a Universitas Brawijay
rawijaya	Universitas	adalah fiktif.		磁体		Universitas Brawijay
Irawijaya	Universit <sup>44</sup> .	Saya dirugikan secara	A V-	F-	Complaint	Bald on record Brawijay
rawijaya	Univers 45.	kesehatan. Tapi, RS ini tidak			Accusation	Bald on record as Bra wijay
Irawijaya	Universi	memperdulikan efek dari	1		Accusation	niversitas Brawijay
Irawijaya	Univers	keserakahan ini. Namun, saya dan suami		186/	Emotion	Off record: overstate wijay
Irawijaya	Universit 46.	saya sudah terlalu lelah			Emotion	niversitas Brawijay
rawijaya	Universit	mengikuti permainan				Iniversitas Brawijay
Irawijaya	Universita	<u>kebohongan mereka</u> dengan kondisi saya masih sakit dan				Universitas Brawijay
rawijaya	Universita	dirawat di RS lain.	36			Allniversitas Brawijay
Irawijaya	Universitas	Tapi, <u>apabila nyawa</u> manusia dipermainkan oleh		SEV	Disagreement	Off record: over- generalized Sitas Brawijay
Irawijaya	Universitas L	sebuah RS yang dipercaya		(Basis	//	Universitas Brawijay
rawijaya	Universitas B	untuk menyembuhkan malah mempermainkan sungguh				a Universitas Brawijay
rawijaya	Universitas B	mengecewakan.		4.6	av	a Universitas Brawijay
rawijaya	Universit48. B	Semoga Allah memberikan	4 4		Challenge (av.	Positive politeness: Brawijay
rawijaya Irawijaya	Universitas B	hati nurani ke Manajemen			wijay	presuppose H's values
Irawijaya	Universitas B	dan dokter RS Omni supaya diingatkan kembali bahwa			rawijay	are the same as S's Brawllay values iversitas Brawijay
rawijaya	Universitas B	mereka juga punya	7	omversi	as Brawijay	
Irawijaya	Universitas B	keluarga, anak, orang tua yang tentunya suatu saat	Brawijaya		as Brawijay	
Irawijaya	Universitas B	11. 1			tas Brawijay	
rawijaya	Univers tas B	nembutuhkan medis.	Brawiiava	Universi	Reminding	Negative politeness:
rawijaya	Universitas B	jangan sampai pekerjaan mulia kalian sia-sia hanya	Brawijaya	Universi	as Brawijay	Negative politeness: give deference as Brawijay
rawijaya	Universitas B	demi perusahaan Anda.			tas Brawijay	
rawijaya	Universitas B				tas Brawijay	
rawijaya	Universitas B				tas Brawijay	
rawijaya	Universitas B				tas Brawijay	
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rawijaya	Universitas B				tas Brawijay tas Brawijay	
	Universitas B				tas Brawijay tas Brawijay	
rawijaya	OHIVEISILAS D	iawijaya Ulliversitas	Diawijaya	OHIVEISI	tas brawijdy	a Universitas Drawijay

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rawijaya	Universitas	Brawijaya	Universitas	Brawijaya	Universi	tas Brawijaya	Universitas	Brawijay
rawijaya	Universitas					tas Brawijaya	Universitas	
rawijaya	Universitas					tas Brawijaya	Univ <sup>43</sup> sitas	
rawijaya	Universitas					tas Brawijaya	Universitas	
rawijaya	Universitas	Brawijaya	Universitas	Brawijaya	Universi	tas Brawijaya	Universitas	
rawijaya	Universitas	Brawijaya	Universitas	Brawijaya	Universi	tas Brawijaya	Universitas	Brawijay
rawijaya	Universites	Brawijaya	entences	Face thr	ontonod	as FTA's	Universitas	Brawijay
rawijaya	Universitas				Negative 1	Indicator y	Strategies	
rawijaya	Univers t50.	B Saya tidak	mengatakan S	Brawijaya			Off record: be vagu	
rawijaya	Universitas		uk tapi <u>lebih hati-</u>	Brawijaya	Universi	as Brawijaya	Universitas	Brawijay
rawijaya	Universitas		n perawatan dokter ini.	٧		as Brawijaya	Universitas	Brawijay
rawijaya	Universitas	Brawijaya	Universitas	Brawijaya	Universi	tas Brawijaya	Universitas	Brawijay
rawijaya				Brawijaya	Universi	tas Brawijaya	Universitas	
rawijaya	Universit4.1	.2.2 The Pos	ssible Factors C	ausing Prita	Mulyasari	i Used the FTA	Universitas	Brawijay
rawijaya	Universitas	Brawijaya	Univer			tas Brawijaya	Universitas	
rawijaya	Universitas	Strateg Brawijaya	ies			as Brawijaya	Universitas	
rawijaya	Universitas	Sentence: B	ila anda beroba	ıt berhati-ha	tilah denga	n kemewahan ru		
rawijaya	Universitas	Braw (R	S) dan title inter	rnational kar	ena semaki	in mewah RS dar	ı semakinsi tas	Brawijav
rawijaya	Universitas	Br pin	ntar dokter make	a semakin se	ring uji cob	pa pasien, penjud	ılan obat,sitas	Brawijay
rawijaya	Universitas	da	n suntikan.		蓬		Universitas	Brawijay
rawijaya	Universita	FTA strateg	y: Off record – l	oe ironic	1 -		Universitas	Brawijay
rawijaya	Universi		3 5 7 7		1	7		Brawijay
rawijaya	Universi	Analysis: A	t the first staten	nent of her e	mail, Prita	did strategy off r	ecord: besitas	Brawijay
rawijaya	Universit	irc	onic because she	would like t	o criticize t	the international	hospital –	Brawijay
rawijaya	Universit						hiversitas	Brawijay
rawijaya	Universit	wł	nich is luxuriou	s and sophis	sticated - tl	hat should have		
rawijaya	Universita		propriete health	corving insta	and of doing	r many avacina	Universitas	Brawijay
rawijaya	Universita					g many experime		
rawijaya	Universitas	pa	tients in attempt	to sell as mu	ich medicin	e as possible whi	ich would <sup>sitas</sup>	Brawijay
rawijaya	Universitas		V. F.	125:	11.7	//	Universitas	Brawijay
rawijaya	Universitas				A 5	y, she could get		
rawijaya	Universitas	Bra be	ing wise becaus	e she did no	ot threaten	the hospital's im	Universitas nage right	Brawijay
rawijaya 	Universitas	Braw				IJaya	universitas	Brawijay
rawijaya			ay. Another f	actor is in	circumsta	nces between I		
rawijaya	Universitas		ernational hosp	ital. Prita d	id the stra	tegy because sl	Universitas heuhadoasitas	
rawijaya rawijaya								
rawijaya rawijaya	Universites	Brawijaya	stance relationsh	ip with the	institution a	and the institution	n had the	Brawijay
rawijaya rawijaya						d it in non-coer		
rawijaya Srawijaya			-					
rawijaya	Universitae	Brawijaya	e rank of impo	sition in this	s sentence i	tas Brawijaya s Prita critized t	the health	Brawijay
rawijaya							Universitas	
rawijaya	Universitas					tas Brawijaya tas Brawijaya	Universitas	
rawijaya	Universitas					tas Brawijaya	Universitas	
rawijaya	Universitas					tas Brawijaya	Universitas	
rawijaya	Universitas					tas Brawijaya	Universitas	
rawijaya	Universitas					tas Brawijaya	Universitas	
rawijaya	Universitas					tas Brawijaya	Universitas	
	Universitas	, ,				tas Brawijaya	Universitas	
rawijaya	OHIVE SILAS	Diawijaya	Universitas	Diawijaya	OHIVEISI	las Diawijaya	OHIVEISILAS	Diawijay

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rawijaya	Universitas	Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Bra	awijay
rawijaya	Universitas		
	Universitas	4.4	
rawijaya	Universitas		
rawijaya	Universitas	Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Br	awijay
rawijaya	Universitas	Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Br	awijay
rawijaya	Universitas	Sentence: Saya tidak mengatakan semua RS international seperti ini tapi saya	awijay
rawijaya		Brawijay mengalami kejadian ini di RS Omni International. Wijaya Universitas Br	
rawijaya		Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Bra	awijay
rawijaya	Universitas	FTA strategy: Bald on record rawijaya Universitas Brawijaya Universitas Br	awijay
rawijaya	Universitas	Analysis: After criticizing the international hospital, Prita made the next Br	awijay
rawijaya		Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Br	
		Brawija statement, to lessen her accusation to the hospital by stating i'RSsitas Br	
rawijaya	Universitas	Brawijaya Universitas	awijay
rawijaya	Universitas	Brawijaya Universitas Brawijaya Universitas Bra	awijay
rawijaya		Brawija statement because she would like to say that not all hospitals are sitas Brawija statement because she would like to say that not all hospitals are sitas Brawija statement because she would like to say that not all hospitals are sitas Brawija statement because she would like to say that not all hospitals are sitas Brawija statement because she would like to say that not all hospitals are sitas Brawija statement because she would like to say that not all hospitals are sitas Brawija statement because she would like to say that not all hospitals are sitas Brawija statement because she would like to say that not all hospitals are sitas Brawija statement because she would like to say that not all hospitals are sitas Brawija statement because she would be say that the same she would be say that say the say that say the same she would be say that say the same she would be say that say the same she would be say that say the say that say the say the say that say the say the say the say that say the say the say that say the s	
	Universitas	Brawijay Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya	awijay
2 2	Universitas		
rawijaya	Universitas	Internasional blatantly, without giving redress to Omni. Prita could	awijay
rawijaya	Universitas		
rawijaya	Universita	get the efficiency to claim something. It also implies that Prita was Sitas Br	
	Universi (	just a common citizen who had no close relationship with anyone in sites Bro	awijay
	Universit		
rawijaya Srawijaya	Universit	Omni. Besides, she had the power to make the claim because she was liversitas Br	awijay awiiav
	Universit	a patient who had got the medical treatment in Omni International Sitas Br	
	Universita		
	Universita	Hospital. The rank of imposition in this sentence is claiming the	awiiav
rawijaya	Universitas		3 - 3
rawiiava	Universitas	Universitas Br	awiiav
rawijaya	Universitäs	Sentence: saya meminta referensi darinya karena saya sama sekali buta	awijay
	Universitas	aengan KS ini.	
rawijaya	Universitas	FTA strategy: Off record – overstate jaya Universitas Br	awijay
rawijaya	Universitas	Brawija Wijaya Universitas Bra	awijay
		Analysis: In her email it was told that Prita must be hospitalized because of situas Br	
rawijaya	Universitas	her less thrombocyte's number (27.000 thrombocytes). dr. I who Brawijaya universitas Brawijaya universitas Brawijaya	awijay
		Brawija examined Prita asked her to choose the doctor who would take cares it as Br	
rawijaya	Universitas	Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Oniversitas	awijay
rawijaya		Brawija hospital. In showing her disapproval about the hospital, she chose the	
	Universitas	Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawija word "buta" (blind for sight). By doing this strategy, Prita could a Brawija word of the strategy of	
	Universitas		
	Universitas		
	Universitas		
rawijaya	Universitas		
	Universitas		
	Universitas		
awijaya	OHIVE SILAS	Diawijaya Diliversitas Diawijaya Diliversitas Diawijaya Diliversitas Di	awijdy

Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya **Universitas Brawijaya** Univesitas Brawijava Universitas Brawijaya Universitas Brawijaya **Universitas Brawijava** Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawija avoid responsibility for the potentially face-damaging interpretation. Universitas Brawijaya Universitas Brawijaya Universitas Universitas Brawija The circumstances caused Prita used overstate strategy because she it as Universitas Brawijaya Universitas Brawijaya Universitas a new patient of this hospital. Furthermore, Omni as the Universitas Brawijaya Universitas Brawijaya Universitas **Universitas Brawijaya** rawijaya Universitas Brawijainstitution had the more power to make Prita stated her disapprovalsitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya in off record. In addition, the rank of imposition on Omni's positive Universitas Brawija face is to claim that Omni is not a well known hospital, so that Prita Brawijaya Universitas Brawija did not have any information about the hospita's profile, va Sentence: Mulai malam itu saya diinfus dan diberi suntikan tanpa penjelasan atau izin pasien atau keluarga pasien suntikan tersebut untuk apa. FTA strategy: Bald on record Analysis: Previously, it was told that Prita took dr. I's recommendation to have dr. H as her specialist doctor. After dr. H examined Prita, his diagnosis for Prita was dengue. In this sentence, Prita used bald on record strategy in showing her disagreement about the injection that had no explanation given to her. Bald on record is used by Prita tositas Brawijaya avoid the danger of being misunderstood. The circumstances behind her FTA strategy are she was a customer who had no close relationship with Omni and as a customer, she wanted the best service from Omni. In addition, the rank of imposition is to clearly Universitas Brawijaexplain the uncomfortable service in Omni. as Brawijaya 5. Sentence: dr H terus memberikan instruksi ke suster perawat supaya diberikan berbagai macam suntikan yang saya tidak tahu dan tanpa izin pasien atau keluarga pasien. Universitas FTA strategy: Off record – be vague, overstate ersitas Brawijava Universitas Brawijaya Universitas Brawijaya rawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya rawijaya

	OTHER DIGITION	BIGITIES OF THE OFFICE OF THE PROPERTY OF THE OFFICE OFFIC	*****
rawijaya	Universitas	Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Bra	wijay
rawijaya	Universitas		
rawijaya	Universitas	10	
rawijaya	Universitas		
rawijaya	Universitas	Brawijaya Universitas Brawijaya Universitas Bra	wijay
rawijaya	Universitas	Brawijaya Universitas Brawijaya Universitas Bra	wijay
rawijaya	Universitas	Analysis: In her email, it was told that after one night she was hospitalized,	wijay
rawijaya	Universitas		
rawijaya	Universitas	Brawijashe got the laboratory revision of her thrombocyte number (181.000), sitas Bra	wijay
rawijaya	Universitas	Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Bra and that revision startled her. Instead of getting information about Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya	wijay
rawijaya	Universitas	Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Bra	wijay
rawijaya	Universitas	Brawijathat, dr. H kept giving her several injections without her permission. Sitas Bra	wijay
rawijaya	Universitas	Brawijaya Universitas Brawijaya Universitas Bra	wijay
rawijaya	Universitas	Brawija This sentence which threatens Omni's positive face used off record Brawija Brawija This sentence which threatens Omni's positive face used off record Brawija	wijay
rawijaya	Universitas	Brawija strategy: be vague and overstate. By using be vague strategy, Prita Bra	wijay
rawijaya	Universitas	Brawijaya Universitas Bra	wijay
rawijaya		Brawijacould run less risk of her act because she prefered to mention onlysitas Bra	
rawijaya	Universitas	the initial (dr. U) then the complete name of the doctor. Then by	
rawijaya	Universitas		wijay
rawijaya	Universitas	using overstate strategy, That could avoid responsibility for the	wijay
rawijaya	Universita	Viniversitas Bra potentially face-damaging interpretation about the injections given to sit as Bra	
	Universi		
rawijaya Irawijaya	Universit Universit	her which can be seen in expression "berbagai macam" (various liversitas Bra	wijay
rawijaya Brawijaya	Universit	kinds). Besides, there are circumstances behind her off records it as Bra	
	Universit	niversites Pro	wiiov
rawijaya	Universita	strategies. First, there is no close relationship between Prita and dr. H	wijay
rawijaya	Universitas		
rawijaya	Universitas	because she was a new patient in the nospital. Text, there is	wiiav
	Universitas		wiiav
rawijaya	Universitas		
	Universitas	FTA in off record instead of baldly. Third, the rank of imposition on	wijay
	Universitas		
rawijaya	Universitas	Brawiik Wijaya Universitas Bra	
rawijaya	Universitas	Brawija face, especially the doctor.  awijaya Universitas Bra	wijay
rawijaya	Universitas 6.	Sentence: Saya tanya kembali jadi saya sakit apa sebenarnya dan tetap masih	wijay
rawijaya	Universitas	Brawijay sama Idengan jawaban semalam bahwa Bsaya kena demamsitas Bra	wijay
rawijaya	Universitas	Brawijayaberdarah:rsitas Brawijaya Universitas Brawijaya Universitas Bra	wijay
rawijaya	Universitas	Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Bra	
rawijaya		FTA strategy: Off record – presuppose Universitas Brawijaya Universitas Bra	
rawijaya		Analysis: In this sentence, Prita used expression "tanya kembali" (asked las Bra	
rawijaya	Universitas		
rawijaya		Brawija again) for her illness which indicates off record strategy: presuppose.sitas Bra	
	Universitas		
rawijaya	Universitas	Brawijaya Universitas Brawijaya Universitas Bra	wijay

Universitas Brawijaya Universitas Brawijaya rawijaya Universitas Brawijaya **Universitas Brawijaya** Universitas Brawijava Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya rawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawija Prita used this strategy because she tried to avoid responsibility for Universitas Brawijaya Universitas Brawijaya Universitas Universitas Brawijathe potentially face-damaging interpretation about the correctness of sitas Brawijava Universitas Brawijaya Universitas Brawijaya Universitas doctor's diagnosis. Another factor occurred here is the Universitas Brawijaya Universitas Brawijaya Universitas **Universitas Brawijaya** rawijaya Universitas Brawija relationship between Prita and dr. H who were just a patient and asitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya doctor which caused distance between them. Next factor caused Prita Universitas Brawijaya off record strategy is because she was just a patient and sitas Brawijaya Universitas Brawija common person who had less power than dr. H who had the highersitas Brawijava position in Omni. The rank of imposition is she did not seem to believe in dr. H's diagnosis of her illness, so that though she has ever sitas Brawijaya asked about it before, she did it again in another time. Sentence: Mulai Jumat tersebut saya diberikan berbagai macam suntikan yang setiap suntik tidak ada keterangan apa pun dari suster las Brawijaya perawat. FTA strategy: Off record – overstate Analysis: Off record strategy: overstate can be seen in two expressions "berbagai macam" (various kinds) and "tidak ada keterangan apasitas pun" (no explanation at all). Prita used this strategy because she tried to avoid responsibility for the potentially face-damagingsitas Brawijaya Universitas Brawija interpretation about the injections given to her which had no sitas B Universitas Brawija va explanation. The circumstances occurred in this sentence is because Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijathere is distance between Prita who was just a patient and Omnisitas Brawijaya Universitas Brawija power than Prita, so that she did FTA to Omni in off record. Sit Universitas Brawijaya Universitas Brawijaya Universitas Brawija Meanwhile, she used this strategy because she was a patient that sitas Brawijava rawijaya Universitas Brawijaya rawijaya

rawijaya **Universitas Brawijaya** Universitas Brawijaya Universitas Brawijaya **Universitas Brawijaya** Univ<sup>48</sup>sitas Brawijaya Universitas Brawija should know about the medication she received, so that she stas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawija overstated her statement. In addition, by using this strategy, Pritasitas Brawijava would like to criticize the health service in Omni that was always not rawijaya Universitas Brawijatransparent to the patient in giving explanation about the injections ersitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya 8. Sentence: setiap saya meminta keterangan tidak mendapatkan jawaban yang Universitas Brawijaya Universitas Universitas FTA strategy: Off record – overstate Universitas Analysis: In this sentence, Prita used off record strategy: overstate to avoid responsibility for the potentially face-damaging interpretation about her dissatisfaction in getting information from the nurse. The sitas Brawijaya overstate strategy can be seen in word 'setiap' (everytime). Then the circumstances caused her use off record is because of the distance Brawijaya between Prita (a patient) and Omni (an institution). In Prita's Brawijaya opinion, as a patient, it was her right to get clear information of the medical treatment she had. However, in conveying her complaintsitas Brawijaya about it off recordly indicates that Omni had more power than Prita. Then the rank of imposition in this strategy is the disappointment of Brawijaya Prita in the service given by Omni Hospital that never gave clears as Brawijaya information about medical treatment to the patient. Universi 9. Sentence: Lebih terkesan suster hanya menjalankan perintah dokter dan itas Brawijaya Universitas Brawijay pasien harus menerimanya, a Universitas Brawijaya Universitas Analysis: In this sentence, Prita used positive politeness – avoid disagreement Universitas Brawijaya Universitas Brawijaya Universitas Brawija (hedging opinion) which is emphasized in the expression "Lebihsitas Brawijava Universitas Brawijaya Universitas Brawijaya rawijaya Universitas Brawijaya rawijaya

rawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya **Universitas Brawijaya** Universitas Brawijava Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawija terkesan" (seem). This expression emerged after she mentioned that Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijathe nurse never gave satisfying explanation about the injections. Shesitas Brawijava used this strategy because she wanted to minimize her FTA about the rawijaya Universitas Brawijanurse's service to her. Another factor is the distance between Prita (asitas Brawijaya Universitas Brawija Omni, so that she hedged her opinion in her criticism. Then the rank Sitas Brawijaya Universitas Brawija of imposition in using positive politeness is giving conclusion of sitas Brawija va nurse's service that never gave explanation about the injections. Universit10. Sentence: Saya minta dihentikan infus dan suntikan dan minta ketemu dengan FTA strategy: Bald on record, off record – be vague hiversitas Brawijaya Analysis: This statement emerged after Prita stated that her left hand was sitas Brawijaya swollen. To express her dissatisfaction of medical treatment, shesitas Brawijaya used bald on record and off record strategy: be vague. By doing bald on record in complaining about infusion and injectiona, Prita coulds as Brawijaya make her statement unambiguous. Then by being vague in mentioning her doctor's name (dr. H), she could run less risk of her Brawijaya FTA to Omni's face, especially dr. H himself. The combination of tras Brawijava the strategies emerge another circumstances for Prita did the FTA Universitas BrawijaFirst, the social distance between Prita and dr. H (a patient and a sitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawii adoctor), which means Prita had a lower status than dr. H. Afterwards, stas Brawii ava Universitas Brawijaya the higher status of dr. H caused more power upon Prita that made Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaher minimized the baldly disagreement about the infusion and sitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas injection. Therefore, Prita used this combination strategy because she rawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya rawijaya

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rawijaya	Universitas	Brawija would like to convey her disagreement baldly about the medication Brawijay
rawijaya	Universitas	Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijay
rawijaya	Universitas	Brawijashe had without threatening the particular doctor rawijaya Universitas Brawijay
rawijaya rawijaya	Universitas	Sentence: <i>Namun, dokter tidak datang sampai saya dipindahkan ke ruangan</i> .
rawijaya		
rawijaya		FTA strategy: Bald on record rawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya
rawijaya	Universitas	Analysis: Through this statement, Prita wanted to convey her complaint about
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rawijaya Brawijaya	Universitas	Brawijaya Brawijaya Universitas Brawijaya Universitas Brawijaya
rawijaya		Brawijainfusion and any kind of injections. She conveyed it is by using baldsitas Brawijay
rawijaya	Universitas	
rawijaya	Universitas	on record strategy that she told her complaint right away Prita chose
rawijaya	Universitas	bald on record in this sentence in order to get the efficiency to claims that Brawijay
rawijaya	Universit?	Universitas Brawijay
rawijaya	Universi	something. Furthermore, it is caused by the circumstances behind hersitas Brawijay
rawijaya	Universi	FTA strategy. First is the social distance between Prita and the doctor
rawijaya	Universi	hiversitas Brawijay
rawijaya	Universit	that both of them were just as a patient and a doctor. Next, the use of sitas Brawijay
rawijaya	Universit	niversitas Brawijay
rawijaya	Universita	bald on record indicates that Prita had more power than the doctor, sitas Brawijay
rawijaya	Universita	so that she told her complaint without trying to save doctor's face. Sitas Brawijay
rawijaya	Universitas	
rawijaya	Universitas	The last circumstances why Prita did this strategy is because shesitas Brawijay
rawijaya	Universitas	wanted to tell clearly her complaint to the doctor who could not give
rawijaya	Universitas	
rawijaya Kawijaya	Universitas	
rawijaya rawijaya	Universitas	Brawija Wijaya Universitas Brawijay Brawijatime. Lawijaya Universitas Brawijay
rawijaya		
rawijaya	Universitas	Sentence: Saya tanyakan ke dokter tersebut saya sakit apa sebenarnya dan dijelaskan saya kena virus udara.
rawijaya		Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya
rawijaya		ETA strategy: Off record - presuppose, a Universitas Brawijaya Universitas Brawijay
rawijaya		
rawijaya	Universitas	Analysis: On the next day, the doctor (dr. H) examined Prita and asked the
rawijaya		Brawijanurse to give her another injection. Because Prita was curious aboutsitas Brawijay
rawijaya	Universitas	Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijay
rawijaya	Universitas	Brawija this injection, she asked again to the doctor about her real illness. Brawijay
rawijaya	Universitas	Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijay
rawijaya	Universitas	Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijay
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rawijaya	Universitas	rawijaya Universitas Br	awijaya Universitas	Brawijaya I	Universitas	Brawijay
rawijaya	Universitas	Then it can be analyze	d that this sentence cont	ains FTA by u	Universitas	Brawijay
rawijaya	Universitas	rawijaya Universitas Br	awijaya Universitas		Universitas	
rawijaya	Universitas	rawijarecord strategy: presuj	pose because Prita conf	irmed her illne	essoncesitas	Brawijay
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rawijaya	Universitas	more to the doctor. Pr rawijaya Universitas Br	awijaya Universitas	Brawijaya I	Universitas	Brawijay
rawijaya	Universitas	rawijathe potentially face-da	maging interpretation al	bout Prita's un	trust tositas	Brawijay
rawijaya	Universitas	rawijaya Universitas Br	awijaya Universitas	Brawijaya	Universitas	Brawijay
rawijaya	Universitas	rawija the doctor's diagnosis	. Furthermore, the socia	I distance also	affects	Brawijay
rawijaya	Universitas	rawija the choice of Prita's s	trategy that both Prita a	and the doctor	lniversitas had no	Brawijay
rawijaya	Universitas	rawijaya	25	Brawijaya 1	Universitas	Brawijay
rawijaya		rawijaclose relationship, jus				
rawijaya	Universitas	record strategy indica	tes that Prita had less p	oower than the	Universitas doctor	Brawijay
rawijaya	Universitas					
rawijaya	Universitas	who had higher positi	on in the hospital, so that	at she disappro	ved the Sitas	Brawijay
rawijaya	Universita	doctor's diagnosis in	non-coercive way. The	rank of impos	Universitas ition insitas	
	Universi (					
rawijaya Irawijaya	Universit	this sentence is that Pr	ita wanted to make disap	oproval to the c	loctor's	Brawijay
rawijaya	Universit	diagnosis.		7	niversitas	
	Universit	diagnosis.		-	niversitas	
rawijaya	Universita.	entence: Saya minta denga	n paksa untuk diberhe	entikan infu <mark>s</mark> ny	ya dan	Brawijay
	Universita	menolak dilakukan s	untikan dan obat-obatan		Universitas	
rawijaya		TA strategy: Off record - presi	ippose		Universitas	
rawiiava	Universitas				Universitas	Brawijav
rawijaya	Universitas	nalysis: Previously, Prita men	ntioned that she was stil	l getting infusi	ion and	Brawijay
rawijaya	Universitas	her both hands were s	wollen. To show her ur	nwillingness ab	Universitas	Brawijay
rawijaya	Universitas	raw		// Mjaya	Universitas	Brawijay
rawijaya	Universitas	rawij medication, she used	presuppose strategy in t	his sentence w	vhich issitas	Brawijay
rawijaya	Universitas	rawijay indicated by the eyn	ression "dengan paksa	" (act forcely	Universitas	Brawijay
		expression actually in				
		rawijaya Universitas Br				
		rawijathe infusion and any				
rawijaya	Universitas	kept giving her infusio	n and medication. By do	ing this strateg	y, Prita	Brawijay
		rawijacould avoid respon				
rawijaya	Universitas	rawijaya Universitas Br rawijaya Universitas Br	er disagreement of the	medication s	Universitas he got.	Brawijay
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Universitas Brawijaya Universitas Brawijaya rawijaya Universitas Brawijaya **Universitas Brawijaya** Universitas Brawijaya Universitas Brawijaya Univ<sup>2</sup>sitas Brawijava Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya rawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawija Then off record strategy here indicates that Prita (a patient) and strategy here indicates that Prita (a patient) and Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawija Omni (an institution) had no close relationship that caused distance sitas Brawijava rawijaya Universitas Brawijaya rawijaya Universitas Brawijapatient, it caused Omni to have more power than Prita had, so that sit as Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Prita told her disagreement off recordly. The rank of imposition in Universitas Brawijathis sentence is Prita wanted to tell her disagreement about the Brawijaya Universitias Brawija medication that seemed always ignored by the doctor. 14. Sentence: Esoknya saya dan keluarga menuntut dr H untuk ketemu dengan FTA strategy: Bald on record, off record – be vague Analysis: This sentence contains FTA to Omni that Prita strived for meeting dr. H related to her medication. She did the FTA by using bald on Sitas Brawijaya record in order to avoid the danger of being misunderstood. However, Prita avoided being responsible for the face-damaging interpretation by doing off record strategy: be vague (naming thesitas Brawijaya doctor as dr. H instead of mentioning the complete name). From here, it indicates that there is social distance between Prita and dr. H\_Sitas Brawijaya a patient and a doctor-that caused her to also use off record as she in a Br did the FTA baldly to dr. H. The combination of the strategies also Universitas Brawijaimplies the relative power between them. Prita had more power to sitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya rawijaya Universitas Brawii offend dr. H when she used bald on record, but it seems dr. H had Brawii av Universitas Brawijaya Universitas Brawija baldly one. In addition, Prita did this combination strategy to conveys tas Brawijaya Universitas Brawijaya **Universitas Brawijava** rawijaya

Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya **Universitas Brawijaya** Univ<sup>53</sup>sitas Brawijava Universitas Brawijaya challenges unambiguously which implied her disappointment in Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawija Omni, with still saved the doctor's face. sitas Brawijava as Brawijaya Universitas Brawijaya Universitas Brawijaya Universit 15. Sentence: Namun, janji selalu diulur-ulur dan baru datang malam hari. as Brawijaya Universitas Brawijaya Universitas Brawijaya Universit rawijaya Universitas FTA strategy: Bald on record rawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Analysis: Obviously, Prita did bald on record strategy in this sentence. By Universitas Brawija doing this strategy, Prita could claim efficiently about the bad service Universitas Brawija of Omni that often postponed serving the patient's complaint sitas Furthermore, it is caused by the circumstances behind her FTA strategy. First is the social distance between Prita and the doctor that both of them were just as a patient and a doctor. Next, Prita used bald on record because she seemed has more power than the doctor, so that she told her complaint without trying to save doctor's face. The last is rank of imposition that she would like to tell clearly about the un-fulfilled promise of dr. H Universi 16. Sentence: Suami dan kakak-kakak saya menuntut penjelasan dr H mengenai sakit saya, suntikan, hasil lab awal yang 27.000 menjadi revisi 181.000 dan serangan sesak napas yang dalam riwayat hidup saya belum pernah terjadi. FTA strategy: Off record – be vague, bald on record Analysis: Once again Prita used the combination of FTA strategies. Prita did Universitas Brawijabe vague strategy which is indicated by giving the initial of the sitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawii adoctor's name. She did this strategy to lessen her FTA to dr. H about Universitas Brawijaya Universitas Brawijawas taken care by dr. H. From here, it indicates that there is socials it as Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas distance between Prita and dr. H-a patient and a doctor-that caused Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya rawijaya

Universitas Brawijaya Universitas Brawijaya rawijaya Universitas Brawijaya **Universitas Brawijaya** Universitas Brawijaya Universitas Brawijaya Universitas Brawijava Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya rawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaher to use also off record as she did the FTA baldly to dr. H. The **Universitas Brawijaya** Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawija combination of the strategies also implies the relative power between sitas Brawijava rawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas them. Prita had less power to offend dr. H when she used off record, Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas rawijaya Universitas Brawijabut it seems Prita had more power than dr. H when Prita used thesitas Brawijaya Universitas Brawija combination of these strategies to tell as specific as possible what sitas Brawijaya s Brawijaya Universitas Brawijaya Universitas Brawijacomplaints she had for the doctor without referring to/a particularsitas Brawijaya Universitas Brawijaya Universit17. Sentence: dr H tidak memberikan penjelasan dengan memuaskan. FTA strategy: Off record – be vague, bald on record Analysis: Still, in doing FTA to Omni's face, especially the doctor, Prita used off record strategy: be vague and bald on record. Be vague is to hidesitas Brawijaya the real name of the doctor and bald on record is to convey her complaint distinctly. The combination of FTA strategies indicate that Strategies Brawijaya there is social distance between Prita and dr. H-a patient and asitas Brawijaya doctor-that caused her to use also off record as she did the FTA baldly to dr. H. The combination of the strategy also implies the sitas Brawijaya relative power between them. Prita had less power to offend dr. Harras Br Universitas Brawijaya when she used off record, but it seems Prita had more power than dr. Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawija H when Prita used the baldly one in conveying her complaints. Then sit as Brawija y Universitas Brawijaya rawijaya Universitas Brawijaya rawijaya

rawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya **Universitas Brawijaya** Univesitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya **Universitas Brawijaya** Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas. Sentence: Kami berdebat mengenai kondisi saya dan meminta dr H Universitas Brawijay bertanggung jawab mengenai ini dari hasil lab yang pertama yang sitas Brawijay Universitas Brawijav seharusnya saya bisa rawat jalan saja sitas Brawijava Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya FTA strategy: Off record – be vague, bald on record Universitas Brawijaya Universitas Brawijaya rawijaya Universitas Analysis: Previously, Prita wanted to have confirmation about her conditions it as Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya that her left neck and eye were swollen; then about the first Universitas Brawija laboratory result that she could be just an out patient. Although Prita Brawijaya s Brawijaya Universitas Brawijaya Universitas Brawija threatened Omni's face baldly, especially the doctor, she softened itsitas Brawijava by blurring the real name of dr. H with only an initial. By these two strategies, Prita could get the advantages that she was still capable to Sitas Brawijaya Universit criticize without being afraid to threaten the doctor. The combination of these strategies emerge another circumstances for Prita did the FTA. First, the social distance between Prita and dr. H (a patient and sitas Brawijaya a doctor). Afterwards, it indicates that dr. H caused more power upon Prita that made her minimized the baldly complaint about dr. H's sitas Brawijaya explanation. By doing this strategy, Prita could convey hers tas Brawijaya disagreement clearly with still saved dr. H's face. **Universitas Brawijaya** Universit19. Sentence: dr H menyalahkan bagian lab dan tidak bisa memberikansitas Brawijaya keterangan yang memuaskan. FTA strategy: Off record – be vague, bald on record as Brawijaya - Universitas Brawijaya Universitas Analysis: Still, although Prita threatened Omni's face baldly, especially the itas Brawijay Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawii adoctor, she softened it by blurring the real name of dr. H with only answays Universitas Brawijaya Universitas Brawijashe was still capable to criticize without being afraid to threaten thesitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya doctor. The combination of these strategies emerge rawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya **Universitas Brawijaya** Universitas Brawijaya Universitas Brawijaya rawijaya

rawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya **Universitas Brawijaya** Universitas Brawijaya rawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawija circumstances for Prita did the FTA. First, the social distance Itas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawija between Prita and dr. H (a patient and a doctor), which means Pritasitas Brawijava va Universitas Brawijava Universitas Brawijava Universitas had a lower status than dr. H. Afterwards, the higher status of dr. H ya Universitas Brawijava Universitas Brawijava Universitas Universitas Brawijaya rawijaya Universitas Brawijacaused more power upon Prita that made her minimized the baldlysitas Brawijaya Universitas Brawija Prita made a complaint to dr. H with still saved the doctor's face. s Brawijaya Universitas Brawijaya Universi 20. Sentence: Namun, saya tetap tidak mau dirawat di RS ini lagi dan mau pindah sitas Brawijaya ke RS lain. Universitas Brawijaya FTA strategy: Bald on record Analysis: Because of her worse condition, Prita decided to move to another itas Brawijaya hospital. The way she disapproved Omni's capability was baldly without giving face to Omni. By using this strategy, she could avoid Sitas Brawijaya being misunderstood of her claim about bad medical treatment in Omni. Furthermore, it is caused by the circumstances behind her FTA strategy. First is the social distance between Prita and Omni that Sitas Brawijaya both of them were just as a patient and an institution. Next, the reason Prita used bald on record is because she had more power than Sitas Brawijaya Omni, so that she told her disagreement without trying to save Omni's face. The rank of imposition is she wanted to claim that Universitas Brawija Omni's hospital could not lessen her illness, but made it worse. Niversitas Brawija va 21. Sentence: saya membutuhkan data medis yang lengkap dan lagi-lagi saya dipermainkan dengan diberikan data medis yang fiktif. Universitas FTA strategy: Off record - overstate aya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya rawijaya Universitas Brawijaya rawijaya

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rawijaya	Universitas	Brawijaya	universitas	Brawijaya	Universitas	Brawijaya	Universitas	Brawijay
rawijaya	Universitas	Analysis: T	he overstate str	ategy can be	seen in word	Jaoi-laoi' (s	Universitas	Brawijay
rawijaya	Universitas	Brawijaya	Universitas	Brawijaya	Universitas	Brawijaya	Universitas	Brawijay
rawijaya	Universitas	Brawijagg	ain). prita it us	ed off reco	ord strategy:	overstate a	oU avoidsitas	Brawijay
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rawijaya	Universitas	Brawijane	r dissatisfaction	in getting he	r complete me	dical record.	Then thesitas	Brawijay
rawijaya	Universitas	Brawijaya	universitas	Brawijaya	Universitas	Brawijaya	Universitas	Brawijay
rawijaya	Universitas	Brawija	rcumstances cau	sed her used	off record is b	ecause of the	distance	Brawijay
rawijaya	Universitas	Brawijaya	tween Prita (a	patient) and	Omni (an i	nstitution). I	n Universitas	Brawijay
rawijaya	Universitas	Brawijaya			95	Brawijaya	Universitas	Brawijay
rawijaya			oinion, as a pation	ent, it was he	er right to get	the complete		
rawijaya	Universitas	re	cord from Omni	However, in	conveying her	ilaya complaint ah	Universitas	
rawijaya	Universitas						11 1 1	Brawijay
rawijaya	Universitas	re	cordly indicates	that Omni h	ad more powe	er than Prita.		
rawijaya	Universita	do	oing this strategy	Prita could	show her com	plaint that sh	Universitas e had gotsitas	
rawijaya	Universit (		ing tins strategy	, Tha could	show her com	pidint that sh	niversitas	
rawijaya rawijaya	Universit	th	is bad service ma	any times.	16)	F	niversitas	
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	Universit		besar) saya lanc					
rawijaya	Universita		RS ini tapi tidak	ada follow up	-nya sama sek	ali.	Iniversitas	
		ETA atmotas	gy: Off record - o	vyamatata			Universitas	
rawijaya	Universitas	ria suateg	gy. Off fecold - C	overstate	THE PARTY OF THE P		Universitas	
rawijaya		Analysis: In	this sentence, I	Prita mentione	d about her co	nstipation tha	t was not <sub>sitas</sub>	Brawijay
rawijaya	Universitas		taken as a probl	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	111 37 //			
rawijaya	Universitas	Bra	taken as a probl	em by the no	spital. In fact,	Prita felt tha	t sne nad Universitas	Brawijay
rawijaya	Universitas	Braw	that problem sin	ce she was in	Omni. Prita us	sed off record	strategy:sitas	Brawijay
rawijaya	Universitas	Brawija				wijaya	Universitas	Brawijay
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rawijaya			got from Omni.					
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rawijaya			(an institution).					
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rawijaya **Universitas Brawijaya** Universitas Brawijaya Universitas Brawijaya **Universitas Brawijaya** Universitas Brawijava Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijay her complaint about it off recordly indicates that Omni had more Universitas Brawijaya Universitas Brawijaya Universitas Brawijay power than Prita. Therefore, she used this strategy because shesitas Brawijay wanted to tell the falsehood of Omni in giving the medical record Universitas Brawijayao Heniversitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijava Universitas Brawijava Universitas Brawijava Universitas Brawijava 23. Sentence: Saya ngotot untuk diberikan data medis hasil lab 27.000 namun sangat dikagetkan bahwa hasil lab 27.000 tersebut tidak dicetak Universitas Brawijay dan yang tercetak adalah 181.000. Universitas FTA strategy: Off record - overstate Analysis: Overstate strategy was done by using the expression 'ngotot" (insist) and 'sangat dikagetkan' (truly shocked). Off record Brawijaya strategy: overstate was used to avoid responsibility for the potentially face-damaging interpretation of Prita's disappointment about the laboratory result she got. Then the circumstances caused ltas Brawijaya her used off record is because of the distance between Prita (a patient) and Omni (an institution). In Prita's opinion, as a patient, its las Brawijaya was her right to get the first thrombocyte laboratory result (27.000). However, in conveying her emotion off recordly indicates that Omni had more power than Prita. The rank of sitas Brawijaya imposition in this sentence is Prita wanted to tell about her its R disappointment in Omni that could not give her the first Universitas Brawijay thrombocyte laboratory result (27.000): itas Brawijaya Universitas Brawijaya Universitas Brawijaya setelah saya komplain dan marah-marah dokter 24. Sentence: tersebut mengatakan bahwa catatan hasil lab 27.000 tersebut ada di Manajemen Omni. Universitas FTA strategy: Bald on record rawijaya Universitas Brawijaya Universitas Brawijaya

Universitas Brawijaya Universitas Brawijaya rawijaya **Universitas Brawijaya Universitas Brawijaya** Universitas Brawijaya Universitas Analysis: "dokter tersebut" (the doctor) here refers to dr. M who was the head Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawija of laboratory in Omni Hospital. By using bald on record strategy, shesitas Brawijava va Universitas Brawijava Universitas Brawijava Universitas could avoid being misunderstood of her claim about the bad service values Brawijava Universitas Brawijava Universitas rawijaya Universitas Brawija of Omni in fulfilling the request of 27.000 laboratory result. In other sitas Brawija ya Universitas Brawijaya Universitas Brawijaway. She was emotional because the 27.000 laboratory result that Sitas Brawijaya Universitas Brawijashe wanted to get was never fulfilled by Omni. Furthermore, it issitas Brawijaya caused by the circumstances behind her FTA strategy. First is the social distance between Prita and Omni that both of them were just Sitas Brawijaya as a patient and an institution. Next, the reason Prita used bald on the Br record is because she had more power than Omni, so that she told her emotion without saving Omni's face. Then the bald on record is used sitas Brawijaya to show that Omni did not serve the patient's complaint well. Universit 25. Sentence: Maka saya desak untuk bertemu langsung dengan Manajemen yang sitas Brawijaya memegang hasil lab tersebut. FTA strategy: Bald on record Universitas Analysis: Once again, Prita did bald on record strategy. This strategy was used Sitas Brawijaya Universitas Brawii, to avoid the danger of being misunderstood. Next reason is because it as of the circumstances behind her FTA strategy. First is the social Universitas Brawijadistance between Prita and Omni that both of them were just as a sitas Brawijaya rawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawiia patient and an institution. Next, the reason Prita used bald on records as Brawiiava Universitas Brawijaya is because she had more power than Omni, so that she told about her Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawija action to Omni clearly. By doing this strategy, Prita would like to tells it as Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya rawijaya Universitas Brawijaya rawijaya

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rawijaya	Universitas	Brawijaya	a Universitas Brawijaya Universitas Brawijaya Universitas Braw	/ijay
rawijaya	Universitas	Brawijaya	nat she wanted to finish the problem of 27.000 laboratory result	/ijay
	Universitas			/ijay
rawijaya	Universitas	Brawijaşo	oon which Omni always postponed itersitas Brawijaya Universitas Braw	
rawijaya	Universitas 26.	Sentence:	Saya mengajukan komplain tertulis ke Manajemen Omni dan	/ijay
	Universitas		diterima oleh Og (Customer Service Coordinator) dan saya minta	rijay vii ov
			anda terimatas Brawijaya Universitas Brawijaya Universitas Braw	
Irawijaya Irawijaya			a Universitas Brawijaya Universitas Brawijaya Universitas Braw gy: Bald on record Universitas Brawijaya Universitas Braw	
rawijaya Brawijaya	Universites			
rawijaya Brawijaya	Universitas	Analysis: I	In doing FTA to Omni, Prita used bald on record strategy in this Sitas Braw	rijay rijay
			entence. It can be seen in how Prita told the reader right away about it as Braw	
	Universitas			
	Universitas	Br	er action to Omni. She used this strategy because she would like to sitas Braw	/jiav
	Universitas		ive clear information in order to avoid missunderstanding. Next sitas Braw	
	Universita .	gı	Iniversitas Braw	/ijav
	Universi	re	eason is because of the circumstances behind her FTA strategy. First strategy Braw	
, ,	Universi			
	Universi	18	the social distance between Prita and Omni that both of them were liversitas Braw	/ijay
	Universit		ist as a patient and an institution. Next, the reason Prita used baldsitas Braw	
rawijaya	Universit	,	niversitas Braw	/ijay
rawijaya	Universita	or	n record is because she had more power than Omni. In addition, this Braw	/ijay
rawijaya	<b>Universita</b>	stı	rategy occured because Prita wanted to tell the readers about her sitas Braw	/ijay
rawijaya	Universitas		Universitas Braw	/ijay
	Universitas		issatisfaction by making complaint letter.  Universitas Braw	
rawijaya	Universitas 27.	Sentence:	Saya benar-benar dipermainkan oleh Manajemen Omni dengan	/ijay
rawijaya	Universitas	Bra	staff Og yang tidak ada service-nya sama sekali ke customer itas Braw	/ijay
	Universitas	Braw	melainkan seperti mencemooh tindakan saya meminta tanda terimasitas Braw	/ijay
3 3	Universitas		pengajuan komplain tertulis. wijaya Universitas Braw	
rawijaya	Universitas	FTA strates	gy: Off record – overstate, be vague Universitas Braw Universitas Braw Universitas Braw	
		•	In the receipt of her complaint letter it was said that Prita's letter Braw	
			universitas Brawijaya Universitas Brawijaya Universitas Braw vas an overture not a complaint. Therefore, Prita did FTA through Sitas Braw	
rawijaya rawijaya	Universitas	Brawijaya	er email to criticize Omni's service by using off record strategy:	ııjay
			verstate and be vague. By using overstate strategy, Prita could avoid it as Braw	
rawijaya rawijaya	Universitas	Brawijaya	a Universitas Brawijaya Universitas Brawijaya Universitas Brawesponsibility for the potentially face-damaging interpretation about Braw	ııjdy ıiiov
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rawijaya Univ	ersitas Brawijaya	Universitas Brawijaya	Universitas Brawi	jaya Universitas	Brawijay
rawijaya Univ	ersitas Brawija <sub>ke</sub>	r emotion which can be	can in expression	ia la Universitas	Brawijay
	ersitas Brawijaya		Universitas Brawi	jaya Universitas	Brawijay
rawijaya Univ	ersitas Brawija <i>ļi</i> j	permainkan" (truly being a			
rawijaya Univ	ersitas Brawijaya	Universitas Brawijaya	Universitas Brawi	jaya Universitas	Brawijay
rawijaya Univ	ersitas Brawijaya	ategy, Prita could run less ri	sk of her act because inversitas Brawi	she prefered to laya Universitas	Brawijay
		ention only the initial (Og) t			
rawijaya Univ	ersitas Brawijaya	Universitas Brawijaya	<b>Universitas Brawi</b>	jaya Universitas	Brawijay
rawijaya Univ	ersitas Brawija <mark>B</mark> e	esides, there are circumstance	es behind her off rec	cord strategies.	Brawijay
rawijaya Univ	ersitas Brawija <del>y</del> a	rst, there is no close relationsh	in between Prita and G	)g because that sitas	Brawijay
rawijaya Univ	ersitas Brawijaya	l l	as Brawi	jaya Universitas	Brawijay
rawijaya Univ	ersitas Brawijawa	as the first time Prita and Og 1	met in Omni. Next, the	re is indications tas	Brawijay
rawijaya Univ	ersitas Brawi	of Drite had the lass source	han Oa aa that ala	iaya Universitas	Brawijay
rawijaya Univ	ersitas Br	at Prita had the less power t	nan Og, so that she c	ilu FIA in oii A Universitas	Brawijay
rawijaya Univ	ersitas rec	cord instead of baldly. She	used this combinati	on strategy to sit as	Brawijay
	ersita			Iniversitas	Brawijay
rawijaya Univ		press her deep dissatisfa	ction of Omni's s	service which sitas	
rawijaya Univ	un	derestimated patient's compla	aint with still saved fac	e of Omni.	Brawijay
rawijaya Univ	ersit		Y	niversitas	Brawijay
		Saya benar-benar habis kesal	Patrick Comments of the Commen		
		pernyataan dari lab RS ini n 27.000 bukan 181.000.	iengenai hasil lab aw		
	ersita	A STAIL		Iniversitas	
rawijaya Univ	ersital FTA strateg	y: Off record - overstate	(7)	Universitas	
rawijaya Univ	ersitas \		n in avaragion the	Universitas	Brawijay
		Overstate strategy can be see	111 26 8		
3 3	ersitas Bl	sabaran' (really ran out of pa	tience). Prita used off 1	record strategy:	Brawijay
	ersitas Bra	ametata ta ametata da A	as for the rest of the	/ -	Brawijay
		erstate to avoid responsibilit	•		
	ersitas Brawija ersitas Brawija <sup>ini</sup>	terpretation about her emot	tion to Omni's serv	iaya Universitas ice <sub>ra</sub> Then <sub>in</sub> the <sub>sitas</sub>	Brawijay Brawijay
rawijaya Univ	ersitas Brawijaya	cumstances caused her used	off record is because Universitas Brawi	e of the social	Brawijay
		stance between Prita (a pa			
		, , , <del>,</del>			
rawijaya Univ	ersitas Brawijava	Universitas Brawijaya orthermore, in conveying her	emotion off recordly	indicates that	Brawiiav
		nni had more power than P			
	ersitas Brawijaya	*			
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rawijaya Univ	ersitas Brawijaya	Universitas Brawijaya	Universitas Brawi		
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Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya **Universitas Brawijaya** Universitas Brawijava Universitas Brawijaya Universitas Brawijaya **Universitas Brawijava** Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawija because she wanted to show how Omni has wasted her patience, sitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaenergy, and time only for requiring the 27.000 laboratory result. iversitas Brawijaya 29. Sentence: Makanya saya diwajibkan masuk ke RS ini padahal dengan kondisi thrombosit 181.000 saya masih bisa rawat jalan. Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya rawijaya Universitas FTA strategy: Off record - over-generalized jversitas Brawijava Universitas Brawijava Universitas Brawijaya Universitas Brawijarecord strategy: over-generalized, which can be seen in Prita's sitas Brawijaya awijaya Universitas Brawijaya opinion about a patient with 181.000 thrombocytes. By doing this strategy, Prita could run less risk of her action in complaining Omni's service. Then the first circumstance for Prita used off records tas Brawijaya is social distance that she and Omni were as a patient and an institution. Another circumstance is the higher status of Omni that caused more power upon Prita and made her convey her complaint off recordly. The rank of imposition is to criticize smoothly that any hospital will do the same thing to the patient who still has 181.000 sitas Brawijaya thrombocytes, that is having the patient as an out patient. Universit 30. Sentences: Tanggapan dr G yang katanya adalah penanggung jawab masalah sitas Brawijaya komplain saya ini tidak profesional sama sekali. 🖊 🖂 aya Universitas FTA strategy: Off record – be vague, overstate Analysis: This sentence contains two strategies from off record, namely be Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijay vague and overstate. By using be vague strategy, Prita could runsitas Brawijay Universitas Brawijaya Universitas Brawijay (dr. G) than the complete name of the doctor. Then by using Universitas Brawijaya Universitas Brawijaya Universitas Brawijay overstate strategy, Prita could vavoid responsibility for ithesitas Brawijaya Universitas Brawijaya

Universitas Brawijaya Universitas Brawijaya rawijaya Universitas Brawijaya **Universitas Brawijaya** Universitas Brawijava Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya rawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijay potentially face-damaging interpretation about the service which Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijay can be seen in expression "tidak professional sama sekali" (verysitas Brawijay rawijaya not professional). Besides, there are circumstances behind her off rawijaya rawijaya Universitas Brawijay record strategies. First, there is no close relationship between Pritasitas Brawijay Universitas Brawijaya Universitas Brawijayas indication that Prita had the less power than dr. G, so that she did Sitas Brawijaya Universitas Brawijay FTA in off record instead of baldly. Afterwards, Prita used these sitas strategies to minimize the FTA to dr. G (Customer Service Manager) and to convey criticism about the service which was not professional. In other words, by doing these strategies together, Prita could still give criticism without threatening the real doctor obviously. 31. Sentence: Tidak menanggapi komplain dengan baik. Universital FTA strategy: Bald on record Analysis: This short sentence is the continuation of the sentence no. 30. Bald on record strategy was used to avoid the danger of being misunderstood. Next reason is because of the circumstances behinds tas Brawijaya Universitas Brawijaher FTA strategy. First is the social distance between Prita and the sitas B Universitas Brawijaya rawijaya Universitas Brawija Omni. Next, the reason Prita used bald on record is because she had sit as Brawija ya Universitas Brawijaya Universitas Brawija clearly. Afterwards, the reason Prita used this strategy through this Si Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya rawijaya Universitas Brawijaya rawijaya

rawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya **Universitas Brawijaya** Univ64sitas Brawijava Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawija sentence is to emphasize the un-professional service in Omni in Sitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijahandling patient's complaint ya Universitas Brawijaya Universitas Brawijava Universitas Brawijava Universitas Brawijava 32. Sentence: Saya minta duduk bareng antara lab, Manajemen, dan dr H. Universitas Brawijava rawijaya Universitas FTA strategy: Bald on record, off record – be vague as Brawijaya Universitas Brawijava from three parties of the hospital (laboratory, sitas Brawijaya Universitas Brawija management, and dr. H). Therefore, she needed to meet them to gains it as Brawijava the right information about her thrombocyte laboratory result. In doing FTA, Prita used the combination strategy (bald on record and be vague), which means, although Prita threatened face of laboratory, sites R management, and dr. H baldly, she softened it by not mentioning the real name of those three parties. By these two strategies, Prita couldsitas Brawijaya get the advantages that she was still capable to criticize without being afraid to threaten laboratory, management, and dr. H. The Brawijaya combination of these strategies emerge the circumstances for Pritaginas did the FTA. First, the social distance between Prita and those three parties that they were just as a patient and a provider. The sitas Brawijaya combination of the strategies also implies the relative power between them. Prita had more power to offend laboratory, management, and Universitas Brawijaya Universitas Brawijaya Universitas Brawijadr. H when she used bald on record, but later on, those three parties it as Brawijaya Universitas Brawija baldly one. The rank of imposition here is Prita minimized her baldly Universitas Brawijaya Universitas Brawijaya

rawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya **Universitas Brawijaya** Univ<sup>65</sup>sitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya **Universitas Brawijaya** Universitas Brawijaya Universitas Brawijaya Universitas Brawijastrategy by being vague about the specific object she meant for sitas Brawijastrategy by being vague about the specific object she meant for sitas Brawijastrategy by being vague about the specific object she meant for sitas Brawijastrategy by being vague about the specific object she meant for sitas Brawijastrategy by being vague about the specific object she meant for sitas Brawijastrategy by being vague about the specific object she meant for sitas Brawijastrategy by being vague about the specific object she meant for sitas Brawijastrategy by being vague about the specific object she meant for sitas Brawijastrategy by being vague about the specific object she meant for sitas Brawijastrategy by being vague about the specific object she meant for sitas Brawijastrategy by being vague about the specific object she meant for sitas Brawijastrategy by being vague about the specific object she meant for sitas Brawijastrategy by being vague about the specific object she meant for sitas Brawijastrategy by being vague about the specific object she meant for sitas Brawijastrategy by being vague about the specific object she meant for sitas Brawijastrategy by being vague about the specific object she meant for sitas Brawijastrategy by being vague about the specific object she meant for sitas Brawijastrategy by being vague about the specific object she meant for sitas Brawijastrategy by being vague about the specific object she meant for sitas Brawijastrategy by being vague about the specific object she meant for sitas Brawijastrategy by being vague about the specific object she meant for sitas Brawijastrategy by being vague about the specific object she meant for sitas Brawijastrategy by being vague about the specific object she meant for sitas Brawijastrategy by being vague about the specific object she was about the specific object sh Universitas Brawijaya Universitas Brawijaya Universities Brawijalaboratory staff, the person in management and dr. H. java 33. Sentence: Saya lemas mendengarnya dan benar-benar marah dengan RS Omni yang telah membohongi saya dengan analisa sakit demam Universitas Brawijay berdarah dan sudah diberikan suntikan macam-macam dengansitas Brawijay Universitas Brawijav dosis tinggi sehingga mengalami sesak napas3rawijava Universitas Brawijava Universitas Brawijaya Universitas Analysis: This sentence occured after Prita told the readers about her conditions it as Brawijaya in the new hospital. It was told that Prita was cured in isolation room because her virus could contaminate others. In this new hospital, Prita was diagnosed having goiter (a kind of children virus), but itsitas Brawijaya was in a serious condition. In conveying her emotion, Prita used off record strategy: overstate that can be seen in two expressions 'benarbenar marah' (truly upset) and 'suntikan macam-macam' (various kinds of injections). Prita used this strategy because she tried to avoid responsibility for the potentially face-damaging interpretations it as Brawijaya about the medical treatment she had in Omni. The circumstances occurred in this sentence is because there is distance between pritasitas Brawijaya who was just a patient and Omni which is an institution. By this it as sentence, Prita wanted to say that as a patient, she should get the Universitas Brawijacorrect diagnosis and good medical treatment instead of the reverse Sitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawii ones. However, off record strategy indicates that Omni had more transfer and a strategy indicates that Omni had more transfer and Universitas Brawijaya rawijaya Universitas Brawija being manipulated by Omni about her illness and the injections liversitas Brawijaya Universitas Brawijaya **Universitas Brawijava** Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya

rawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya **Universitas Brawijaya** Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya rawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universit 34. Sentence: Suami saya datang kembali ke RS Omni menagih surat hasil lab Universitas Brawijay 27.000 tersebut namun malah dihadapkan ke perundingan yangsitas Brawijay Universitas Brawijav tidak jelas dan meminta diberikan swaktu besok pagi datangsitas Brawijava Universitas Brawijaya langsung ke rumah saya jaya Universitas Brawijaya rawijaya Universitas Analysis: Through this sentence, Prita wanted to do FTA to Omni about the grawijava Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya service. In doing the FTA, she used bald on record strategy in order Universitas Brawijava Universitas Brawijato avoid the danger of being misunderstood. Next reason is because sitas Brawijaya of the circumstances behind her FTA strategy. First is the social distance between Prita and Omni (a patient and an institution) that were not close to each other. Next, the reason Prita used bald onsitas Brawijaya record is because she had more power than Omni, so that she claimed her complaint to Omni clearly. The rank of imposition is to Stas Brawijaya claim the bad service in Omni that always made the customer confused in order to avoid being blamed for their fault. Universi 35. Sentence: Keesokan paginya saya tunggu kabar orang rumah sampai jam 12sitas Brawijaya siang belum ada orang yang datang dari Omni memberikan surat sas Brawijaya tersebut. Universitas FTA strategy: Bald on record Universitas Analysis: Related with the promise of Omni to send the 27.000 laboratory result to Prita's house, Prita waited for the letter until 12 o'clock, but Universitas Brawijastill received nothing. To express her disappointment about Omni's Sitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawii promise, she used bald on record strategy to avoid the danger of Brawii avoid the danger of Universitas Brawijaya. Universitas Brawijaya Universitas Brawijabehind her FTA strategy. First is the social distance between Pritasitas Brawijaya **Universitas Brawijaya** Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya and Omni (a patient and an institution) that were not close to each rawijaya Universitas Brawijaya Universitas Brawijaya **Universitas Brawijaya** Universitas Brawijaya Universitas Brawijaya rawijaya

rawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya **Universitas Brawijaya** Unive7sitas Brawijava Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawija other. Next, the reason Prita used bald on record is because she had sitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijamore power than Omni, so that she claimed her complaint to Omnisitas clearly. Then by doing this strategy, she wanted to make Omni rawijaya Universitas Brawijarealized that they had broken their promise as Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya 36. Sentence: Namun, sampai jam 4 sore saya tunggu dan ternyata belum ada juga yang datang ke rumah saya. Universitas FTA strategy: Off record - presuppose Analysis: Previously, Prita told that she called dr. G (Customer service manager); and dr. G said that the courier was on the way to her house. However, until afternoon, there was still nobody came to hersitas Brawijaya house. Then it can be analyzed that this sentence contains FTA by using off record strategy: presuppose because Prita still waited the Sitas Brawijaya letter from Omni until afternoon that should be arrived in the morning. Presuppose was used to avoid responsibility for the potentially face-damaging interpretation about Prita's untrust to thesitas Brawijaya Omni's promise. Furthermore, the social distance also affects the choice of Prita's strategy that both Prita and Omni had no close Sitas Brawijaya relationship, just as a patient and an institution. Still, off record strategy was used because Prita had less power than Omni, so that Universitas Brawijashe conveyed her complaint about the late coming of the courier in Sitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawii anon-coercive way. Then she used this strategy to claim that Omnisitas Brawii ava Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universi 37. Sentence: Ini benar-benar kebohongan RS yang keterlaluan sekali, a Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya FTA strategy: Off record – overstate Universitas Brawijaya rawijaya Universitas Brawijaya Universitas Brawijaya rawijaya

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Universitas Brawijaya Universitas Brawijaya rawijaya Universitas Brawijaya **Universitas Brawijaya** Universitas Brawijava Universitas Brawijaya Universitas Analysis: The combination of the strategy can be seen in giving only initial Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Universitas Brawijay name of the object and the unambiguous insult for dr. G and Og insitas servicing customer. By these two strategies, Prita could get the rawijaya Universitas Brawijav advantages that she was still capable to criticize without being sitas Brawijav Universitas Brawijaya Universitas Brawijay these strategies emerge another circumstances for Prita did the sitas Brawijay Universitas Brawijay FTA. First, the social distance among Prita, dr. H, and Og (asitas Brawijay) patient, a doctor, and a staff) which cause them had no close relationship. Afterwards, this combination strategy indicates that the higher status of dr. H and Og made Prita minimized the baldly insult to dr. H and Og. Through this strategy, Prita would like to show her disappointment without pointing the specific person. iversitas 41. Sentence: ketika suami saya datang ke Omni hanya dititipkan ke resepsionis saja dan pas dibaca isi suratnya sungguh membuat sakit hati kami. Universitas FTA strategy: Off record – overstate Analysis: Prita used off record strategy: overstate that can be seen in expression 'sungguh membuat sakit hati kami' (really hurt us). She Sitas Brawijaya used it to avoid responsibility for the potentially face-damaging interpretation about her emotion to Omni's service. Then the Universitas Brawijay circumstances caused her used off record is because of the social sitas Brawijay Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijay distance between Prita (a patient) and Omni (an institution). Sitas Brawijay distance between Prita (a patient) and Omni (an institution). Universitas Brawijaya Furthermore, in conveying her emotion off recordly indicates that Universitas Brawijay Omni had more power than Prita. In the next statement after this, sitas Brawijay Universitas Brawijaya Universitas Brawijaya Universit Universities Brawijav Prita told about the content of the letter which explains about her rawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya rawijaya

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rawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya **Universitas Brawijaya** Univ<sup>22</sup>sitas Brawijaya Universitas Brawijay thrombocytes might not exist and actually, she should not have to sitas Brawijay Universitas Brawijaya Universitas Brawijaya Universitas Brawijayabe hospitalized s Brawijaya Universitas Brawijaya 43. Sentence: Dan setelah beberapa kali kami ditipu dengan janji maka sebenarnya adalah hasil lab saya 27.000 adalah fiktif. Universitas Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya rawijaya Universitas FTA strategy: Off record – presuppose a Universitas Brawijava Universitas Brawija va Universitas Brawijay that can be seen in expression 'setelah beberapa kali kami ditipusitas Brawijay dengan janji' (After several times we were deceived by the promise) which implies that Omni never fulfilled their promise to provide the laboratory result of 27.000 thrombocytes. Presupposes it as Brawijaya was used to avoid responsibility for the potentially face-damaging interpretation about Prita's accusation to the fictional existence of Brawijaya 27.000 laboratory result. Furthermore, the social distance also itas Brawijaya **Universit** affects the choice of Prita's strategy that both Prita and Omni had Brawijaya no close relationship, just as a patient and an institution. Still, offsitas Brawijaya record strategy was used because Prita had less power than Omni, so that she conveyed her accusation in non-coercive way. By using Stas Brawijaya this strategy, Prita wanted to accuse that Omni has lied to her about the solution of 27.000 thrombocytes result many times that in the Universitas Brawijay end the thrombocytes result was fictious tas Brawijaya Universit 44. Sentence: Saya dirugikan secara kesehatan, niversitas Brawijaya FTA strategy: Bald on record Universitas Brawijaya Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Analysis: This sentence is the continuation of sentence no. 43 which could be sit as Brawijaya Universitas Brawijaya rawijaya Universitas Brawijaya Universitas Brawijaya

Universitas Brawijaya Universitas Brawijaya rawijaya Universitas Brawijaya **Universitas Brawijaya** Univ<sup>23</sup>sitas Brawijaya Universitas Brawijaya Universitas Brawijaya rawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya rawijaya **Universitas Brawijaya Universitas Brawijaya** Universitas Brawijaya Universitas Brawijaya Universitas Brawija disappointment about Omni's health service, she used bald on record stas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijastrategy to avoid the danger of being misunderstood. Next reason issitas Brawijava rawijaya Universitas Brawijaya rawijaya Universitas Brawijasocial distance between Prita and Omni (a patient and an institution) sitas Brawijaya Universitas Brawija record is because she had more power than Omni, so that she sitas Brawijaya s Brawijaya Universitas Brawijaya Universitas Brawijaclaimed her complaint to Omni clearly. The rank of imposition is shesitas Brawijava wanted to express her disappointment right away without making it ambiguous. Universi 45. Sentence: Tapi, RS ini tidak memperdulikan efek dari keserakahan ini. hiversitas Brawijaya FTA strategy: Bald on record Analysis: Previously, it was told that Omni might know about the insurance stas Brawijaya which paid Prita's medical fee. Prita thought that Omni might try to take the limit of the insurance as much as they could. To state her state Brawijaya accusation to Omni, she used bald on record strategy to avoid the danger of being misunderstood. Next reason is because of the circumstances behind her FTA strategy. First is the social distances tas Brawijaya between Prita and Omni (a patient and an institution) that were not Universitas Brawijaya rawijaya Universitas Brawija because she had more power than Omni, so that she accused Omnisitas Brawijaya Universitas Brawijava Universitas Brawijaya without making it ambiguous sitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya rawijaya Universitas Brawijaya **Universitas Brawijava** rawijaya

rawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya **Universitas Brawijaya** Universitas Brawijava Universitas Brawijaya Universi 46. Sentence: Namun, saya dan suami saya sudah terlalu lelah mengikuti itas Brawijaya Universitas Brawijay permainan kebohongan mereka dengan kondisi saya masih sakit itas Brawijay Universitas Brawijav dan dirawat di RS lain. Jijava Universitas Brawijava Universitas Brawijava Universitas Brawijaya Universitas Analysis: Before this sentence occurred, Prita mentioned that she and hersitas Brawijaya rawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya husband asked to meet Omni's operational director, dr. B. Although Universitas Brawija Omni offered another solution to Prita, she refused it as she said in Sitas Brawijaya Universitas Brawijathis sentence. Prita used off record strategy: overstate that can be sitas Brawijava seen in expression 'terlalu lelah' (too tired). She used it to avoid responsibility for the potentially face-damaging interpretation about her emotion to Omni's service. Then the circumstances caused her used off record is because of the social distance between Prita (a patient) and Omni (an institution). Furthermore, in conveying hersitas Brawijaya emotion off recordly indicates that Omni had more power than Prita. Prita overstated her statement because she was fed up to Omni's Brawijaya game and did not want to have another business with Omni to avoid being fooled again. Universi 47. Sentence: Tapi, apabila nyawa manusia dipermainkan oleh sebuah RS yangsitas Brawijaya dipercaya untuk menyembuhkan malah mempermainkan sungguh Brawijaya mengecewakan. **Universitas Brawija** Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Analysis: In this sentence, Prita used Off record + over-generalized that can be sit as Brawijaya Universities Brawijava Universitas Brawija mentioning 'RS' instead of Omni International Hospital. Then by Universitas Brawijaya Universitas Brawijaya Universitas Brawijadoing this strategy, Prita could run less risk of her act. Off records as Brawijaya rawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya rawijaya

Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya **Universitas Brawijaya** Univesitas Brawijava Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawija strategy indicates that Prita and Omni had no close relationship and Universitas Brawijaya Universitas Brawijaya Universitas Universitas Brawija Prita had less power than Omni. In addition, she used this strategy tositas va Universitas Brawijaya Universitas Brawijaya Universitell that 'RS' which means Omni should help the patients to get ya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya **Universitas Brawijaya** rawijaya Universitas Brawijabetter; instead of playing with patient's life as Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya 48. Sentence: Semoga Allah memberikan hati nurani ke Manajemen dan dokter RS Omni supaya diingatkan kembali bahwa mereka juga punya Universitas Brawijay keluarga, anak, orang tua yang tentunya suatu saat juga sakit dan Universitas Brawijay membutuhkan medis. FTA strategy: Positive politeness - presuppose H's values are the same as S's Analysis: This positive politeness strategy can give the advantages for Prita that she could minimize her FTA to Omni, especially the management and the doctor. The positive politeness indicates that Prita wanted to bring her close to Omni although actually there is nositas Brawijaya close relationship between them. Still, when Prita minimized her FTA it means she had less power than Omni. Then the rank of Sitas Brawijaya imposition is to criticize Omni to do their job aright because someday their family might also need medical treatment like her. Universi 49. Sentence: jangan sampai pekerjaan mulia kalian sia-sia hanya demisitas Brawijaya perusahaan Anda. FTA strategy: Negative politeness – give deference tas Brawijaya Universitas Analysis: This strategy can be seen in the expression "pekerjaan muliasitas Brawijaya Universitas Brawija kalian" (your noble job) which means the job which helps sick as B people. By doing this strategy, Prita can pay respect to Omni and Universitas Brawijaindicates that she tried to maintain the social distance. Furthermore, sitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universit Universitas Brawija by giving deference in her FTA means Prita had less power than **Universitas Brawijava** Universitas Brawijaya Universitas Brawijaya

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Universitas Brawija Omni. The rank of imposition is Prita wanted to remind the doctors itas	Brawijay
Universitas Brawija and the staffs to do their noble job well instead of thinking about the sitas	Brawijay
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Universi 50. Sentence: Saya tidak mengatakan RSCM buruk tapi lebih hati-hati dengan itas	Brawijay
Universitas Brawijay perawatan medis dari dokter ini niversitas Brawijaya Universitas	Brawijay
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Universitas Analysis: "dokter ini" (this doctor) refers to dr. H. Previously, Prita told the sitas	Brawijay
Universitas Brawijay Universitas	Brawijay
Universitas Braw readers that dr. H worked in RSCM. Be vague strategy can be seen in sitas	Brawijay
how Prita mentioned only the initial name of the doctor and said	Brawijay
100 miles	
Prita and dr. H had no close relationship and dr. H had more power	Prowiiov
than Prita, so that she did FTA off recordly. Furthermore, the rank of	: Brawijay
Value 0 to 1 to 2 to 3	
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Strategy to finde the offence that she actually did to dr. fl.	
Universities   Universities	Prowiiov
Universitas B. According to the finding presented in data description, there are fifty	Brawijay
University sentences containing face threatening acts about Omni International Hospital in Sitas	Brawijay
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Universitas Brawijay. Awijaya Universitas those sentences are mostly threatening Omni's positive face that Prita ruined the	Brawijay
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but also accusations, disapprovals, disagreements, challenges, emotions, and	Prowiiov
40) with the ETA's indicator is reminding	
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Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijava Universitas Brawijaya Universitas Bran doing face threatening acts about Omni's health service, Prita used Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Universi several FTA strategies, mostly off record (37 strategies). A number of off records tas strategies listed in Brown and Levinson framework (1988) were found in Prita's Universi email, including be vague, overstate, presuppose, be ironic, and over-generalized. Sitas Brawijaya Universitas Brawijaya University strategies). Prita used this strategy when she criticized the service of the doctors or Universithe staff in Omni by mentioning only the initial instead of the complete name sitas Prita did this strategy because she would like to criticize only the service not pointing at someone specific in order to run less risk of her FTA. In other words, Universi Prita still wanted to save Omni's face, especially the doctors and the staffs. hiversitas Brawijaya There are also many overstate strategies occurred (15 strategies). It is Universit because Prita felt so disappointed in Omni's health service to her, especially thesitas fictitious data of 27.000 thrombocytes from the laboratory. In addition, Prita also Universitfelt upset about her condition which became worse instead of better during her sitas Brawijaya Universi stay in Omni International Hospital. Then another off record strategy, presuppose (6 strategies), occurs when Universi Prita told about the bad services of Omni which comprised the accuracy of thesitas Brawijaya diagnosis of her illness, the injections and medicine without any explanation and permission, and the period of waiting the existence of 27.000 thrombocytes report sitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universi from the laboratory. She used this strategy to make the readers know that she gotsitas Brawijaya ersitas Brawijaya Universitas Brawijaya Univ clearly to the reader niversitas Brawijaya Universitas Brawijaya

Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Univ<sup>78</sup>sitas Brawijava Universitas Brawijaya Universitas Br Then being ironic (1 strategy) was used by Prita to convey her opinion Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitabout an ideal hospital, especially an international hospital. She did this strategysitas because she would like to convey her opinion about the bad health service without Universi being too coercive. The last off record strategy found in Prita's email is over-sitas Brawijaya Universitas Brawijaya Universities generalization about some conditions, such as her accusation to Omni's las Br as Brawiiava Universitas Bra Universitmanagement, her opinion about patient with 181.000 thrombocytes, and itas disappointment to the hospital which plays with patient's life. By using this strategy, Prita could do the generalization in order to avoid responsibility for the Sitas Brawijaya University potentially face-damaging interpretation. Therefore, it can be said that off record strategy was used by Prita in order Universito run less risk of her act and avoid the responsibility for the potentially face-sitas damaging interpretation, so that it can save Omni's face. The advantages of off record strategy can make the readers interpret the FTA by themselves because this Stas Brawijaya Universi strategy has more than one intention (Brown and Levinson, 1988). Not only off record strategy, based on the analysis, there are 21 bald on University record strategies in the sentences of Prita's email. This most unambiguous sitas Brawijaya strategy (Brown and Levinson, 1988) was used when Prita claimed the bad service in Omni distinctly and explained specifically about the bad services she got in Universi Omni. She did this strategy because she would like to criticize Omni's servicesitas Universities Brawijava because she would like to convey her dissatisfaction being cared in Omni Universitas Brawijaya Universitas Brawijaya UniversitHospital.vijava Universitas Brawijaya Universitas Brawijaya

Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Univ<sup>79</sup>sitas Brawijava Universitas Brawijaya Universitas Bravilas Positive politeness which one of the politeness strategies proposed by Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Universi Brown and Levinson (1988) also occurs in Prita's email when she criticized the sitas ersitas Brawijava Universitas Brawijava Universitas Brawijava Universitas service in Omni without threatening Omni's face forcely. The strategies include ersitas Brawijava universitas Brawijava universitas Brawijava Universitavoid disagreement-hedging opinion (data no. 9) and presuppose H's values aresitas Brawijaya Universitas Brawijaya Universit occured when Prita conveyed her opinion about the service of the nurse in Omni, Sitas Br Universitespecially in giving the medicine and injections. Then the second strategy wassitas used when Prita hoped Omni could realize their bad service to the patient considering that someday their family could be patients too. All of the positive Brawijaya Universi politeness above was used to minimize the FTA done by Prita to Omni Hospital.orsitas Br Face threatening act to negative face is found only in one sentence with the University trategy called negative politeness: give deference. This strategy occurs when sit as Brawi Prita gave a criticism to the doctors and the staffs to do their job for the goodwill Universitinstead of enriching the company. Prita did the strategy because she still wanted to sitas Brawijaya University give respects to the doctors and the staffs that for her, they had a noble job to do. Sitas As brown and Levinson (1988) said that give deference means someone give Universit respects to the addressee by treating him as a superior. According to principle politeness proposed by Leech (1983), Prita used the approbation maxim and modesty maxim. The approbation maxim used when Prita ersitas Brawijaya – Universitas Brawijaya Universitas Brawijaya Universitas Bra Universi minimized dispraise to Omni by doing her FTA non-coercively and mentionings tas Brawijaya Universities Brawijava Universities Brawijava Universities Brawijava Universities Omni International Hospital. The modesty maxim can bee seen when Prita gave deference as she did FTA to Omni's staff, Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya University which means she minimized her praise when threatened Omni's face. Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya

Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Univ<sup>80</sup>sitas Brawijava Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Branother discussion is about the circumstances between Prita and Omni Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Universitincluding the social distance between them. It can be analyzed that they had no sitas close relationship at all except as a customer and service provider, in this case is Universithe patient and the hospital staff. This kind of circumstance could make Pritasitas B Universitas Brawijaya Universitives her right to make complaint when she felt being harmed in health. However, Universithe social distance also caused Prita hesitate to threaten Omni's face because Pritasitas was just a new patient there. Another circumstance is the relative power. In this case, Prita had the power to make complaints to Omni-which can be seen in her bald on record-because she was a patient who should get the good health service for her illness instead of the bad one; moreover, she had paid her insurance for the Universit medication. Although so, actually, Prita felt that she had less power than Omni when she used off record strategy and the combination strategy (8 datas), bald on Universities and off record (be vague). It indicates that Prita had realized that she was sitas Br Universitjust a common citizen who imposed a big institution such Omni, so it means Omni had more power than her. Then overall, the mostly off record used by Prita Universitexplains the rank of imposition that besides Prita conveyed her complaints tositas Braw Omni, she still wanted to save Omni's face in public. Universitas Bray According to Kompas.com, Prita made a complaint email about Omni Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universi because she did not get the clear information of the medication in Omni. Besides, sit as there is a quotation from Prita about her complaint email. Prita said "Ada beda informasi mengenai hasil tes laboratorium saat dirawat di sana. Saya malah Universi mengalami bengkak di tangan, muka, dan mata dan tidak sembuh setelah dirawat Universitas Brawijaya Universitas Brawijaya

Universitas Brawijaya Universitas Brawijaya **Universitas Brawijaya** rawijaya **Universitas Brawijaya** Universitas Brawijaya Universitas Brawijaya Univ81sitas Brawijaya Universitas Brawijaya Universitas Brawijaya **Universitas Brawijaya** rawijaya **Universitas Brawijaya** Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya rawijaya **Universitas Brawijaya** Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya **Universitas Brawijaya** Universit empat hari. Akhirnya keluarga memaksa saya dipindahkan, dirawat di sebuah sa Brawijaya rawijaya rawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universi rumah sakit di Bintaro," (There was different laboratory result during I was itas Brawijaya rawijaya Universitas Brawijaya rawijaya rawijaya rawijaya University getting better after four days of medication. Finally, my family recommended mesitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya rawijaya Universito move to a hospital in Bintaro). From those circumstances, we can see that Prita Brawijaya rawijaya Universit did FTA to Omni through her email because of the dissatisfaction as a patient to Sitas Brawijaya rawijaya Universithe health service in Omni International Hospital that at first she believed it could sitas Brawijaya Universitas Brawi Universitas Brawi Universitas Brawi ijaya rawijaya **Universitas Brawijaya** Overall, Prita's politeness strategies is to tell the readers about her sitas Brawijaya rawijaya **Universitas** Iniversitas Brawijaya Universi complaints to Omni International Hospital health service as clear as possible, but sitas Brawijaya she still wants to save Omni's face in public. It is because Prita is a new patient in rawijaya rawijaya Universit Omni and a common citizen who imposed big institution such Omni International Sitas Brawijaya rawijaya Universit Hospital. rawijaya rawijaya **Universitas Brawijaya Universitas Brawijaya** rawijaya **Universitas Brawija Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya** rawijaya rawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya rawijaya Universitas Brawijaya Universitas Brawijaya rawijaya rawijaya **Universitas Brawijaya** Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya rawijaya Universitas Brawijaya rawijaya rawijaya Universitas Brawijaya Universitas Brawijaya rawijaya Universitas Brawijaya Universitas Brawijaya Universitas Brawijaya **Universitas Brawijaya** Universitas Brawijaya Universitas Brawijaya **Universitas Brawijaya** Universitas Brawijaya Universitas Brawijaya **Universitas Brawijaya** rawijaya Universitas Brawijaya Universitas Brawijaya **Universitas Brawijaya** rawijaya Universitas Brawijaya Universitas Brawijaya

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Clearly, but could still save Omni's face in publics. Universitivas made confused about the health service and the worse condition while stayed sitas Brawijaya Universitin Omni. In addition, by doing those strategies, she could convey her complaints Brawijaya **Universitas Brawijaya** Universi 5. 2 Suggestion By the end of this study, it is expected that people should lessen the FTASitas Brawijaya rawijaya Universit effect by using off record strategy in conveying complaints to institution. It is sitas Brawijaya rawijaya important because we should be as polite as possible in giving complaints. If the Universit complaints want to be published to public in order to warn society, people should sit as Brawijaya rawijaya be careful when publish their complaints in media such email. For the next Brawijaya Universities earcher, it is expected to discuss politeness phenomena in other written text not sitas Brawijaya University only from email, but also from book, journal, brochure, magazine, newspaper, sitas Brawijaya Universitas Brawijaya Universities internet, etc. Universitas Brawijaya rawijaya **Universitas Brawijaya** Universitas Brawijaya Universitas Brawijaya rawijaya Universitas Brawijaya rawijaya Universitas Brawijaya Universitas Brawijaya rawijaya Universitas Brawijaya Universitas Brawijaya **Universitas Brawijaya** rawijaya Universitas Brawijaya rawijaya

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