



**REVEALING THE POLITENESS STRATEGIES USED BY THE
CHARACTERS IN *MIRACLES FROM HEAVEN* MOVIE SCRIPT**

THESIS

By :

Dian Dina Aziza

160110101067

KEMENTERIAN PENDIDIKAN, KEBUDAYAAN, RISET DAN TEKNOLOGI

**ENGLISH DEPARTMENT
FACULTY OF HUMANITIES**

UNIVERSITAS JEMBER

2023



**REVEALING THE POLITENESS STRATEGIES USED BY THE
CHARACTERS IN *MIRACLES FROM HEAVEN* MOVIE SCRIPT**

THESIS

Presented to the English Department, Faculty of Humanities, Universitas Jember,
as one of the requirements to obtain the awards of sarjana sastra degree in English
Study.

By :
Dian Dina Aziza
160110101067

**KEMENTERIAN PENDIDIKAN, KEBUDAYAAN, RISET DAN TEKNOLOGI
ENGLISH DEPARTMENT
FACULTY OF HUMANITIES
UNIVERSITAS JEMBER**

2023

DEDICATION

This thesis is sincerely dedicated to :

1. My beloved parents, Arief Abdillah and Noer Raodatun Hafidah. Thank you so much for the unconditional love, incessant prayers, and endless support;
2. My dearest brothers and sister, Ardi, Imam, and Fita. Thank you for always support me and being loving siblings;
3. My beloved husband, Budi Darmawan. Thank you for always gathered me, cheering me up, caring of me.
4. My best friends, Kristian, Amyra Hasan, Amelia, Santi, and also other friends that I could not mention one by one. Thank you for always helped me, listened and supported me in my tough moments;
5. My internet friends that always share happy things with me;
6. My Alma mater.

MOTTO

“Stay quiet about your goals. Soon your result will do all the talking.”

– Tom Hiddleston



DECLARATION

I state that the thesis entitled **“Revealing the Politeness Strategies Used by the Characters in *Miracles from Heaven* Movie Script”** is an original report composed by myself. I declare that this thesis has never been submitted for any other degree or publication. I certify that all sources used during the writing process of this thesis have been acknowledged through the appropriate credit.

Jember, 2023

The Writer,

Dian Dina Aziza

160110101067

APPROVAL SHEET

Approved and received by the examination committee of English Department,
Faculty of Humanities, Universitas Jember.

Name : Dian Dina Aziza

Student Number : 160110101067

Title : Revealing Politeness Strategies by the Characters in
Miracles from Heaven Movie Script.

Day, Date :

Place : Faculty of Humanities, Universitas Jember

Jember, 2023

Chairman,

Secretary,

Indah Wahyuningsih, S.S., M.A.
NIP. 196801142000122001

Agung Tri Wahyuningsih, S.S., M.Pd.
NIP. 198511032008122002

The Members:

1. Drs. Wisasongko, M.A. (.....)
NIP. 196204141988031004
2. Agung Tri Wahyuningsih, S.S., M.Pd. (.....)
NIP. 198511032008122002

Approved by
The Dean,

Prof. Dr. Sukarno, M. Litt.
NIP. 196211081989021001

ACKNOWLEDGEMENT

All praises to Allah the Almighty. Because of his blessings, this research can be done. This thesis also cannot be completed without the help and contributions of many parties. Therefore, I present my gratitude to:

1. Prof. Dr. Sukarno, M.Litt., the dean of Faculty of Humanities, Universitas Jember;
2. Indah Wahyuningsih, S.S., M.A., the Head of English Department;
3. Drs. Syamsul Anam, M.A. and Dewianti Khazanah, S.S., M.Hum., as my first and second supervisors; thank you for the valuable time, patience, supports, guidance, and advices given to me during writing this thesis until I can finish this thesis;
4. Drs. Wisasongko, M.A. and Agung Tri Wahyuningsih, S.S., M.Pd., as my first and second examiners; thank you for all the suggestions in improving this thesis and make this thesis better;
5. Drs. Wisasongko, M.A. as my academic advisor who has been mentoring me;
6. All lecturers in English Department who taught me very useful lessons during my academic years;
7. All staff of English Department who have helped me in every bureaucracy from the initial submission of the title of this thesis until the completion of this thesis.

Jember, 15 June 2023

The Writer

Dian Dina Aziza

SUMMARY

Politeness Strategies Performed by the Characters in *Miracles from Heaven* Movie; Dian Dina Aziza: 160110101067; 2023; pages; English Department, Faculty of Humanities; Universitas Jember

This research deals with the politeness strategies used by the characters in *Miracles from Heaven* movie towards other characters in the movie; Anna, Mrs. Beam, Mr. Kevin, Dr. Nurko, Abbie, and Adelynn. This research is aimed to find the types of politeness strategies used by the characters using the theory of politeness strategies by Brown & Levinson (1987). In addition, this research analyzes the effects of the use of politeness strategies to the hearer.

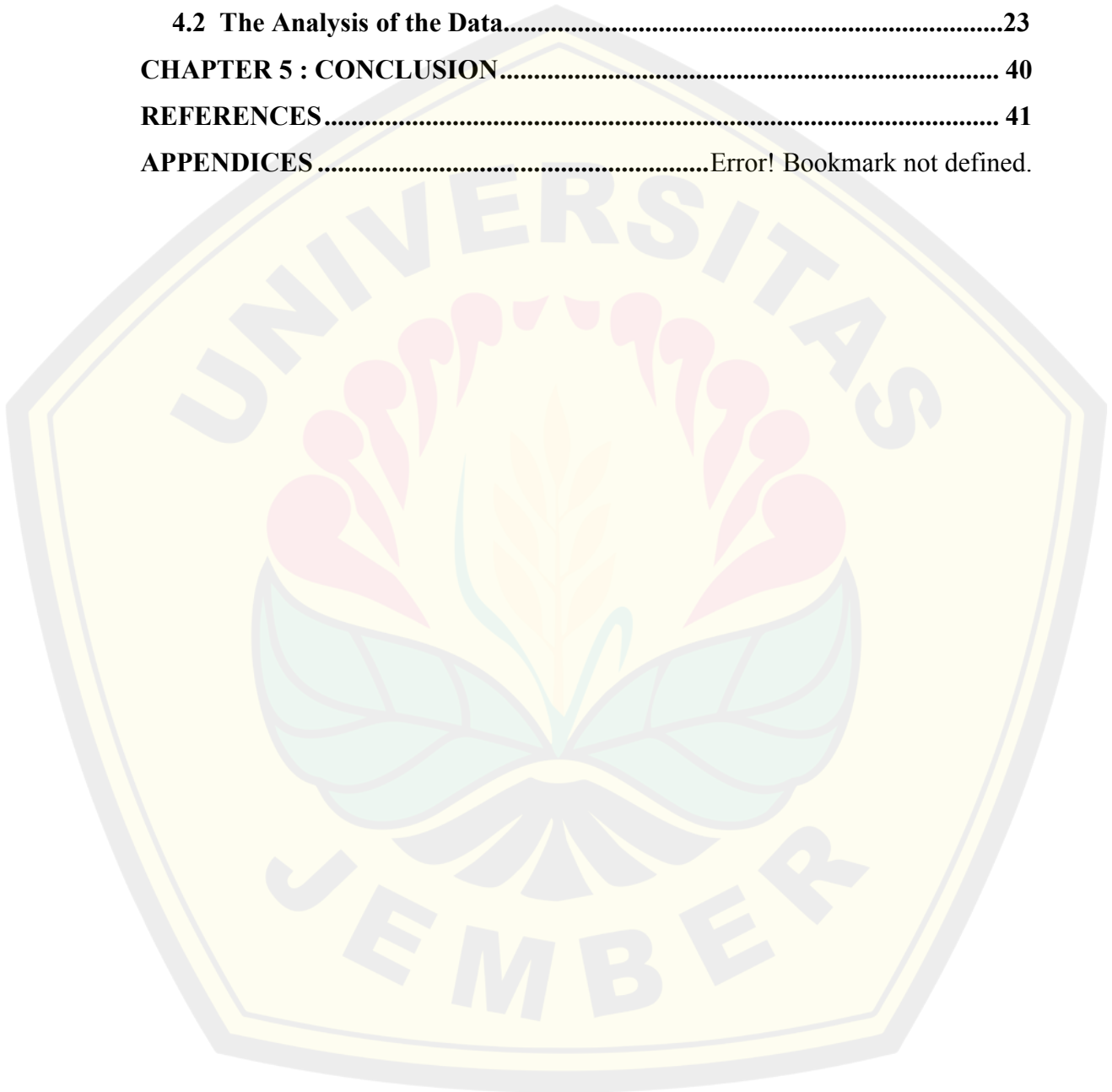
This study belongs to qualitative research and the data of this research are the utterances of the chosen characters consisting of politeness strategies. The source of data was movie script entitled *Miracles from Heaven* which was downloaded from https://www.scripts.com/script/miracles_from_heaven_13818. The result found that there were 16 utterances. The data were then categorized into the types of politeness strategies based on Brown & Levinson (1987) theory. Furthermore, the data were analyzed to find out the effects of the use of politeness strategies towards the hearer face, whether it is threatening the hearer's face or saving the hearer's face.

The result presents that from 16 utterances, the chosen characters applied two politeness strategies, they are positive and negative politeness strategies. The chosen characters use politeness strategies because they want to maintain good relationships in family environment. The effects of the use of politeness strategies affected the hearer's face, such as being happy, being optimistic, being loved, ect.: All effects are analyzed through the circumstance of the ongoing conversation.

TABLE OF CONTENTS

COVER.....	i
DEDICATION.....	i
MOTTO	iii
DECLARATION.....	iv
APPROVAL SHEET	v
ACKNOWLEDGEMENT	vi
SUMMARY	vii
TABLE OF CONTENTS.....	viii
LIST OF TABLES.....	x
CHAPTER 1 : INTRODUCTION.....	1
1.1 The Background of Study.....	1
1.2 Research Topic	3
1.3 Research Problem.....	3
1.4 Research Questions	3
1.5 Goals of Study.....	4
1.6 Scope of Study.....	4
1.7 Significance of Study	4
1.8 Organisation of Study	5
CHAPTER 2 : LITERATURE REVIEW AND REVIEW OF RELEVANT THEORY	6
2.1 Previous Studies.....	6
2.2 The Review of Relevant Theories.....	7
2.2.1 Pragmatics	7
2.2.2 Politeness	8
2.2.3 Face-Threatening Act (FTA)	8
2.2.4 Brown and Levinson’s Politeness Strategy.....	9
CHAPTER 3 : RESEARCH METHODOLOGY	19
3.1 Type of Research	19

3.2	Data Collection	19
3.3	Data Processing.....	20
3.4	Data Analysis	20
CHAPTER 4 : FINDINGS AND DISCUSSION		21
4.1	Types of Politeness Strategies in <i>Miracles from Heaven</i> Movie	21
4.2	The Analysis of the Data.....	23
CHAPTER 5 : CONCLUSION.....		40
REFERENCES.....		41
APPENDICES		Error! Bookmark not defined.



LIST OF TABLES

Table 1. The types of politeness strategies and the types of utterances.....21
Table 2. The types of utterances and the quantity.....22



CHAPTER 1 : INTRODUCTION

This chapter presents some information about the background of doing this research. In addition, there are some important points that will be discussed. They are the background of the study, research topic, research problem, research question, goals of the study, scope of the study, significance of the study and organization of the study. Those will be presented as follows.

1.1 The Background of Study

One of the most important things in life is communication. Usually communication is defined as a conversation, which is to send and receive messages. The establishment of communication between one person and another will form an exchange of ideas, feelings, and evaluations. Between speakers and listeners language is needed as a means of communication. There are several ways that can be done by speakers to convey meaning through language, such as utterances and gestures. The most common ways used by people in establishing communication are utterances, because not all listeners understand the meaning of sign language and body gestures. In conveying speech, everyone has his own way. The reason is various backgrounds can affect the ways of speaking, such as age, gender, education background, culture, and power.

In daily existence, we adjust our discussion to various circumstances. There is an important aspect to create good communication between the speaker and the interlocutors, namely politeness. The term politeness is mostly used to maintain good relationship when interacting with people by being aware of other faces. Brown and Levinson (1987) first formulated the theory of politeness in 1987, in which the definition of politeness has been broadened by the politeness theory. Politeness is defined as “How people behave in a way that seeks to consider the feelings of their addressee,” Politeness is used to show respect for others.

Every time we deliver a speech, not everything can be done in a polite way, there should be something that will hurt the other person’s feelings that occur in a conversation. In communication, people need to be aware of other people’s faces to maintain a good relationships in communication. According to Brown and Levinson

(1987:61) face in general means “public self-image” that a person wants for himself. They divide face wants into two notions, namely, positive and negative face. Positive face means the desire to be appreciated or approved of, whereas a negative face means the freedom of action and freedom from imposition. In relation to the concept of face, both positive and negative face influence the choice of face work and face threatening act (FTA). As Yule (1998:61) states that FTA (Face Threatening Acts) is the threats that is typically given to another individual’s self-image. In addition, it is a behavior that puts others in danger and restrict the communication. It because FTA avoids the freedom of action (negative face) and states someone’s desire to be appreciated by others (positive face). In order to avoid FTA, the speaker employ specific strategies to reduce the threat based on a rational evaluation of the participants’ face risk.

Brown and Levinson (1987:91) formulated strategies to minimize FTA. That is politeness strategies. As Brown and Levinson (1987: 60) states, politeness is a strategy developed to save the hearer's face. That way, we will be more careful in expressing our thoughts to the other person. The politeness strategies have four types: bald on record, off record, positive politeness and negative politeness. The author chose Brown and Levinson's politeness theory as the focus of this study entitled *Miracles from Heaven* movie, because politeness has emerged as an interesting research issue. Movie contains language phenomena such as politeness strategies.

This study aims to analyze the politeness strategies used by the main characters in *Miracles from Heaven* movie. *Miracles from Heaven* movie is an American Christian drama directed by Patricia Rigged and Written by Randy Brown. This movie is based on the true story of a young daughter Christy Beam who had a near-death experience and later recovered from an incurable disease.

Miracles from Heaven movie was chosen as the object of this research because this movie shows how communication between characters motivate other characters in order to maintain a good relationship. Mrs. Beam fights for her daughter, Anna, who is suffering from a deadly illness. Mrs. Beam and Mr. Kevin as parents, tried to find a way for her child’s recovery. In this movie, there is also a

doctor, namely Dr. Nurko, who treats Anna's disease and who always tries to pay attention to his words so that he is always an encouragement to his patients. Therefore, the researcher is interested in studying politeness strategies because being polite is needed to establish good relationships with other people. Doing politeness study in this movie helps to understand how a family stays in harmony when they face life's trial.

1.2 Research Topic

The focus of this study are politeness strategies which are under pragmatics. This study explores the main character of the *Miracles from Heaven* movie script usage of politeness theory. The focus of this study are the utterances in the movie script which contains of politeness strategies and how the effect of politeness strategy to the hearer.

1.3 Research Problem

This film tells about family life, in which one child has a serious illness. There are many things that must be considered for the recovery of this child can be achieved. One of the good things that family do are treatment and support system should be continued to be given to her. The story in this film shows how the family members strengthen and understand each other during difficult time. It becomes interesting how this case applied politeness strategies to keep the harmony of family. One of the use of politeness strategies found in this movie is when Anna was prohibited to eat junk food by the dr. Nurko, other family members also chose not to eat junk food until Anna recovered. This part is classified in *strategy 15, give gifts to the hearer (goods, sympathy, understanding, cooperation)*, because other family members give their sympathy to Anna.

1.4 Research Questions

In conducting this study, the author formulates the research questions as follows:

1. What types of politeness strategies are used by the characters when talking to the hearers or about Anna?
2. What is the effect of the use of politeness strategies to the hearers or about Anna ?

1.5 Goals of Study

From the problem statement mentioned above, the researcher has the following the goals of the study:

1. Finding out the types of politeness strategies uttered by the characaters when talking to the hearers or about Anna
2. Finding out the effect of the use of politeness strategies to the hearers or about Anna.

1.6 Scope of Study

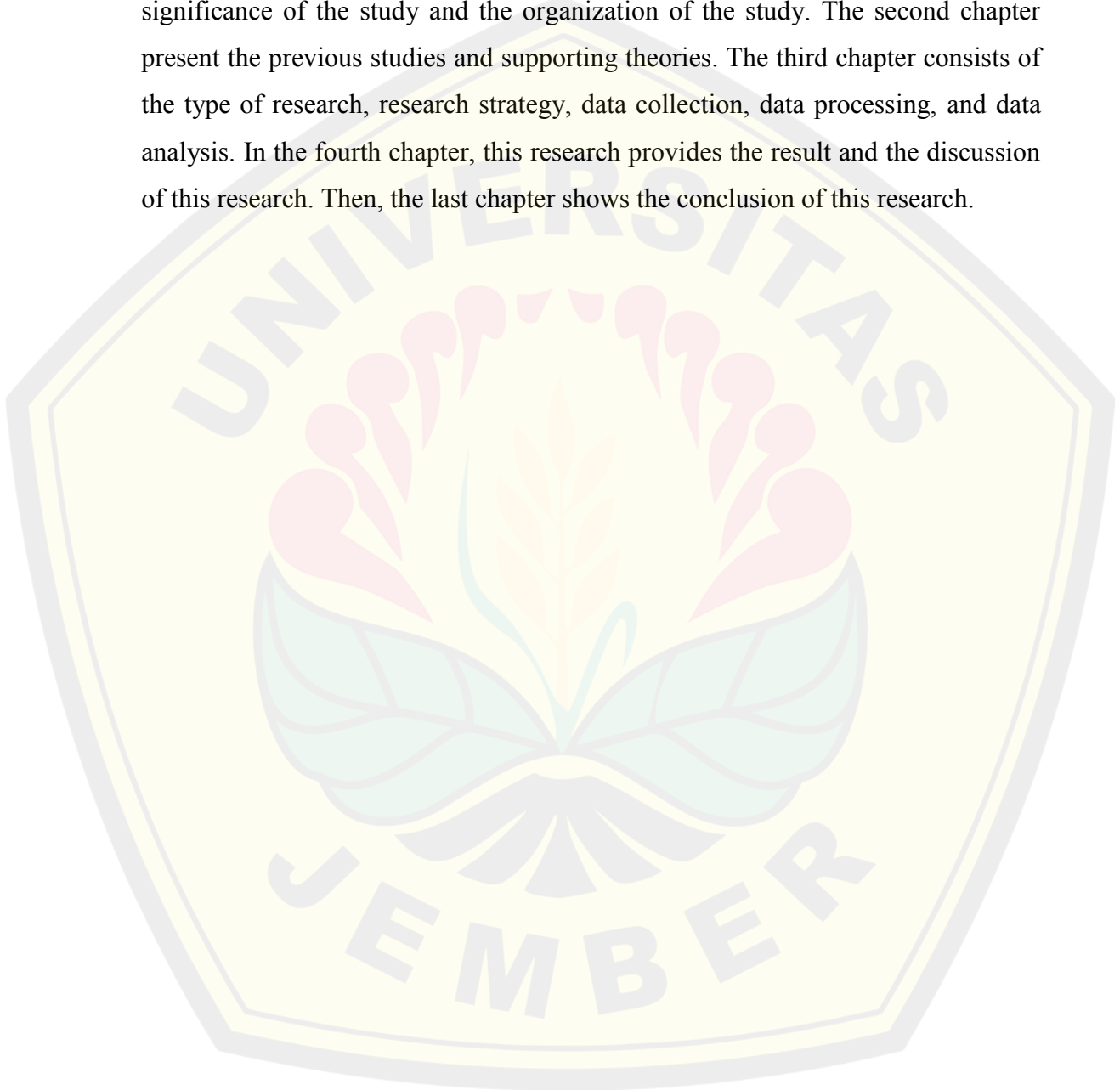
There are several aspects of linguistics, especially under the issue of pragmatics, which can be analyzed in *Miracle from Heaven* such as speech acts, implicature, and politeness. Related to politeness strategy, such as bald on record, positive politeness, negative politeness, and off record are some topics which are interesting to be observed in the movie. In addition, the researcher will explain how the effect that showed by the hearers after the hearers get the utterances that contains politeness strategy.

1.7 Significance of Study

Through this research, the researcher hope that the result of politeness strategies produced by the chosen characters in *Miracles from Heaven* movie can help the readers to know the politeness strategies. This study also used to make people realize how important being polite without threatening the other's face. The results of this study are expected to give a contribution to the students, especially for those who are focusing on politeness strategies that they use for their studies.

1.8 Organisation of Study

This thesis is organized into five chapters that consist of introduction, Literature review and review of the relevant theory, research methodology, result and discussions, and the last is conclusion. The first chapter presents the background of the study, research problems, research questions, the goals of the study, the significance of the study and the organization of the study. The second chapter present the previous studies and supporting theories. The third chapter consists of the type of research, research strategy, data collection, data processing, and data analysis. In the fourth chapter, this research provides the result and the discussion of this research. Then, the last chapter shows the conclusion of this research.



CHAPTER 2 : LITERATURE REVIEW AND REVIEW OF RELEVANT THEORY

This chapter contains several previous studies and theories that relate to the current research.

2.1 Previous Studies

This research was influenced by two earlier studies. The one is conducted by Leni and Jhon (2018). This study integrated the notion of politeness strategies put forward by Brown and Levinson (1987) in order to describe the politeness strategies that Donald Trump used during the Republican debate. In this study, the descriptive qualitative approach was used. The study found that, Donald Trump limited politeness strategies to just three categories. Positive politeness was the most often used tactic (55.27%). Negative politeness (22.98%) and Bald On Record (21.73%) were additional politeness techniques. Trump employed good manners to show support, empathy, attention, and friendship for the opposing candidates.

Yani (2016) conducted the study. In this study, Barack Obama remarked during his victory address in Chicago on November 4, 2008, were the main subject. This study employed descriptive qualitative research. We looked at the utterances using politeness strategies. The outcome showed that Barack Obama had been using politeness strategies ever since he delivered his victory speech. In his speech, Barack Obama used positive politeness strategy such as joking, intensifying attention, exaggerating, complimenting, engaging speaker and hearer in the action, be optimistic, promising, offering, and assuming or asserting reciprocity.

Both studies above have made a specific contribution to this research. The two studies mentioned above enhance theoretical research at the present. On politeness strategies, these researchers supplied appropriate details and references. Additionally, using the Brown and Levinson theory, the researcher was able to classify the politeness strategies used by the main characters in the Miracles from Heaven movie. The new findings and those earlier studies, however, differ in some ways. The research object and the utterances context are different between this

study and the two earlier studies. The movie *Miracles from Heaven* is used by the researcher as the subject of study, while family talk serves as the context.

2.2 The Review of Relevant Theories

The purpose of this study is to provide the most commonly employed politeness strategy theory and the effect it has on the hearer. The researcher used politeness strategies as the theory for this study to achieve the aims.

2.2.1 Pragmatics

We need to understand pragmatics, or how language is utilized in communication, to comprehend the nature of language truly. Yule (1998:3) states that pragmatics is the study that deals with the meaning transmitted by a speaker (or writer) and perceived by a listener (reader). In conducting this type of study, the researcher have to involve the interpretation of the purpose in a specific context, because a context influences what speakers say. It needs consideration for speakers when they are talking to other people, considering who they are talking to, when, where, and under what situations and conditions.

The benefit of studying pragmatics, according to Yule (1996:4), is that one may discuss people's intended meanings, assumptions, intentions or aims, and the sorts of actions (such as requests) they are making when they speak. From his expression, it can be concluded that pragmatics is a study of speakers' intention. Pragmatics is the study of the meaning of utterances and the context when the utterances are spoken and when the speaker speaks the utterance as a speech act. When communicating, the speaker and the hearer have to the same context and understanding so that misunderstandings do not occur. Therefore, pragmatics is a study to understand when communication is in progress. It is because pragmatics is not only learn about the meaning of utterances but also the context when the speaker is speaks.

A suitable definition of pragmatics is studying the meanings of utterances in context (Leech, 1983). Meaning is discussed in pragmatics as a triadic connection. Meaning in semantics is defined only as a quality of expressions in a

given language, in abstraction from particular situations, speakers, or hearers. In contrast, meaning in pragmatics is determined to speakers or users of the language.

In conclusion, pragmatics is the study of language and its users in a specific context that includes both the speaker and the listener. The casual environment has a significant impact on how meaning is interpreted. As a result, different settings lead to various interpretations. Therefore, pragmatics has a wide range of applications. Pragmatics includes several concepts, including speech.

2.2.2 Politeness

In order to minimize the potential conflict and confrontation inherent in all human interactions, politeness is a system of interpersonal connections (Yule, 1996:106). In communication, politeness is essential for building and maintaining good social relationships, indicating awareness of another person's face. According to Brown and Levinson (1987:61), the face is a person's public self-image. In addition, they explain about the negative and positive face. The desire for everyone to be unhindered by others is referred to as having a negative face. In contrast, the positive face alludes to each person's desire to be respected by others and to uphold a positive self-image of themselves.

2.2.3 Face-Threatening Act (FTA)

In everyday life, we surely meet people who want to keep their good self-image public in order to be respected. According to Yule (1998: 61), a face-saving act is when a speaker uses his words to decrease the potential harm posed by another's face. In addition, the act of declaring someone to be wanted by others (positive face) while avoiding the freedom of action is known as a Face Threatening Act (FTA). According to Yule (1998:61), FTA is a threat to another person's self-image. There is a specific method for speakers to limit the threat according to a logical assessment of the face risk to the participants to avoid FTAs.

2.2.4 Brown and Levinson's Politeness Strategy

A descriptive analysis of the methods employed by the participants to retain their faces during social contact is provided by Brown and Levinson (1987:91). In order to reduce the possibility of face-damaged, Brown and Levinson (1987:65) recommend four politeness strategies: Bald-On Record, Positive Politeness, Negative Politeness, and Off-Record.

a. Bald on Record

According to Brown and Levinson (1987), the shape of the most effective community is bald on record. The primary motivation for the speakers' employment of this strategy is speaker's desire to complete the FTA quickly rather than in a way that pleases the listeners. The statements are made directly, clearly, unambiguously, and concisely. This strategy is used without any minimization to the imposition on the hearers.

It does not minimize the threat to the hearers to perform actions. This strategy is frequently used without considering the hearers' impositions. It implies that individuals should speak honestly, refrain from saying more or less than is necessary, be relevant to the topic discussed, and avoid ambiguity. Although it is the best way to avoid misunderstandings, it also has the most significant risk of threatening the hearers' face. These are the kinds of bald on record, according to Brown and Levinson (1987).

1.) Speaking as if great efficiency is necessary in attention-getters

When the speaker pretends to want to communicate something important. For example : "Listen, I've got an idea !"

2.) Sympathetic Advising or Warnings

This strategy is used when the speaker conveys that he or she does care about the hearer, so that no redness is required. For example : "Careful ! Gap in front of you !"

3.) Invitating

When the speaker requests the hearer to do something. For example :
“Enter”

4.) Granting permission for something

It is used when the speakers allow the hearers to do something. For example: “Yes, you may leave this place.”

5.) Great urgency or desperation

It is used when the speakers need immediate attention because of something important. The urgent condition is the key word for this strategy. For example: “Help!”

6.) Task oriented or paradigmatic form of instruction

It is used when the speakers give task to the hearers. For example: “Give me your hand!”

7.) Welcoming

When speaker insists that hearer may impose on his negative face. For example : “Come in, don’t vacillate, I’m not busy.”

8.) Offering

When the speaker gives a task to the hearer to get the appetite result. For example: “Give me the book!”

b. Positive Politeness

According to Brown and Levinson (1987:70), the politeness strategy is the method that a speaker uses to focus on the positive face or the positive self-image of the listeners that the speaker claims for himself. In his interactions, the speaker tries to give the impression of the same wants as other person, so that it is considered the same desire. This strategy aims to facilitate good relations between speakers and hearers. Through this strategy, speakers will show an attitude of wanting to be closer to their interlocutors or hears, so that it will create solidarity in the relationship. Through expressions of attention that dominate in this strategy, it will decrease the distance between the speaker and the hearer. Thus, speakers will minimize FTA.

Positive politeness strategy consists of fifteen strategies; 1. Notice, attend to hearer (his interests, wants, needs, goods), 2. Exaggerate (interest, approval, sympathy with hearer), 3. Intensify interest to hearer, 4. Use in-group identity markers, 5. Seek agreement, 6. Avoid disagreement, 7. Presuppose/raise/assert common ground, 8. Joke, 9. Assert or presuppose speakers' knowledge and concern for the hearer's wants, 10. Offer, promise, 11. Be optimistic, 12. Include both speaker and hearer in the activity, 13. Give (or ask for) reasons, 14. Assume or assert reciprocity, 15. Give gifts to hearer (goods, sympathy, understanding, cooperation).

1) Noticing hearer's interest, wants, needs, and goods

This strategy recommends the speaker pays attention to certain hearer's circumstance in the form of interest, wants, needs, and goods. For example, "What a beautiful flower this is! where did it come from?"

2) Exaggerating (interest, approval, sympathy to the hearer)

This strategy is used when the speaker exaggerated intonation and stress. The speaker represents something as being better than it really is. For example:

"What a beautiful dress you have !"

"How absolutely incredible !"

The positive politeness output includes expressions like : for sure, really, exactly, absolutely

3) Intensify interest to the hearer

Creating a good story to get attention from hearer and to attract hearer's interest.

"I come down the stairs, and what do you think I see ? – a huge mess all over the place, the phone's off the hook and the clothes are scattered all over..."

4) Use in-group identity markers

This strategy includes form of dialect, jargon, and slang language to show the same interest with the hearer. If the hearer is perceived as a

group member when utilizing the familiar address form, it may protect the hearer's positive face. For example:

“Come here, son !”

“Help me with this book here, will you honey ?”

5) **Seek agreement**

This strategy includes two ways, namely repetition and safe topic.

Safe topic

It refers to stress the speaker's agreement with hearer and to satisfy hearer's aspiration to be right in his opinion. For example : “Isn't your new cycle a nice design !”

Repetition

It is used to stress what the previous speaker has said in a conversation.

For example :

A : “*John went to London this weekend !*”

B : “*To London !*” (repetition)

A : “*I had a flat tyre on the way home.*”

B : “*Oh God, a flat tyre !*” (repetition)

6) **Avoid disagreement**

It is a way of pretending to agree or hiding disagreement to avoid damaging positive face.

For example :

A : “*what is she small ?*”

B : “*Yes, she's small, smallish, um, not really small but certainly not very big.*”

7) **Presuppose/raise/assert common ground**

This strategy is used when the speaker believes something is true despite the fact has not been confirmed. For example: “I had really hard time coming home alone, didn't I?”

8) Joke

Joking is a primary technique of positive politeness. It is used by speaker to minimize FTA against the hearer.

For example :

(1) *“OK if I tackle those cookies now?”*

(2) *“How about lending me this old heap of junk?”*

9) Assert or presuppose the speakers’s knowledge and concern for the hearer’s wants

The speaker is aware of the hearer’s wants while indicating speaker’s knowledge. For example :

“Look, I know you want the car back by 5.0, so shouldn’t I go to town now ?” (request)

“I know you can’t bear parties, but this one will really be good- do come !” (request/offer)

“I know you lose roses but the florist didn’t have any more, so I brought you geraniums instead. (offer + apology).“

10) Offer, promise

The speaker promises to show an understanding of the hearer’s desires.

For example : “Do you need some helps?”

11) Be optimistic

The speaker assumes that the hearer wants to help the speaker. For example :

“You’ll lend me your lawnmower for the weekend, I imagine.”

“I’ll just help myself to a cookie then, thanks!”

12) Include both speaker and the hearer in the activity

The speaker tries to request the hearer to take part in the same activity as the speaker. For examples :

(1) “Let’s have a cookie, then.” (i.e. me)

(2) “Let’s get on with dinner, eh?” (i.e. you)

(3) ”Give us a break.” (i.e. me)

13) Give (or ask for) reasons

It is a way of interpreting an offer and assuming cooperation by giving or asking for reasons. For example :

(1)“Why not lend me your cottage for the weekend?”

(2)“Why don't I help you with that suitcase?”

14) Assume or assert reciprocity

The speaker attempts to make deal to the hearer to cooperate with the speaker's wants. It also the obligations that speaker will reply to the hearer's cooperation. For example : “I will help you to do this dishes if you make me a glass orange juice”

15) Give gifts to the hearer (goods, sympathy, understanding, cooperation)

The speaker may satisfy the hearer's positive face by complying the hearer's wants. It can be in form of goods, sympathy, and understanding. For example : “I'm sorry to hear that” (sympathy)

c. Negative Politeness

Negative politeness is described by Brown and Levinson (1987:129) as correction directed towards the addressee's negative face. Negative politeness focuses on avoidance of imposition on the hearer. The risk of face-threat to the hearer is reduced by trying to prevent imposition from the speaker. Brown and Levinson categorized ten sub-strategies of negative politeness (1987, pp. 132-211). these are :

1.) Being conventionally indirect

The speaker must gently convey his desires to the listener. When a speaker uses negative politeness in this strategy, it indicates that they not only want to use the FTA to get what they want but also want to fix it. For example, “I'm looking for a comb.”

2.) Question, hedge

In this strategy, speaker uses question and hedge functioned to soften command and turn it into a polite suggestion.

- Won't you open the door ? (question)

- John is a true friend (hedge)

3.) **Be pessimistic**

The speaker does not ask hearer to do something forcefully for the speaker. This can be done by stating an option for the hearer that may not do the act, also can be done by regarding that hearer does not want to do the act. For example : “could I talk to you for just a minute?”

4.) **Minimize the imposition**

Reducing the imposition toward the hearer’s negative face. The minimizing can be done by choosing some words with less imposition. For example : “Could I borrow your pen just for minute”

5.) **Give deference**

Humbling oneself and fulfill hearer’s want of respect because speaker realize that the hearer is superior. For example : “We look forward very much to dining with you.”

6.) **Apologize**

Apologizing the speaker can represent the unwillingness to threat the face of the hearer. For example : “I am sorry to bother you, but please tell him to call me tonight.”

7.) **Impersonalize S and H**

Eliminating the use of personal pronouns, as well as “I” for the speaker and “you” for the hearer. According to Brown and Levinson (1987:197), many languages includes some standardized impersonal variants of pronouns that might be useful for FTA purposes. Based on this perspective, avoiding the use of the pronouns “I” and “you” tries to prevent facial threats to the hearer. For example : “Do this for me.”

8.) **State the FTA as a general rule**

This strategy is used when the speaker stating the FTA as the particular rule in a certain area. For example : “I am sorry, but late-comers cannot be seated till next interval.”

d. Off-record

Off record utterances are likely to call as indirect strategy. According to Brown and Levinson (1987:221), off the record is a communication act with several purposes. In this strategy, the speaker says something different from what actually means and that the hearer should define the utterance in order to comprehend the real meaning.

According to Brown and Levinson (1987), there are fifteen strategies of Off Record Strategy, they are as follows:

1.) Give hints

When the speaker let the hearer interpret several relevant possibilities.

For example : “What a hot today !” (c.i. How about a drink?)

2.) Give association clues

Using something connected to the act of the hearer to represent mutual knowledge of their interactional experience. For example : “Are you going to market tomorrow?...There’s a market tomorrow, I suppose.”

Here, the speaker gives the hearer a ride there.

3.) Presuppose

This strategy is used to represent presupposing of a prior event and forcing the hearer to search for the relevant meaning. For example : “I washed the car again today.”

4.) Understate

This strategy is the act of stating less than what is required. The speaker uses nice expressions of what she or he actually wants to say.

For example : “The dress is quite nice.’

5.) Overstate

The speaker says more than what is required, exaggerates the statement so that it sounds higher than the actual state of affairs.

For example : “There were a million people in the Co-op tonight !”

6.) Use tautologies

The speaker encourages hearer to seek an interpretation of the speaker’s non-informative utterance. For example : “War is war.”

7.) Use contradictions

The speaker and the hearer hide the truth or cannot tell the truth of something. For example : “I am happy and I am not happy about that.”

8.) Be ironic

Express something by stating the opposite of what he or she means.

For example : “John’s a real genius.” (after John has just done twenty stupid things in a row).

9.) Use metaphors

The speaker hedges his utterances by using metaphor and he invites the hearer to analyze the meaning of his hedged utterance. For example : “Harry’s a real fish.”

10.) Use rhetorical questions

The speaker asks a question without any purpose of finding the answer. For example : “How many times do I have to tell you?” (It means “I have told you, but you don’t even understand).

11.) Be ambiguous

The speaker uses ambiguous utterances so that the hearer must guess the meaning behind the speaker’s utterance. For example : “John’s a pretty sharp cookie.” This could be either a compliment or an insult, depending on the speaker’s purpose of stating the sharp connotation.

12.) Be vague

The speaker uses the expression of vague utterances. For example : “Looks like someone may have had too much to drink.” (vague understatement).

13.) Over-generalize

This strategy uses a conveying common rule that hearer has to decide whether the common rule applies to him. For example : “If that door is shut completely, it sticks.”

14.) Displace H

The speaker may go off record as to whose target for his FTA. He may act to address the FTA to someone whom it would not threaten, and hope that the real target will realize that the FTA is aimed at him

15.) Be incomplete, use ellipsis

This strategy is utilized when a speaker only says half of a sentence or does not finish it. For example : “Well, if one leaves one’s tea on the wobbly table...”



CHAPTER 3 : RESEARCH METHODOLOGY

This chapter provides the type of the research, the strategy of the research, the data collection, the data processing, and the data analysis. Research methodology is one of the important components in conducting research. This is the way how to do the research.

3.1 Type of Research

Denscombe (2007) classified three types of research which are quantitative, qualitative, and a mixed-methods type of research. According to Denscombe (2007: 276), qualitative research is an assumption of certain phenomena based on the researcher's perspective. Qualitative research presents the data with narrative interpretation to explore the data and give clear information to the reader. According to Bodgan and Biklen (1992: 29-33), qualitative research is a descriptive study concerned with the process rather than the end or product. Merriam (2009: 14) makes the same conclusion, stating that qualitative research processes are inductive and the outcome of qualitative research is extensively descriptive. This study's design is qualitative and based on the qualities listed above. This study's analytical data is in the form of words or utterances said by the characters in the film *Miracles from Heaven*.

3.2 Data Collection

The data collection of this research was the movie script of *Miracles from Heaven*. It was taken from https://www.scripts.com/script/miracles_from_heaven_13818, meanwhile the movie was downloaded from Telegram. The movie script was the document required as the material for qualitative research. Miles and Huberman (1994) state that documents could be public records, textbooks, letters, films, tapes, diaries, themes, and reports. In addition, the researcher choose the movie script as the document of this research.

This movie talks about Anna and people around her which contribute to Anna's recovery. There are five characters that are selected for data identification purposes in this movie that is the chosen characters namely, Anna, Mrs. Beam, Abbie, Mr. Kevin and dr. Nurko. The chosen characters in this movie will give the data which indicated politeness strategies. So that from these criteria, it will be collected into several utterances to be analyzed.

3.3 Data Processing

After collecting the data, the data processed as follows:

First, the researcher classify all of the utterances that indicate politeness strategies that are uttered by the chosen character into (1) bald on record (2) positive politeness (3) negative politeness (4) off record based on Brown and Levinson theory of politeness strategies (1987). Secondly, the researcher labelled all of the utterances that show politeness strategies based on the types of utterances such as joke, be indirect, apologize, be ironic etc. according the framework of Brown and Levinson's politeness strategies theory. The last, the researcher specified the effect of the hearers' response to the utterances by the speaker.

3.4 Data Analysis

After the data have been processed, the researcher comes to the data analysis. The purpose of data analysis is to reach the goal and to get the answer to the research questions. First, the researcher calculates the percentage of each type of politeness strategies to determine most frequently-used type of politeness strategies. Secondly, the researcher analyzes the type of politeness strategies based of the characters in the movie. At last, the researcher analyzes the effect of the use of politeness strategy to the hearer.

CHAPTER 4 : FINDINGS AND DISCUSSION

This chapter reports all the research findings and discussion from the data analysis. The researcher analyzed the utterances of the characters in *Miracles from Heaven* movie script.

4.1 Types of Politeness Strategies in *Miracles from Heaven* Movie

From 16 data analyzed in this study, the results reveal the use of positive politeness strategies and negative politeness strategy applied by the characters of *Miracles from Heaven* movie script. Each datum was categorized into smaller unit of politeness strategy by exploring the types of utterances related to some strategies in each politeness strategy. The strategies used by the characters in *Miracles from Heaven* movie are reported as follows:

Table 1. The Types of Politeness Strategies and the Types of Utterances.

Datum	Types of Politeness Strategies	Types of Utterances	Participants
1	Positive politeness	Joke	Anna to Mrs. Beam
2	Positive politeness	Exaggerating by showing interest to the hearer	Mrs. Beam to Anna
3	Positive politeness	Exaggerating by showing sympathy	Abbie to Anna
4	Positive politeness	Use in group identity marker	Mr. Kevin to Anna
5	Positive politeness	Be optimistic	Mrs. Beam to Anna
6	Positive politeness	Use in group identity marker	Mr. Kevin to Anna

7	Positive politeness	Joke	Dr. Nurko to Anna
8	Negative politeness	Question	Mrs. Beam to Dr. Nurko
9	Positive politeness	Be optimistic	Mrs. Beam to Dr. Nurko
10	Positive politeness	Be optimistic	Dr. Nurko to Mrs. Beam
11	Positive politeness	Giving gifts by showing goods and understanding to the hearer	Dr. Nurko to Mrs. Beam
12	Positive politeness	Promising	Mr. Kevin to Mrs. Beam
13	Positive politeness	Exaggerating by showing sympathy	Mrs. Beam to Anna
14	Positive politeness	Use in group identity marker	Mr. Kevin to Mrs. Beam
15	Positive politeness	Giving gifts to the hearer	Dr. Nurko to Mrs. Beam
16	Positive politeness	Use in group identity marker	Mrs. Beam to Anna

From the data above, there were 16 data that were analyzed using politeness strategies theory. It can be concluded that the utterances in this movie are dominated by positive politeness strategies. From the total 16 utterances by the participants included in the politeness strategies, 15 of them are positive politeness strategies and 1 is negative strategy. It is concluded that the type of politeness strategy that is frequently used is the positive politeness strategy. Furthermore, the types of politeness strategy which are shown above will be calculated in the following table:

Table 2. The Types of Utterances and the Quantity.

No.	Type of Politeness Strategies	Type of Utterances	Quantity
1.	Positive	Exaggerating by showing interest and sympathy to the hearers	3
2.	Positive	Joke	2
3.	Positive	Use in group identity marker	4
4.	Positive	Be optimistic	3
5.	Positive	Giving gifts by showing goods and understanding	2
6.	Positive	Promising	1
7.	Negative	Question	1
Total			16

4.1 The Analysis of the Data

This following section discusses the 7 politeness strategies found in *Miracles from Heaven* movie script and the effects of the use of politeness strategies to the hearers.

Datum 1

Context of situation

Speakers : Anna and Mrs. Beam

Place : Anna's bedroom

Time : At night

Situation : Mrs. Beam entered Anna's bedroom to make sure Anna has prayed before sleeping.

Dialogue :

- Anna : I prayed that Daddy's business does well.
- Mrs. Beam : Mmm-hmm.
- Anna : And I prayed that he can bring home some more dogs that don't have homes.
- Mrs. Beam : Oh, can you cancel that part? We have enough dogs, Anna.
- Anna : **Too late. It's already been sent. Express mail.**
- Mrs. Beam : (Smiling)

(lines : 166-172)

Interpretation :

In this datum, Mrs. Beam and Anna have conversation in Anna's bedroom. They talked about the prayer mentioned before sleeping. Anna said that she wished her father's well business, then she also said that she wanted to have another dog. On the other hand, Mrs. Beam said that at home it is enough to have a dog. It means that Mrs. Beam didn't give permission for Anna to have a new dog. Finally, Anna replied that she had prayed for her desire to have another dog and sent it to God with lightning speed. The utterance of Anna, it indicates positive politeness strategy, namely joke. Joking is a basic positive-politeness technique, joke can minimize an FTA. The effects of Mrs. Beam as the hearer is that she is smiling because of Anna's joke. It is indicating that she was amused by jokes from Anna.

Datum 2

Context of situation

- Speakers : Anna and Mrs. Beam
- Place : Anna's bedroom
- Time : At night
- Situation : Mrs. Beam talking to Anna in Anna's bedroom before they are going to sleep.

Dialogue :

- Anna : I think I'm going to spend a lot of time there, enjoying banquettes and freshly-ground espresso.
- Mrs. Beam : **Hey, let's do that together.**

Anna : Paris would be a good mother-daughter trip.
 Mrs. Beam : Oh, count me in. I would love it. I love you, Anna.
 Anna : I love you, too.

(lines : 176-181)

Interpretation :

In datum 2, Mrs. Beam entered Anna's bedroom and they did small talk in there. They had conversation before sleeping. Anna said that she wanted to visit Paris with her mother. Going to Paris is one of Anna's desires. Anna said "I think I'm going to spend a lot of time there, enjoying baskets and freshly-ground espresso." Responding to this, Mrs. Beam replied, "**Hey, let's do that together.**" This response is categorized as positive politeness namely exaggerating by showing approval to the hearer, because Mrs. Beam showed a higher intonation of expressions and that she supported Anna's wish to go to Paris and even invited Anna to go with her someday.

The effects of the strategy used by Mrs. Beam is maintaining social harmony because Anna showed her agreement, she said, "Paris would be a good mother-daughter trip," which means she began to imagine how wonderful going on a trip with her mother to Paris will be. Anna's want imposed her mother to do something about that, so that her response is positive politeness strategy, namely exaggerating by showing interest to the hearer. Mrs. Beam did not have any objection to Anna's wants, even she agreed Anna's request.

Datum 3

Context of situation

Speakers : Adelyn, Mrs. Beam, Anna, Abbie, and Mr. Kevin

Place : Dining room

Time : At noon

Situation : Mr. Kevin's family is going to have dinner

Dialogue :

Adelyn : She can't have pizza?

Kevin : It's not just pizza, sweetheart. She can't have any dairy.

- Mrs. Beam : She can have cheese-less pizza.
 Adelyn : Who would want that?
 Abbie : **Well, um, if Anna can't have pizza, then I won't have it either.**
 Kevin : Hmm.
 Mrs. Beam : Well, Abbie, that's a great idea.
 Anna : (Smiling)
 Mrs. Beam : I'm in
 Kevin : Me, too.

(lines : 252-260)

Interpretation :

In datum 3, the Beam family was having dinner at their house. When all had gathered at the dining table, Mrs. Beam and Mr. Beam explained to their children that Anna was not allowed to eat dairy, including the pizza that was on the dining table at the time, because of her illness. Knowing this, when there was pizza on the dinner table, Abbie said that "**Well, um, if Anna can't have pizza, then I won't have it either.**" **That utterance is categorized** as positive politeness namely exaggerating by showing sympathy. This utterance belongs to the category of exaggerating by showing sympathy because the utterance by Abbie elicits her sympathy to Anna. The effect is making Anna happy. Anna showed her happiness by smiling.

Datum 4

Context of situation

- Speakers : Anna, nurse, and Mr. Kevin
 Place : Hospital
 Time : at morning
 Situation : Anna is treated in the hospital
 Dialogue :

- Anna : Daddy! Daddy, it hurts!
 Nurse : You need to swallow, sweetheart.

Kevin : Baby.

Nurse : There you go. There you go.

Kevin : **Baby, its okay. It's gonna make you feel better, okay? All right, all right. Okay, all right. It's gonna make you feel better.**

Nurse : All done. All done.

(lines : 371-376)

Interpretation :

In this datum, Anna was taken to the hospital. The doctor stated that Anna was diagnosed with paralysis of the digestive system. In addition, the doctor advised Anna's parents to immediately have surgery, unless she could die. Mrs. Beam and Mr. Kevin also agreed with the doctor's decision for Anna's recovery. Finally, the doctor immediately ordered other medical personnels to handle Anna's case. There were two medical personnels who came to Anna at that time. They came with medical equipment, in particular there was a tube that had to be inserted into Anna's stomach. The medical personnel told Anna to swallow the tube through her nose so that it would continue to be pushed into the limits of her digestive system. seeing Anna in pain while swallowing the tube, Mr. Kevin told Anna that she is going to get better soon.

From the conversation above, Mr. Kevin applies positive politeness strategy namely showing sympathy, in which Mr. Kevin gave Anna sympathy in the form of encouragement, that Anna will get better soon. As the hearer, Anna could be calmer, but Mr. Kevin didn't make it. Anna was unable to make herself calmer because she was unable to endure the pain during the process of inserting the tube into her body.

Datum 5

Context of situation

Speakers : Anna and Mrs. Beam

Place : In the house

Time : In the morning

Situation : Anna told to her mother about her diseases condition.

Dialogue :

Anna : Why do you think God hasn't healed me?

Mrs. Beam : There are so many things I don't know. **But I know God loves you.**

(lines : 486-487)

Interpretation :

In datum 5, Anna and Mrs. Beam was in the bedroom. They had small talked and prepared for shopping. While looking in the mirror in front of the mirror, Mrs. Beam gave Anna pants for her to wear, because they could not be worn anymore because of her big belly, so her mother finally found more elastic pants that fit Anna's stomach. Seeing the growing shape of her stomach in front of the mirror, Anna asked, "Why do you think God hasn't healed me?" and Mrs. Beam responded, "There are so many things I don't know. **But I know God loves you.**" And Anna could only remain silent in her current condition.

From Mrs. Beam conversation above, it categorized as positive politeness strategy, namely be optimistic. Such optimistic expressions of FTAs seem to work by minimizing the size of the face threat. It keeps Anna uplifted in her day even though Anna felt almost hopeless about her illness. As for the effect that Anna got, Anna felt motivated to keep up her enthusiasm for life during her diseases condition. I can give assumption by seeing Anna as a listener neither rejecting nor denying the speaker.

Datum 6

Context of situation

Speakers : Anna, Mr. Kevin, Adelynn

Place : Mr. Kevin's house

Time : At noon

Situation : Mr. Kevin bring a dog for Anna

Dialogue :

Anna : Hi, Daddy.

Mr. Kevin : **Hey, munchkins. Hey, baby doll.** I brought you a little something' to brighten your day.

Anna : He's so cute.

Mr. Kevin : Ain't he?

Anna : Oh, my.

Mr. Kevin : He's a Yorkie terrier. His name's Napoleon.

Adelynn : He's adorable. Oh, he's French.

(lines : 541-551)

Interpretation :

In datum 6, Mr. Kevin came home from work and met his children at living room. When they were gathered in the living room, Mr. Kevin while greeting his daughters, **“Hey, munchkins, hey baby doll,”** by bringing a dog that he gifted to Anna. The three sisters, Adelynn, Abbie, and Anna were very excited about the new dog's arrival. From the conversation above, what was said by Mr. Kevin is categorized as positive politeness strategy, namely use in group identity marker because the word **“munchkins, baby doll”** is kind of a familiar address form. Mr. Kevin treats his daughters as in-group members by using the familiar address form. The effect of this strategy is social harmony is maintained because they felt love when Mr. Kevin called them by that name.

Datum 7

Context of Situation

Speakers : Anna and Dr. Nurko

Place : Hospital

Time : In the morning

Situation : Dr. Nurko checked up Anna's condition

Dialogue :

Anna : Why do you wear an Elmo tie?

Dr. Nurko : **Oh, I lost a bet to him. If I had won, he'd be wearing a Dr. Nurko tie right now.**

Anna : And when can you take it off?

Dr. Nurko : **When my next patient gets better. So, do me a favour, get better fast because my wife pretends she doesn't know me when I wear it.**

Anna : (laughing)

(lines : 1036-1044)

Interpretation :

In datum 7, Anna had consultation with Dr. Nurko. On that day, Anna asked to Dr. Nurko, “Why do you wear an Elmo tie? Dr. Nurko replied, **“Oh, I lost a bet to him. If I had won, he'd be wearing a Dr. Nurko tie right now.”** The meaning of Dr. Nurko's aim is to relax Anna's mind. In addition, the words of Dr. Nurko, **“When my next patient gets better. So, do me a favor, get better fast because my wife pretends she doesn't know me when I wear it.”** It is a story to encourage Anna to recover from her illness. The utterances from Dr. Nurko to Anna is categorized as positive politeness strategy, namely Joke. The effect that Anna had when Anna got a joke from Dr. Nurko about Elmo's tie was that Anna felt amused so she laughed and the feeling of tension during the examination disappeared.

Datum 8

Context of situation

Speakers : Dr. Nurko and Mrs. Beam

Place : Hospital

Time : At noon

Situation : Dr. Nurko and Mrs. Beam had talked about Anna's condition.

Dialogue :

Dr. Nurko : Okay? So, look. I'll show you. This one shows normal function. The other side, it's what's happening to Anna. It's called Pseudo Obstruction Motility Disorder. Her condition is akin to a... To a paralysis of the GI tract. The top part of the stomach works, but the bottom doesn't. The nerves don't

fire correctly, so the intestines can't pick up the messages the neurons are sending.

Mrs. Beam : Well, **what about the pain she's in?**

Dr. Nurko : I have to say, pain is one of the most complicated things to treat.

(lines : 1066-1083)

Interpretation :

In datum 8, Mrs. Beam and Dr. Nurko had talked about Anna's condition at hospital. The speech delivered by Mrs. Beam above includes the act of 'asking', it shows in utterance, "**What about the pain she's in?**", the phrase regarding the question threatens the listener's negative face. This is because it can interfere with the listener's freedom to do something, namely forcing the listener to answer the questions posed by the speaker. These words are categorized as negative politeness strategy, namely question and hedging. It is difficult situation for Mrs. Beam, so that she gave a response with negative politeness. This strategy was chosen by the speaker as the right to ask about Anna's condition to the doctor who handled her. The effect, Dr. Nurko feel obliged to give the answer to Mrs. Beam.

Datum 9

Context of situation

Speakers : Dr. Nurko and Mrs. Beam

Place : Hospital

Time : At noon

Situation : Mrs. Beam begged to Dr. Nurko to heal Anna.

Dialogue :

Dr. Nurko : Well, I have to say, pain is one of the most complicated things to treat.

Mrs. Beam : Dr. Nurko, we came all the way here because everyone told me you were the one person who could help.

Dr. Nurko : Yeah, I know.

Mrs. Beam : **That you were the person who could help me. That you were the person who could help my daughter.**

Dr. Nurko : Mrs. Beam, I see this every day.

(lines : 1081-1093)

Interpretation :

In datum 9, Dr. Nurko and Mrs. Beam have conversation in Dr. Nurko's room, they were discussing about Anna's condition. The speech delivered by Mrs. Beam is the act of asking. The phrase was spoken in the words "**That you were the person who could help me. That you were the person who could help my daughter.**" Because this action is carried out by the speaker to get an explanation and resolution to the listener so that it threatens the listener's negative face. This is because the speaker asks for an explanation and resolution so it interferes with the listener's freedom to approve or reject the speaker's request. Therefore, the speaker uses positive politeness strategy, namely be optimistic, which has an impact on Dr. Nurko will response and provide the best solution for Anna's recovery.

Datum 10

Context of situation

Speakers : Dr. Nurko and Mrs. Beam

Place : Hospital

Time : At noon

Situation : Dr. Nurko discuss about the solution for Anna's diseases.

Dialogue :

Mrs. Beam : Dr. Nurko, we came all the way here because everyone told me- you were the one person who could help.

Dr. Nurko : yeah, I know. Mrs. Beam, I see this every day. And although there is currently no cure for Anna's condition, our treatments are focused on improving quality of life and controlling the pain. There's hope. Now, the good news. Our center is one of the very, very few places that's been granted permission by the FDA to prescribe a drug that can help Anna

digest some foods. If it's successful, the distension in her stomach would be reduced and we could end the tubal feeding. **This would give her the semblance of a normal life.**

Mrs. Beam : A normal life. That would be wonderful, Doctor.

(lines : 1087-1112)

Interpretation :

In datum 10, Mrs. Beam and Dr. Nurko had discussion at hospital. In a fairly tense situation, Mrs. Beam is very worried about her daughter, Dr. Nurko also stated the description of the actions that would be taken against Anna, as a solution to her illness. With the words, "And although there is currently no cure for Anna's condition, our treatments are focused on improving the quality of life and controlling the pain. There's hope. Now, the good news. Our center is one of the very, very few places that's been granted permission by the FDA to prescribe a drug that can help Anna digest some foods. If it's successful, the distension in her stomatitis will be reduced and we could end the tubal feeding. **“This would give her the semblance of a normal life.”** This sentence is included in the category of positive politeness, namely, be optimistic because Dr. Nurko tried to explain to Mrs. Beam that there is still hope for Anna's recovery. The effect obtained by Mrs. Beam, is making Mrs. Beam feel a little calm and relieved because Dr. Nurko told her that there was still hope for Anna to recover.

Datum 11

Context of situation

Speakers : Dr. Nurko and Mrs. Beam

Place : Hospital

Time : At noon

Situation :

Dr. Nurko : Well, I have to say, pain is one of the most complicated things to treat.

Mrs. Beam : Dr. Nurko, we came all the way here because everyone told me you were the one person who could help.

Dr. Nurko : Yeah, I know.

Mrs. Beam : That you were the person who could help me.

Dr. Nurko : Listen...

Mrs. Beam : That you were the person who could help my daughter.

Dr. Nurko : Mrs. Beam, I see this every day. And although there is currently no cure for Anna's condition, our treatments are focused on improving quality of life and controlling the pain. **There's hope. Now, the good news. Our center is one of the very, very few places that's been granted permission by the FDA to prescribe a drug that can help Anna digest some foods. If it's successful, the distension in her stomach would be reduced and we could end the tubal feeding. This would give her the semblance of a normal life.**

Mrs. Beam : A normal life. That would be wonderful, Doctor.

(lines : 187-1112)

In datum 11, Mrs. Beam and Dr. Nurko had conversation at hospital. They talked about Anna condition. After Mrs. Beam understood the explanation from Dr. Nurko regarding Anna's illness, Mrs. Beam hopes for the right solution for his daughter's recovery. Mrs. Beam pleaded with Dr. Nurko to be able to solve this case. Dr. Nurko also explained that there was no cure for Anna's illness. So that the hospital can only improve their quality of life and withstand the pain suffered by Anna. Dr. Nurko also added that the hospital where Dr. Nurko works has received permission from the FDA to mix and give drugs to patients. That means Dr. Nurko will try to provide the best medicine for Anna's illness.

To give understanding to Mrs. Beam, who at that time was sad about the condition of his daughter, Dr. Nurko said, **“There's hope. Now, the good news. Our center is one of the very, very few places that's been granted permission by the FDA...”** this utterance is categorized positive politeness strategy, namely

giving gifts by showing goods and understanding to the hearer. This utterance is categorized as giving gifts by showing goods and understanding to the hearer because the hearer get what she or he wants through this sentence. So that the effect obtained by Mrs. Beam was that she felt calmer because Anna's problem had a solution.

Datum 12

Context of situation

Speakers : Mrs. Beam and Mr. Kevin

Place : Horse stable

Time : In the morning

Situation : Mrs. Beam told to Mr. Kevin about the cost of Anna's recovery.

Dialogue :

Mrs. Beam : I wouldn't suggest it if I didn't believe it was worth the risk. \$1,000 for plane tickets to Boston every six weeks. \$2,000 more a month to increase our yearly cap. All the non-covered procedures, the new medication, the out-of-network doctors. Our co-pay is going up across, Kevin.

Mr. Kevin : I'm listening.

Mrs. Beam : I don't have faith about anything. I can't even pray, Kevin. I'm sorry.

Mr. Kevin : **I hear you. But I can't help you with your faith. But I tell you, I'm gonna do. whatever I have to do. Okay? I'll open this place seven days a week. All right? I'll work double shifts. I'll get a second job if I have to. Okay, whatever it takes, I'm gonna do.**

Interpretation :

In datum 12, Mrs. Beam and Mr. Kevin were in horse stable. They had talked about financial. Mrs. Beam tells Kevin that financial expenses are increasing, especially because of treatment for Anna. Mrs. Beam was confused about getting income so that Anna's treatment could still be carried out until Anna recovered and

apart from that they were still able to support the necessities of household life. Responding to that, Mr. Kevin calmed Mrs. Beam promising that Mr. Kevin will try anything to make ends meet. Mr. sentence Kevin, which reads, **“I can't help you with your faith. But I tell you, I'm going to do it. whatever I have to do. Okay? I'll open this place seven days a week. All right? I'll work double shifts. I'll get a second job if I have to. Okay, whatever it takes, I'm going to do it.”** The utterances by Mr. Kevin is categorized as positive politeness strategy, namely promising, because Mr. Kevin promised Mrs. Beam is looking for income from side jobs and will increase his working hours. The effect that Mrs. Beam got is that she felt calmer and believes that Anna's medical needs will still be able to be continued.

Datum 13

Context of Situation

Speakers : Anna and Mrs. Beam

Place : Hospital

Time : At night

Situation : Anna felt sick on her stomach.

Dialogue :

Anna : It's getting worse, Mommy.

Mrs. Beam : Yes, baby. Oh, honey.

Anna : I need another tramadol.

Mrs. Beam : It isn't time yet, baby. I'm sorry.

Anna : But it hurts, Mommy. Don't you understand that it never stops hurting? It never stops.

Mrs. Beam : **Oh, I'm sorry, honey. I know it does. I know it does.**

Anna : I want to die.

(lines : 1450-1462)

Interpretation :

In datum 13, at hospital, Anna felt a great pain in her stomach. She also asked his mother to give her Tramadol, a stomach pain reliever, but Mrs. Beam didn't give it because it wasn't time for Anna to take Tramadol. When Anna was moaning in

pain, Anna said “Don't you understand that it never stops hurting? It never stops.” The pain in her stomach couldn't stop. Then, Mrs. Beam replied, “**Oh, I'm sorry, honey. I know it does. I know it does.**” The response expressed by Mrs. Beam is a positive politeness strategy, namely showing sympathy to the hearer. This expression shows that Mrs. Beam gave Anna an understanding that Mrs. Beam also felt the pain that Anna felt at that time. The effect it had on Anna as a listener, Anna lost hope of recovery and wanted to die because her pain is too painful.

Datum 14

Context of situation

Speakers : Mrs. Beam and Mr. Kevin

Place : In the house

Time : At evening

Situation : Mrs. Beam told to Mr. Kevin that she want to take Anna to Boston.

Dialogue :

Mrs. Beam : I'm taking Anna to Boston.

Mr. Kevin : Okay, we don't have an appointment yet.

Mrs. Beam : She's dying, Kevin.

Mr. Kevin : I can see it. **Baby, I'm scared, too**, okay, but you can't just take her to Boston without an appointment.

Mrs. Beam : Yes, I can.

(lines : 693-701)

Interpretation :

In datum 14, Mrs. Beam had conversation with Mr. Kevin in the living room. She told to Mr. Kevin if she was going to Boston to take Anna for treatment. Mr. Kevin warned that an appointment had not been made but Mrs. Beam sticks to her stance on going to Boston even though she hasn't had an appointment with the doctor. Mrs. Beam expressed her concern for Anna and that Anna was very critical, as well as Mr. Kevin stated that he was very worry about Anna's condition. The statement by Mr. Kevin to Mrs. Beam, "**Baby, I'm scared, too.**" Here, the utterances by Mr. Kevin indicates two kinds of politeness. The word “Baby” is

categorized positive politeness strategy, namely use in-group identity marker and the sentence **"I'm scared, too"** is categorized as positive politeness strategy, namely giving sympathy because Mr. Kevin understood as a feeling for Mrs. Beam.

The use of the term **"Baby"** is a familiar name in the family. The effect for hearer, Mrs. Beam felt love with that name.

Datum 15

Context of situation

Speakers : Mrs. Beam and Dr. Nurko

Place : Hospital

Time : In the morning

Situation : Dr. Nurko told to Mrs. Beam that Anna was healed.

Dialogue :

Mrs. Beam : You are saying she's cured ?

Dr. Nurko : There's no cure for Anna's condition.

Mrs. Beam : But according to everything you're telling me, she's cured.

Dr. Nurko : I can't medically say that.

Mrs. Beam : Then please figure out what you can say.

Dr. Nurko : **My patient's better and I have a wonderful feeling that this is good-bye.**

Mrs. Beam : Than you. Oh thank you ! Thank you so much.
Thank you for my little girl.

(lines : 2014-2024)

Interpretation :

In datum 15, Mrs. Beam discussed about Anna's illness with Dr. Nurko at hospital. Dr. Nurko said that Anna was cured. Dr. Nurko and Mrs. Beam doesn't know for sure whether Anna has fully recovered because medically Dr. Nurko could not confirm whether Anna had recovered or not. Dr. Nurko can confirm that Anna has recovered and this makes Mrs. Beam so happy. Dr.'s words Nurko, **"My patient's better and I have a wonderful feeling that this is good-bye"**, is categorized as positive politeness strategy, namely giving gifts to the hearer, which

means that Anna has been declared cured and does not need to come to Dr. Nurko to seek treatment again. The effect obtained by Mrs. Beam is that he is very happy and she has repeatedly expressed her gratitude to Dr. Nurko.

Datum 16

Context of situation

Speakers : Mr. Kevin and Mrs. Beam

Place : In the garden

Time : In the morning

Situation : Mr. Kevin's family have a little pizza party.

Dialogue :

Mr. Kevin : Here we go, the great pizza reunion.

Mrs. Beam : **All right, ladybugs.**

Anna : Can we eat now ? I'm starving.

Mrs. Beam : Well, let's let your daddy say grace.

(lines : 2208-2212)

Interpretation :

In datum 16, Mr. Kevin and his family had little party in their backyard. During a family gathering, Mrs. Beam says "**All right, ladybugs.**" to her three children, Mrs. Beam is included in the category of positive politeness strategy 4, namely use in-group identity markers, because the term "**ladybugs**" is a nickname for Mrs. Beam's daughters. The effect of the use this strategy is they feel loved and closed to their parents, especially her mother.

CHAPTER 5 : CONCLUSION

This section presents all the final results of the analysis of 16 datums from the chosen characters in *Miracles from Heaven* movie which had been explored in the previous chapter.

After analyzing and describing the utterances of the characters in *Miracles from Heaven* movie, which are politeness strategies based on the theory of politeness strategies by Brown and Levinson (1987), it was found that there are 6 of positive politeness strategies and 1 is negative politeness strategy. Based on the characters that have chosen to be investigated, they are Anna, Mrs. Beam, Mr. Kevin, Abbie, and Dr. Nurko, it found that Anna applied 1 positive politeness strategy, Mrs. Beam applied 5 positive politeness and 1 negative politeness, Mr. Kevin applied 4 positive politeness, Dr. Nurko applied 4 positive politeness, Abbie applied only 1 positive strategy.

Other results show that the chosen characters in this movie want to maintain a harmony relationship, and to show their friendship, their care and their understanding towards the hearer. They want to be closer to the hearer. So, the effect of using the positive politeness strategy is that hearer might also feel that speakers are interested in the hearer. Besides, the speakers also appreciate and show their closeness to the hearer. The chosen characters in this study show us about how important to maintain good relationship or maintain harmony with others, especially for family.

REFERENCES

- Bogdan, R.C. and Biklen, S.K. (1982). *Qualitative Research for Education : An Introduction to Theory and Methods*. Boston : Allyn and Bacon Publication. Print.
- Brown, P., and S.C. Levinson. (1987). *Politeness*. Cambridge: Cambridge University Press.
- Denscombe, M. (2007). *The Good Research Guide for Small-Scale Social Research Projects*. Third Edition. Poland: Open University Press.
- Goody, Esther N. (1978). *Questions and Politeness Strategies in Social Interaction*. Cambridge: Cambridge University Press.
- Leech, G. (1983). *Principles of Pragmatics*. London. Longman.
- Merriam, B. S. (2009). *Qualitative Research, a Guide to Design and Implementation. Revised and Expanded from Qualitative Research and Case Study Application in Education*. San Fransisco: Jossey-Bass, A wiley Imprint.
- Miles, M. B., Huberman, A. M. (1994). *Qualitative Data Analysis: An Expanded Sourcebook (2nd Ed.)*. Thousand Oaks: Sage Publication.
- Sari, Yani Kurnia. (2016). *An Analysis of Politeness Strategy in Barack Obama's Victory Speech*. Universitas Islam Negeri Syarif Hidayatul Jakarta.
- Sibarani, John G. and Marlina, Leni (2018). *Politeness Strategy Used in Republican Debate by Donald Trump*. Universitas Negeri Padang.
- Yule, G. (1996). *Pragmatics*. Oxford: Oxford Univesity Press.
- Yule, G. (1998). *Pragmatics (Revised Ed.)*. Oxford: Oxford University Press.

Internet

https://www.scripts.com/script/miracles_from_heaven_13818,

