An Analysis of Polite Request Strategies Used by The Characters in *The Fault in Our Star* Movie Subtitles

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Abstract: Requestive acts are used to get greatest attention from listener in communication. Through request acts the speaker utterances make hearer do something. Request strategy as one of pragmatic phenomena proves the ability of speakers not only in the language but also in applying the language in context. Request is a kind of directives speech act that often used by speakers in daily conversation. In using request, the speaker attempts to make the world fit the word via the hearer. Therefore movie concerns with the daily life condition. The existence of request act can be found in movie. In this paper, the relationship between the request feature and the linguistic politeness in requests are reviewed.

Key word: **Directive Act, Request Strategies, Politeness Strategy**

By using speech act, the speaker expected that hearer can do an action. Yule (1996: 47) states "people actions performed via utterances". Therefore, participants will understand each other's utterance. They have to understand, in what context they have to communicate. The hearer will have an interpretation of what speaker means in particular context and how the context influence what is said because in understanding setting and context.

Speech act is an utterance that serves a function in communication. We perform speech acts when we offer an apology, greeting, request, complaint, invitation, compliment, or refusal. If there is no violation, declarative is used to make a statement; interrogative is used to make a question and imperative is used to make an order or request. Yule (1996:47) states "in attempting to express themselves, people do not only produce utterances containing grammatical structures and words, they perform actions via those utterances". It means that after the speaker said something the hearer do some action directly.

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The relationship between hearer and speaker was indicated by the fact that the speaker asked something to the hearer via utterances. Utterance has become a focus of speech act and politeness analysis. It can be seen in conversation and particular sentence structure.

Each utterance or conversation of course depends on the context and the situation of the speaker and hearer. In conversation, request is often used by speaker but they say in different way. The speaker has to concern about situation and context to make the hearer do as they want. Situation in conversation can be seen in some aspects, such as who is the hearer, what things speaker wants to say, and time of conversation.

The utterances were analyzed based on the characters of request act used dominantly by the characters. It was analyzed based on the choice of word and sentences used by the characters. Brown & Levinson (1987:62) states "clarify that politeness is one important issue in speech acts because it is regarded as a universal phenomenon in language use". Then the speaker has to apply politeness in his or her requests in order to decrease imposition and to increase approval for achieving the goal. Therefore to be better to understand this movie, the polite request analysis is needed.

METHOD

The research design in this study was content analysis design which belongs to qualitative approach. According to Fraenkel and Wallen (2012: 478) Content analysis is a technique that enables researchers to study human behavior in an indirect way, through an analysis of their communications. An analysis of such communication can tell us a great deal about how human being alive. Which is qualitative research focused on the way people makes sense of their experiences and the world in which they live. Bogdan and Biklen (2003:177) explain that a qualitative method has a natural setting as

the direct source of data and the researcher has a role as the key instrument. It means, the researcher has an authority in elaborating what has been found in the source and applying the appropriate theory to answer the research question. So, the researcher can only understand about human behaviour by focusing on the meanings in their utterances.

The data of this study was all of the utterances containing requests along with their situational contexts in *The Fault in Our Star* movie subtitles. Meanwhile, the data source of this research was *The Fault in Our Star* movie subtitles script (http://Gointothestory.blcklst.com/free-script-downloads/).

This research used qualitative data collection. According to Ary (2010:476)". The three most widely used qualitative data collection methods are observation, interviews, and documents". So, in this research the researcher used documents method. The documents of this data were taken from the transcript of *The Fault in Our Star* movie subtitles. In this study, the data got from analyzing utterances in *The Fault in Our Star* movie subtitles and selecting the utterances consisting of request strategy. The step of data collection by watching the movie and reading the script of movie subtitles. The researcher classifies the phrases in the script of movie subtitles by encoding or noting those phrases which are included into request strategy. From the compiled data, then the researcher will write their analysis.

Technique of Data verification is the process of checking, confirming, making sure, and being certain, so our research will trustworthy. First Credibility or truth value involves how well the researcher has established confidence in the findings based on the research design, participants, and context. So to make the data were credible, the researcher was watching the movie to understand the context. The second Dependability

in the research can be show from the consistency is viewed as the extent to which variation can be tracked or explained methods used are reproducible and consistent. So to make the data dependable, the researcher used approach and procedures were appropriate for the context and can be documented.

In analyzing the data, the researcher takes some steps were familiarizing, organizing, coding, interpreting and presenting. Familiarizing the researcher should become familiar with the data. According to Fraenkel and Wallen (2012: 480) the researcher becomes very familiar with the descriptive information collected and allows the categories to emerge as the analysis continues. it can be done through reread the data about request strategy that found in transcript. Organizing the researcher organized the data. According to Ary (2010: 482)" Start with creating a complete list of data sources ". Files can be organized in a variety of ways. The researcher classifies the phrases in the script of movie subtitles by encoding or noting those phrases which are included into request strategy. Coding the researcher categorized the utterances into the groups based on the Politeness strategies characteristics. According to Fraenkel and Wallen (2012: 480) The researcher determines the categories before any analysis begins. These categories are based on previous knowledge, theory, and/or experience. After all the data are coded, the sentences that have same code or category placed in the same list. Interpreting the researcher interpreted the data based on researcher understanding. According to Ary (2010:490) "Interpretation is about bringing out the meaning, telling the story, providing an explanation, and developing plausible explanations". The researcher will explain about how the utterances identified as request by combining theory with the data. Representing in representing the researcher delivered the data through descriptive detail. According to Ary (2010:491) Representation involves how

the data are presented. The procedure used most frequently by qualitative researchers is to report by themes, topics, or cases and demonstrate these through descriptive detail.

FINDING

The researcher had presented about findings to answer the research problems. The first research problem focused with the request strategy done by the characters in *The Fault in Our Star* movie subtitles. The researcher found 115 utterances included into request act. There were 41 utterances used mood derivable. 3 utterances used explicit performative. 15 utterances used hedged performative. 7 utterances used obligation statement. 12 utterances used want statement. 7 utterances used suggestory formulae. 21 utterances used query preparatory. 6 utterances used strong hints and 3 used Mild hints.

Table 4.1 Number of Occurrences of the Request Strategies

No	Type of Request strategies	Total
1	Mood derivable	41
2	Explicit performative	3
3	Hedged performative	15
4	Obligation statement	7
5	Want statement	12
6	Suggestory formulae	7
7	Query preparatory	21
8	Strong hints	6
9	Mild hints	3
N		115

The researcher has interpreted that the characters of *The Fault in Our Star* mostly used mood derivable as the strategy of delivering the request.

The researcher had presented about findings to answer the second questions of the research problem concerning with the polite strategies used by the characters to express request. Sub strategy Bald on record: a.) urgent situation appeared on 2 utterance, b.) Maximum efficiency appeared on 2 utterances, c.) Speakers care to hearer

appeared on 3 utterances, d.) Imperative strategy appeared on 41 utterances. Sub strategy Positive politeness: a.) Asserting Speaker's knowledge of and concern for hearer's wants appeared on 25 utterances, b.) Including both of speaker and hearer in the activity appeared on 3 utterances. Sub strategy Negative politeness: a.) Giving deference appeared on 14 utterances, b.) Be conventionally indirect appeared on 16 utterances. Sub strategy off record strategy a.) Use Rhetorical Questions appeared on 1 utterance b.) Giving hints appeared on 8 utterances.

Table 4.2 Findings of the Politeness Strategy in Request

No	Politeness strategy		Total	
1.	**Bald on record**			**Bald on record** **48**
	a. Urgent situation	2		
	b. Maximum efficiency	2		
	c. Speakers care to hearer	3		
	d. Imperative	41		
2.	**Positive politeness**			**Positive politeness** **28**
	e. Asserting speaker's knowledge of and concern for hearer's wants	25		
	f. Including both speaker and hearer in the activity	3		
3.	**Negative politeness**			**Negative politeness** **30**
	g. Giving deferance	14		
	h. Be conventionally indirect	16		
4.	**Off record**			**Off record** **9**
	i. Use rhetorical questions	1		
	j. Giving hints	8		
	N		115	

The researcher has interpreted the most politeness used in *The Fault in Our Star* movie subtitles was bald on record because all the characters mostly employed bald on-record to realize his/her request. So in this analysis it could be seen from the greatest amount of politeness strategy used by all the characters were bald on record.

DISCUSSION

The researcher has presented a discussion about findings to answer the research problems. The first research problem focused on the request strategies done by the characters in *The Fault in Our Star* movie subtitles. The researcher found 115 utterances included into request act. There were 41 utterances which used mood derivable; 3 utterances used explicit performative; 15 utterances used hedged performative; 7 utterances used obligation statement; 12 utterances used want statement; 7 utterances used suggestory formulae; 21 utterances used query preparatory; 6 utterances used strong hints; and 3 utterances used mild hints.

The researcher also concluded the characters of *The Fault in Our Star* mostly used mood derivable as the strategy of delivering the request. "The findings of research were related to the theory of Blum-Kulka (1987) in her journal entitled *Indirectness and Politeness in Request: Same or Different?* which presented the discussion about the directness scales of request realization pattern between Hebrew and English. In that research, the native speakers of English chose mood derivable as the most direct strategy to convey their wants because there is an obvious asking in this strategy.

Then, the second problem in this research was concerning with the polite strategies used by the characters to express request. The researcher found 115 utterances included into request act and then the researcher was divided them into each categories of politeness. There were 48 utterances used bald on record; 28 utterances used positive

politeness; 30 utterances used negative politeness; and 9 utterances used off record strategy.

Bald on record was kinds of politeness which often used in *The Fault in Our Star* movie subtitles. It caused by all of the characters mostly employed bald on-record to realize his/her request. These findings also was supported by the theory provided by Brown and Levinson (1987: 95) " the prime reason for bald on record usage may be sated simply: in general whenever S wants to do the FTA with maximum efficiency more than he wants satisfy H's face, even to any degree, he will choose the bald on record strategy." an obvious asking in this strategy.

CONCLUSION

Based on the research finding the researcher presented a conclusion of the request strategies which concluded the characters of *The Fault in Our Star* mostly used mood derivable as the strategy of delivering the request. Then, the researcher presented a conclusion of the polite strategies which concluded the most politeness used in *The Fault in Our Star* movie subtitles is bald on record strategy. Because all of the characters mostly employed bald on-record to realize his/her request.

SUGGESTION

For the next researcher, they can use similar topic and they can analyze the polite request more detail in difference movie subtitle because so many sub- strategy in politeness which did not analyzed in this research. In addition, for English learners will learn English especially in study about pragmatics focusing on speech act (request act) and politeness by using interesting movie. English Teachers will use movie as media in teaching English class especially in study about pragmatics focusing on speech act and politeness to make English class more enjoy and interesting for English learners.

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