CHAPTER I

INTRODUCTION

A. Research Background

In communication, people often employ commands to get someone to do something. In some cases, commands are very important to be employed, for instance; when a chief of army commands his soldiers to snipe the enemy. Even, a coach commands to a football team to employ a game strategy in the field.

A command expression is used when the speaker wants the hearer to do things for him or her. Searle (in Levinson, 1983:241) gives the notion of directive as the utterance which is used by a speaker to get the hearer to do something. The purpose that the speaker has in mind when uttering a sentence is called illocutionary act, mostly known as speech act. When it is expressed explicitly or implicitly in the real words uttered by the speaker, it is called locutionary act. Meanwhile the effect of the speech act on the hearer is called perlocutionary act. In many situations and certain reasons, speech act can always be manipulated by the speaker as a strategy to manage social interaction, and the effect may be different between one hearer and another (Chaika; 1994:1553)

To express the command, people use several ways to deliver the command by considering the position of the speaker or hearer (who speaks to whom). In a command expression, there are two types of command namely; direct command and
indirect command. Chaika (1994:183) states that commands and questions virtually, have the same precondition, they are:

a. The speaker who commands has the right and duty to command

b. The recipient of the command has the responsibility to carry out the command.

It means that the person who has the right to command usually has a higher status than the person who must carry it out.

A direct command expression is commonly done by people who have more power than the audience or hearer. It is same as a commander who has a higher status in the case. According to Chaika (1982:184), a direct command is allowed and commonly can be found in several certain circumstances, such as in family, in military form, in emergency situation (for example, during firefighting), and in hospital emergency rooms.

An indirect command expression is a command which is delivered implicitly. According to Richards and Schmidt (1975:96), an indirect command expression also provides a rule for the interpretation of declarative and interrogative forms as indirect commands. The rule happens if the required action is not made explicitly. It will be a kind of indirect commands. The use of indirect command aims to avoid threatening individual’s feeling or face, for example:

*Don’t you know that the seat is full?*

The command is formed by interrogative *yes-no* question to deliver the message when a person commands the people to get out from the indoor event. It is a kind of politeness strategy to avoid threatening someone else.
Based on the explanations above, it can be concluded that a command is a favor that should be done by the hearer. Even, when a command is delivered implicitly or explicitly, a command can be interpreted only when the participants are actually in a commanding situation. The duty or obligation to carry out a command does not proceed only from status of the speaker, but also it may proceed from the physical circumstances in which the command has been uttered.

The other example of an indirect command is taken from the film entitled The Secret Life of Walter Mitty. This film has many cases of indirect commands uttered by the characters in different situation, for example, when a new director utters a command expression to the manager of negative division.

_Hendrix : Oooo, Major Tom can I get that?_

_Walter Mitty : Nervous because he doesn’t find the negative 25 and he answers it’s in a process.

The situation in a meeting between the director with all employees from divisions of the company. It shows that a new director of transition commands his old officer to get the negative film in the office. He commands Walter Mitty to give the negative 25 for him. As a new manager, Hendrix assumes that he is a junior at the office. Then Walter Mitty answers him by saying “it’s in a process” with a nervous feeling. When Walter Mitty comes back to the room he takes all clues to find the negative 25. He takes the responsibility as the manager division to clear the job target.
In this case, Hendrix uses *yes-no* question to command Walter Mitty in front of the office stake holders. It is used by Hendrix to avoid threatening Walter Mitty’s face. The *Yes-no* question used by Hendrix as a command to Walter Mitty uses politeness strategy since Hendrix realizes that he is a new manager in the office. Thus in order to respect the others, he uses some strategies of command expression.

The Walter Mitty response “it’s in a process”, it shows that the command is delivered. But, Walter Mitty cannot give the negative 25 because he has not found it yet. This situation is accepted by the other stake holders because the negative 25 should be found by finding the clue like a riddle game.

Therefore, this research uses the film *The Secret Life of Walter Mitty* as the source of data of this research. The research uses pragmatics approach to elaborate the analysis of indirect command expressions in the film *The Secret Life of Walter Mitty*. Instead, the research examines specifically about the analysis of direct and indirect command expressions in the film *The Secret Life of Walter Mitty*.

The objective of the research is to discover the way of the characters in delivering command expressions in the film entitled *The Secret Life of Walter Mitty*. Moreover, it aims to examine the factors of the characters in delivering command expressions.

From the case above, I assume that the analysis on indirect command will bring beneficial for the next researcher. Hence, I conduct a research on indirect command entitled *The Analysis of Indirect Commands in the Film Entitled The Secret Life of “Walter Mitty.*
B. Problem Statements

In the subsequent part, the problem statements which become the scope of the analysis are presented. Then, the theories related to request expression are reviewed. After that, the film *The Secret Life of Walter Mitty* is examined through the following aspects:

a. What types politeness strategies are used by the characters in the film *The Secret Life of Walter Mitty* in expressing indirect commands?

b. What factors influence the use of politeness strategies in the film *The Secret Life of Walter Mitty*?

c. How do the hearers respond to the commands in the film *The Secret Life of Walter Mitty*?

Finally, the last part concludes the whole analysis of the use of indirect command strategies employed by the characters in the film *The Secret Life of Walter Mitty*.

C. Research Objectives

The objectives of this research are:

1. To find out the politeness strategies used by characters in the film *The Secret Life of Walter Mitty* to express indirect commands.

2. To find out the factors which influence the characters in using indirect command expressions.

3. To explain how the hearers respond to the commands.
D. Research Benefit

This research can be a new additional reference for English Department’s students of Sebelas Maret University. The benefits of this research are:

1. To give more understanding of politeness strategies in analyzing command expression, especially in movie.
2. To be used as a reference for those who want to conduct research in related areas.

E. Research Limitation

This research is an analysis of command expression which is included in directive speech act. There are two kinds of commands expression namely; direct commands and indirect commands. The research will focus on the indirect command uttered by the characters in the film *The Secret Life of Walter Mitty*, and how the hearers respond to the commands employed by the speakers.

F. Research Methodology

I use qualitative method. Sutopo (2002:35) states that a qualitative research is a research conducted by having interview based on the data that are collected in the process of collecting the data. This research use total sampling method. The data which are chosen only the data that contain indirect commands expressions uttered by the characters in the film *The Secret Life of Walter Mitty*. The research focuses on; the phenomenon when the data occurred, the process of collecting data, and the conclusion based on the result of data analyzing.
A. Pragmatics

Yule (1996:4) defines pragmatics as the study of the relationship between linguistic forms and the users of these forms. Stalnaker’s definition is more explicit (see Hatim and Mason 1991:59) he states pragmatics is the study of the purposes for which sentences are used, of the real world conditions under which a sentence may be appropriately used as an utterance. Hence Mey (1993: 42) defines that pragmatics is the study of the conditions of human language use as these are determined by the context of society. Besides, Leech (1983: 6) states that pragmatics is the study of meanings in relation to speech situation.

Through pragmatics, contextual meaning is exploited and analyzed to discover the “real” meaning. It is important in pragmatics to talk about implied and intended meaning, assumptions, purposes and goals of people in communication and various types of actions. Pragmatics is discourse in action, and action is determined by society or interlocutors. When the action is determined by society, it becomes more or less sociolinguistics, but when it focuses more on intended meaning, it tends or leans towards semantics.
B. Speech Acts

1. The definition of speech acts

According to Yule (1996:47), speech act is an utterance that performs an action. It means that a speaker has a context to drive a hearer by his utterances. In conversation, people not only generate utterances such as; incorporating grammatical structures and words but also perform actions through those utterances. The function of the speech act itself is to state the speaker's intention to the hearer. An action that is performed through language is called as speech act. While Austin (1962) defines speech act as the actions performed in saying something. (Speech act has been classified by linguists). Austin (1962: 101) identifies three distinct levels of action beyond the act of utterance, they are:

   a). Locutionary Acts

   Locutionary act is the form of the words uttered or the basic act of utterance. Austin (1962: 108) states that locutionary act is roughly equivalent to uttering a certain sentence with certain sense and reference, which again is roughly equivalent to meaning in the traditional sense. Moreover, Leech (1983: 199) states that locutionary act is performing the act of saying something.

   b) Illocutionary Acts

   Illocutionary act is the function of the words which are uttered by the speaker. Austin (1962: 108) defines illocutionary act as an utterance which has a
certain (conventional) force. Leech (1983: 199) also states that illocutionary act is performing the act in saying something.

c) Perlocutionary acts

Perlocutionary act is the effect of the word for the hearer. Austin (1962: 108) states that perlocutionary act is the effect of an utterance. It is what people bring about or achieve by saying something such as convincing, persuading, deterring and even saying, surprising, and misleading. While Leech (1983: 199) defines that perlocutionary act is performing the act by saying something.

2. Classification of Speech Act

According to Yule (1996), there are five classifications of speech act which work in different way or context. Yule classifies them into Declaration, Representative, Expressive, Directive, and Commisive.

a. Declaration

Declaration is a speech act that changes the world via an utterance. The speaker has to have a specific role, in a specific context, in order to perform a declaration appropriately.

Example:

“I now pronounce you husband and wife” (priest)

“You’re out” (referee)
b. Representative

Representative is a speech act that states what the speaker believes to be the case or not. It includes the statements of fact, assertion, conclusions, description, etc.

Example:

“The earth is flat”

c. Expressive

Expressive is a speech act that states what the speaker feels. It expresses psychological states and can be the statement of pleasure, pain, likes, dislikes, joy, or sorrow.

Example:

“I'm really sorry!”

“Congratulations!”

d. Directive

Directive is a speech act used to get someone else to do something. It expresses what the speaker wants. It includes: commands, orders, request, suggestions.

Example:

“Give me a cup of tea. Make it black”

“Don’t touch that”

“Could you lend me a pen, please?”
e. Commissive

Commissive is a speech act used by speakers to commit themselves to some future actions. It includes: promise, threat, refusal, pledge, etc.

Example:

“I’ll be back”

“we are going to get it right next time”

3. Direct and Indirect Speech Act

1) Direct Speech Act

A direct speech act occurs when there is a direct relationship between a structure and a function. Thus, to make a statement people have to use a declarative form, to make questions they formulate it in the interrogative form, and to make commands they will use an imperative form. For example:

1) You wear seatbelt (declarative)

2) Do you wear your seatbelt? (interrogative)

3) Wear your seatbelt! (imperative)

(Taken from Yule, 1996:54)

In (1), the speaker states that the hearer wears a seatbelt. In (2), the speaker asks a question to the hearer whether the hearer wears the seatbelt or not. In (3), the speaker commands the hearer to wear the seatbelt.

2) Indirect Speech Act

An indirect speech act occurs when there is an indirect relationship between a structure and a function. For example, a declarative and an interrogative form are
used to make commands in an indirect speech act. When people use indirect speech act, they will be able to create a polite statement. As stated by Yule, indirect commands or request are simply considered as more gentle or more polite way to express commands better than direct commands (1996:133). That is why people tend to use indirect speech act better than direct speech act.

C. Context

A situational context or context of situation is an important element in communication. As stated by Leech (1983: 13), context has a great influence and also effect in understanding the meaning of an utterance. It is because context can help the hearer understand more about the intended meaning within the speaker utterance. Therefore, pragmatics study cannot be separated from context since pragmatics deals with the contextual meaning instead of abstract meaning (Thomas, 1995).

Context is one of the factors that give an effect to people how they use the language. According to Asher (1994: 731) context is one of those linguistic terms which are constantly used in all kind of contexts but never explained. It has the relationship with meaning and they are important in pragmatics. Finnegan et al. (1997: 345) state that the essential element in the interpretation of an utterance is the context in which it is uttered. The context can influence the speaker on how to use the language. Yule (1996: 21) states that context simply means the physical environment in which a word is used. The importance of taking of context into account is also well expressed by Hymes (in Brown & Yule, 1983: 37) who views the role of the context in interpretation as, limiting the
range of possible interpretation and, as supporting the intended interpretation:

“The use of linguistic form identifies a range of meanings. A context can support a range of the meanings. When a form is used in a context, it eliminates the meaning possible to that context other than those the form can signal: the context eliminates from consideration the meanings possible to the form other than those the context can support.”

D. Social Dimension

Holmes (1992:8) states that the social factors or social dimensions influence the choice of appropriate ways of speaking in different social context. Social factors involve four components, they are:

1. The Participants:
   a. who is speaking
   b. who are they speaking to?
2. The setting or social context of the interaction: where are they speaking?
3. The topic: what is being talked about?
4. The function: why are they speaking?

In addition to these components it is useful to take accounts of the four different dimensions for analyzing which relate to the factors above and which have been only implicit in the discussion so far. Those dimensions are:

1. A *social distance* scale concerned with participant relationships
2. A *status* scale concerned with participant relationships
3. A *formality* scale relating to the setting or type of interaction

4. Two *functional* scales relating to the purposes or topic of interaction.

1. **The solidarity - social distance scale**

<table>
<thead>
<tr>
<th>Intimate</th>
<th>Distant</th>
</tr>
</thead>
<tbody>
<tr>
<td>High solidarity</td>
<td>Low solidarity</td>
</tr>
</tbody>
</table>

This scale is useful in emphasizing that how well we know someone is a relevant factor in linguistic choice.

2. **The status scale**

<table>
<thead>
<tr>
<th>Superior</th>
<th>High status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Subordinate</td>
<td>Low status</td>
</tr>
</tbody>
</table>

This scale points to the relevance of relative status in some linguistic choices.

3. **The formality scale**

<table>
<thead>
<tr>
<th>Formal</th>
<th>High formality</th>
</tr>
</thead>
<tbody>
<tr>
<td>Informal</td>
<td>Low formality</td>
</tr>
</tbody>
</table>

This scale is useful in assessing the influence of the social setting or the type of interaction on language choice. In a formal transaction such as one with the
bank manager in his office, or at a ritual service in church, the language used will be influenced by the formality of the setting.

4. The referential and affective function scales

<table>
<thead>
<tr>
<th></th>
<th>High information content</th>
<th>Low information content</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Low affective content</td>
<td>High affective content</td>
</tr>
</tbody>
</table>

E. Politeness

Brown and Levinson in Thomas (1995:168) define the concept of ‘face’ in the theory of politeness which has meaning as the sense of “reputation” or “good name”. Therefore, there are two phrases related to politeness theory, they are ‘losing face’ and ‘saving face’.

‘Face’ deals with individual’s feeling of self-worth or self-image; this can be damaged, maintained or enhanced. There are two conditions of face, positive and negative. A positive face is reflected in someone’s desire to be liked,
approved, respected and appreciated. While a negative face is reflected in the desire not to be impeded or put upon (Thomas, 1995:169). According to Brown and Levinson in Thomas (1995:169), the act that is liable to damage or threaten another person’s face is known as face threatening act (FTA). In order to reduce the possibility of damage to the hearer’s face or to the speaker’s own face, he or she may adopt certain strategies. Therefore, Brown and Levinson classify four strategies of polite behavior to perform FTA, as follows:

1. **Bald on Record**

One of the super strategies to perform FTA stated by Brown and Levinson is bald on Record (in Thomas, 1995:170). By performing this, the speaker has no intention to redress the hearer’s both positive and negative face. This strategy is done between participants who know each other well, such as father to daughter, teacher to student and husband to wife. Thomas (1995) has suggested that the speaker who uses this strategy believes that maximum efficiency is more important in speaking. On the other hand, a great distinct power between the speaker and the hearer is also a reason for using this strategy. For example, a boss has an authority to command the employee without redressing the employee’s negative and positive face. Moreover, the word ‘please’ is often used by the speaker to soften the utterances.
Bald on record strategy is usually found in the highly task-oriented situations, in emergency situations, and when the face threatening act is perceived as being the hearer’s interest (Thomas, 1995:170). For example:

....*Toby, get off the stands. The stands are not safe. Toby, for Christ’s sake do what I say. This is not a game.*  
(Thomas, 1995:170)

The example above is in an occasion in which someone may employ this strategy in emergency situation, unequal power relationship and task oriented activities such as in military order or surgery.

2. Positive Politeness

Brown and Levinson (in Thomas, 1995) suggest that positive politeness is used by the speaker who wants to be closer to the hearer. In other words, it can be pointed that in positive politeness use, the speaker has tendency to say the words in a direct form as indirect form signifies the social distance between the speaker and the hearer or minimize the FTA.

As cited in Thomas (1995), Brown and Levinson have proposed fifteen strategies to deliver this kind of politeness strategy. For instance, the use of in-group markers such as ‘sweetie’ and ‘darling’ include both speaker and hearer in an activity for example by using ‘we’ when speaker actually really means ‘me’ or ‘you’. For example: “*sweetie, help me to take out the trash*”.
3. Negative Politeness

As explained above, the positive politeness shows solidarity towards both the speaker and the hearer, on the other hand, negative politeness avoids the use of in-group markers and direct forms. Thomas (1995:172) states that negative politeness manifests itself in the use of conventional markers, deference markers, minimizing imposition, etc.

The main focus for using this strategy is to assume that the speaker may be imposing on the hearer and intruding on their space. So that, these automatically assume that there might be some social distance or awkwardness in the situation.

4. Off Record

Brown and Levinson in Thomas (1995:173) classify fifteen strategies for performing off record politeness. These include: ‘give hints’, ‘use metaphors’, and ‘be ambiguous or be vague’. In other words, this strategy uses indirect language and removes the speaker from the potential to be imposing. For example, a speaker using the indirect strategy might merely say “wow, it’s getting cold in here ” to insinuate that it would be nice if the listener would get up and turn up the thermostat without directly asking the listener to do so.

1. Do not perform FTA

It appears to be a self-explanatory without need to say it. Brown and Levinson in Thomas (1995:174-175) do not discuss further about this
strategy, but Tanaka discusses two sorts of “saying nothing”, in term of “opting out choice” or OOC.

a. **OOC-Genuine**: there are times when speaker decides to say nothing and genuinely wishes to let the matter drop.

b. **OOC-Strategic**: there are other occasions when an individual decides to say nothing (decides not to complain, for example) but still wishes to achieve the effect which the speech act would have achieved when it had been uttered.

Yule (1996:66) draws these strategies as the illustration below:

![Diagram showing how to get a pen from someone else](image)

Based on the illustration above, it can be interpreted that there are different possible expressions for getting a pen from someone else. The first choice is by saying something (perform FTA) or saying nothing (do not
perform FTA). By saying nothing, it doesn’t mean that the speaker does not do anything instead he can do non verbal action, for example by searching the pen in the bag. By saying something, the speaker does not actually have to ask for anything. He can simply produce statement like ‘I forgot my pen’. This statement is not directly addressed to other. It might be referred to as ‘hint’ which is described as being off record.

Besides off record statement, the speaker can directly address to the other. This is called on record. This strategy usually uses imperative forms such as ’Give me a pen!’ which is known as bald on record. Bald on record expression would potentially threat to other’s face. Therefore, the speaker can express his or her needs by face saving act by using positive politeness ‘How about letting me use your pen?’ or negative politeness ‘Could you lend me a pen?’

**F. Command Expression**

A command is sentence or speech act which normally has no overt grammatical subject, and which verb is in the imperative mood. A command is also a kind of speech act classified by Searle’s theory. It is used by the speaker to order someone else or hearer to do something what the speaker wants. Someone who does a command expression usually has a higher status or more power in legitimate power in the social life, for example, the boss commands to the staff to write the report of company, “write down the finance report of our company, now!”.
In delivering the command, there are two ways to do it. They are direct command and indirect command. According to Alder (1980:2), commands can be divided into two classes; direct and indirect command. A direct command is one which has the format of (grammatically) imperative sentence. It can occur in several circumstances.

a. Direct Command

A direct command is delivered from someone who has a higher status to someone else directly. According to Chaika (1982:184), a direct command is allowed and commonly can be found in several certain circumstances. A teacher commands the student to close the door of the class, by saying “close the door John”. It is delivered by direct command and someone who has a higher status commands to hearer by transferring the message explicitly.

b. Indirect Command

Searle (in Richards and Schmidt, 1975:93) describes one type of directive and he calls it as indirect commands. His categorization is primarily based on the content of commands. Sinclair and Coulthard (in Richards and Schmidt, 1975:96), also provide a rule for the interpretation of declarative and interrogative forms as indirect commands. If the required action is not made explicitly, it will be a kind of indirect commands. Below are some examples of indirect commands:

a) Do you have to stand in front of the TV? (interrogative)

b) You’re standing in front of the TV. (declarative)

c) You close the door. (declarative)
G. Domain of Language Use

Fasold in (1984:183) states that domain is the combination of factors such as location, topic, and participant. It determines whether one language variety is appropriate or not to be used. Fishman (in Holmes 1993:24) illustrates the example of five domains as below:

<table>
<thead>
<tr>
<th>Domain</th>
<th>Addressee</th>
<th>Setting</th>
<th>Topic</th>
<th>Variety code</th>
</tr>
</thead>
<tbody>
<tr>
<td>Family</td>
<td>Parents</td>
<td>Home</td>
<td>Planning a family</td>
<td>-</td>
</tr>
<tr>
<td>Friendship</td>
<td>Friend</td>
<td>Beach</td>
<td>How to play ……</td>
<td>-</td>
</tr>
<tr>
<td>Religion</td>
<td>Priest</td>
<td>Church</td>
<td>Choosing Sunday liturgy</td>
<td>-</td>
</tr>
<tr>
<td>Education</td>
<td>Teacher</td>
<td>School</td>
<td>Solving a math problem</td>
<td>-</td>
</tr>
<tr>
<td>Employment</td>
<td>Employer</td>
<td>Workplace</td>
<td>Applying for promotion</td>
<td>-</td>
</tr>
</tbody>
</table>

H. Review of The Related Study

Other research on command expressions was done by Yuniarti (2012), entitled *An Analysis of Command Expressions of The Characters in The Film Entitled The Karate Kid*. Command expressions in the film are dominantly applied in Bald-On record strategies (57,9%), which occurs in complication and resolution in the direct form.
CHAPTER III

RESEARCH METHODOLOGY

A. Research Method

According to Denzin and Lincoln (1994), qualitative research focuses on interpretation of phenomenon in their natural settings to make sense in terms of the meanings which the people bring to these settings. This research focuses on describing and understanding the phenomenon of indirect command. The qualitative-descriptive method is used to give details descriptions of a specific situation. Kothari (2004: 2) states that descriptive research uses survey method in all kinds, including comparative and correlational.

A case study is also used in this research. Case study is an in-depth examination of a particular case, Ellen Taylor-Powell, Sara Steele (1996). It is used to compile a comprehensive and systematic picture of a particular case. This research also applies a case study which tries to describe, explore, and explain the way and reason of indirect command expression applied by the characters in the film The Secret Life of Walter Mitty.

Because the analysis focuses on the hidden meaning of the command expressions, pragmatics approach is applied in this research. Pragmatics concerns with the study of meaning as communicated by speaker (or writer) and interpreted
by a listener (or reader), (Yule, 1996). This research analyzes the hidden meaning of the utterance in delivering the command implicitly. For that reason, pragmatics approach is applied in this research to analyze the indirect command in the film *The Secret Life of Walter Mitty*.

**B. Research Location**

Research location is described as ‘focus determined boundary’ (Lincoln & Guba: 1985). Focus determined boundary is a bound for focusing on the object analyzed. The location in this research is the document of the dialogue transcript of indirect command expression the film *The Secret Life of Walter Mitty*.

Research location has three main elements. They are setting, participant, and event (Spradley in Santosa, 2012). The research location of this research based on the data is:

- **Setting:**

  The setting of this research is a film entitled *The Secret Life of Walter Mitty*. The film has a genre of action movie which is taken shoot in the United State and California.

- **The Participant:**

  The participants of the research are all of the characters or actors in the film *The Secret Life of Walter Mitty*. Especially, the characters who employ and respond the indirect commands.
- **The Event:**

  The event of this research is the interaction of all characters in the film who employ indirect command.

**C. Source of Data and Data**

Patton (in Santosa, 2012) defines data as the detail description of places/sites, events, behavior, and also the interactions of objects of research with the context. In Santosa (2012), Blaxter divides data into two types: primary and secondary data. Primary data is the data which are directly gained by the researcher in the research location while secondary data is the data which have already been collected by the other researcher to support his or her research. In this study, I use primary and secondary data. The primary data of this research are the dialogues of indirect command from the characters in the film *The Secret Life of Walter Mitty* while the secondary data are previous journals, thesis review, and movie review about this research.

Source of data is the source where the data is obtained or taken from, such as places, informants, events, documents, sites, and others (Santosa, 2012).

The source of data in this research is document regarding that indirect command expressions are produced by the characters from the interaction
dialogues in the film The Secret Life of Walter Mitty. The characters not only employ indirect command but also respond to indirect command.

D. Sampling Technique

The research employs total sampling technique. Total sampling is a technique where the whole data become the sample of the research (Surakhmad, 1994:100). This kind of sampling is used for the data which are going to be analyzed. The data is all phenomena that match with criterions of the research. The samples of the research are all dialogues containing indirect command in the film The Secret Life of Walter Mitty.

E. Technique of Collecting Data

There are several techniques in collecting data, including observation, interview, questionnaire, group discussion, and content analysis (Santosa, 2012). This research employs content analysis method since the type of source of data is document. By using content analysis method, the researcher searches the document from the film The Secret Life of Walter Mitty authored by Steven Conrad and produced by Samuel Goldwyn Jr., John Goldwyn.

In analyzing the data, I do many steps as the procedures of collecting data. The steps of collecting data are:

1. Replaying the film entitled The Secret Life of Walter Mitty.
2. Selecting the data containing indirect command expressions.
3. Transcribing the selected data from the film into the form of dialogues
4. Classifying the data
5. Giving code

**F. Technique of analyzing data**

The research uses a pragmatic approach to analyze collected data. In this research, the following are the steps of analyzing the data:

a. Describing the context of the data
b. Classifying the types of politeness strategies employed by the characters for issuing the indirect commands using Brown and Levinson’s theory of politeness
c. Describing the factors influencing the use of the strategies using Holmes’ theory of social dimension
d. Describing the responses of the hearers to the commands
e. Drawing the conclusion from the analysis

**G. Data Coding**

I employ data coding to make it easy in analyzing the data. Data coding is needed to make the classification of the data. The coding is based on the politeness strategies. There are several relevant strategies from indirect command using politeness strategies, they are positive politeness, negative politeness, and off record. The examples of data coding of this research are below:
- The coding datum number
- The coding politeness strategy:
  PP : Positive Politeness
  NP : Negative Politeness
  OR : Off Record

Example of code:

Datum 7/PP

7 : Number of the datum

PP : Positive Politeness
CHAPTER IV

ANALYSIS

A. Introduction

This research aims to find out the types of politeness strategies in using indirect commands employed by the characters in the film entitled *The Secret Life of Walter Mitty* in using indirect commands, the factors influencing the use of politeness strategies in the film entitled *The Secret Life of Walter Mitty* and the responses of the hearers to the indirect commands in the film entitled *The Secret Life of Walter Mitty*.

I use Brown and Levinson’s theory of politeness strategy in analyzing the problems. There are four types of strategies based on Brown and Levinson’s theory, that are *bald on record, positive politeness, negative politeness, off record*. Each strategy has its own characteristics and it marks each other. The observation of the characteristics and markers is used to identify in which politeness strategy in each datum.

The second problem was analyzed by using Holmes’ theory of social dimension, Hymes’ ethnography, and Fishman’s institutional context or domain. Those theories become the general background in analyzing the factors of indirect commands used by the characters in the film. Then, in analyzing the last problem, I observe whether the commands are responded by compliance or refusal.
The classification of the data is based on the types of strategy including; *bald on record, positive politeness, negative politeness, and off record*. The analysis of the second and third problem follow the classification of the types of strategy.

**B. The Data Analysis**

**B.1 Negative Politeness Strategy**

Datum 3/NP

Tim Naughton: Hey…*we need negative 25*, Sean O’Connell sent a telegram. There is a floor meeting. *(bring negative 25)*

Walter: Okay

**Description**

Tim Naughton was a sales manager in the LIFE Magazine company. The last project of the office was publishing the issue sent by Sean O’connel, it was a negative 25. Before it was published by LIFE magazine, the asset (topic) would be analyzed by asset division. There was a floor meeting to announce the employee what the last issue was. Tim Naughton came to the asset division to inform the asset division that the meeting would be held and the negative 25 should be brought.

**Analysis**

The speaker wanted the hearer to bring negative 25 to the floor meeting. In delivering the command to the asset division, instead of uttering direct command “*bring 25 in the meeting*”, the speaker used indirect command by saying “*Hey...we*
need negative 25, Sean O’Connel sent a telegram”. The speaker used an indicator of negative politeness strategy by being indirect. The indicator used by speaker was *minimizing imposition* on the hearer. It was indicated in “we need negative 25”. The bold words meant that the speaker emphasized the hearers to bring negative 25 on the meeting.

The dialogue above occurred in the office, it showed that the situation is in employment domain. The speaker is a sales manager and the hearer is an asset manager in LIFE magazine office. They had already known each other but not too close. They have the same position in the office as a manager of a division. It could be said that they have equally professional relation, hence the commander was careful in delivering the command to respect each other.

The hearer responded the command by answering “okay”, that means the hearer complete the command and the command was completed by compliance.

Datum 5/NP

Walter : we’re getting you into a villa situation, okay?

*(move to the villa situation after packing without waiting for Walter)*

Odessa : okay

Walter : good

**Description**

Walter’s family moved from the apartment because the contract was finished. All of the stuffs inside of the apartment had been packaged. Walter, Odessa, and their
mom were too busy for packaging the things. Odessa and their mom found something which reminded them about the past memories. Then mom talked about what Walter’s dad did in the past. During that time Walter got a message that he should be back to the office soon.

**Analysis**

The speaker wanted the hearer to move to a new villa after packaging the things without waiting for Walter. Walter as the speaker commanded to the hearers (his mom and sister) by using the indirect commands. It was indicated in “we’re getting you in the villa situation”. Those words emphasized command for moving to a villa situation without waiting for Walter. The speaker used negative politeness by hedging indicator. The indicator was shown in bold words *we’re getting you in the villa situation, okay*. The word “okay” hedged Odessa to accept the command.

The dialogue occurred in the home, thus it was a family domain. The relationship between the participants are too close. They meet every day, share what they get, talk about their plan, etc. It made the power relation was equal to each other. In this case, the social factor influenced Walter in using politeness strategy. It was an assertive but employed politely and calmly.

The hearer responded the command by answering “okay”. It meant that Walter got respond by compliance. The hearer understood what the speaker meant and said “okay” to complete the speaker’s question.
Datum 6/NP

Walter: you know, **you just** got to get a little more snap, get that thing up there. *(commanding Rich as the newbie of skater to employ kickflip technique, since Rich still failed in doing it)*

Rich was just silent, and practiced what he saw from Walter.

**Description**

Walter was a senior in playing skate board. He was great in playing skate board. One day after, the work time was off, Cheryl invited Walter to accompany her picking her son up. His name was Rich, he was learning skate board when Cheryl and Walter picked him up. Walter was interested in what Rich was doing. Walter said, “Kickflip” to Rich then he answered “yeah”. Seeing Rich hardly did the kickflip technique, Walter commanded Rich by explaining what they should do if they use kickflip technique by saying “you know, you just got to get a little more snap, get that thing up there”.

**Analysis**

Walter used negative politeness to minimizing imposing by explaining what skater should do if skater uses kickflip technique, “you know, **you just** got to get a little more snap, get that thing up there”. The bold words were indicator of minimizing imposition to the hearer. It was delivered in low stress. The command from Walter showed an order to Rich to change the step. The command delivered by Walter was using politeness strategy by minimizing the imposition. Walter minimized the imposition to Rich for respecting what Rich had learn.
The dialogue occurred in the park, it was a friendship domain. Walter and Rich met first, but Walter felt good in delivering the command because he knew more about skate board. Both statuses were equal.

Rich was only silent and responded the command by watching what Walter did. Then, he practiced like what Walter did before. It was indicated by a compliance because the command was delivered and accepted to the hearer.

Datum 7/NP

Ted: I just…. I want proof you heard me, next time I see you …

(Bring the picture when we meet next time)

Walter: you see the picture

Ted: That’s right

Description

Ted-Hendricks was a managing director of transition. Life Magazine would be changed to be news dot com, all of the need was transited to be digital news. Before changing to be digital news, Life Magazine had a project to publish negative 25 sent by Sean O’Connel but the negative 25 was sent inside of wallet and Walter as the asset division didn’t know of it. Walter found by finding some available clues. When Ted-Hendricks met Walter near the lift of office, Ted asked Walter about the negative
25. Here Walter still didn’t find it yet, then Ted-Hendricks commanded to the Walter by using indirect command.

**Analysis**

Ted-Hendricks delivered indirect command by using negative politeness. In influencing the command, Ted wanted to get negative 25 soon but he realized that he was a new manager in the office. Politeness strategy was needed to get good relationship. The negative politeness influenced by Ted was “I just” and “Next time I see you...”. Ted said “Just” to the hearer. It meant to minimize the imposition. It was delivered in low stress, because the question aimed to save face threatening. The second indicator showed in “Next time I see you...”. It was an indicator of hedging in negative politeness. The utterance “Next time I see you” bounded the hearer to answer the question.

The dialogue occurred in the office, it was in employment domain. Ted and Walter were partner in the LIFE Magazine office. They were in different division and status, Ted was a managing director of transition and Walter was in asset division. Here, Ted was a new worker in the office but he had a great position in the office. The relation between both of them was different. Ted had a higher status than Walter. It influenced in delivering the command, Ted wanted the negative 25 firmly to Walter.
Walter responded by answering the question from Ted, “you see the picture”, he agreed what Ted asked and knew what he should do. It showed that the command was compliance.

Datum 11/NP

Sailorman: Okay, you’re here and this is Eyjafjallajokul (showing map). You can take shore bike, there is only one bike. (going now)

Walter : Yeah, he didn’t write a time in a clue paper.

Sailorman : There is only one bike

Walter : (going run)

Description

In the way of Walter finding the negative 25, he moved to the other country. He tried to complete clue by clue he have found. He went to Eyjafjallajokul by ship. After the ship had docked in the harbor, the sailorman explained the map, the position of Walter now and where Eyjafjallajokul was. The distance of Eyjafjallajokul from the port was about 15km but there was only one bike here. The bike was used by other people but sailorman commanded Walter to use the bike soon before other people used it.
Analysis

The sailorman commanded to Walter by using negative politeness strategy. Hedge in the command was used by the speaker. It was indicated in the words “you can take shore bike”. It could be seen that the available bike was only one unit there, on the other hand some people would use it. The command was supported by the next statement “there is only one bike”. It made Walter to follow the command by running fast to get the bike.

The dialogue occurred in the harbor, it was in friendship domain. Walter and the Sailorman met for the first time. The relationship of them was equal. It made the factor of speaker deliver the command. To be polite in commanding was done by the speaker to avoid face threatening.

Walter responded by running fast for getting the bike. It showed that the command was compliance by the hearer. Walter accepted the command and he knew what he should do now.

Datum 12/NP

Ted: Hey….. I see you, the photograph now. Let me see it. (giving the negative 25 now).

Walter : Listen, there was uncertainty about the negative 25.
Description

As the agreement before, when Ted met Walter in the next time, Walter would give the negative 25. The situation in this time, Ted met Walter in front of the office. Ted commanded Walter to give negative 25 now. But it was still not found yet by Walter. Walter have tried to find the negative 25 to the other country but he still didn’t find yet.

Analysis

Ted used negative politeness by hedging the component. This strategy was used by Ted because the deadline was coming. It was indicated through the sentence “Hey...I see you”, the bold words showed the hedge indicator in negative politeness. He made a promise with Walter before. It was supported by other sentence, “Let me see it”. That sentence supported the command that Ted wanted Walter to give the negative 25 but it was still in polite way.

The dialogue was done by them in the office; it included in employment domain. Ted and Walter were partners in the office of LIFE Magazine. They were in different division and status, Ted was a managing director of transition and Walter was in asset division. Here, Ted was a new worker in the office but he had a great position in the office. The relation between both of them was different since Ted’s position was higher than Walter. It was caused in delivering the command, Ted wanted the negative 25 firmly to Walter.
Walter answered the command by giving some explanation, because he didn’t find it yet. It showed that the command refusal was made by Walter for giving the negative 25 at that time.

Datum 13/NP

Oddesa: **Hey…tipping time now.** *(give tips for the helper ).*

Walter : This is all I got .

**Description**

Oddesa invited the people for helping her in moving the house. But they had no money for giving them tips. Walter was coming in good time. Oddesa wanted Walter to give them tips.

**Analysis**

The speaker wanted the hearer to give the tip by using negative politeness. It was shown by statement of the speaker “*Hey…tipping time now*”. The utterance “*Tipping time now*” showed that the speaker used the indication of hedging in negative politeness strategy. The statement aimed to make the hearer give people the tip. It was hedge indication that was used in that negative politeness strategy. Hedging to the hearer was done because she knew that the hearer was only the incomer for the family.
The dialogue occurred in the home, it was in family domain. The relation between the speaker and the hearer was equal, it was shown in utterance “Hey..”. It was influenced the command occurred in that occasion. The equal relation made the speaker and hearer felt enjoy about what the speaker said because there was no formal situation occurred.

The respond of the hearer was done by giving some money by saying “this is all I got’. By giving some money, it was shown that the command was responded and completed by the hearer.

Datum 14/NP

Walter: Sorry, there is the picture Sean wanted. “you have two days to print for cover”. There is your quintessence. (Print the cover soon)

Ted-Hendrick : curious, Then did print it

Description

Walter have found the negative 25. He brought it to the office before the office was closed for a long time. Walter came to the meeting room when the meeting was held by Ted. Ted prepared the transition of the news dot com. Walter gave the negative 25 on the meeting desk when Ted was explaining something to the audiences of meeting.
Analysis

Walter used negative politeness strategy in delivering the command. It was indicated in hedging, the sentence “you have two days to print for the cover”. “You” showed a stressed to the hearer for doing something. It showed that the hearer have completed of promise before. The speaker used strategy hedge of negative politeness strategy. The speaker commanded the hearer with the statement.

The dialogue occurred in the office, the domain was in employment domain. It can be seen before that the relation between Walter and Ted was equal. It was a factor of the speaker which influencing the command. The social distance made the command to be indirect because it aimed to respect each other.

Ted responded in silent way. He dumbed for the effort of Walter in finding negative 25. He made Walter be a cover of the magazine, it was for dedicating to Walter who had cleared the last project of issue. It can be seen that the command was complete.

B.2 Positive Politeness Strategy

Datum 1/PP

Ted-Hendricks: guy...guy? (silent please)

Walter, David, and Tim: silent immediately

Walter: I’m a asset manager
Description

Ted asked Walter what position of job here. But Walter answered nervously, he was confused about what he should say to answer that question. He seemed like burble, Ted stopped Walter for burbling. Then, Walter said “Dumbledore, not you”. Tim and Gary laughed loudly. Ted asked them by interrogating them. The situation was harm and friendly.

Analysis

Ted asked them by interrogating them in a friendly situation. He used strategy of positive politeness, that was joking. To respect the others, joke was used to avoid disagreement because three of them laughed for Ted. “Guy…guy”. The words in bold aimed to show an interest showed by Ted. It used asserting reciprocity indicator that was uttered in low stress.

The dialogue occurred in the office. The context was in employment domain. The speaker was a manager direction of transition. It was a top position in the office but the manager was a new manager. He still had a distant relation to the employees. The social factor influenced the way of delivering the command.

The hearers responded by doing silent soon and answering the question delivered by Ted. It showed that the command was completed by the hearers. The hearers accepted the meaning of the command that delivered indirectly.
Datum 2/PP

Walter: Hey, you want to mount these? *(mount the photograph now)*

Hernando: Seriously?

Walter: sure

**Description**

Walter asked his partner in asset division for mounting the photograph sent by Sean O’Connell. Hernando was fans of Sean O’connel creation. It was usually done by Walter. Hernando was glad to have a chance to mount Sean O’connell’s photograph.

**Analysis**

Walter asked Hernando to mount the photograph of Sean O’connell. “*hey, you want to mount these?*”, this sentence was delivered by Walter in indirect command way. Positive politeness was used by Walter in this case. “*you want to mount these?*, Walter used the indicator of being optimistic to respect his partner in asset division. The answer of Hernando “*seriously*” showed that Hernando was surprised to get the good chance from Walter. It was indicated by being optimistic and gave gift (goods).

The dialogue occurred in the office that showed employment domain. Walter and Hernando were partner in work place. Their relation was very close. There were only Walter and Hernando inside of asset division. The relationship between Walter
and Hernando was equal. It was a factor to influence the commanding way. Hence indirect command was used by Walter but he still delivered it in polite way.

The hearer surprisingly accept the command by asking “seriously?”. “Seriously?” showed that the hearer was surprised. Hernando did what Walter said, he looked glad in doing the work. It can be seen that the command was responded by a compliance.

Datum 4/PP

Ted-Hendricks: can I get that? (give me negative 25)
Walter: it’s being processed
Ted-Hendricks: All right, well

Description

Ted-Hendricks as the manager direction of transition announced the last project in LIFE magazine before it changed to be LIFE online. He announced that the last issue in LIFE magazine was publish the cover of negative 25. The situation in the meeting, Ted spoke in front of the employees of LIFE magazine. Ted wanted negative 25 brought by the asset division. He asked Walter to give 25 in the meeting.

Analysis

Ted asked Walter to give the negative 25 in the meeting. He announced previously that the last issue which will be published was the negative 25 sent by Sean O’Connell. In the meeting, Ted-Hendricks used formal context. As the manager
direction of transition, he guided and respected each other. He said, "can I get that?", it was included in positive politeness strategy. The indication of positive politeness strategy could be seen in the indication of asserting reciprocity. The word "can" showed the polite command.

The dialogue occurred in the meeting. It was in employment domain. The relation between Walter and Ted was not equal. They have met before. In formal situation, Ted used strategy of politeness to instruct the other employee (Walter). It could be seen that the social context was one of the factors which influenced the occurrence of the command.

The hearer gave reason for the instruction. "It’s being processed", he explained that the negative 25 was in processing of analysis before LIFE magazine published it. Actually, he has not found negative 25 yet. It could be seen that the hearer’s response was a refusal of the command because of the situation.

Datum 8/PP

Bartender: you want a drink?(Reserve drink please)

Walter: okay, yeaah I guess a small beer shoe

Description

Walter came to the bar for getting informations about Sean O’connell. The bar was in the other country that was transited by Sean. Walter interviewed the bartender. He asked some questions about Sean. The Bartender felt like Walter just got more
information without buying something from the bar. Bartender asked Walter to reserve the drink by giving question.

**Analysis**

Bartender asked Walter by using indirect command. He used interrogation form to deliver the message. “you want a drink?”, it was uttered when Walter said something about Sean. It was indicated in presuppose strategy of positive politeness. Assertive manner which was still polite and friendly was done by bartender. It aimed to make the speaker to be closer to the hearer.

The dialogue occurred in the bar, it was in friendship domain. The speaker and hearer met for the first time here. They respected each other. Higher status attributed in Walter as a seller. To deliver the indirect command, Bartender was polite in uttering it. The relationship of them was one of the factors to utter the command.

Walter responded by making sure and reserving a drink. The word “Okay” indicated in making sure and “I guess a small beer shoe” showed that he accepted the implicit message delivered by the bartender to reserve a drink. It could be seen that an indirect command was complete.

**Datum 15/PP**

Cheryl: is that negative 25? **Can I see? (let me see)**

Walter: Oh no, I can’t quite find 25.
Description

Cheryl was another division partner in the office. She supported Walter for finding the negative 25. Walter and Cheryl met in front of the office. They greeted each other. Cheryl saw that Walter was doing something in front of the office. She looked Walter was observing a paper by using glasses. She guessed that Walter had found 25. She wanted to see it.

Analysis

Cheryl asked Walter for letting her to see the negative 25. She guessed Walter had found 25. The indicator of positive politeness could be seen in the utterance “is that negative 25?”. It indicated than a command or request was delivered by Cheryl. The indicator used by Cheryl was raising in taq question. Being optimistic was also used in the strategy. It was done by Cheryl to respect her partner in the office.

The dialogue occurred in front of the office. The situation context was in employment domain. Cheryl and Walter were partner in LIFE magazine but they were in different division. Employment domain made them to respect each other in making a conversation. It could be seen that the social context influenced the utterance of commanding.

The response from Walter was by giving the paper but he kept explaining that he could not find yje negative 25. Giving the paper to Cheryl showed that Walter
accepted what Cheryl wanted. It could be said that the command was completed by Walter.

Datum 16/PP

Walter: Hi

Bellboy: The Hotel is closed, the mountain reacted (go, the mountain near hotel will erupt)

Description

Walter wanted to get information about Sean by bellboy. He guessed that Sean checked in to this hotel. When Walter came to the hotel, he was greeted by the bellboy. The situation here, the mountain would erupt. Bellboy was packing his entire things to the back. Calmly Walter said hello and the bellboy informed that the mountain would erupt soon.

Analysis

Bellboy asked Walter for going out the room. He knew that the mountain would erupt soon because the siren was ringing loudly. He guessed Walter would check in to the room. But the situation at the time was dangerous. By giving a statement, “The hotel is closed, the mountain reacted” the bellboy commanded Walter indirectly. Positive politeness strategy was used in this strategy. It was indicated in the complement information, “the mountain reacted”. It was included in giving understanding strategy of positive politeness.
The dialogue occurred in the hotel, it was in friendship employment. The relationships between both of them was equal. But, the bellboy had a manner to serve the guess politely. It showed that the relation influenced the way a person in delivering the indirect command.

The respond from Walter showed that he didn’t care about the mountain reaction. He still asked about where Sean was. He still asked the bellboy to show the clue brought by Walter. It could be seen that the command was refuse.

Datum 17/PP

Bellboy: **There is a motel near pizza place there** *(checked in there for rest a while)*

Walter: Thanks, I really appreciate it

**Description**

When the mountain erupted, the bellboy came to save Walter. He brought Walter by a car. He saved Walter because he still cared about Walter. The bellboy picked Walter up near the airport. He announced that the mountain was erupting. After that, they moved to a safe place and gave information that there was a rest area to take a rest a while.
Analysis

The bellboy ordered Walter to check in to the motel for taking rest a while. He just gave information that there was a motel available by saying “There is a motel near pizza place there” It used positive politeness that meant to go let Walter to there for taking rest a while. The utterance meant giving what the hearer need at the situation. Giving what the hearer need was an indicator of positive politeness done by the bellboy.

The dialogue occurred in the car, it was in friendship domain. They didn’t know each other because at that time, they met for the first time. The relation between the bellboy and the walter was equal. They respected each other. It could be a factor for the bellboy to influence the command.

The response from Walter was by saying thanks to bellboy. The bellboy have saved himself and gave a place for taking a rest. It could be seen that the command was delivered and responded. It showed that the command was complete.

B.3 Off Record Strategy

Datum 9/OF

Bellboy: eruption……. (Come on, go hurry)

Walter: join to car
**Description**

The bellboy in the Hotel came to Walter for picking him up because the situation was dangerous. The mountain near the hotel would erupt soon. The bellboy came by a car and he wanted to save Walter by inviting Walter to join him in the car. The situation was in injured time, the bell was ringing to give a signal of the reaction of the mountain. But Walter still didn’t know that the mount would erupt soon.

**Analysis**

The bellboy asked Walter for going out from the area. In saving themselves the bellboy used car for going to a safe place. The bellboy used off record strategy to command Walter. The command was included in indirect command that could be seen from giving clue strategy. The word “Eruption” was a clue delivered by the commander. Giving a clue was a component of politeness strategy through indirect command.

The dialogue occurred near the hotel. The context was in friendship domain. Their relation was equal. The speaker used indirect command to deliver the message. Since they met for the first time. It could be seen social factor impacted to the strategy of politeness.

The hearer responded it by doing act. Walter joined by the bellboy to come in the car. It showed the command was completed by the hearer. The hearer accepted what the meaning of command that was delivered indirectly.
Datum 10/OF

Walter: **I got more clues**……. There is a date Sean wrote and some words on a cake wrapper “Rajqawee”, “Buzkashi” and “Warlocks” (*search that meaning*

Cheryl : *getting more information about the clue by internet*

**Description**

Walter got some clues in his adventure in finding negative 25. He didn’t know the meaning what he got. He needed a help from other. He called Cheryl who was standby in the office to get the meaning of the clues by using internet.

**Analysis**

Walter asked Cheryl to find out the meaning of the clues he got. Doing a command with indirect command, Walter used giving clue to do the command to Chery. The sentence “I got more clues”, it was indicated an indirect command which used giving clue strategy.

The relation between Walter and Cheryl was equal. They were the same as worked in the LIFE magazine but in different division.

Cheryl responded by googling the clues Walter have and given to her. She answered the meaning of the clues which Walter asked her. It showed that the command was complete.
C. Discussion

In this subchapter, the findings on data analysis are discussed. The finding of the analysis is based on the problem statements of the research. The problem statements of the research are what types of politeness strategies used by characters in the film entitled *The Secret Life of Walter Mitty* to express indirect commands, what factors influencing the use of politeness strategies in the film entitled *The Secret Life of Walter Mitty*, and how the hearers respond to the commands in the film *The Secret Life of Walter Mitty*.

1. **The types of politeness strategies used by characters in the film entitled “The Secret Life of Walter Mitty” to express indirect commands**

The researcher found that in delivering indirect commands in the film entitled *The Secret Life of Walter Mitty* the characters employed three types of politeness strategies, they are: negative politeness, positive politeness, and off record. They are indicated in numbers of each type used by the characters in the film entitled *The Secret Life of Walter Mitty*; 8 data of negative politeness strategies, 7 data of positive politeness strategies, and 2 data of off record strategies.

The main focus of using this strategy is to assume that the speaker may be imposing on the hearer and intruding on their space. So that, the speaker and the
hearer would automatically assume that there might be some social and power distance or awkwardness in the situation when the conversation occurred.

In this research, the command with negative politeness strategy is expressed in 2 ways. It is used to minimize the imposition and hedge based on the theory of Brown and Levinson (1996). Minimizing the imposition is used in the datum 3, 6, 7. For example the sentence “Hey...we need negative 25” in datum 3 shows the statement “we need negative 25” is an indirect command to minimize the imposition. It means in direct way is “bring 25”. The datum 5, 11, 12, 13, 14 are indicated in hedge strategy of negative politeness. Datum 13 says, “Hey...tipping time now”, it shows that the statement bounds to the hearer for giving tip to the helper.

The second is positive politeness strategy. Positive politeness strategy is used by the speaker who wants to be closer to the hearer. In other words, it can be pointed that in using positive politeness strategy, the speaker has tendency to say the words in a direct form as indirect form signifies the social distance between the speaker and the hearer or minimize the Face Threatening Acts (FTA). In this research, positive politeness strategy indicated in datum 1, 2, 4, 8, 16, 17. It is used in some ways by being optimistic, giving understanding, and asserting reciprocity, and giving gifts.
The last is off record strategy. This strategy classified in the fifteen way for performing off record strategy. These include: ‘give hints’, ‘use metaphors’, ‘be ambiguous or be vague’. In other words, this strategy uses indirect language and removes the speaker from the potential to be imposing. Datum 9 and 10 are used this way. It is indicated in giving clue.

The result of discussion shows that the percentage of each type are 47% for negative politeness strategy, 41%. Negative politeness strategy are expressed dominantly by the characters as the politeness strategies in delivering indirect command in the film entitled “The secret Life of Walter Mitty”, positive politeness strategy is in the second position with 42%, and the last smallest one is off record strategy with 11%.

Most dialogues are usually occur in the working place and in employment situation. In this case, negative politeness strategy is used by the speaker to the hearer in suitable context. Avoiding imposing is one of strategies to do negative politeness strategy. Social maintenance also influences to deliver it. By using negative politeness strategy, the command is still delivered clearly.

Positive politeness strategy is used by the characters in this film in some situations. The situation is considered by the social maintenance (keep good employment) and building solidarity. The data show that positive politeness strategy is used by character to build solidarity in joking (datum 1) and being
optimistic. Social status influences the use of positive politeness strategy. When a speaker who has a higher status commands to low status person, being optimistic is a reason to do it.

Off record strategy is used by the characters in this film when inclination of imposition is big and the situation is formal or importunate. In occasion, “eruption” it is a situational in importunity that speaker should save the hearer by still being polite.

Hence, Yuniarti (2012) made a research on command expressions of the characters in the film entitled the karate kid. The results show that the characters dominantly use Bald-On record strategy (57,9%) in complication and resolution with the direct form.

It can be seen that the comparison analysis above is different because this research uses indirect command strategy with politeness strategy. On the other hand, the research uses direct command strategy. So, the bald-on record is dominantly used in employing the command.

2. Factors influencing the use of politeness strategy in the film entitled “The Secret Life of Walter Mitty”

This subchapter will be explaining the factor influencing the use of strategy in the film The Secret Life of Walter Mitty. It will be separated in 3 points based on the types of positive politeness strategy.
a. Negative Politeness Strategy

Based on the research finding, there are two factors influencing the characters to employ command with negative politeness strategy. They are the social factor and social context. The social factor is a factor that is done by social status in this film. It can be seen in the datum 3, 5, 7, 12, 13. It shows that the social status influences in employing indirect command to the hearer such as in “Hey...we need negative 25, Sean O’Connell sent a telegram. There is a floor meeting”. The word “Hey” shows that the speaker has an equal relationship with the hearer to enjoy the command.

A situational context or context of situation is an important element in communication. As stated by Leech (1983: 13), context has a great influence and also effect in understanding the meaning of an utterance. In this case, social context influences the character in doing a command. It can be seen in datum 11 and 13. The sentence “Hey...tipping time now”, the speaker announces to the hearer that it’s time to give a tip for helper. The situation shows that the helper is still waiting for tipping.

It is the same as the Debora’s research that shows the speaker employs command indirectly. The speaker uses this strategy to show his/her disagreement but it is still in polite way.
In those situations, the characters employ command with negative politeness strategy because that they realize the hearers’ desire it not to be impeded or put upon and to be left free to act as what they want. In this case of equal employment and business domain, the use of negative politeness strategy maintains social work relationship.

b. Positive Politeness Strategy

The researcher found that there is only one factor influencing the character’s choice to employ positive politeness strategy to do a command; it is social factor. In this case, the speakers employ positive politeness strategy because they realize the hearer’s desire it not to be treated differently, not to be seen as inferior and as someone having low status, but they have desire to be liked, approved and treated equally. The speakers also avoid sense that the speaker oppresses the hearers and treat the hearers as someone inferior and have low status.

Yuniarti’s research stated that the finding above show the reason the speaker tries to minimize threat of the hearer’s face. In delivering command, they always consider the hearer’s feeling.

In comparison above, it can be seen that when positive politeness strategy is used, the speaker has tendency to say the words in a direct form as indirect form signifies the social distance between the speaker and the hearer or
minimize the FTA. As cited in Thomas (1995), Brown and Levinson have proposed fifteen strategies to deliver this kind of politeness strategy.

c. Off Record Strategy

Based on the research above, off record strategy is done by the character two times. It is used in formal situation. The strategy is done by giving clue way. The speaker gives a clue to the hearer in doing indirect command. It can be seen in the datum 9 and 10.

3. The hearers’ responses to the command in the film entitled “The Secret Life of Walter Mitty”

In the analysis above, the data say that 15 data are successfully completed by compliance and 2 data are failed. The 15 successful data are; datum 3, datum 5, datum 6, datum 7, datum 8, datum 9, datum 10, datum 11, datum 13, datum 14, 15, datum 16, datum 17. They are succeeded by compliance from the hearer. The 2 failed data are; datum 4 and datum 12. In general, most of the command issued by the speakers by using those politeness strategies are success.
CHAPTER V

CONCLUSION AND SUGGESTION

A. CONCLUSION

This chapter draws the conclusion from the result of data analysis in chapter IV in answering the problem statements. The conclusions are as follows:

1. Types of Politeness strategy

The characters in the film entitled *The Secret Life of Walter Mitty* employ three types of politeness strategies to issue indirect command. They are negative politeness, positive politeness, and off record. In this research, the command with negative politeness strategy is expressed in 2 ways. It is used to minimize the imposition and hedge based on the theory of Brown and Levinson (1996).

Positive politeness strategy is used by the speaker who wants to be closer to the hearer. In other words, it can be pointed that when positive politeness is used, the speaker has a tendency to say the words in a direct form as indirect form which signifies the social distant between the speaker and the hearer or minimize the FTA.

The last is off record strategy. This strategy classifies fifteen strategies to perform off record politeness strategy. These include: ‘give hints’, ‘use metaphors’, ‘be ambiguous or be vague’. In other words, this strategy uses indirect language and removes the speaker from the potential to be imposed.
2. Factors influencing the use of politeness strategy in the film entitled *The Secret Life of Walter Mitty*

Based on the research findings, the factors influencing the use of strategy in film entitled *The Secret Life of Walter Mitty* are social status and domain of the context. It will be separated in 3 points based on the types of politeness strategy, i.e:

a. Negative Politeness Strategy

Based on the research findings, there are two factors influencing the characters to employ a command with negative politeness strategy. They are the social factor and social context.

There are three domains which influence what people’s act; business domain, family domain, and friendship domain. The domain determines the character in doing a command.

b. Positive Politeness

The speakers employ positive politeness strategy because they realize that the hearers desire it not to be threatened differently (not to be seen as inferior and as someone who have low status, but they have desire to be liked, approved and threatened equally).

c. Off record Strategy

Off record strategy is done by the character twice. It is used in a formal situation. The strategy is done by giving a clue way. The speaker gives a clue to the hearer in doing indirect command. It influences the characters in doing a command by off record strategy.
3. The hearers’ responses to the command in the film entitled *The Secret Life of Walter Mitty*

Based on the previous chapter, there are 15 data which are successfully completed and 2 fail data. It can be concluded that most of commands issued by the speakers using the politeness strategies are successfully applied by the characters.

**B. SUGGESTION**

For the other researchers who are interested in pragmatics study, they may conduct a pragmatic research in command with phonology approach. It is used to find out the factor why people deliver a command with emotional background or psychological background. This case has not observed yet. The other researcher can conduct a research deeply about the factors of indirect command with phonology approach.