

## MAIN TYPES OF LANGUAGE POLITENESS

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**Abstract:** In communication, language politeness is a crucial aspect because it can shape one's language and character. This research was conducted to describe violations and obedience with the principle of language politeness of employees in carrying out daily routines. The research approach used is qualitative with a descriptive analysis design.

**Key words:** language politeness, general terms, communication, agreement, formality, equality, simplicity.

**Abstrakt:** Muloqotda jarayonida tilning xushmuomalaligi hal qiluvchi jihat hisoblanadi, chunki u kishining tili va xarakterini shakllantirish omilidir. Ushbu tadqiqot kundalik ishlarni bajarishda xodimlarning nutqida xushmuomalalik tamoyiliga rioya qilish va yuzaga kelgan buzilishlarni tasvirlash uchun o'tkazildi.

**Kalit so'zlar:** til xushmuomalaligi, umumiy terminlar, muloqot, kelishuv, rasmiylik, tenglik, oddiylik.

In language, humans need to pay attention to the politeness of language when communicating with other humans. Besides, language can be used politely not to hurt or offend the speaker. Mistakes in language often occur in communication and interaction between humans with each other. It can be seen as well as activities within the tertiary institution. The problem that often arises is that education personnel often violate politeness in the language.

Politeness is one of the pragmatics studies. Politeness is a behaviour that is expressed in the right way or ethical. Politeness is a cultural phenomenon, so what is considered polite by one culture may not be the case with other cultures. The purpose of politeness, including politeness in language, is to make the atmosphere of interaction pleasant, non-threatening to face and effective. Politeness research studies language (language use) in a particular language community. Brief and general terms, three rules must be obeyed so that our speech sounds polite to our listeners or opponents.

The three rules are:

- 1) formality,
- 2) uncertainty,

3) equality or equality.

So, it can be said briefly that a speech is called polite if it does not sound pushy or arrogant, the speech gives a choice of action to the interlocutor, and the interlocutor becomes happy. That as interpersonal rhetoric, pragmatics reqrespe the principle of politeness . In line with the above, in polite speech, so that messages can be conveyed well to the speech participants, the communication that occurs needs to consider the principles of politeness in the language. The principle of politeness in language put forward by is as:

a) People who hold and carry out the wisdom maxim will be said to be polite. Likewise, speech that is spoken indirectly is usually more polite than speech that is spoken directly. In this maxim of wisdom, uses the term wisdom maxim;

b) Maxims of generosity, the purpose of this generosity maxim are to make the smallest possible profits; make as significant a loss as possible. That with a maxim of generosity or maxim of generosity, participants in speech are expected to respect others. The term acceptance maxim for Leech maxim of generosity.

c) Maxims of appreciation and appreciation are expressed by expressive sentences and assertive sentences. Rahardi added, in the maxim of appreciation, explained that people will be considered polite if in speech, always try to give appreciation to other parties;

d) Maxims of simplicity - Rahardi says that in the maxim of simplicity or maxim of humility, the speech participant is expected to be humble by reducing praise to himself. This maxim of humility is expressed in expressive and assertive sentences;

e) Maxims of agreement - According to Rahardi, in this maxim, it is emphasised that the speech participants can foster mutual agreement or agreement in speaking activities; and

f) Maxims of sympathy, in this maxim, hoped that the speech participants could maximise the sympathy between one party and the other. Antipathy toward one of the speech participants will be considered as an impolite act. People who are antipathy towards others, especially to be cynical towards other parties, will be considered people who do not know society's manners. If the opposite person gets success or happiness, the speaker is obliged to congratulate him.

This study uses descriptive-qualitative methods to find the broadest possible knowledge of language politeness violations during class discussion activities in Indonesian subjects and obedience with the principle of politeness in staff's utterances at the Indonesian Christian University. The location of this research is at the Christian University of Indonesia Jl. Mayjen Sutoyo. This study's subjects were the Indonesian Christian University's academic staff, totalling 196 academic staff. In this study, the data collection method used is the method of referring to sound recording techniques. Researchers do not involve themselves in conversation activities carried out by

research subjects. Researchers only observed and listened to the use of language spoken by education staff when communicating. The research instrument used in this study is the researcher himself (human instrument), with all his knowledge of the theories that support research.

Based on the results of data analysis in the last part, it is concluded that: a) the violations of politeness principle in the conversation of the staff while doing the daily routines were in the form of one maxims violations such as violations of wisdom maxim; b) there are also violations of the two maxims namely the violations of the maxim of appreciation and the maxim of sympathy; c) there are violations of the three maxims, namely the maxim of wisdom, the maxim of generosity and the maxim of appreciation.

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