

TABLE OF CONTENTS

Inside cover Page.....	i
Inside Title Page.....	ii
Declaration Page.....	iii
Dedication Page.....	iv
Thesis Advisor’s Approval Page.....	v
Thesis Examiners’ Approval Page.....	vi
Acknowledgements.....	vii
Table of Contents.....	ix
Abstract.....	xiii
 CHAPTER 1 INTRODUCTION.....	 1
1.1 Background of the Study.....	1
1.2 Statement of the Problem.....	7
1.3 Objective of the Study.....	7
1.4 Significance of the Study.....	7
1.5 Scope and Limitation.....	8
1.6 Definition of Key Terms.....	8
 CHAPTER 2 LITERATURE REVIEW.....	 11
2.1 Theoretical Framework.....	11

2.1.1 Politeness Strategies.....	11
2.1.1.1 Bald On Record.....	13
2.1.1.2 Positive Politeness.....	14
2.1.1.3 Negative Politeness.....	18
2.1.1.4 Off Record.....	21
2.2 Three Politeness Systems: Deference, Solidarity, and Hierarchy.....	25
2.2.1 The Deference Politeness System (-P, +D)	25
2.2.2 The Solidarity Politeness System (-P, -D)	26
2.2.3 The Hierarchy Politeness System (+P, +/-D)	27
2.3 Refusal.....	29
2.4 Related Studies.....	30
CHAPTER 3 METHOD OF THE STUDY.....	32
3.1 Research Approach.....	32
3.2 The Location, Population, and Sample.....	33
3.3 Technique of Data Collection.....	34
3.4 Technique of Data Analysis.....	35
CHAPTER 4 DISCUSSION.....	36

4.1 Presentation of the Data.....	36
4.1.1 The Findings of the Observation and Recording in the First Meeting (24 April 2010).....	36
4.1.2 The Findings of the Observation and Recording in the Second Meeting (25 April 2010).....	40
4.1.3 The Findings of the Observation and Recording in the Third Meeting (26 April 2010).....	43
4.1.4 The Findings of the Observation and Recording in the Fourth Meeting (01 May 2010).....	45
4.1.5 The Findings of the Observation and Recording in the Fifth Meeting (02 May 2010).....	48
4.1.6 The Findings of the Observation and Recording in the Sixth Meeting (03 May 2010).....	51
4.2 The Data Analysis and Interpretation of the Observation and Recording from the Six Meetings.....	53
4.2.1 Bald On Record.....	55
4.2.2 Positive Politeness.....	56
4.2.3 Negative Politeness.....	57
4.2.4 Off Record.....	59

CHAPTER 5 CONCLUSION.....	65
REFERENCES.....	67
APPENDICES.....	68