

CHAPTER I

INTRODUCTION

1.1 Background of the Study

Criminal Investigation Division or also known as *Badan Reserse Kriminal* is a part of Indonesian National Police which has close relation with criminal offense handling. According to law and regulation of the chief of the Indonesian National Police (Undang-Undang & Peraturan Tentang Kepolisian Negara Republik Indonesia 2008) on Article 22, Criminal Investigation Division has a function to establish investigation including criminal offense and forensic laboratory in law enforcement. In processing criminal offense, Criminal Investigation police has a significant role to conduct an investigation. Investigation is a broad term of a series of examination that contains interrogation process inside.

Criminal Investigation police has a role that not only to establish an interrogation toward the crime suspects or witnesses, but also the people who come to complaint or make a report. As stated in criminal procedure code of Indonesia (Kitab Undang-Undang Hukum Acara Pidana) or also known as *KUHAP* on Article 108 that every person who experienced, saw, witnessed and/or be a victim of events that constitute a criminal offense has the right to file a report or complaint to the investigators both oral and written. People who come to the police station to file a report about criminal case that they suffered are known as a

claimant and they could be considered as a victim or witness of a criminal offense, so they have the right to make a report to the police.

A claimant who wants to report an incident or event that encountered by him/her to the police must undergo a series of interview which is also known as interrogation. Interrogation is a process which has the important role in investigation process in order to seek the truth. According to Yahman (2013), interrogation is a technique in seeking and obtaining information by asking questions both in oral and written forms to the crime suspects or witnesses regarding their involvement. The chief of Indonesian National Police (Peraturan Kepala Kepolisian Negara Republik Indonesia) or also known as *PERKAP* number 8 of 2009 on Article 1 explains in more general that interrogation is a series of investigator's action under the law which has the aim to seek and collect the evidence in order to find out the suspect. It means that interrogation process is not only undergone by the suspects or witnesses but also anyone that have a problem with criminal offense, for instance the claimant. In this process, police as the investigators have to conduct an investigation in the field and office. In this research, the writer only has a chance to do an observation in office.

As people's main servant, police must serve people as well as they can. All the regulation pertaining the duties and obligations of police officers have regulated as well in the regulation of the chief of Indonesian National Police or also known as *PERKAP*, no exception in police officer's code of conduct. According to *PERKAP* number 8 of 2009 which sets about the implementation of human rights principles and standard duties of Indonesian National Police on

Article 13(2a), every police officer should not be rejecting report or complaint from people without any valid reasons. Unfortunately, Indonesian police often gets a bad reputation in our society just because of the misconduct of certain individuals. As reported by *Harian Jurnal Asia* (2013):

Even more, the emergence of negative issues regarding to behaviors of certain individuals who do not take sides of the justice seeker, but to those who pay the justice. As a result, people are reluctant to go to the police station because they think that everything is dealt with money.

In carrying out their duties, police officers must serve people as friendly and politely as they can. In communication, politeness becomes the important aspect in order to create a good communication between speaker and hearer. Politeness is one of the strategies that people may use to communicate as a form of respectful to the others. In daily communication, people might not always speak in a polite way. Sometimes they do not mean to hurt or humiliate others in saying something. It can be hurtful for somebody and can be a threat to their faces as the image of them. Therefore, as it has been regulated in *PERKAP*, in conducting interrogation of witness, suspect, or interrogation object, police officer must ask question in clear, polite, and easily understood language (Article 27(1e)).

Politeness is an etiquette of the way people communicate with the others. According to Brown and Levinson (1987), politeness is as a strategy of communication to minimize Face Threatening Act (FTA) and to maintain the relationship, since the politeness strategy considers the feeling of addressing. Being polite means the speakers try to determine what are appropriate and not to say to someone else (Holmes, 1992). Polite manner will make people feel

comfortable. Yule (2006) elaborated that politeness can be interpreted as the awareness of the other's face.

There have been some previous studies regarding on politeness strategies by students of English Department of Universitas Airlangga, but most of them concerned with television programs. They are *Politeness Strategies Used in the "Today's Dialogue" Talk Show* by Wati (2010) and *The Politeness Strategies (A Case in Just Alvin's Talk Show)* by Rahayu (2010). Other related studies are taken from the study conducted by Chaudy (2012) entitled *Kesantunan Berbahasa Interogasi Polisi Penyidik di Polrestabes Surabaya* and international journal entitled *Linguistic Recontextualization of Police Interrogation: A New Approach in Forensic Linguistics* by Momeni (2010) that concerned in analysing discourse in context in police interrogation process. The first study showed that mostly the participants tend to use positive politeness and bald on record. The second study found that the usage of the bald record strategies were appropriately used in case of maximum efficiency where the speaker and the hearer knew that the face did not need to be minimized. Both the studies were emphasized on the dialogue at the television talk show. This case challenges the writer to conduct the study out of the television programming, but still within the same sub-field.

In this study, the writer is interested in analyzing politeness strategies that are used by Criminal Investigation police of Polda in East Java to the claimant while conducting the interrogation. There are some reasons why the writer is interested in analyzing this case. First, there haven't been any study or explanation about politeness strategies used by formal institution especially police division.

Another reason is that the writer wants to show that although police is such a formal institution, but in carrying out their duties to serve people, they are not as rigid or awkward as people think. Sometimes they even use humors or jokes to interact with others included to the claimant. The used of joke for example can be seen from the dialogue between the police and the claimant below:

Claimant	:	Pokok e aku lapor Polisi opo onok e. Kalah menang yowes opo jare sing kuoso. Saya mempunyai keyakinan yang kuasa tidak tidur (All I do is make a report to the police as what it is. Lose or win depends on the God. I have a faith that The Almighty never sleeps)
Police 1	:	Lek turu banjir Pak (If He slept, there will be a flood, Sir)

Sometimes the used of joke is very important to create an enjoyable conversation and make other person feel relaxed. So, there is no reason for them to be afraid to make a report to the police when they face criminal case or criminal offense.

In analyzing politeness strategies used by police of Criminal Investigation to the claimant during the interrogation, the writer used politeness theory by Brown and Levinson (1987). The writer used it because Brown and Levinson claim that their theory is a universal politeness theory. According to Brown and Levinson, politeness are divided into four strategies that are bald on record, positive politeness, negative politeness, and off record strategy. By using this theory, the writer hopes can serve the deeper analysis and understandable explanation to the readers.

1.2 Statement of the problem

Based on the phenomenon that already have explained on the background of the study, the writer formulated it into a question problem that is:

1. What types of politeness strategies used by two Criminal Investigation police to the claimant during the interrogation process?
2. What is the most frequent strategy used by two Criminal Investigation police to the claimant during the interrogation process?

1.3. Objective of the study

1. To find out what types of politeness strategies used by two Criminal Investigation police to the claimant during the interrogation process.
2. To find out what the most frequent strategy used by two Criminal Investigation police to the claimant during the interrogation process is.

1.4 Significance of the study

Hopefully the result of this research can give both theoretical and practical contribution. Theoretically, the writer hopes this study can help the readers to have better understanding about the politeness strategies which lies under pragmatics study, particularly politeness strategies used by two Criminal

Investigation police officers at Polda East Java. In addition, the readers can also apply the most appropriate strategies in where or to whom they speak.

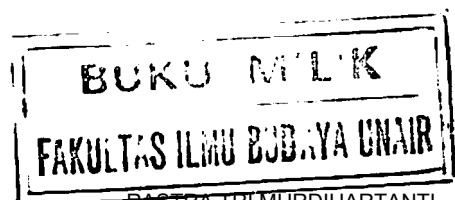
Practically the writer also hopes the findings can be used by the next researchers especially the students of English Department who are interested in the same topic or object. The witer expects this study will successfully show how important politeness in our life and able to implement it to daily communication.

1.5 Definition of Key Terms

Politeness strategies : A strategy of communication to minimize Face Threatening Act (FTA) and to maintain the relationship, since the politeness strategy considers the feeling of addressing (Brown &Levinson, 1987)

Face Threatening Act : The acts that infringe on the hearer's need to maintain their esteem and their need to be respected (Brown &Levinson, 1987)

Claimant : People who come to the police station to file a report about criminal case that they suffered and could be considered as a victim or witness of a criminal (PERKAP number 8 of 2009)



Interrogation : A series of investigator's action under the law which has the aim to seek and collect the evidence in order to find out the suspect (PERKAP number 8 of 2009)

CHAPTER II

LITERATURE REVIEW