

Fitriani, Sari. 2015. *Politeness Strategies Used by Both Santriwati's Parents and Ustadzah in Their Communication at Pondok Modern Al Rifa'ie Gondanglegi – Malang*. Submitted as partial fulfilment of requirements for the sarjana degree of English Department Faculty of Humanities Airlangga University.

Abstract

This study on politeness strategies used in the communication between *santriwati's* parents and *ustadzah* in Pondok Modern Al Rifa'ie Gondanglegi – Malang was conducted to examine the types of politeness strategies employed by both *santriwati's* parents and *ustadzah* in their communication concerning *santriwati's* matters in many occasions such as asking permission, complaining, and sharing. Six *ustadzah* of Pondok modern Al Rifa'ie and 20 parents of new *santriwati* were chosen as the participants. Further, the method of this study is qualitative approach and observation was employed as the technique of data collection of the study. To figure out the phenomenon, Brown and Levinson's theory of politeness strategies were applied in analyzing the data. From the analysis, it was figured out that all types of politeness strategies with various sub strategies were realized not only in *santriwati's* parents' utterances, but also *ustadzah's*. Positive politeness was the mostly used, then the second place was occupied by negative politeness which was followed by bald on-record, and the least politeness strategies used was off-record. The writer obtained that the participants used all politeness strategies cooperatively, but *ustadzah* used those strategies more than the parents because *ustadzah's* act caused more face threatening. In addition, health permission and security permission showed higher politeness strategies used by the participants compared to counselling requirement because in both health permission and security permission contained more acts that caused face threatening. It could be said that the higher the possibility of the appearance of face threatening, the higher the number of politeness strategies used.

Keywords: *Face threatening, Politeness strategies, pesantren, santriwati, santriwati's matters, santriwati's parents, ustadzah.*