

Abstract

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Abstract

This study on politeness strategies used in the interaction between *santriwati* and *ustadz/ustadzah* in Pesantren Zainul Hasan was conducted to examine the types of politeness strategies employed by both *santriwati* and *ustadz/ustadzah* in their daily interaction and the factors underlay them to use such strategies. Six *ustadz/ustadzah* of Pesantren Zainul Hasan and 16 *santriwati* were chosen as the participants. Further, a case study qualitative approach by doing observation and interview was employed as the method of the study. To figure out the phenomenon, Brown and Levinson's (1987) theory of politeness strategies was applied in analyzing the data. From the analysis, it was figured out that all types of politeness strategies were realized in *ustadz/ustadzah*'s utterances. In contrast, only three politeness strategies were performed by *santriwati*. It was identified that the three social factors of power, social distance and ranking of imposition triggered the *santriwati* and *ustadz/ustadzah* to perform such strategies. However, another influential factor that was found to encourage the participants to employ those strategies was that Pesantren Zainul Hasan's culture that encompasses several values which are based upon the Islamic values declared in Al Quran and Al Hadits.

Key words : Pesantren Zainul Hasan's culture, politeness strategies, *santriwati*, *ustadz/ustadzah*