

TABLE OF CONTENTS

Inside Cover Page	i
Inside Title Page.....	ii
Degree Requirement.....	iii
Declaration Page	iv
Dedication Page	v
Approval Page.....	vi
Acknowledgements	vii
Epigraph	ix
Table of Contents	x
List of Tables.....	xii
List of Appendices	xiii
Abstrak	xiv
Abstract	xv
CHAPTER I INTRODUCTION	1
1.1 Background of the Study	1
1.2 Statement of the Problems.....	7
1.3 Objectives of the Study	7
1.4 Significance of the study	7
1.5 Definition of Key Terms	8
CHAPTER II LITERATURE REVIEW.....	9
2.1 Theoretical Framework	9
2.1.1 Impoliteness	10
2.1.2 Impoliteness Strategies	11

2.1.3 Face Threatening Act (FTA).....	17
2.1.4 Impoliteness and Power	18
2.1.5 Factors of Impoliteness	19
2.2 Related Studies	20
CHAPTER III RESEARCH METHOD	24
3.1 Research Approach.....	24
3.2 Data Sources.....	24
3.3 Techniques of Data Collection	25
3.4 Techniques of Data Analysis.....	27
CHAPTER IV RESULTS AND DISCUSSION.....	28
4.1 Results	28
4.1.1 Bald on Record Impoliteness.....	29
4.1.2 Positive Impoliteness	31
4.1.3 Negative Impoliteness.....	35
4.1.4 Sarcasm or Mock Politeness	49
4.1.5 The Sociological Factors of Impoliteness.....	52
4.2 Interpretation	54
CHAPTER V CONCLUSION	59
REFERENCES.....	62
APPENDIX.....	65