

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	viii
Table Of Contents	ix
List of Table	xi
List of Appendix	xii
Abstrak	xiii
Abstract	xiv
CHAPTER I : INTRODUCTION	
1.1 Background of the Study	1
1.2 Statements of the Problem.....	7
1.3 Objectives of the Study	7
1.4 Significance of the Study	8
1.5 Scope and Limitation.....	8
1.6 Definition of Key Terms	8
CHAPTER II : LITERATURE REVIEW	
2.1 Theoretical Framework	10
2.1.1 The Concept of Face	10

2.1.2 Politeness	11
2.1.3 Impoliteness	12
2.2 Review of Related Studies.....	25
CHAPTER III : METHOD OF THE STUDY	
3.1 Research Approach.....	29
3.2 Data Sources	29
3.3 Techniques of Data Collection	30
3.4 Techniques of Data Analysis	30
CHAPTER IV : DISCUSSION	
4.1 Data Presentation.....	32
4.2 Data Analysis	33
4.2.1 Analysis of Impoliteness Strategy Types	33
4.3 Data Interpretation.....	50
CHAPTER V : CONCLUSION	
5.1 Conclusion.....	55
5.2 Suggestions.....	57
REFERENCES.....	58
APPENDIXES	61