**CHAPTER I**

**INTRODUCTION**

1. **Background of the Study**

As a human being, people need to communicate with other people to fulfill their need, for example to share about their information, to ask some information or just chit-chat with other people around them. In conducting communication, the speaker always produced utterances. In the daily communication, people communicate with other people who have different background, knowledge, age etc. They should use appropriate language depend on the situation and whom people they talk to, if the speakers do not understand well about language especially politeness theory, the problem will appear between them. Jenny Thomas (1995:150) “Politeness interpreted as a genuine desire to be pleasant to others or as the underlying motivation for an individual’s linguistics behavior”. We can conclude that Politeness is speaker’s linguistics attitudes that can make his or her addressee feel at case. Cruse in Cutting (2012:51) he points out politeness maxim as the bright side of life because by using politeness maxim can softening painful, distressing, embarrassing, shocking event, so we need to learn about politeness to make other people feel at case when talked to us. It can also decrease some problems or conflicts in communication such as misunderstanding.

We can easily find the problems arised cause of impolite utterance in our daily life. For example of impolite person that we all have already known is Farhat Abbas. He is lawyer and also public figure that come with a lot of problems with the other people. The problems appeared cause of impolite utterances from him. If he softened his utterances using politeness theory, probably the problem can be reduced.

The researcher needs to analyze this phenomenon to help people in understanding polite and impolite utterances, if they understand well about politeness theory the problem can decrease. The speaker can express what they want to express without causing a problem by softening their utterances. Yule (1996:03) “politeness is a system of interpersonal relations design to facilitate interaction by minimalizing the potential for conflict and confrontation inherent in all human interchange.”

Here is the example of polite utterance that found by the researcher in her daily life.

“**I’m sorry it was too late, your parent will be worrying you. Do you want to call them and stay overnight in my house or go home right now?**” said Carla

“Oh my God it was 10 p.m. right?” asked Kurin “I should go home right now” continued Kurin.

In this conversation, Carla asked Kurin to go home because it was too late. She softened her utterance using polite utterance, so she did not hurt Kurin’s feeling. If she did not use polite language or soften her utterance, it will hurt Kurin’s feeling and it will cause problems.

Politeness occurred not only in our daily communication, but also found in the novel. In this research, the researcher wants to expose polite utterance in the novel, because utterances in the novel are quite same as our daily conversation, so the result can be used to help people in understanding politeness theory. Leech (1983) divided politeness into six maxims (tact maxim, generosity maxim, approbation maxim, modesty maxim, agreement maxim, sympathy maxim) with the purpose is keeping a good social relationship between speaker and listener. The speaker should obey the maxim if they want to be a good speaker and make the listener feel at case.

Here are some utterances which obeyed politeness maxim and found in the novel “hamster”:

 **“I am afraid that we’ll be needing your room for the baby”,** said David

“Oh” said Anne

**“Not right now obviously, but we want to redecorate so maybe next month, if you can find somewhere”,** said David

Anne lived in Susan’s house because they are friend. David and Susan would have a baby and they would need Anne room for the baby so David wanted Anne to look for the other place for live. David’s utterance obeyed politeness maxim that is tact maxim, he softened his utterance to decrease cost to Anne.

This study deals with investigating the politeness maxim and linguistic features of politeness maxim in the novel “Hamster” based on Leech maxim.

1. **Research Problem**

Regarding to the limitation of study above, the researcher formulates the research problems, as follows:

1. What politeness maxims are performed in conversation between the characters in the novel “Hamster”?
2. What are the linguistics features in politeness maxims performed in the novel “Hamster”?
3. **Objective of Study**

In accordance with research problem, the objectives of the study are:

1. To find out politeness maxim performed in conversation between the characters in the novel “Hamster”;
2. To find out the linguistics features in politeness maxims performed in the novel “Hamster”.
3. **The Significance of Study**
4. For teachers:

The result of this research can be used as material to teach the students about politeness expressions.

1. For students:

This research can help English Department Students to understand deeper about politeness maxim in a conversation, or it can give knowledge to the English Department Students about linguistics research, especially in the field of pragmatics.

1. For other researchers:

This study can be references for other researcher when they are conducting research about analysis of politeness maxim in other dimensions.

1. **Scope and Limitation of Study**

Knowing that, there are a lot of theories of politeness, such as Brown and Levinson theory, Leech theory etc. The researcher used Leech’s theory that consists of six maxims such as tact maxim, generosity maxim, approbation maxim, modesty maxim, agreement maxim and sympathy maxim.

The sources of the data were taken from the utterances of all of characters in the novel “Hamster”. the researcher just identify six Leech maxims which are used by the characters without using other maxim and we do not observe about culture of origin country where the novel are written or taken place. So we only focus on linguistic expressions of politeness based on Leech maxim which are used by the characters in the novel “Hamster”.

1. **Definition of Key Term**

In this research there are several key terms that should be clarified before continuing to the next chapter, and the key terms are as follows:

1. Politeness is “strategy conflict avoidance” which can be measured in term of the degree of effort put into the avoidance of a conflict situation” Leech (1980:19).

Politeness helps people to avoid or to decrease conflicts by softening the people’s utterance when they talk to others.

1. According to Leech in Thomas (1995:160) Leech maxims are divided into six :
2. Tact Maxim : Minimize the expression of belief which imply cost to other; maximize the expression of beliefs which imply benefit to other.
3. Generosity Maxim : Minimize the expression of benefit to self and maximize the expression of cost to self.
4. Approbation Maxim : Minimize the expression of beliefs which express dispraise to other and maximize the expression of beliefs which express approval of other.
5. Modesty Maxim : Minimize the expression of praise of self and maximize the expression of dispraise of self.
6. Agreement maxim : Minimize the expression of disagreement between self and others and maximize the expression of agreement between self and other.
7. Sympathy Maxim : Minimize the expression of antipathy to other and maximize the expression sympathy to other.

By using those maxims, the researcher analyzed the utterances of the characters in the novel “Hamster” to look for the polite expressions based on Leech maxim.

**CHAPTER II**

**REVIEW ON RELATED LITERATURE**

1. **Politeness Theory**

Politeness is a part of pragmatics. Mey (1993:42) considers pragmatics as the study of human language uses’ condition, which has a close relationship with the context of society. Meanwhile, Leech (1983:6) states that pragmatics is the study of meaning which is related to the speech situations. Further he explains pragmatics can be seen as a way to solve problems which can arise, both from the perspective of a speaker and a hearer. For example from the speaker’s point of view, the problem is the planning about how to produce an utterance. The speaker should plan some utterances which do not hurt the hearer feeling. On the other hand, from the hearer’s point of view, the problem is related to the interpretation, which forces the hearer to be able to interpret the possible reason that makes the speaker saying the utterance, because sometimes there is a hidden meaning behind the speaker meaning. In this case, politeness needed to be learned to decrease the problem between the speaker and the hearer.

Politeness firstly formulated in 1978 by Brown and Stephen Levinson, where the theory of politeness is a concept of *face* as proposed by Goffman (1967). Brown and Levinson (1978) *face* is defined as basic want which every member desire and which in general it is in the interest of every member to partially to satisfy.

Leech (in Peter Grundy, 2000:145) the function of politeness is to be major determinants of linguistics behavior. Based on Leech theory, politeness is about the concept of *cost and benefit*. In communication with other, the speaker should determine which behavior or utterance that they used to make the addressee feel at case. By studying politeness, both speakers and listeners can decrease a problem that may appear because of their utterance. The speakers can select which one the appropriate utterance that used based on whose people they talk to. And the listeners can catch the implicit meaning that appear when they communication.

Leech in Thomas (1995: 160-167) introduces a number of maxims which consist of 6 main maxims: Tact, Generosity, Approbation, Modesty, Agreement and Sympathy.

1. Tact Maxim

The tact maxim states: “Minimize the expression of beliefs which imply cost to other; maximize the expression of beliefs which imply benefit to other”. One aspect of the tact maxim relates to the third pragmatic parameter discussed in chapter 5 (section 5.3): ‘Size of Imposition’. We can use Minimizers to reduce the implied cost to the hearer:

*Just pop upstairs and …..*

*Hang on a second*

*I’ve got a big of problem*

Whether or not the strategy of minimizing expression of cost to other is perceiving as polite or not may be highly culture-specific

Second aspect of tact maxim is that mitigating the effect of a request by offering optionality “Give Option!” and the third component of the tact maxim in the cost/ benefit scale: if something is perceiving as being to the hearer’s benefit, X can be expressed politely without employing indirectness: *Have a chocolate!* However, if X is seen as being costly to the hearer, greater indirectness may be required: *Could I have one of your chocolate?* Here again there is an obvious connection with the ‘Size of Imposition’ dimension.

1. Generosity Maxim

Leech Generosity maxim states: “minimize the expression of cost to other; maximize the expression of benefit to other”.

Example: *you relax, let me do the dishes* would sound more polite than *take me some food.*

1. Approbation Maxim

Approbation maxim states: “minimize the expression of belief which express dispraise of other; maximize the expression of belief which express approval of other”. The operation of this maxim is fairly obvious: all thing being equal we prefer to praise others and if we cannot do so, to sidestep the issue, to give some sort of minimal response or to remain silent for example “I enjoyed your lecture” while if you did not enjoy it, you would either keep quiet about it or convey the fact more indirectly.

The other may not be the person directly addressed, but someone or something was near to him or her. It will be unacceptable to say: *did you do these ghastly daubling?* As it would be to ask: *are these talentless children yours?*.

1. Modesty Maxim

Modesty maxim states: “Minimize the expression of praise of self; maximize the expression of dispraise of self”

Example: *A and B were giving a series of lectures in a foreign country where decent coffee was an uncertain commodity. At the airport A had bought a good supply of ground coffee and gadget for percolating it. She makes a first attempt at using it:*

A: This isn’t bad is it?

B: The coffee? It’s very good

*A few hour later she makes some more*

B: The coffee’s very good

A: Not bad, is it?

1. Agreement Maxim

“Minimize the expression of disagreement between self and other; maximize the expression of agreement between self and other” as the other entire maxim, the usual caveat apply concerning the need to take account of the relationship between the speaker and the hearer and of the nature of the interaction in which they are involved. People are much more direct in expressing their agreement than disagreement.

Example: A: I don’t want my daughter continue her study in

America, I want her to continue her study in Australia.

B: Yes, but I thought we resolved it on your last visit

 *On the example above, B actually disagree with A.*

1. Sympathy Maxim

“Minimize antipathy with others and maximize sympathy with other” the purpose of this maxim is to show our sympathy with others and keep our partner feelings.

Example: *‘Long time, I missed you man, good to see you’* this utterance seems care about the hearer and shows the sympathy of the speaker to the hearer.

1. **Novel “Hamster”**

Novel “Hamster” is written by Daniel Derrett that published in 2008. It was a novel told about a lost hamster. Hamster is a thrilling tale of intrigue, adventure, a delightful story of friendship, and a rather silly account of a lost hamster. Set entirely in the Bedford town and mostly in the pub. Bedford town is the town where the characters of this novel lived. Most of the characters like spending their time in a pub. In this novel, there are a lot of conversations between the characters. It consists of 275 pages.

This story began when Anne lost her student’s hamster. Billy as a private detective came and tried to investigate this. From the investigation Billy knew that the hamster was stolen by someone. The strange thing happened to a lot of people in the Bedford who have a hamster, especially a hamster that come from the same family with Anne’s student’s hamster. They got lost. In Bedford there were national agent was observing about the danger of hamster. They were CIA and M15 agent.

Both CIA and M15 agent did not work together. They had same purpose but different target. CIA agent looked for the hamster breeder to stop new population of hamster whether M15 stole hamster to observe the danger of the hamster.

CIA put camera CCTV on Billy’s house. So every movement in Billy’s house can be known by CIA. One day the hamster breeder came to Billy’s house. He said that he was the hamster breeder. CIA knew about this. Then CIA tried to catch the hamster breeder, fortunately Billy and the hamster breeder could hide from CIA. They were in the Frank house. Frank was a KGB sleeper agent who has retired.

To help the hamster breeder Frank had an idea, he asked Natalia or the blue hair girl to come to one of the agent apartment. Then Frank took a picture of one of the agent when she was with Natalia. After that Billy and Calvin used the photo to ask CIA went back to their homeland. Then their trap was successfull.

Anne made a date with Quentin. Quentin was Sarah’s friend. Anne lived in Sarah house (before she moved to Billy’s house). When they had a date, Anne knew that Quentin worked in laboratory. Now he was observing about hamster. Knowing that, Anne, Billy, Calvin and Frank planned a new strategy to get the hamster back. Anne asked the Quentin for the second date, she asked Emily to come to the place where they had a date. Emily pretended to become so sad because the hamster was lost. Anne told Quentin that Emily’s hamster was stolen by someone.

In other day, Anne, Calvin and Billy came to laboratory. She met Quentin. She asked Quentin to give the hamster back. Even though it was very difficult for them to persuade Quentin but finally they brought the hamster back to Emily.

**CHAPTER III**

 **RESEARCH METHOD**

1. **Research Design**

Based on the data source, the researcher used novel, so the research method which is used in this research is qualitative content analysis. Content analysis is broad, general set of method for analyzing the content of some qualitative material to buil or support an argument. Ary (1990) Content analysis is a method used to analyze text material, visual material, audio material, field notes etc.

1. **Data and Data Source**

In this research, the data were taken from all utterances uttered by the characters in novel “Hamster”. The data source of this study is novel “Hamster” that written by Daniel Derrett. All of the data in this research are called population. Population means the total object in the novel.

 Since there are a lot of conversations between the characters, the researcher applied purposive sampling. Ary (1990:428) Purposive samples believed to be sufficient to provide maximum insight and understanding of what they are studying. The researchers used their experience and knowledge to select a sample of participants that they believe provide the relevant information about the topic or setting.

1. **Data Collection**

In collecting data, the researcher used documentation method. This method is used because the source of the data in this research is written source. This method is a kind of technique of collecting the data through written document, especially archives and also books about opinion, theory, argument, etc. which are related to the research problem.

First the researcher read novel “Hamster”, then the researcher underlined the utterance that contain with Leech maxim. After that the researcher categorized the data including in generosity maxim, tact maxim, approbation maxim, modesty maxim, agreement maxim, sympathy maxim.

1. **Credibility and Dependability**

To measure the dependability of this research, the researcher used code-record strategy. Ary (1990:456) mentionscode recode is a strategy where the researcher codes the data then leaves the analysis for a period of time, and then the researcher comes back and recodes the data. After that the researcher compares the two sets of coded materials, because the humans mind keeps changing, so sometimes the coded material will be different from the first time and the second one, but if the coded material is similar It means that the research is dependable.

Then to measure the credibility of this research, the researcher proved the data based on theoretical adequacy. Evidence based on theoretical adequacy is the way to measure the credibility based on theory or viewed from theory. Johnson and Christensen in Ary (1990:453) suggested that theoretical adequacy concern the degree to which a theoretical explanation developed from the study fits the data and its crediblelity.

1. **Data Analysis and Interpretation**

According to Yin (2011:176-179) in analyzing the data, it moves through five phases; they are compiling, disassembling, reassembling, interpreting and concluding.

1. Compiling

Compiling means putting them in some order. In compiling the data, the researcher took the data that included in Leech politeness maxim or contain Leech politeness maxim.

1. Disassembling

After compiling the data, the researcher coded the data that have been taken from novel based on categories of leech maxim. The researcher needs to organize the data to make easily to understand the data. This process is called disassembling. It is used for breaking down the compiled data into smaller fragments or pieces. This procedure may (but does not have to) be accompanied by assigning new labels, or “codes,” to the fragments or pieces.

1. Reassembling

Reassembling is the process of rearrangement or recombination data. Here, the researcher rearranged the data by placing all the data that have the same coding categories together. The rearrangements and recombination may be facilitated by depicting the data graphically or by arranging them in lists and other tabular forms.

1. Interpreting

The researcher discussed and interpreted the data which have been categorized into Politeness Maxim by describing the findings. Ary (1990:470) suggested that interpreting means the researcher goes beyond the descriptive data to extract meaning and insights from the data. Interpreting involves reflecting about the word and act of the study’s participants, and abstracting important understanding of them.

1. Concluding

And the last the researcher concludes what the researcher has done in analyzing data and the result of analyzing data. It calls for drawing the conclusions from your entire study. Such conclusions should be related to the interpretation in the fourth phase and through it to all of the other phases of the cycle.

**CHAPTER IV**

**FINDING AND ANALYSIS**

This chapter presents the result of the data analysis based on the problems of the study. The researcher found 43 data in the novel Hamster that were included into Leech Maxim. The data would explain briefly in this chapter.

1. **Findings**

The findings that deal with the politeness maxim used by the characters in the novel Hamster could be presented as follows:

1. **Politeness Maxim Performed in the Novel “Hamster**

The researcher found politeness maxim performed in the novel “Hamster”. They are tact maxim, generosity maxim, approbation maxim, modesty maxim, agreement maxim and sympathy maxim as presented below:

1. **Tact Maxim**

Data 1:

“**I’m afraid that we’ll be needing your room for the baby**” said David

“Oh” said Anne.

“**Not right now obviously, but we want to redecorate so maybe next month, if you can find somewhere**” said David.

(Chapter 1 Page 29)

Anne lived in Susan’s house because they are friends. David and Susan would have a baby and they would need Anne’s room for the baby so David wanted Anne to look for the other place to live. David’s utterances obeyed politeness maxim that is tact maxim, he softened his utterances to decrease cost to Anne.

Data 2:

“**If two people want to wake him then their best bet is for larger of the two to assist the lighter of the two in climbing over the lock gate then have her knock loudly on the bed window**” said Billy.

“That was definitely not part of our initial agreement” said Anne.

(Chapter 1 Page 37)

Billy and Anne wanted to wake Calvin up, but the gate was locked. Then Billy asked Anne to climb the gate to make them easier to wake Calvin up. In Billy’s utterance, he asked Anne indirectly by saying **If two people want to wake him then their best bet is for larger of the two to assist the lighter of the two in climbing over the lock gate then have her knock loudly on the bed window.** Billy did not force Anne to climb the gate. He used a polite utterance to decrease cost to Anne.

Data 3:

“**Do you mind if I join you fellows here?**” Said Russian Frank.

“Sure Rusian” said Calvin.

(Chapter 1 Page 46)

Russian Frank came to the pub while Calvin, Anne and Billy have already sat in the corner of the pub. Russian Frank wanted to join with them by saying **Do you mind if I join you fellows here?**. Russian Frank utterance was included in to Tact maxim. The word **do you mind** made the utterance sound more polite.

Data 4:

“**Could you describe the man**” said Billy.

“Not really” said the pet store man.

(Chapter 2 Page 73)

Billy asked the pet store man about the man who bought Pickles. Pickles was the father of Sniffle and Snuffle (the lost hamster). Billy asked the pet store man to describe about him, even though the pet store man felt difficult to describe someone or something. Billy softened his utterance by adding the word **could you** in his utterance. It was clearly seen that Billy minimized cost to pet store man.

Data 5:

“**If you don’t mind I’ll just go back to sleep till it gets here**” said Calvin.

“**I’m afraid I do mind Mister Watson**, there are matters of an urgent nature we need to discuss” said deputy field commander.

(Chapter 2 Page 159)

Calvin was brought by deputy field commander to his place. He wanted to interrogate Calvin about the hamster. Deputy field commander was included into the M15 club. In the conversation above, Both Calvin and deputy field commander used polite utterances. It was seen from the word **if you don’t mind** and **I’m afraid.** It softened their utterances by minimizing cost to other.

Data 6:

“I am interesting in acquiring a hamster taken from the next door two weeks ago” said Billy.

“**I am afraid we are unable to help you there sir**” said the man.

(Chapter 2 Page 168)

Billy wanted to know more about M15 by asking one of the members of CIA, but here the man didn’t want to give any information to Billy. The man’s utterance was included into Tact maxim, it was shown by using the word **I am afraid**. The word **I am afraid** could make the man utterance sound more polite in refusing something and it could minimize the cost to Billy.

Data 7:

“**Do you mind if we keep calling you frank?**” said Billy.

“Frank is not my name but everyone I know these days knows me as Frank, so what is a name? Perhaps Frank is my name. Perhaps now I am Frank pretending to be Filip rather than Filip pretending to be Frank” said Frank.

(Chapter 2 Page 181)

Filip is a spy. He disguised as Frank. Here Billy, Anne and Calvin have already known that Frank is spy. He was actually Filip, but Billy and friends still wanted to call him Frank. Billy added the word **do you mind** in his utterance to minimize cost to Frank, so that is why this utterance included into Tact maxim.

Data 8:

“**Would you like to go for a walk?**” asked Billy.

“Yes, I would very much like to go for a walk” said Mister Yariv.

(Chapter 3 Page 223)

Billy asked Yariv to go for a walk, because they wanted to talk about breeding Hamster. The word **would you** used to minimize cost to Yariv, so Yariv will not feel constrained, and Billy’s utterances included into Tact maxim.

Data 9:

“**Could you say that again only this time in English?**” said Calvin.

“This man has a wife in the State. Better still he married into money and it was most likely his wife’s connection that has, how would you say, lubricated his career in the agency. He is a prime candidate.” Said Frank.

(Chapter 3 Page 230)

CIA looked for Mr. Yariv because he was a hamster Breeder. Frank knew that one of the members of CIA has a wife. To help the hamster breeder, Frank and Calvin had a plan to make a trap for that man. He asked the waitress of the pub to seduce that man, and then Frank took a picture of them to threaten that man. Calvin asked Frank to repeat what Frank said. Calvin used the word **could you** to soften his utterance, so it could minimize cost to Frank.

Data 10:

“**Can we go somewhere private?**” said Anne.

“Of course” said Quentin.

(Chapter 3 Page 247)

Anne asked Quentin to go somewhere. Tact maxim stated that minimize the expression of beliefs which imply cost to other; maximize the expression of beliefs which imply benefit to other. The word **Can** in Anne’s utterance could minimize cost to Quentin. It gave options for Quentin to refuse or accept Anne’s request. It gave a freedom to Quentin.

1. **Generosity Maxim**

Data 11:

“**Would you like a cup of tea?”** said Anne

“A beer would be nice,” said Calvin

(Chapter 1 Page 19)

Anne was offering a cup of tea to Calvin. The researcher knew that generosity maxim maximized the expression of benefit to other. By offering tea to Calvin, it gave Calvin benefit and implied cost to Anne. This expression obeyed generosity maxim.

Data 12

“**You won’t have to pay me a penny,**” Said Billy.

“For all you know that is Sniffle sitting right there.” Said Anne.

(Chapter 1 Page 22)

Billy was a private detective, he wanted to help Anne to find the hamster. Anne was uncertain with Billy. She wanted to refuse Billy’s help, Then Billy tried to make a deal with Anne that she did not need to pay him if he could not find the hamster. From his utterance, Billy gave benefit to Anne that she did not need to pay Billy if he could not find the hamster.

Data 13:

“**Can I help you look for my hamster**” Said Emily.

“**Can I help you?”** she asked again.

“Yes” said Billy.

(Chapter 2 Page 61)

Emily wanted to help Billy to look for her hamster. Even though it was Emily’s hamster but Emily still wanted to help Billy. It was clear that Emily gave benefit to Billy and maximized cost to her by helping Billy.

Data 14:

“Unfortunately, Anne drove a very hard bargain and I cannot afford to pay you” said Billy.

“**Oh I’ll work for free**” said Emily.

(Chapter 2 Page 62)

In this conversation, Emily wanted to help Billy to look for her hamster, but Billy told her if she wanted to help him, he could not pay her because he did not get enough money from Anne or probably Anne would never paid Billy. Anne was Emily’s teacher. Knowing that, Emily still wanted to help Billy. It was seen from her utterance **I’ll work for free**. She offered free help for Billy. Emily’s utterance included into generosity maxim, because she gave benefit to others and maximized cost to herself.

Data 15:

“Frank, you’re forgiven. Come in and have a drink” shouted Bob.

“Billy, Calvin, you are still my friends, yes?” asked Frank.

“Of course” said Billy.

“**Then let me buy you a drink**” said Frank.

(Chapter 2 Page 91)

Actually Frank was Filip. He is a KGB sleeper agent who has retired and admitted to his friends that he was actually Filip. He apologized to his friends and finally his friends forgave him. Frank wanted to treat them drink by saying **Then let me buy you a drink.** Frank’s utterance included in generosity maxim. He maximized cost to himself by treating his friends a drink and giving benefit to his friends.

Data 16:

“Susan bought books on natural childbirth and kept showing me photos all the way through dinner. We have spaghetti Bolognese,” said Anne.

“Oh dear! Well you are better off here. **Can I get you a drink?**” said Billy.

(Chapter 2 Page 96)

Anne did not like with Susan because she asked Anne to look for another place to stay. As I told before that Anne lived in Susan house. Not only that, Anne was a private person. She did not like someone disturb her, so that was why she disliked with Susan. At that time she went to the pub. She told it to Billy and Calvin. Then Billy offered drink to Anne. Billy’s utterance gave benefit to Anne and he maximized cost to himself so Billy’s utterance obeyed the criteria of generosity maxim.

Data 17:

“Anne meet the band. Band meet Anne. This is Terry the drummer without any drum and Glenn the deaf bass player. I was just going to the bar, **would you like a drink?**” said Billy.

“Please to meet you. Yes please I’ll have a white wine. Are you still doing food” said Anne.

(Chapter 2 Page 138)

Billy had a group band a long time ago. The band vacuumed because one of the personnel resigned. Now, he wanted to create a new group band with his friend. When they were talking about their new band, Anne came. Billy introduced Anne to his friends and his band friends to Anne. Then Billy offered Anne a drink. Offering something was included into generosity maxim because it gave benefit to others and maximized cost to himself, just like what Billy’s did in conversation above.

Data 18:

“Hello gents, any empties?” said Bob.

“Couldn’t help over hearing your little quandary there Billy, think I may know a man you could talk to might be able to help. You interest?” continue Bob.

“I think so” said Billy.

“**I’ll call him** and let you know” said Bob.

(Chapter 2 Page 184)

Billy was curious with M15 and CIA. Bob came and offered help. He knew the man who knew the information about M15 and CIA. He could call him if Billy wanted. Bob’s utterance **I’ll call him** indicated that he maximized cost to himself and gave benefit to Billy. Bob’s utterance included into generosity maxim.

Data 19:

“Embrose, that’s unusual name.” said Anne.

“It’s perfectly fine name,” said Embrose.

“For a woman.” Added Anne.

“**I’ll make a tea, who wants tea?**” said Billy.

(Chapter 3 Page 189)

Embrose was Billy’s mother. She was a cold person. She liked insulting people. In this time, Anne tried to beat her. She has planned it with Billy before. When they had conversation, Billy offered a tea. He wanted to make them a tea. What Billy’s did included into generosity maxim. It seemed from his utterance **I’ll make a tea, who wants tea?** He maximized cost to himself and gave benefit to Anne and his mother.

Data 20:

“This is terrible idea for a date isn’t it?” said Anne.

“Well…” said Quentin.

“Come on, let’s get out and **I’ll buy you a drink**” said Anne.

(Chapter 3 Page 236)

After Anne knew that Quentin worked in the laboratory and it had connection with the lost hamster then Anne made a plan with Billy and Calvin. Anne should have a date with Quentin to look for information about hamster. Calvin and Billy asked her to have a date in the swimming pool. Anne did not really like that idea. In the conversation above Anne asked Quentin to get out from swimming pool and she bought Quentin drink. It seems from her utterance **I’ll buy you a drink.** When someonetreated someone a drink, it meant he gave a benefit to someone else and cost to himself. It was proved that Billy’s utterance included into generosity maxim.

1. **Approbation Maxim**

Data 21:

“**You pretty much got the lot, I don’t think there’s anything worse, I could tell you**” said Billy.

“So you think I am good spy?” Frank asked.

“**You must have been good, because I had absolutely no idea you were one**” said Billy.

(Chapter 2 Page 93)

In this conversation, Frank was disappointed because he retired from KGB sleeper agent. He thought that he was not a good spy. Then her friend Billy tried to comfort him by saying: **You pretty much got the lot, I don’t think there’s anything worse, I could tell you** even though Billy did not know any more about him as KGB sleeper agent. In the Billy’s utterance contained praise to other, he minimized dispraise to other and maximized praise to other. Billy’s utterance included into Approbation maxim

Data 22:

“It took me to find these again, I was surfing all day” said Calvin.

“**They are very nice**,” said Anne.

(Chapter 2 Page 140)

This conversation happened in the pub when Calvin showed three picture of girls. One of them was the waitress on the Bob’s pub. Then Anne gave comment of three girls on the picture. She said **they are very nice.** Anne utterance included into Approbation maxim, because she preferred to praise the picture of three girls then dispraised it.

Data 23:

“**Congratulations sir, excellent interrogation**” said one of M15 agent.

“**Did they teach that technique in training sir**” said the other agent.

“Just out him back where you found him” said the deputy field commander.

(Chapter 2 Page 162)

This conversation happened when M15 brought Calvin to their place for being investigated. In fact, Calvin did not say anything in that investigation. He just said that he wanted the hamster back. Deputy field commander got difficulties to take information from Calvin. The agent praised him by saying **Congratulations sir, excellent interrogation** and **Did they teach that technique in training sir.** Even though they knew the deputy field commander did not succeed to interrogate Calvin. The agent’s utterances included into approbation maxim because he preferred to express what they wanted to say to deputy field commander by softening their utterances.

Data 24:

“Hello dear, **he’s such a lovely boy**. I always hoped he’d end up with a nice girl” said Eliza (Billy’s grandma).

“He said she’s just his flat-mate” said Ambrose (Billy’s mother).

(Chapter 3 Page 188)

Ambrose and Eliza came to visit Billy. They met Anne in Billy’s flat. Then Eliza thought that Anne was Billy’s girlfriend, even though Billy has told her that Anne was his flat-mate. Eliza’s utterance **he’s such a lovely boy** included into approbation maxim because she praised Billy. The expression of praise was included into approbation maxim such as Eliza’s utterance.

Data 25:

“**He’s very big man**” said the girl with blue hair.

“Yes” said Anne.

“**Very strong**” said the girl with blue hair.

“Yes” said Anne.

(Chapter 3 Page 197-198)

The girl with blue hair was the waitress in the Bob’s pub. She admired Calvin and so did Calvin. She expressed her admiration using her utterance **He’s very big man** and **very strong.** Her utterance was included into approbation maxim, since it was known that approbation maxim maximized praise and minimized dispraise to other.

Data 26:

“Frank, I need your help. First do you have somewhere we can hide the car?” said Billy.

“No, but give me the keys and I will drive it up the street” said Frank.

“You’d better do as he says, **he’s expert**”.

(Chapter 3 Page 227)

Billy was with the hamster breeder, Mr. Yariv. CIA followed them because they have already heard what Billy and Mr. Yariv said. CIA looked for the breeder of hamster. When they followed by CIA, he met Frank. Then they asked for help to Frank. In that conversation Billy said that Frank was expert at spy. Billy’s utterance obeyed approbation maxim. He maximized praise to Frank.

Data 27:

“**Well good job man**, Wrap it up and come home.” said deputy field commander.

“Thank you sir” said the man.

(Chapter 3 Page 252)

The man gave information to the deputy field commander about the hamster’s breeder. After the man told him about the hamster’s breeder, he also gave information that he lost one of their hamsters. The rumor said that CIA has stolen it. Then the deputy field commander gave advice to make clear about that information. Then he praised his man by saying **well good job man**. The deputy field commander’s utterance obeyed approbation maxim.

Data 28:

“There’s a new girl in” said Billy.

“I saw” said Calvin.

“**She’s gorgeous**” said Billy.

“Is she? You were standing in front of her most of the time.” Said Calvin.

“**Well she is gorgeous, really really gorgeous**” said Billy.

(Chapter 2 Page 88)

There’s a new girl in the pub. She was a waitress. In that conversation Billy told Calvin that there was a new girl in the pub. It was clear that Billy’s utterance obeyed approbation maxim. He praised the girl by saying **She’s gorgeous** and **well she is gorgeous, really really gorgeous.**

1. **Modesty Maxim**

Data 29:

“Are you really a private detective?” said Anne.

“Private Investigator, Billy Bones at your service.” Said Billy.

“I never knew there were such people.” said Anne.

“**We are few and far between**” said Billy.

(Chapter 1 Page 17)

Anne lost her student’s hamster. Then Calvin recommended Billy to help Anne. Anne was not sure with Billy. She tried to investigate Billy. In Billy’s utterance above, it was included into modesty maxim. He did not boast but he dispraised himself. It was seen from his utterance **we are few and far between.**

Data 30:

“Oh sorry Anne, I don’t know it was you” said Calvin.

“**Don’t mind me**” said Anne.

(Chapter 1 Page 38)

Anne tried to wake Calvin up. Calvin was angry because someone disturbed him, but he didn’t know it was Anne. Then he apologized to Anne, then Anne said **don’t mind me.** Anne’s utterance was an utterance that obeyed modesty maxim. We knew that modesty maxim minimized praise of self and maximize dispraise of self. Just like what Anne did. She dispraised herself.

Data 31:

“You did what was required of you and you stayed secret. Very secret. We all thought you were Ukrainian” said Billy.

“No, you did not, you call me Russian Frank.” Said Frank.

“We did do that, yes, **but that’s because we’re stupid and don’t know the difference between Ukrainian and Russian”** said Billy.

(Chapter 2 Page 93)

This conversation happened when Russian Frank retired from KGB sleeper agent. Calvin and Billy tried to comfort him. Frank blamed himself. Billy and Calvin comforted him by dispraising themselves in front of Frank to make him feel better. It was clearly seen on Billy’s utterance **we’re stupid and don’t know the difference between Ukrainian and Russian.** He dispraised himself and also Calvin. Billy’s utterance included into Modesty maxim.

Data 32:

“Frank is Ukrainian” said Anne.

“”But we can still call you frank?” asked Billy.

“I think I do not mind. You know Frank, Frank is your friend it would be unfair to expect you to be friends with Filip as well. **Filip is not a good man, has done bad think**. Frank is harmless Ukrainian bookseller, very likeable man” said Frank.

(Chapter 2 Page 181)

We knew before that Frank was Filip and Filip was Frank. He was retired from a KGB sleeper agent. His friend asked him to still call him Frank. Then Frank did not mind with it. Frank was proud to be Frank than Philip. He dispraised himself as Pilip by saying **Filip is not a good man, has done bad think.** He dispraised himself. It obeyed modesty maxim by minimizing praise and maximizing dispraise to self.

Data 33:

“Thank you” said Billy.

“**Don’t thank me, thank Bob.**” said Bob’s friend.

(Chapter 3 Page 202)

Bob offered his friend to help Billy. Billy met Bob’s friend and asked him about CIA and M15. After he got the information, he said thanked to Bob’s friend, but Bob’s friend said that he did that because of Bob, so he asked Billy to thank to Bob. Bob’s friend obeyed modesty maxim, because he did not conceited himself, by asking Billy to thank to Bob.

1. **Agreement Maxim**

Data 34:

“I’m also writter, I know everyone says that these day but I’ve sold some stories. Mostly I write fiction though which you can sell, obviously. I’ve probably written most of the Severus Malfoy slash there is decent stuff at least, which is the minority let me tell you” said Claire.

“Harry Potter?” asked Anne.

“**Yes, but I don’t do Harry, he’s too wholesome**.” said Claire.

(Chapter 1 Page 41-42)

Anne, Billy and Calvin came to Claire’s house to ask about someone whom she saw enter Anne house, because Claire always paid attention to the people who passed the street. Claire was really happy to meet Anne. She told Anne about her job. Anne had no idea about her job, so Claire told everything about her job. Anne guessed Harry Potter. Then Claire said **yes, but I don’t do Harry, he’s too wholesome.** The word **yes** indicated that she agreed with Anne. **But I don’t do Harry, he’s too wholesome** indicated that he tried to tell about her other opinion about Harry. In conclusion, Claire did not agree with Anne but she softened her utterances as if she agreed with Anne. Claire’s utterance obeyed Agreement maxim.

Data 35:

“Oh you’ll miss the best of them mate, you really have to look down on them from above” said Billy.

“**You know that is one of the think I do miss, but then if they’re a good size they can also look they can also look quite strike from below**” mused Calvin.

(Chapter 2 Page 89)

In this conversation Billy and Calvin talked about the blue hair girl. She had a sexy body. This conversation dealt with agreement and disagreement. Calvin disagreed with Billy’s opinion but he tried to express his disagreement using polite utterance. It was clearly seen from his utterance. First, he said **you know that is one of the think I do miss.** As if he agreed with Billy but after that he said **but then if they’re a good size they can also look they can also look quite strike from below.** The word **but** indicated that he started expressing his disagreement. Calvin’s utterance obeyed agreement maxim. Agreement maxim maximized agreement between self and others.

Data 36:

“She is from my homeland of mother Russian.” said Frank.

“No, she’s not, she told me she was from Poland.” said Billy.

“**Yes, but over here nobody knows the difference**.” said Frank.

(Chapter 2 Page 97)

In this conversation Billy and Frank were arguing about where the blue hair girl came from. Frank said that she was from Russian but Billy said that she was from Poland. The expression of disagreement from Frank sounded more polite. He applied agreement maxim on his utterance. He said **yes** then it was followed by his disagreement and saying **but over here nobody knows the difference.**

Data 37:

“Ahha, always many spies are gay, because gay have to conceal their real feelings which gives them good practice to be spies” said Frank confidently.

“**Maybe once, but I still don’t think**” said Anne.

(Chapter 2 Page 184)

In this conversation, Anne, Billy, Calvin and Frank talked about spy and M15 agent. This conversation contained disagreement from Anne about Frank’s opinion, but in expressing her disagreement, Anne used polite utterance. The word **maybe once** sound more polite than if she just said **I still don’t think.** It was clear that she applied agreement maxim on her utterance.

Data 38:

“Did I tell you that my mother and grandmother are visiting today?” said Billy.

Anne replied in the negative

“Well they are” said Billy.

“Do you want me pretend to be your girlfriend?” said Anne.

“**It would probably make think easier today, but not in the long term**” said Billy.

(Chapter 3 Page 187)

Anne lived in Billy’s house since she moved from Susan house. On that day, Billy’s mother and grandmother would come to his house. Anne asked Billy, **do you want me pretend to be your girlfriend?**. Billy’s answer contained agreement maxim. He said **it would probably make think easier today, but not in the long term.** He expressed disagreement by using polite expression.

Data 39:

“Quentin there’s a little girl who has lost her hamster” said Anne.

“**I know but it’s not that simple**” said Quentin.

(Chapter 3 Page 247)

Quentin was working in laboratory. He kept in touch with hamster. Anne came to the laboratory and met him. She asked him to give Snifle back. Quentin disagreed with Anne. He could not give the hamster to her. Quentin used polite utterance to state disagreement to Anne. **I know but it’s not that simple.** The words **I know** made the utterance sound more polite. Quentin obeyed agreement maxim. He minimized disagreement between himself and others.

1. **Sympathy Maxim**

Data 40:

“**I feel terrible for the girl**” said Calvin.

“And Anne for having to tell a little girl such a thing” said Frank.

“And Anne. **I feel sorry for both of them** but what more can I do? Tell me that” said Calvin.

(Chapter 1 Page 49)

Calvin and Frank were talking about the girl who lost her hamster. They expressed their sympathy by saying **I feel terrible for the girl** and **I feel sorry for both of them.** Calvin maximized sympathy between himself and others and minimized antipathy between himself and other. Calvin’s utterance fulfilled sympathy maxim.

Data 41:

“Anne, you came. Was it that bad?” said Calvin.

“They haven’t discovered the wine glass yet, but it was pretty bad anyway. Susan bought books on natural childbirth and kept showing me photos all the way through dinner” said Anne.

“**Oh dear**” said Calvin.

(Chapter 2 Page 96)

Anne disliked with Susan since she was pregnant. At that time, Anne came to the pub and met Calvin. Anne told Calvin what happened. Then Calvin expressed sympathy about what happened to Anne by saying **oh dear.** Calvin’s utterance indicated that he cared about Anne. Calvin’s utterance fulfilled sympathy maxim.

Data 42:

“**Poor Calvin**” said Anne.

“I gather he gave as good as he got” said Billy.

(Chapter 2 Page 172)

Anne was told by Billy that Calvin brought by M15 agent. Anne expressed her sympathy by said **poor Calvin**. Anne cared about what happened to Calvin. Anne’s utterance obeyed sympathy maxim

Data 43:

“Sarah, what’s matter with Emily?” said Anne.

“She’s just upset because her hamster was stolen the other week” said Sarah.

“**Oh the poor thing**, should I go after her?” said Anne.

(Chapter 3 Page 235)

Anne and friends made a plan for told Quentin about Emily’s hamster that stolen, because Quentin worked in laboratory where the M15 put the hamster for observe. Anne had a date with Quentin, Emily and Sarah acted to become so sad to get sympathy from Quentin. Anne’s utterance fulfilled sympathy maxim, because she was sympathy about what happened to Emily. She was not antipathy to Emily. **Oh poor thing** indicated that she put sympathy on Emily.

1. **Language Features in Politeness Maxim Performed in The Novel “Hamster”**

After finding the utterances that included into politeness maxim, the researcher found some language features that used in politeness maxim. Since we know that politeness maxim proposed by Leech, it consisted of six maxims, they were tact maxim, generosity maxim, approbation maxim, modesty maxim, agreement maxim, and sympathy maxim. Each maxim has their own language features. The language features were presented below:

1. **Tact Maxim**

Here the table of language features of utterances used in the novel Hamster. This utterance belonged to tact maxim.

|  |  |  |  |
| --- | --- | --- | --- |
| **No.** | **Utterance** | **Language Feature** | **Explanation** |
| **1.** | **Datum 1:**I’m afraid that **we’ll** be needing your room for the baby not right now obviously, but we want to redecorate so maybe next month, if **you can find somewhere** | Command and use modal | **“you can find somewhere”** indicated command, and it used **will** as modal. |
| **2.** | **Datum 2:**If two people want to wake him then their best bet is for larger of the two to assist the lighter of the two in climbing over the lock gate then **have her knock loudly on the bed window** | Command | **“have her knock loudly on the bed window”** indicatedcommand.  |
| **3.** | **Datum 3:****Do you mind if** I join you fellows here? | Ask permission politely, Interrogative form | This utterance was asking permission politely. It was clearly seen from the sentence **do you mind if.** |
| **4.** | **Datum 4:****Could** you describe the man? | Polite request, Interrogative form and use modal | The use of modal **could** indicated Polite request  |
| **5.** | **Datum 5:****If you don’t mind** I’ll just go back to sleep till it gets here | Ask Permission politely | This utterance was asking permission politely. It was clearly seen from the sentence **“if you don’t mind.”** |
| **6.** | **Datum 6:****I am afraid** we are unable to help you there sir | Refusing politely | **“I am afraid”** indicated polite refusing |
| **7.** | **Datum 7:****Do you mind if** we keep calling you frank? | Ask permission politely, Interrogative form. | This utterance was permission politely. It was clearly seen from the sentence **do you mind if.** |
| **8.** | **Datum 8:****Would** you like to go for a walk? | Invitation, Interrogative form and use modal | It was included invitation. It used **would** as modal to make the utterance sound more polite. |
| **9.** | **Datum 9:****Could** you say that again only this time in English? | Polite request, Interrogative form and use modal | This utterance was a request utterance. It was seen from the sentence **could you say that again.** It also used modal **could.** |
| **10.** | **Datum 10:****Can** we go somewhere private? | Invitation, Interrogative form and use modal | **Can we go somewhere** indicated invitation. It used modal **Can** to make their utterance more polite. |

From the table above, there were 10 data which consist of 10 utterances. It has 7 language features such as command, use modal, ask permission politely, interrogative form, polite request, refusing politely and invitation.

1. **Generosity Maxim**

Here the table of language features of utterances used in the novel Hamster. This utterance belonged to generosity maxim.

|  |  |  |  |
| --- | --- | --- | --- |
| **No.** | **Utterance** | **Language Feature** | **Explanation** |
| **1.** | **Datum 11:****Would** you like a cup of tea? | Offering, Interrogative form and use modal | **Would you like** indicated offering, the speaker offering a cup of drink to listener. The speaker used **would** as modal to make the sentence more polite. |
| **2.** | **Datum** **12:**You **won’t** have to pay me a penny | Offering, use modal | It was called offering, the speaker offered to work for free to the listener. It was seen from the sentence **You won’t have to pay me.** The speaker used **will** as modal to make the sentence more polite. |
| **3.** | **Datum** **13:****Can I help you** look for my hamster | Offering, Interrogative form and use modal | It was called offering because the speaker offered a help to the listener by saying **Can I help you…** The speaker used **can** as modal to make the sentence more polite. |
| **4.** | **Datum** **14:**Oh I’**ll** work for free | Use modal | The speaker used **will** as modal to make the sentence more polite. |
| **5.** | **Datum** **15:**Then **let me buy** you a drink | Offering and use Action verb | **Let me buy** indicated offering. It used **buy** as action verb. |
| **6.** | **Datum** **16:****Can I get you** a drink? | Offering, Interrogative form and use modal | It was called offering, it could be seen from the sentence **can I get you.** The speaker offered a drink to the listener. The speaker used **can** as modal to make the sentence more polite. |
| **7.** | **Datum** **17:****Would you like** a drink? | Offering, Interrogative form and use modal | **Would you like** indicated offered, the speaker offered a drink to listener. The speaker used **would** or modal to make the sentence more polite. |
| **8.** | **Datum** **18:**I’**ll** call him  | Use modal | In this sentence, the speaker used **will** or modal. |
| **9.** | **Datum** **19:**I’**ll** make a tea, **who wants tea**? | Offering and use modal | It was offering expression. The sentence “**who wants tea?”** indicated offering. The speaker offered a tea to listener. The speaker used **will** as modal in his utterance. |
| **10.** | **Datum 20:****I’ll buy you** a drink | Offering, use modal | **I’ll buy you** indicated offering, the speaker offered a drink to the listener. The speaker used **will** as modal in his utterance |

From the table above, there were 10 data which consist of 10 utterances. It has 4 language features such as offering, interrogative form, use modal and use action verb.

1. **Approbation maxim**

Here the table of language features of utterances used in the novel Hamster. This utterance belonged to generosity maxim.

|  |  |  |  |
| --- | --- | --- | --- |
| **No.** | **Utterance** | **Language Feature** | **Explanation** |
| **1.** | **Datum 21:****You must have been good**, because **I had absolutely no idea you were one**  | Contrast expressions, Adjective. | It was contrast expression, it could be seen from the utterance **You must have been good** then the speaker said that **I had absolutely no idea you were one** about the listener. |
| **2.** | **Datum 22:**They are **very nice** | Intensifier | The intensifier in this utterance was **very nice**  |
| **3.** | **Datum 23:**Congratulations sir, **excellent interrogation** | Adjective  | **excellent interrogation** was Adjective |
| **4.** | **Datum 24:**he’s such a **lovely boy** | Intensifier | **Lovely boy** related with intensifier |
| **5.** | **Datum 25:**He’s **very big man****Very strong** | Intensifier | The intensifier in this utterance was **very strong** and **very big man** |
| **6.** | **Datum 26:**he’s **expert** | Adjective | **Expert** was adjective |
| **7.** | **Datum 27:**Well **good job** man | Adjective  | **Good** was adjective |
| **8.** | **Datum 28:**Well she is gorgeous, **really really gorgeous** | Intensifier | **Really really gorgeous** wasincluded into intensifier |

From the table above, there were 8 data which consist of 8 utterances. It has 3 language features such as Contrast expression, intensifier and adjective

1. **Modesty Maxim**

Here the table of language features of utterances used in the novel Hamster. This utterance belonged to modesty maxim.

|  |  |  |  |
| --- | --- | --- | --- |
| **No.** | **Utterance** | **Language Feature** | **Explanation** |
| **1.** | **Datum 29:**We are **few and far between**. | Contain Litotes | **few and far between** showed that the speaker used litotes because it showed that the speaker were humble |
| **2.** | **Datum 30:****Don’t mind me**. | Contain Litotes | This utterance indicated litotes because it showed that the speaker was humble by saying **Don’t mind me.** |
| **3.** | **Datum 31:****We’re stupid and don’t know** the difference between Ukrainian and Russian. | Contain Litotes and Adjective. | The speaker disfigured himself by saying **We’re stupid.** The speaker said that utterance to comfort the listener. His utterance included into litotes. |
| **4.** | **Datum 32:****Filip is not a good man**, has done bad think. | Contain Litotes and Adjective. | The speaker underestimated himself by saying **Filip is not a good man.** His utterance indicated the use of litotes. |
| **5.** | **Datum 33:****Don’t thank me**, thank Bob. | Contain Litotes | **Don’t thank me** indicated the use of litotes because the speaker indicated to be humble himself by saying that utterance. |

From the table above, there were 5 data which consist of 5 utterances. It used litotes as language feature.

1. **Agreement Maxim**

Here the table of language features of utterances used in the novel Hamster. This utterance belonged to agreement maxim.

|  |  |  |  |
| --- | --- | --- | --- |
| **No.** | **Utterance** | **Language Feature** | **Explanation** |
| **1.** | **Datum 34:****Yes, but** I don’t do Harry, he’s too wholesome | Contrary form, conjunction (but) | It was contrary form. It could be seen from the word **yes** followed by **but** |
| **2.** | **Datum 35:**You know that is one of the think I do miss, **but** then if they’re a good size they can also look they can also look quite strike from below | Contrary form conjunction (but) | It was contrary form. It could be seen from that utterance, it was an agreement that followed by **but.** It indicated that the speaker did not really agree with the listener opinion. |
| **3.** | **Datum 36:****Yes, but** over here nobody knows the difference | Contrary form, conjunction (but) | It was contrary form. It could be seen from the word **yes** followed by conjunction **but** |
| **4.** | **Datum 37:****Maybe once, but** I still don’t think | Contrary form, conjunction (but) | It was contrary form. It could be seen from the word **maybe once** arefollowed by conjunction **but** |
| **5.** | **Datum 38:**It would probably **make thing easier today**, **but** **not in the long term** | Contrary form, conjunction (but) | It was contrary form, it could be seen from the word **make thing easier** but the speaker said **not in the long term.** |
| **6.** | **Datum 39:**I know **but** it’s not that simple | Contrary form, conjunction (but) | It was contrary formthe word **I know** was agreement expression then it was followed by conjunction **but** that indicated disagreement. |

From the table above, there were 6 data which consist of 6 utterances. It has 2 language features such as Contrast expression and conjunction (but).

1. **Sympathy Maxim**

Here the table of language features of utterances used in the novel Hamster. This utterance belonged to sympathy maxim.

|  |  |  |  |
| --- | --- | --- | --- |
| **No.** | **Utterance** | **Language Feature** | **Explanation** |
| **1.** | **Datum 40:****I feel terrible** for the girl**I feel sorry** for both of them  | Use unhappiness and Sorrowful expression  | **Feel terrible, feel sorry** were unhappiness or sorrowful expressions. |
| **2.** | **Datum 41:****Oh dear!** | Use unhappiness and Sorrowful expression | **Oh dear** showed unhappiness expression. |
| **3.** | **Datum 42:****Poor Calvin** | Use unhappiness and Sorrowful expression | **Poor Calvin** indicated sorrowful expression. |
| **4.** | **Datum 43:****Oh the poor thing** | Use unhappiness and Sorrowful expression | **Poor thing** indicated sorrowful expression. |

From the table above, there were 4 data which consist of 5 utterances. It has 2 language features such as use happiness and sorrowful expression.

1. **Analysis**

After presenting the data above, the researcher came to the analysis. In fact based on the findings, the characters in the novel used politeness maxim in their conversation. So from the findings the researcher could answer the research questions.

1. **What politeness maxims are performed in conversation between the characters in the novel “Hamster”?**

The characters in the novel used six politeness maxims by Leech. They were tact maxim, generosity maxim, approbation maxim, modesty maxim, agreement maxim, and sympathy maxim. The most often maxim used in the novel are tact maxim and generosity maxim. People often used and found tact maxim and generosity maxim in their communication then the other maxim, because tact maxim related with request, ask permission, refusing, invitation and generosity maxim related with offering, so that was why the most maxim xoften used were tact maxim and generosity maxim.

1. **What are the linguistics features in politeness maxims performed in the novel “Hamster”?**

Based on the findings above politeness maxims had language features. Language features could be used to show the characteristics of the maxim itself.

1. Tact maxim (*minimize cost to other and maximize benefit to other*). It showed from the language features of the utterance that used by the characters in the novel “Hamster”. They were polite request, ask permission politely, refusing politely, invitation and modal to soften the utterance.
2. Generosity maxim (*minimize benefit to self and maximize benefit to self*). It was represented by the language features that presented in the finding above. They were offering expression and the use of modal.
3. Approbation maxim (*minimize dispraise of other and maximize praise of others*). Based on the data in the finding above related with approbation maxim, all of them contained praise to other as represented by language features that was the use of intensifier such as **very nice, really really gorgeous** etc. and the use of adjective such as good, expert, excellent etc.
4. Modesty maxim (*minimize praise of self and maximize dispraise of self*). It was represented by the use of litotes as language features of modesty maxim.
5. Agreement maxim (*minimize disagreement between self and other and maximize agreement between self and other*). It showed the use of contrary or contrast expressions. The use of contrary or contrast expressions could minimize disagreement.
6. Sympathy maxim (*minimize antipathy and maximize sympathy between self and other*). In expressing sympathy to other, people use unhappiness or sorrowful expression such as **I feel terrible for the girl, I’m sorry to hear that** etc.

**CHAPTER V**

**CONCLUSION AND SUGGESTION**

This chapter consisted of two points, they were conclusion and suggestion. The researcher concluded the finding of the study that conducted and the researcher gave suggestion to the further study in the same field.

1. **Conclusion**

After analyzing and interpreting the politeness maxim used in Hamster novel, the researcher concluded that:

* + - 1. The characters in the Hamster novel used politeness maxim in their communication to other characters. It showed in the finding in the chapter IV. Politeness maxim that used by the characters were tact maxim, approbation maxim, generosity maxim, modesty maxim, agreement maxim and sympathy maxim. The use of those maxims were to soften their utterance when they talked to others.
			2. From the language features showed that the characters used tact maxim when they wanted to request something politely, asked permission politely, refused something politely and invited other characters to do something, then the characters used generosity maxim when they wanted to offer something to other characters. Approbation maxim contained praise to the other characters by using intensifier and adjective. Modesty maxim showed the humble of the character by using litotes, then Agreement maxim used when they wanted to express their disagreement politely by using contrary or contras expression, and the last was sympathy maxim. It was used when the character expressed their sympathy to other by using sorrowful or unhappiness expressions.
1. **Suggestion**

After conducting the study, the researcher made two suggestions to the next researcher. First, the researcher expected the next researcher will expand the area of investigation, not only in the novel but also the real a society, movie etc. In expanding the area of the study, the next researcher will find other form of politeness maxim. Second, the researcher expected the next researcher would conduct a study to use others politeness theories such as Brown and Levinson’s theory or Lackoff’s theory. By using other theories, the next researcher could compare one theory to the other theory.