



POLITENESS STRATEGIES USED BY THE MAIN CHARACTERS IN MULAN MOVIE 2020

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ABSTRACT

This study aims to examine the kinds of politeness strategy uttered by the main characters in *Mulan* (2020) and the different politeness strategies used by the main characters to the others characters within the movie. Qualitative textual analysis methods were applied in collecting the data of this study. The data were obtained from the script and movie *Mulan* (2020). Furthermore, the data were classified based on their types of politeness and also based on the different politeness used by the main characters. This study was conducted using Brown and Levinson (1987) theory. The analysis revealed that the main characters in the movie *Mulan* applied four strategies proposed by Brown and Levinson with the total of bald on record

(9), positive politeness (14), negative strategies (6) and off record (2). Regarding to the types of politeness, *Mulan* as the main character consistently tends to use positive politeness strategies in her utterances throughout the movie. The different politeness strategies used by the main characters to the other characters is *Mulan* often use bald on record and positive politeness strategy when she talks to her family. When she talks to her friends and neighbor, *Mulan* often use positive politeness strategy. The last is when *Mulan* talks to the emperor, she used negative politeness strategy.

Keywords:

Politeness Strategies, Brown and Levinson, Film Study, Mulan Movie 2020

INTRODUCTION

Language is a method for communicating with other people that uses sounds, symbols, and words to communicate or convey a concept, idea, or thought. Human and language According to Weiten (2007:10), there are symbols in every language that convey meaning. As a result, those symbols assist language users in conveying their messages through their utterances. In language there are elements that refer to the development of communication, such as communication has an important role in society. Conversations made by speakers and hearers have different meanings and purposes.

Communication occurs in practically every part of life, and it is used in social aspects such as relationship with others, religion, politics, economy and culture, and in communication between individuals. According to Wang (2010:121), speakers must be able to adopt numerous communicative approach in order to maintain great relationship between both interactants, as well as apply methods to construct a successful conversation. These are also known as the politeness strategies.

In communicating, the element of politeness is one of the important aspects that must be raised. This politeness is useful for creating good relationships and communication in social interactions between speakers and speech partners. The concept of politeness is widely debated by professionals in the field of sociolinguistics, such Lakoff (1975:53), who believes that being polite is to say something that correctly corresponds to society. In a wider context, Fraser and Nolen (1981:96) suggest that in order to be polite, one must follow the principles that apply to all social connections. When a speaker violates the guidelines, he is considered disrespectful. Politeness is strongly tied to the aspects of right and wrong in a person's attitude as judged by a tool known as a rule.

The writer, on the other hand, chose Brown and Levinson's theory. In short, Brown and Levinson include 5 kind of strategies as follows (1) Bald on record, (2) Positive politeness, (3) Negative politeness, (4) Off record, (5) Don't do FTA. The fifth strategy is not included because it does not pose a threat to one's self-image so that participants in the end do not say anything. These four strategies are referred to as 'superstrategies'.

The four types of politeness strategies according to Brown and Levinson:

a. Bald on record

According to Brown and Levinson in Omar (2012), bald on record strategy is speaking in direct, clear, unambiguous, and concise way in circumstances where face is not irrelevant or minimized. This strategy was performed in the most direct, clear, unambiguous, and concise way as possible. There are two main strategies that are not mentioned as strategies, the first is the case of not minimizing the face threat. This strategy is used to express an emergency for

example: Help! (Compare the non urgent 'please help me, if you would be so kind) Watch out!

The second is the case of using bald on record which is oriented towards FTA in form of action-oriented assignments or instruction, for example: Here, some water more. (The speaker give an instruction to the the hearer to have more water to drink).

b. Positive Politeness

This strategy is used to promote high involvement and solidarity. Considering the positive face of person by indicating that in some respects and positive politeness seeks to establish a positive relationship between parties; respects a person's need to be liked and understood (Probosini, 2020). Positive politeness strategies are realized in fifteen ways or actions: *Notice, attend to H (his interest, wants, needs, goods), Exaggerate (interest, approval, symphaty with H), Intensify interest to H, Use in group identity markers, Seek agreement, Avoid disagreement, Presuppose/raise/assert common ground, Joke, Assert or presuppose Speaker's knowledge of and concern for Hearer's wants, Offer promise, Be optimistic, Include both S and H in the activity, Give (or ask) reasons, Assume or assert reciprocity, Give gift to H (goods, symphaity, understanding, cooperation)*

c. Negative Politeness

Negative politeness strategy is satisfying person is negative face by recognizing and respecting the addressee is negative face wants and negative politeness also making a request less infringing (Makasiahe & Suryani, 2020). In this strategy, the speaker should minimize the imposition on the listener by using distancing techniques such as apologies. Negative politeness strategies are realized in ten ways or actions: *Be conventionally Indirect, Question, Hedge, Be Pessimistic, Minimize The Imposition, Rx, Give Deference, Apologize, Impersonalize S and H, State the FTA as a General Rule, Nominalize, Go on Record as Incurring a Debt or as not Indebting H.*

d. Off Record

The speaker's speech is not addressed to the listener. Off record strategy is delivering the intention indirectly; it means that the off-record strategy is used by the speaker to achieve a communicative intention indirectly (Kusumah & Haryudin, 2019). Off record strategies are realized in fifteen ways or action: *Give hints, Give association clues, Presuppose, Understate, Overstate, Use Tautologies, Use Contradiction, Be Ironic, Use Metaphors, Use rhetorical question, Be ambiguos, Be vague, Over generalize, Displace H, Be incomplet, use ellipsis.*

The writer chooses movie as a medium to analyze and understand politeness strategy. According to Hornby (2006:950), movie means a series of moving picture recorded with sound that tells story, shown at cinema/movie. A movie, as a form of artistic expression, places a lot of demands on its audience. Movies, in example are made by foreigners, specifically by the Hollywood industry, which has mastered cinema networks all over the world. The story is unique within itself, in this case, the researchers highlights the Mulan movie. Mulan is a 2020 American fantasy action-drama film produced by Walt Disney Pictures. Directed by Niki Caro, it is a live-action adaptation of the 1998 Walt Disney Animation Studios film of the same name based on the Chinese folk tale "Ballad of Mulan".

Therefore, this study identifies the politeness strategies used by the main characters in Mulan movie, which is the aim of this study to reveal the the utterances by the main characters that contain politeness strategies based on the theory of Brown and Levinson that classifying four kinds of politeness strategies: (1) bald on record, (2) positive politeness, (3) negative politeness, and (4) off record.

Based on the background above, the problems discussed in this study are as follows: (1) What are the politeness strategies used by the main characters in the Mulan movie? (2) How are the different politeness strategies used by the main characters to the other characters in Mulan movie?

METHOD

This data was analyzed using qualitative research. A qualitative research, according to Creswell (2017), investigates textual and visual data analysis which involves research designs, data collection techniques, data recording procedures, data analysis and interpretation.

- **The Source of Data and Data.**

The primary source of data in this study is literary works from Walt Disney Pictures “*Mulan*” (2020) movie and this study include the references and materials related to the study whether by picking up from books and internet. The main data of this study is the script of *Mulan* movie with the politeness utterances that found in *Mulan* movie.

Disney officially released the live action *Mulan* on Friday, September 2020 after continuously delaying broadcast schedules due to the COVID-19 pandemic. Niki Caro directed the live-action film, which was based on a script by Rick Jaffa, Amanda Silver, Lauren Hynek, and Elizabeth Martin. This film has a running time of 115 minutes.

- **Technique of Collecting Data**

A variety of collecting data techniques is used by qualitative researcher to answer the research questions. In this research, the data were collected by conducting several steps. the first is downloading the *Mulan* movie from Disney Hotstar Channel then watch the movie carefully and comprehensively for several times in order to find the appropriate information needed for answering the research objectives. After that, search the utterances from main characters that contain politeness strategies. Next is, while the movie was watched, the script was also read to re-check the accuracy of the script. Last is, the dialogues consisting focusing on utterances of politeness strategies were interpreted and identified.

- **Technique of Analyzing Data**

After the data has been collected, then the researcher analyze the data based on the following steps:

1. Organizing and preparing the data from the script of *Mulan* movie which is the utterances of *Mulan* within the movie
2. Reading the related literature data and determining the utterances of *Mulan* that contain politeness strategy
3. Identifying and analyzing the utterances based on related theory and concluding the research.

RESULTS

1. The Kind of Politeness Strategy used by the Main Characters

There were four types of politeness strategies in *Mulan* movie, they are 9 dialogue of Bald on Record strategies, 14 dialogue of Positive Politeness, 6 dialogue of Negative politeness, 2 dialogue of Off Record is happened in this movie.

No.	Kinds of Politeness Strategies	Frequency	Percentage
1.	Bald on Record	9	29.03%
2.	Positive Politeness	14	45.16%
3.	Negative Politeness	6	19.35%
4.	Off Record	2	6.45%
	Total	31	100%

Table 3.1 Kinds of Politeness Strategies

The results of the analysis show that there are four types of politeness strategies in *Mulan* movie, there are bald on record, positive politeness, negative politeness and off record. The bald on record strategy was used 9 times (29.03%) in the utterances of the movie. The second is positive politeness was used 14 times (45.16%) in the utterances of the movie. The third strategy, negative politeness was used 6 times (19.35%) in the movie and the last is off record was used 2 times (6.45%) in the movie. It can be seen from this findings, the dominant strategy that used by the main character is positive politeness strategy.

The following are examples of politeness strategy from each category found in *Mulan* movie that used by the main characters.

a. Bald on record

Bald on record strategy is speaking in direct, clear, unambiguous, and concise way in circumstances where face is not irrelevant or minimized. This strategy was performed in the most direct, clear, unambiguous, and concise way as possible.

- 1) Mulan : ***Don't panic.** There's a spider crawling in your hair"*
Xiu : *"You know I'm afraid of spiders. This is not one of your tricks, is it, Mulan?"*

(Mulan 2020 01.51.31— 01.51.26)

Based on Mulan's statement in the dialogue, Mulan warns Xiu not to panic because there are spiders in her hair. However, Xiu suspects that Mulan is lying to her and is only

teasing her, because Mulan knows that her sister is afraid of spiders. In this dialogue, the researcher identified that Mulan used a bald on strategy because Mulan gave a direct and clear warning to Xiu, "Don't panic. There's a spider crawling in your hair".

- 2) Mulan : ***"Xiu, look at my face. What am I feeling?"***
Xiu : *"I have no idea."*
(Mulan 2020 01.38.51— 01.38.46)

Based on Mulan's statement in the dialogue, Mulan told Xiu to look and pay attention to the makeup on her face. Mulan also asks Xiu, how she feels now, because Mulan cannot imagine what it is like to be betrothed through a village matchmaker. However, Xiu couldn't say anything because this was common place in her village culture. Every adult woman in every family in the village must be matched through the village matchmaker to be married to the right man for her. The researcher indicates that this is the main character who is seeking the attention of the interlocutor. This is included in the bald on record strategy. This can be seen in Mulan's dialogue to Xiu "Xiu, look at my face. What am I feeling?".

- 3) Honghui : *"Need a hand, little man?"*
Hua Jun (Mulan) : ***"Insult me again and you'll taste the tip of my blade"***
(Mulan 2020 01.25.22— 01.25.10)

Based on Mulan's statement, Mulan gave a warning to the other person. In this scene, Mulan warns Honghui not to offend her again because she doesn't hesitate to use the tip of her sword to avenge her actions. The researcher indicates that the main character uses the bald on record strategy directly. This can be seen in the sentence that Mulan said to Honghui, "Insult me again and you'll taste the tip of my blade."

b. Positive Politeness

Positive politeness strategy is directed to the addressee's positive face. This strategy is used to promote high involvement and solidarity. Considering the positive face of person by indicating that in some respects and positive politeness seeks to establish a positive relationship between parties; respects a person's need to be liked and understood (Probosini, 2020).

- 1) Hua Zhou : *"It is what is best for our family"*
Mulan : ***"Yes. It is best. I will bring honor to us all"***
(Mulan 2020 01.40.35— 01.40.10)

In this dialogue, Mulan promises her father to bring honor to the family. In this case, the main character makes a promise to the interlocutor. The researcher indicates that this is a politeness strategy, namely a positive strategy. The main character makes a promise contained in Mulan's statement to her father, "I will bring honor to us all".

2) Madam Matchmaker : *"It's ideal for the teapot to remain in the center of the table."*

Mulan : ***"Yes, I understand. But I think the teapot should remain where it is"***

(Mulan 2020 01.37.36— 01.37.20)

In the dialogue above, Mulan and the village matchmaker argue about the placement of the teapot. Mulan moved the teapot to cover the spider so Xiu wouldn't panic and scream. The village matchmaker tells Mulan that ideally the teapot should remain in the center of the table. In this scene, the main character tries to listen to the wishes of the interlocutor and cares about his orders. However, in this context, the main character decides to ignore it for some reason. The researcher indicates that the main character uses a politeness strategy, namely a positive politeness strategy, which can be seen in Mulan's statement to the village matchmaker, "Yes, I understand. But I think the teapot should remain where it is."

3) Hong hui : *"You need to find the emperor. We'll hold them back"*

Mulan : ***"Till next we meet, Honghui"***

(Mulan 2020 30.45 — 30.40) : "

In this dialogue, Mulan heads to the emperor's kingdom to protect it from Bori Khan's attacks. When confronted by Bori Khan's troops, Honghui and the other soldiers restrained him and let Mulan go to see the emperor. In this scene, the researcher indicates that the main character uses a politeness strategy to the other person. The main character speaks to the interlocutor by being optimistic. In this context, Mulan becomes optimistic that they will meet again. This can be seen in Mulan's statement, "Till next we meet, Honghui."

c. Negative Politeness

Negative politeness, in contrast to positive politeness, is specific and concentrated; it serves to minimize the specific imposition that the FTA unavoidably delivers. In this strategy,

the speaker should minimize the imposition on the listener by using distancing techniques such as apologies.

- 1) Commander Tung : *"You've brought disgrace to the Hua family. Your deceit is my shame."*
Sergeant Qiang : *"Commander, what is the punishment assigned to the impostor?"*
Commander Tung : *"Expulsion."*
Mulan : ***"I would rather be executed."***
(*Mulan 2020 42.12 — 41.50*)

In this dialogue, Mulan reveals her identity as a woman to Commander Tung. Commander Tung only gave the punishment of expulsion as a kingdom soldier. However, if allowed, Mulan would rather be sentenced to death. In this scene, the researcher indicates that the main character uses a politeness strategy, which is a negative politeness strategy. This can be seen in Mulan's sentence, "I would rather be executed."

- 2) Honghui : *"You can't leave."*
Mulan : ***"The emperor gives his permission, but you do not?"***
(*Mulan 2020 17.37 — 17.26*)

In this dialogue, Mulan and Honghui conversed at the kingdom gate. Jokingly, Honghui didn't allow Mulan to leave the kingdom. Mulan thinks Honghui that the emperor allowed her to go back to her village but why Honghui didn't. The researcher indicates that in this scene the main character uses a politeness strategy, which is a negative politeness strategy. The main character assumes and presupposes the interlocutor. This can be seen in Mulan's dialogue with Honghui, "The emperor gives his permission, but you do not?".

- 3) Mulan : ***"Forgive me, father. I stole your horse. I stole your sword, I stole your armor, and sword, I lost it. The sword is gone. Now I understand how much that sword means to you."***
Hua Zhou : *"It is my daughter that means everything to me and it is should apologize. My foolish pride drove you away."*
(*Mulan 2020 14.35 – 13.58*)

In this dialogue, Mulan apologizes to her family, especially her father. Mulan has stolen her father's war equipment and left home without her father's permission to become a soldier. The researcher indicates that the main character uses politeness strategies to the other person. The main character apologizes to the interlocutor for what she has done. This can be seen in Mulan's dialogue, "Forgive me, father. I stole your horse. I stole your sword, I stole your armor, and sword, I lost it. The sword is gone. Now I understand how much that sword means to you."

d. Off Record

This strategy use indirect language and deprives the speaker of impressive potential. Off the record itself is that the politeness strategy on the device, the speaker does not say the words explicitly, and therefore the listener can speculate about the speaker's speech.

1) Hua Li : *"I already told you, you cannot eat. It will ruin your makeup."*

Mulan : *"**The fiercest winter storm could not destroy this makeup.**"*
(*Mulan 2020* 1.39.55 — 1.38.53)

In this dialogue, Mulan is ready to go to the village matchmaker with thick make-up and traditional Chinese clothes. However, Mulan felt hungry at that time. Mulan is not allowed to eat by her mother because it will spoil the makeup. Mulan uses metaphors to make the comparison because her make-up is very thick, it will not disappear even if it is hit by a fierce winter storm. In Mulan's dialogue, the researcher indicates that the main character uses a politeness strategy, namely the off-record strategy. The main character uses metaphor to liken something or action. This can be seen in the dialogue Mulan said to her mother, "The fiercest winter storm could not destroy this make up."

2) Hong Hui : *"What if she doesn't like me?"*

Mulan : *"She will. I mean, I think she will. You know? **You never know with woman.**"*

(*Mulan 2020* 1.16.20— 1.16.11)

In this dialogue, Honghui tells Hua Jun that he is worried if his future soul mate doesn't like him. However, Hua Jun said that Honghui never knew about women. In this case, the researcher indicates that the main character uses a politeness strategy, namely the off-record

strategy. This can be seen in the response of the main character to the interlocutor who exaggerates. This can be seen in Hua Jun's dialogue, "You never know with woman."

2. The Different Politeness Strategies used by the Main Characters

In this part, the researcher explained the difference politeness use by the main characters to other characters. It can be seen by the way main characters using Politeness Strategies and the classification of Politeness Strategies that used by the main character to the other supporting characters: her family, her friends and neighbour and the kingdom family.

a. The ways of using Politeness Strategies

1) Direct Communicating

Direct communication happens when a speaker's true intentions are communicated in his/her verbal message (Pattison, 1998). It expresses the speaker's or hearer's needs and desires explicitly. It can be seen in the three example quotation below:

1. Mulan: : **"Xiu, look at my face. What am I feeling?"**
Xiu: : "I have no idea"
(*Mulan 2020 01.38.51— 01.38.46*)

Based on Mulan's statement in the dialogue, Mulan told Xiu to look and pay attention to the makeup on her face. Mulan also asks Xiu, how she feels now, because Mulan cannot imagine what it is like to be betrothed through a village matchmaker. However, Xiu couldn't say anything because this was commonplace in his village culture. Every adult woman in every family in the village must be matched through the village matchmaker to be married to the right man for her. The researcher indicates that this is the main character who is seeking the attention of the interlocutor. This is included in the bald on record strategy. This can be seen in Mulan's dialogue to Xiu "Xiu, look at my face. What am I feeling?".

2. Honghui : "You need to find the emperor. We'll hold them back."
Mulan : **"Till next we meet, Honghui."**
(*Mulan 2020 30.45 — 30.40*)

In this dialogue, Mulan heads to the emperor's kingdom to protect it from Bori Khan's attacks. When confronted by Bori Khan's troops, Honghui and the other soldiers restrained

him and let Mulan go to see the emperor. In this scene, the researcher indicates that the main character uses a politeness strategy to the other person. The main character speaks to the interlocutor by being optimistic. In this context, Mulan becomes optimistic that they will meet again. This can be seen in Mulan's statement, "Till next we meet, Honghui."

3. Mulan : **"Forgive me, father.** I stole your horse. I stole your sword, I stole your armor, and sword, I lost it. The sword is gone. Now I understand how much that sword means to you."

Hua Zhou : "It is my daughter that means everything to me and it is should apologize. My foolish pride drove you away."

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In this dialogue, Mulan apologizes to her family, especially her father. Mulan has stolen her father's war equipment and left home without her father's permission to become a soldier. The researcher indicates that the main character uses politeness strategies to the other person. The main character apologizes to the interlocutor for what she has done. This can be seen in Mulan's dialogue, "Forgive me, father. I stole your horse. I stole your sword, I stole your armor, and sword, I lost it. The sword is gone. Now I understand how much that sword means to you." But her father said that Mulan, his daughter means everything to him.

2) Indirect Communicating

Indirect communication happens when a speaker's true intentions are hidden. Indirect speakers will not make a direct statement or directly answer a question that might cause tension or result in an uncomfortable situation (Pattison, 1998; Probosini, 2020). the researcher put two examples of indirect communicating in here. It can be seen in the quotation below:

1. Honghui : "Need a hand, little man?"

Mulan : **"Insult me again and you'll taste the tip of my blade"**

(Mulan 2020 01.25.22— 01.25.10)

Based on the dialogue above, the researcher identified that the main character used an indirect communication strategy because Kevin spoke indirectly to the opponent as seen from the first sentence "Insult me again and you'll taste the tip of my blade". In addition, the

interlocutor calls the main character with another nickname seen from the sentence "Need a hand, little man?". It meant that Honghui was mocking Mulan because she looked small compared to the other men. Thus, Mulan responded by taking out a sword to frighten Honghui. By speaking like that, Mulan hoped that Honghui would understand her wish not to bother her anymore, meaning that Mulan was using indirect communication.

2. Hua Zhou : "It is what is best for our family"
 Mulan : "Yes. It is best. **I will bring honor to us all**"

(Mulan 2020 01.40.35— 01.40.10)

In the dialogue above, Mulan promises to always bring the honor of her family, wherever she is. Mulan said that slowly and groaned. She said this while pensively lamenting his fate of not being able to join the war as a soldier to replace his father. Therefore, Mulan uses indirect communication with positive politeness strategies.

b. The Classification of Politeness Strategies Used by Main Character

The main character, Mulan, showed the difference politeness strategy that she used when talk to other characters: Family, Friends and Neighbour and Kingdom Family. The researcher presented the table of the number of politeness strategy used by the main character that could be seen as follows:

No.	Supporting characters	Bald on Record	Positive Politeness	Negative Politeness	Off Record
1.	Family	4	4	2	1
2.	Friends and Neighbour	5	10	3	1
3.	Kingdom Family	-	-	1	-
	Total	9	14	6	2

Table 3.2 Classification Politeness Strategies

According to the table above, it can be seen that Mulan oftenly used Bald on Record and Positive Politeness Strategies when she talks to her family. Mulan used Bald on Record strategy four (4) times to her family and also used Positive Politeness four (4) times to her family. In the Literature section before, the researcher has mention that according to Brown and Levinson, Bald on record strategy will cause the interlocutor to feel surprised,

embarrassed and uncomfortable. This strategy is widely used by speakers and interlocutors who have know each other well, for example between friends or between family members. This strategy is embodied in direct imperative sentences. Usually this strategy is also used to express an emergency. This can be happen since Mulan only have a few scene and dialogue with her family.

Mulan oftenly used Positive Politeness Strategies when she talks to her friends or her neighbour. It can be seen that Mulan used positive politeness for ten (10) times when she talk to her friends and her neighbour. According to Brown and Levinson, this strategy serves as a facilitator of social relations with other people. By using it, the speaker shows that he wants to be more familiar with interlocutor. In other words, the relationship becomes more intimate and reflects cohesiveness in the group. This strategy tries to minimize the distance between speakers and the interlocutor by expressing concern and friendship. This can be happen because there are many scene of Mulan talk to her friends.

Mulan used Negative Politeness Strategy when she talk to the Kingdom family which is the Emperor of the Kingdom. According to Brown and Levinson, this action is the basis of respectful behavior, which is also found in positive politeness strategies. The difference is that this strategy is more specific and more focused because the speaker displays supporting functions to minimize certain burdens as something that cannot be avoided by the interlocutor. The main focus of using this strategy is to assume that the speaker is likely to give a burden or annoyance to the interlocutor because he has entered the interlocutor's area. It is assumed that there are certain social distances or certain barriers in the situation. Mulan only have a few scene with the Emperor in the last minute of movie when she saved the Emperor.

CONCLUSIONS

Based on the results of research and analysis, the conclusions in this study can be obtained as follows:

1. There are four types of politeness strategies in Mulan (2020) movie consist of bald on record, positive politeness, negative politeness, and off record. The types of politeness strategies found Bald on Record as four data, Positive Politeness three data, Negative Politeness five data, and Off Record three data. The politeness strategies is not very significant in this movie, since it found only a few utterances.

In *Bald on Record*, the researcher found suggestion statement that the main character used in the conversation, in *Positive Politeness* and *Negative Politeness*, the researcher found request statement that the main character used in conversation, thus, in *Off Record*, the researcher found command statement that the main character used in the conversation. In conclusion, *Positive Politeness* mostly dominant used in this movie, because it more polite and in this film the main character often talked to someone older.

2. The difference between the politeness strategies used by the main character and other characters is that the main characters most often use positive politeness strategies while other characters use negative politeness strategies. This research also showed that the main character used direct communicating more than she used indirect communicating. The researcher also classify the different of politeness strategy using by the main character to other characters. The main character, *Mulan* often used bald on record strategy and positive politeness strategy when she talks to her family. *Mulan* often used positive politeness strategy when she talks to her friends and neighbour. The last is *Mulan* used Negative strategy when she talks to the emperor.

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