

## **Politeness as the Effort to Maintain Social Relation in the Novel *Emma* by Jane Austen**

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### ***Abstract:***

*This thesis explores politeness as the effort to maintain social relations in the novel Emma by Jane Austen. There are two objectives of this research; 1) to find out about the forms of politeness in the novel Emma by Jane Austen and 2) to find out how politeness maintains the social relations in the novel Emma by Jane Austen. The theory used in this research is the politeness theory by Brown and Levinson and social relation by Max Weber. The methodology employed is qualitative research in which the researcher tries to present the material descriptively. As for the source of data, these were collected from quotations in the novel to find the character's utterances which show the appropriate manner in particular situations to achieve and maintain successful social relationship with the addressee. The result of this research based on the findings concluded that negative politeness 35% is dominating in maintaining communal 20% and associative 15% relationships. Followed by positive politeness 28% is also widely used in the novel to maintain communal 15% and associative relationships 12%. Both appear in characters' utterances to indicate someone with respect and where only a part of the occasion or means of conflict is eliminated.*

***Keywords:*** Politeness, Social Relation, Emma

## INTRODUCTION

People observe politeness in society by interacting with others in their daily lives to know what people's actions are and get their conversation smoothly. According to Brown and Levinson, politeness is the way to minimize the face threat of the FTA as there are specific rules in some cultures about how someone should talk to older people or have more power than themselves, like "Your Highness," "Mr," or "Mrs," (Brown & Levinson, 1987, p. 60). In other words, speakers should pay attention to how others feel by being pleasant or respectful and avoiding insulting or threatening others' feelings, as the function of politeness is to mitigate threats and save someone's face.

This demonstrates how critical it is to appear amicable to save one's face and receive appreciation in return, as politeness can be considered a social 'glue'. It helps people avoid negative interactions, either verbal or physical, by acting in a way that is considered acceptable to the other members of society. However, in accordance with the novel *Emma* by Jane Austen, problems may appear in the acquisition of choosing a language as a tool to converse, which is politeness in this case. In order to explain what they mean respectfully; the characters nonetheless frequently struggle with finding the correct term or utterance; these problems also might happen due to some reason.

The researcher examines one of the reasons in the novel *Emma* by Jane Austen why people must be polite to others is that people want to manage their social relations because it's an absolute practice as humans are social creatures that cannot separate from others. Max Weber stated that;

The term 'social relationship' will be used to denote the behavior of a plurality of actors insofar as, in its meaningful content, the action of each takes account of that of the others and is oriented in these terms. The social relationship thus consists entirely and exclusively in the existence of a probability that there will be a meaningful course of social action -irrespective, for the time being, of the basis for this probability. (Weber, 1978, p. 26).

The social relationship characterizes at least a minimum of mutual orientation of the actions of each other. Its content may vary like family relationships, romance, and friendship. In short, the lower the politeness level, the tighter the bond between characters.

Regardless of its form, the purpose of this research is to demonstrate the importance of social relations in life using politeness, also the issue issues about how people interact with others are always interesting to analyze, whether good or bad in the novel *Emma* by Jane Austen. This could influence an individual or the people around us, and the problem that Highbury society faces in this novel leads us to consider using the forms of politeness by Brown and Levinson such as, bald-on record, positive politeness, negative politeness, and off record to maintain social relationship.

## **LITERATURE REVIEW**

The researcher outlines the theories employed in analyzing this research in a theoretical review. There is politeness by Brown and Levinson to minimize threats to self-esteem in a particular social context and supported theory of social relation by Max Weber to know how the connection between people can influence politeness.

### **Politeness**

In society, sometimes people behave according to what they want (intentionally) or not they want (unintentionally); because of that, politeness uses to avoid misunderstandings between people. Leech describes politeness as a form of communicative behaviour that frequently occurs in human languages and cultures, a universal phenomenon of human society (Leech, 2014, p. 3). People may use specific techniques to reduce the harm to the speaker's or listener's face because politeness is a fundamental social guideline for human interaction that shows suitably and consideration for others. Brown and Levinson identify four politeness people use to avoid or minimize the FTA. There are bald-on record, positive politeness, negative politeness, and off record strategies (Brown & Levinson, 1987, p. 92):

#### **1. Bald-On Record**

Bald-on record is the way to directly say things because direct imperative is a clear example of bald-on record. It does not lead hearers to misinterpret because people say it in conformity and sincerely (Brown & Levinson, 1987, p. 94). For example: "I am staying, you go." or "Come in, do not hesitate, I am not busy." which apply when want to make people less reluctant in some situations

#### **2. Positive Politeness**

Positive politeness is the orientation toward the positive face of people. It indicates someone with respect and treats them as a group member, a friend, a person whose wants and personality traits are known and like (Brown & Levinson, 1987, p. 70). To minimize the face threat, the speaker must consider the hearer in essential respects within the group so that the FTA does not mean a negative evaluation of the hearer's face. For example: "You must be hungry; it's a long time since breakfast. How about some lunch?" It indicates that speaker and hearer belong to some persons who share specific wants, including goals and values.

#### **3. Negative Politeness**

Negative politeness is a refinement action of the speaker to the hearer's negative face. Negative politeness minimizes particular impositions that affect face threats (Brown & Levinson, 1987, p. 129). The difference among other strategies is negative politeness used whenever a speaker wants to put a social brake on their interaction. For example: "*You could perhaps pass the salt.*" Negative politeness enjoins both on-record delivery and redress of face threatening act; the simplest way to construct an on record message is to convey it directly, as in bald in record usage. However, it turns out these classes with the need for

redress are attuned to hearer negative face, so one does not directly issue negatively polite face threatening act.

#### 4. Off Record

Off record is applied, so it is impossible to attribute only one clear communicative intention to the act. In other words, the speaker provides many interpretations or indirectly utterances, so if a speaker wants to do face-threatening acts but wants to avoid the responsibility, people can do it and leave it up to the hearer and decide how to interpret it (Brown & Levinson, 1987, p. 211). For example: "This soup's a bit bland" {c.i 'Pass the salt'} If a speaker wants to do an FTA and chooses to do it indirectly, S must give H some hints and hope that H picks up on them and interprets what S means (intends) to say

### **Social Relation**

In Max Weber, the concept of social relationship exists when two people engage in meaningful social activity toward one another so that there is a chance that the reaction of the other will meet the expectation of the other (Weber, 1978, p. 27). Sometimes relations do not necessarily need to be the same for all mutually oriented people in a given social relationship, and there need not be reciprocity. Two types of social relationships stated by Max Weber are communal and associative relationships. However, there is much overlap here between the two. In communal and associative relationships, conflict is normal; like power and domination, it can happen in all types of relations (Weber, 1978, p. 53). This process is repeated over and over in so many areas, from dealing with 'problematic' society to how certain areas of the community should be managed to housing issues.

#### 1. Communal Relationship

The communal relationship is often described as a blood relationship like family in this case, but other relationships like friends are not blood relationship because it is used in positive connection. The term "communal" can refer to the social relationship if the orientation of social action, whether in the individual case, on the average, or in the pure type, is based on the parties' subjective sense of caring, whether practical or conventional (Weber, 1978, p. 40). Communal relationships may rest on various effectual, emotional, or traditional bases such as a religious brotherhood, romantic relationship, personal loyalty, a national community, and the esprit de corps of a military unit. The family most conveniently illustrates the type of case (Weber, 1978, p. 41).

## 2. Associative Relationship

Associative relationships are often described as rivalry relationships. The term "associative" refers to social relationships if the orientation of social action rests on a rationally motivated adjustment of interests or a similarly motivated agreement, whether the basis of rational judgment is absolute values or reasons of expediency (Weber, 1978, p. 41). Associative relationships often consist only in compromises between rival interests, where only a part of the occasion or means of conflict has been eliminated, or even an attempt has been made to do so to meet individual needs. Hence, outside the area of compromise, the conflict of interests, with its attendant competition for supremacy, remains unchanged. For example, a rival in the market between merchants, in the workplace between co-workers, or in school between students. (Weber, 1978, p. 42).

## RESEARCH METHODOLOGY

The researcher uses qualitative research; it is library research where data and literature reviews related to the study are collected and taken as the source of information. Denzin states that,

Qualitative research involves the studied use and collection of a variety of empirical materials case study, personal experience, introspection, life story, interview, artifacts, and cultural texts and productions, along with observational, historical, interactional, and visual texts that describe routine and problematic moments and meanings in individuals' lives. (Denzin, 2017, p. 43)

The researcher used library research focused on e-books or thesis on the internet. It purposes to analyze the novel using politeness theory by Brown and Levinson with supporting theory of social relation by Max Weber to know how politeness as an effort to manage social relations in the novel *Emma* by Jane Austen.

In this research, the researcher takes the primary data from Jane Austen's novel *Emma* which was re-publish in 2019; the length pages of this novel is 628 pages, published by Gramedia Pustaka Utama. *Emma* by Jane Austen has many versions published by other publishers. Therefore, some editing potential of the novel might make any difference from the original book published in 1815. The secondary data in this research are from e-books and thesis on the internet or additional relevant information related to this study. Analyzing and interpreting the data is essential to make this research more comprehended. To analyze the data on this research, the researcher collected and classified the data before using politeness such as, bald-on record, positive politeness, negative politeness, and off record by Brown and Levinson theory and Max Weber's social relation. The researcher has collected the data, like dialogue or some utterances, to analyze and then interpret to find more detailed information and explores politeness to maintain social relations in *Emma* by Jane Austen.

## **FINDINGS**

The researcher provides the findings, which are then analyzed descriptively using Brown and Levinson's and Max Weber's theories. The findings show the character's conversation to maintain their relationship with the novel *Emma* by Jane Austen using politeness with classifying bald-on record, positive politeness, negative politeness, and off record. Analyzing politeness in this novel enables the researcher to represent the effect of language usage in everyday life on the occurrences of politeness between characters to manage their connection.

## **DISCUSSION**

In discussions, the researcher will discuss all kinds of politeness in the novel *Emma* by Jane Austen and how politeness can maintain social relationships. However, the researcher will not put all the analysis results in this section as the researcher uses random sampling to represent each politeness. The following detail of the analysis can see below:

### **Forms of Politeness in the novel *Emma* by Jane Austen**

#### **1. Bald-on Record**

"My dear, how am I to get so far? Randalls is such a distance. I could not walk half so far." (Austen, 2019, p. 13)

The excerpt shows the utterance of Mr. Woodhouse as Emma's father to Emma. They want to attend the wedding of Miss Taylor in Randalls. Miss Taylor is a governess and friend of the Woodhouse family. Mr. Woodhouse complained about the wedding place's distance, using bald-on record politeness in non-minimization.

Based on bald on, non-minimization of the face threat implicates his urgency or desperation. In this situation, S is doing the FTA that can threaten the H because providing the H response requires the speaker to be as efficient as possible. This is why Mr. Woodhouse gives his statement as he needs a quick response to Emma's answer.

#### **2. Positive Politeness**

"No, papa, nobody thought of your walking. We must go in the carriage, to be sure." (Austen, 2019, p. 13)

The excerpt shows Emma's answer to Mr. Woodhouse, her father. They want to attend the wedding of Miss Taylor in Randalls. Miss Taylor is a governess and friend of the Woodhouse family. Mr. Woodhouse complained about the wedding place's distance; Emma answered him using positive politeness to show consideration for her father's old age.

Based on positive politeness, this includes common ground that indicates that S and H belong to some persons who share specific wants, including goals and values. Therefore, the underlined sentence above is to redress the FTA on H; It implies that S should be aware of H's condition and what has happened to Emma talking with her father Mr. Woodhouse.

### 3. Negative Politeness

"Why, to own the truth, I am afraid you are rather thrown away, and that with every disposition to bear, there will be nothing to be borne. We will not despair, however. Weston may grow cross from the wantonness of comfort, or his son may plague him." (Austen, 2019, p. 52)

The excerpt shows the utterance of Mr. Knightley to Mrs. Weston. Mr. Knightley tells Mrs. Weston that she is an excellent pair for Mr. Weston and agrees with Emma's decision to matchmaking her with Mrs. Weston. Mrs. Weston feels grateful and thanks to Mr. Knightley, but she humbles herself; it will be a little merit in making a good wife to Mr. Weston. Then Mr. Knightley answer that, at first, he is afraid she will not blend in with the Weston family with every issue they have, but Mrs. Weston is such a good wife. Mr. Knightley answers that using negative politeness does not presume or assume with a hedge.

Based on negative politeness, this includes not preassuming or assuming to avoid making assumptions about H desires, what is significant, intriguing, or deserving of their attention, and to preserve a safe distance from H, the hedge used to redress H's negative face, S is carefully avoids presuming or assuming that anything involved in the FTA desired or believed by H. In this case, S or Mr. Knightley uses hedge 'rather' to Mrs. Weston. The hedge is a particle, word, or phrase which alters the degree of a predicate or a noun phrase in a set. For example, the hedge is the word like; sort, regular, true, rather, pretty, and quite.

### 4. Off Record

"I have perhaps given her a little more decision of character, have taught her to think on points which had not fallen in her way before." (Austen, 2019, p. 58)

The excerpt shows the utterance of Emma to Mr. Elton. Emma wants Mr. Elton to be more active in approaching Harriet by giving her some hints. Mr. Elton answers it as if it allowed him to give hints or temp Harriet. Emma humbles herself and says she must not give Harriet enough lessons about the love relationship between two people. Emma answers it using off record in displacing H.

By using displacing on H, S may go off record as she may also pretend to address the FTA to someone it would not threaten in the hopes that the intended recipient will realize that it is directed at him. In this case, Emma tries to make an indirect request by humbling herself that will make Mr. Elton can more active in approaching Harriet.

## **Politeness as the effort to maintain Social Relation in the novel *Emma* by Jane Austen**

### 1. Politeness maintain Communal Relationship

"But, my dear sir, if Emma comes away early, it will be breaking up the party." (Austen, 2019, p. 274)

The excerpt shows Mr. Weston's utterance to Mr. Woodhouse. This situation happens when Emma wants to go early after having tea at Mr. Knightley's house party. Mr. Weston is concerned that Emma will ruin the party if she comes away early. Mr. Weston tells about this solution, using bald-on record politeness in cases FTA oriented bald on record usage.

Based on bald on record, it uses cases of FTA-oriented bald on record usage to implicate where other demands override face concern. In this situation, S added some excellent sentences to make the FTA least happen to provide Mr. Weston's concern and tells Emma's father about it. Mr. Weston wants to maintain his communal relationship; it appears in communication when the characters have a feeling of kinship as he is acquainted with people in Highbury and does not want to break the party's mood.

## 2. Politeness maintain Associative Relationship

"Nonsense! a man does not imagine any such thing. But what is the meaning of this? Harriet Smith refuse Robert Martin? madness, if it is so; but I hope you are mistaken." (Austen, 2019, p. 83)

The excerpt shows the utterance of Mr. Knightley as Emma's friend to Emma. Mr. Knightley gets angry about the proposal rejection of Mr. Martin because he knows that Harriet and Mr. Martin like each other. He knows that someone is behind this situation. Emma, in this way, tries to defend herself. Mr. Knightley accuses Emma is behind Mr. Martin's rejection proposal and wonders why Harriet could do that. Mr. Knightley complained about it, using bald-on record politeness in non-minimization.

Based on bald on, non-minimization of the face threat implicates his urgency or desperation. In this situation, S is doing the FTA that can threaten the H because providing the H response requires the speaker to be as efficient as possible. In this situation, Mr. Knightley wants to maintain his associative relationship where the conflict of interest with its attendant competition for supremacy remains unchanged, but it does not mean negatively to Emma as his friend, so he asks Emma a bunch of questions to Emma as he feels uneasy. Mr. Knightley's purpose is to make Emma understand that Harriet and Robert Martin are compatible couple.

## CONCLUSION

The result of this research based on the findings is concluded that negative politeness 35% is dominating in maintaining communal 20% and associative 15% relationships. They appear in communication to minimize particular imposition on the parties' subjective sense of caring and the orientation of social action on a rationally motivated adjustment of interest of the speaker in the novel. Followed by positive politeness 28% is also widely used in the novel to maintain communal 15% and associative relationships 12%. Both appear in characters' utterances to indicate someone with respect for practical or conventional connection and where only a part of the occasion or means of conflict has been eliminated. Next, is the bald-on record 23% used to manage communal 11% and associative 10% relationship. They appear when the characters have a feeling of kinship and where the conflict of interest with its attendant competition for supremacy remains unchanged, but it does not



mean negatively. Meanwhile, the least frequently appeared politeness is off record 14% less used in communal 9% and associative 8% relationships. They show in communication to provide interpretation or indirect utterance on various effectual or emotional bases and a similarly motivated control of the speaker. These all four forms are revealed either communal or associative relationships are showing insignificantly result. It means in daily interactions employing politeness to deal with acts or utterances that threaten or satisfy the face, which can cause someone's relationship to become near or distant.

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