

POLITENESS STRATEGIES IN ENOLA HOLMES 2 MOVIE SCRIPT: AN ANALYSIS

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ABSTRACT

This research aims to describe the use and the function of each type of politeness strategy in the film “*Enola Holmes 2*” directed by Harry Bradbeer on Netflix. This research used Brown and Levinson's theory of politeness strategies along with the function of each types related to politeness strategies that appeared in the film to analyze the data. The method used in this research is descriptive qualitative with four steps data collection, data reduction, data display, and drawing conclusion. The object of this study is film. The data are the transcribed subtitles of the film's main characters and supporting characters in the form of text. This research results revealed that there are 397 data on positive (40%), 304 data on bald (30%), 286 data on negative (29%), and 14 data on off-record (1%). In addition, the film's dominant strategy is a positive strategy that includes both speaker and listener, marks identity, seeks agreement, asserts that speakers know and care about listeners' wants, avoids agreement, is optimistic, promises, satisfies listeners to show understanding, assumes or assert reciprocity in the activity of communication, and assumes or assert reciprocity.

Keywords: *Politeness Strategies; Politeness Types; Enola Holmes 2 Movie*

I. INTRODUCTION

Humans are social beings, hence communication norms have always applied to them. It is equally obvious that from the beginning of their existence a human being is involved in the rules of communication (Watzlawick, Paul and Bavelas, Janet Beavin and Jackson, 2011). Verbal engagement, which includes communication, is a crucial aspect of human social interaction that conveys ideas and arguments (Suci Mustika, 2022). Conversation is one way to create communication. Speakers utilize phrases that exemplify a paradigmatic use of language when conversing, such as asking questions, making requests, directing, inviting, apologizing, and so forth. However, interpreting what was said while taking its form and context into account is a necessary skill for producing and receiving coherent discourse, which would result in effective communication (Farhana, 2021).

A person's language ability is not the same. Speaking good language, not just good rhetorically but conveying information in its entirety, is the main goal in language (Arifin, Adip. STKIP PGRI Ponorogo & Suprayitno, Edy. STKIP PGRI Ponorogo, 2011). Before going any further regarding language politeness, the meaning of the language itself must be understood first. Experts say that language is a symbol, while others say that language is a symbol, a means of communication, or a sound produced by human speech. Language is not just a symbol, a sound, or a means of

communication. However, language is a unity of the whole whose meaning cannot be separated (Angel Isabella et al., 2022).

Pragmatics is highly indispensable since it is a study of the various ways by which humans communicate (Rizki, 2020). Pragmatics is a science that studies language and its context (Levinson in Rahardi, 2005:48). The context in question is about conditions and situations, so it can't be separated from the structure of the language. Situations and conditions must be considered when using language so that it does not fail in communication or interaction between language users. So, the relationship between language meaning and context, or something outside language, can be studied through pragmatics. Yule (2006) cited in Sari (2023) stated that pragmatics is concerned with meaning as communicated by the speaker (or writer) and interpreted by a listener (or reader). Pragmatics is concerned with those aspects of meaning that depend on or derive from how the words and sentences are used (Kroeger, 2022). It entails interpreting what people say in a given situation and understanding what speakers mean to say in order to determine the best language and method of message delivery (Rizqy & Ardi, 2020). According to (Triyono & Dirham, 2023) cited from Horn states that pragmatic theory discusses the implicature, presupposition, speech acts, reference, deixis, and definiteness and indefiniteness.

In society, people are related to politeness because it enables them to arrange and maintain social behavior or etiquette (Kristyaningsih & Arifin, 2022). Angel Isabella et al., (2022) stated that polite language used to make a comfortable interaction with others while using impolite language may be rugged for others. Moreover, she emphasized that politeness is reflected through the way of communication in a verbal or we call speaking manner. Making a sense of what utterances are produced in the interaction, there are some factors which are to be concern such as social distance, power, and imposition (Astia, 2020). It is concerned with interactions and meaning to show awareness of another person's face in situations of social distance or closeness in terms of respect or difference. This means that in order to communicate, people will pay attention not only to the content of the information, but also to the way it is delivered (Mahmud, 2019).

According to Leech (2014) emphasized that politeness deals with self-oriented and other-oriented. Self is represented as speaker while others is represented as hearer. While, Brown and Levinson as cited in Fitria et al. (2020), emphasized that politeness strategies are intended to save the hearer's face. The concept of "face" describes a person's regard for themselves and their ability to uphold such regard in both public and private settings. Acts that violate the hearer's right to respect and self-esteem are referred to as face-threatening acts (FTAs). People are expected to behave in a certain manner to maintain their social image, so when an individual behaves in a manner that causes him or her to lose face, the other interactants often experience uneasiness and discomfort, too (Abderrahim, 2024). As a result, politeness techniques are created primarily to deal with these activities that constitute a threat to one's face (Regina Eze & Ezenwa-Ohaeto, 2021).

It must be understood that the politeness strategy is not just to say the words sorry, excuse, and thank you, but the politeness strategy has its own rules (Amari, 2023). Additionally, Brown & Levinson divided the politeness technique into four categories: off-record, negative, positive, and on-record politeness (Astia, 2020). In addition to being used in real life, the ideas of speech act, politeness techniques, cooperation, and implicature can also be found in plays, movies, and books (Farhana, 2021). Several language experts, including Brown and Levinson, Lakkof, Leech, and Grice, have written the theory of language politeness. Among these experts, Brown and Levinson's (1978) theoretical perspective represents one of the most popular approaches to the study of politeness (Pastor,

2001). This research focuses on the principles of language politeness in Brown and Levinson theory.

An intrinsic esthetic of film defined as a work in a universe of works (Bellour, 2000). Film can also simply defined as a medium for public entertainment, but the language in films must pay attention to the principles of language politeness. Films act as a means of entertainment that presents stories, events, music, comedy, drama, and other technical presentations to the general public. (Rizki, 2020) stated that film is one of the ways used by the speaker to convey the utterances. Therefore, communication in a film has to be used.

Enola Holmes 2 is a 2022 mystery film and the sequel to the 2020 film Enola Holmes, both with Millie Bobby Brown as the main character, the sister of the famous Victorian-era Sherlock Holmes. Harry Bradbeer is the director of the movie, which is an adaptation of Jack Thorne's screenplay for Nancy Springer's novel series The Enola Holmes Mysteries. Netflix launched Enola Holmes on November 4, 2022. In its first week of release on Netflix, Enola Holmes 2 racked up over 65.08 million hours of viewing, placing it in the top 10 in 93 countries. It seems that many people rewatched the original Enola Holmes film to refresh their memories before watching the sequel.

The researchers chose *Enola Holmes 2* movie because it is set in the Victorian era of the 19th century, where social class differences were very pronounced. It is assumed that characters use various politeness strategies when making requests, depending on the status of the person they are speaking to. Regarding the educational aspect, the movie provides certain things that are very interesting and could encourage the learner to use it as a great medium in classroom learning. It enables students to learn phrases and words in their original context. Subtitles in movies can assist foreign learners in absorbing more words and phrases they are unfamiliar with. In addition, watching movies can improve students' learning new vocabulary they have never heard before (Rizqy & Ardi, 2020). Furthermore, the conversations in the movie can serve as excellent examples of speech acts, such as politeness strategies, as they illustrate the complex acts used by the characters in the movie. Moreover, this movie has many moral values that can be obtained as it portrays real history regarding feminism and workers' rights in the 1800s.

The reason the researcher chose language politeness departed from previous problems, namely the lack of public awareness in using language politeness strategies in communication. (Arifin, Adip. STKIP PGRI Ponorogo & Suprayitno, Edy. STKIP PGRI

Ponorogo, 2011) revealed that when using language, a person is bound by the recognized and agreed-upon principles of politeness. For this reason, speakers must not ignore this principle. (Setiawan, 2017) further stated that the success of communication depends on how humans use language. Based on these problems, researchers want to study language politeness in depth. This research aims to describe the use and the function of each types of politeness strategy in the film “*Enola Holmes 2*” directed by Harry Bradbeer on Netflix. This research focuses on the principles of language politeness using the theory of Brown and Levinson.

II. RESEARCH METHOD

The research design used is descriptive qualitative. This research uses a qualitative approach which produces descriptive data by applying four steps, namely data collection, data reduction, data display, and drawing conclusion. Data are collected from the script of the film “*Enola Holmes 2*”. Then, the researcher reduces the data that are only related to Brown and Levinson’s theory as the analysed data. Finally, the researcher made the interpretation and drawn the conclusion based on selected data.

The study's focus is the Netflix original movie “*Enola Holmes 2*,” which was directed by Harry Bradbeer. This study used Brown and Levinson's theory of linguistic politeness to analyze the movie. Four types are discussed in Brown and Levinson's definition of politeness: positive politeness, bald on-record, negative politeness, off-record. A detailed analysis of each types will be conducted. The information is presented as dialogue between the movie's characters. What is acquired is a description of the language politeness techniques employed by the players, as this data explains the principles of politeness.

The data collection techniques are a way for researchers to obtain data. This research uses note-taking techniques (Ekoro & Gunn (2021)). The listening technique is a technique used to obtain data by listening to the language used (Sugiyono, 2015:308). The researcher chose this data collection technique because the object of study was a film and required transcripts for analysis. This note-taking technique is suitable for transcribing conversations in films.

The data analysis employs qualitative data analysis technique. The researcher uses clustering or text analysis by extracting data from transcribed texts, words, and utterances. This research focuses on the principles of language politeness in Brown and Levinson's theory. Brown and Levinson proposed that

there are four types of politeness strategies, there are: (a) positive politeness (b) bald on-record (c) negative politeness (d) off-record.

III. RESULT AND DISCUSSION

A. Research Findings

Following the collection and analysis of the utterance data used in the *Enola Holmes 2* movie script, the data pertaining to their use of politeness tactics was discovered. The *Enola Holmes 2* film has 1001 politeness strategies, which stand for positive, blatantly obvious, negative, and off-record politeness strategies. The table below (see Table 1) was used to classify and tabulate the data into percentage and frequency.

TABLE 1
Percentage of Politeness Strategies in *Enola Holmes 2* Movie Script

Politeness Strategies	Frequency	Percentage
Positive	397	40%
Bald-on	304	30%
Negative	286	29%
Off-record	14	1%
Total	1001	100%

Table 1 illustrates that 397 out of 1001 data (40%) is positive politeness strategy, 304 out of 1001 data is bald-on politeness strategy (30%), 286 out of 1001 data is negative politeness strategy (29%), and 14 out of 1001 data is off-record strategy (1%). According to the table, the dominant strategy in the *Enola Holmes 2* Movie Script is positive politeness. This strategy includes seeking agreement, assuming or asserting speakers' knowledge of hearers' wants, using in-group identity markers, avoiding disagreement, including both speakers and hearers in the communication activity, exaggerating as if demonstrating sympathy, praising and promising, being upbeat, giving or requesting reasons, assuming or asserting reciprocity, and satisfying listeners to demonstrate cooperation, understanding, and sympathy.

There are four factors indicate are:

- 1) The participants. There are 32 characters in *Enola Holmes 2* Movie. They are Policeman 1, policeman 2, Enola, Man 1, Man 2, man 3, old lady, a boy, Tewkesbury, Bessie, Mae, foreman, a girl, a crouch, Eudoria, Mr. Lyon, McIntyre, Miss Troy, Doris, a man at the bar, a woman, an announcer, a conductor, Sherlock Holmes, Lestrade, Grail, Cicely, William, Beeston, Edith,

Guard, and Sarah. The star of the character in this movie is Enola.

- 2) The setting. One factor that influenced the politeness strategy conducted in Enola Holmes 2 Movie is the semiformal context or situation where the conversation was taking place. The location is in London with several spots where some characters engage in. The situation has respected each other without the intention of conducting threatening acts. Many factors are used in a given situation to use language depending on social context.
- 3) The topic. The topic influenced the language used to act politeness strategy in communication. The topic used in Enola Holmes 2 Movie illustrates semiformal language that the participants conducted without language offense to bond interpersonal relationships amongst them through attitudes they employed in sharing feelings and thoughts. The conversation conducted appeared that social power with the profession, such as policeman, detective, and a lord), to intend rank imposition illustrated in Enola Holmes 2 Movie was mitigated since they have a close relationship and have particular aim to illustrate the profession of investigating the situation. Therefore, the speakers and the hearers tried to respect each other by minimizing the threat to the positive face, in order word to maintain self-image. The strategy used is more direct with an effort to develop one major topic to create good communication.

The function. The essential expressions signified when they were treated in interaction such as how they made requests, how they asked, how they told others to take action to create a positive politeness strategy, how they provided information, how they showed gratitude, and so forth. Besides, creating a negative politeness strategy in communication showed how they make indirect requests to the hearer's face without offending the hearer's positive face through utterances.

B. Discussion

The phrases used by the participants in the Enola Holmes 2 Movie are used to categorize their politeness methods into four categories: off-record, negative, bald-on, and positive. The following strategies function describes the finding of politeness tactics and their functions.

Positive Politeness Strategy and the Function Analysis

Participants in the Enola Holmes 2 movie employed 14 different language function positive politeness strategies, such as seeking agreement,

asserting that speakers are aware of and concerned about listeners' needs, using in-group identity markers, avoiding disagreement, involving both the speaker and the hearer in the communication process, exaggerating as if demonstrating sympathy, intensifying interest, making jokes, assuming common ground, offering and promising, being upbeat, providing or requesting explanations, assuming or asserting reciprocity, and satisfying listeners to demonstrate understanding, sympathy, and cooperation.

The illustration of utterances is as follows:

- (1) The function of positive politeness is to seek agreement/confirmation/permission/etc
The language function said in "So you'll take it? You'll take the case?" is categorized positive politeness strategy uttered by Bessie meant to seek confirmation. It also occurs to Enola in her utterance "How do I look? Is my neckerchief all right?" in seeking reassurance and validation. When Sherlock says "That I do not have two of. Perhaps you can explain what you believe Enola has done" and "What evidence do they have against my sister? He seeks information. Enola states to seek information by questioning "And the third?" When Tewkesbury says "Teach you to dance? When?" it seems to seek clarification. The same as McIntyre in seeking confirmation by saying "Miss Troy, you have been behind this?"
- (2) The function of positive politeness is to assert presume speakers' knowledge and concern of hearers' wants
- (3) The function of positive politeness to use in-group identity markers
The language function of "I'm not some" uttered by Tewkesbury illustrates identity. The title of "miss" uttered by McIntyre is categorized honorific address to Miss Troy. Enola referred to Lord Tewkesbury as the "champion of change and progress," using the title of "lord." A man worthy of the greatest cause to approach. The phrase "till we have built Jerusalem" refers to Tewkesbury. A girl refers to Mr. Crouch as "and She's just learning the way, Mr. Crouch," while Mr. Lyon uses the honorific "You sound almost threatening, Mr. Lyon" to indicate that he is Mr. Lyon. The phrase "I'll make sure the right people know, sir" also demonstrates honorific usage of the word "sir."
- (4) The function of positive politeness is to avoid disagreement
Bessie says, "Just this," in an attempt to diffuse the situation. You see, she had two jobs. It is essential to our survival. Cleaning glasses in a bar. "Somewhere called The Stag Antlers" and "Mr. Crouch, she's just getting her bearings." Bessie uses

- the phrase "She's just learning the way, Mr. Crouch" to clarify and give a justification for being understanding, demonstrating great manners to stave off conflict.
- (5) The function of positive politeness is to include both the speaker and hearer in the activity of communication
The purpose of utterance in language "We know about the factories" demonstrates Eudoria's assertion of knowledge, employing the pronoun "we" to denote the participation of both the hearer and the speaker in the communication process. By saying "One, two, a-one, two, three, four," a conductor participates in social interaction and demonstrates good manners to involve both the speaker and the listener in the communication process. When Sherlock says, "Take it," he also demonstrates good politeness. "I have others," demonstrates how to involve both the speaker and the hearer in a discourse.
- (6) The function of positive politeness is to exaggerate showing sympathy, understanding, and cooperation
Eudoria exaggerates her empathy, comprehension, and collaboration when she says, "All it takes is one small thing to change the rules of the world," demonstrating her positive politeness. Like Eudoria, McIntyre uses positive politeness to exaggerate in order to convey cooperation, understanding, and pity when he says, "There's a rot among our ranks."
- (7) The function of positive politeness is to intensify the interest
Bessie says "About this tall. Pretty. Very pretty. Green eyes, red hair, freckles—"and "We weren't sisters in a usual way" to provide detailed information to intensify interest.
- (8) The function of positive politeness is to joke
Sherlock says humorously by saying "I find after wine, it's very difficult to make your arms and legs move.
- (9) The function of positive politeness is to presuppose common ground
In the utterance, positive civility was used to establish common ground. They were filthy with green traces last night. They are dark this morning. Oxygen is combined with the phosphorus from the match-making process. I couldn't have been in a worse place to miss that. Sherlock uses phrases like "there was another in this room," "Astrakhan is the finest," and "traces of fabric and spots of blood suggest that there was another occupant, likely female, who seems to have fought back, using a sharp and improvised weapon... before escaping through the window" to convey basic information.
- (10) The function of positive politeness is to offer and to promise
In saying "Give me the papers, and I will," Grail use positive politeness to make a promise and an offer. The phrase "But no matter how lost you feel, if you stay true to yourself, the path will always find you again" is another example of Eudoria's civility. By use the word "can" in "You can have it," Bessie conveys promise. In another instance, Miss Troy makes a pledge by stating, "I'll make sure the right people know, sir."
- (11) The function of positive politeness is to be optimistic
The language function of the utterance "We know about the factories" illustrates how Eudoria utters optimistically. Bessie says "Simple enough. You try" to guide and to encourage. Crouch says "Come on, girls" to encourage which shows being optimistic
- (12) The function of positive politeness is to give or ask for reasons
Mae asks by saying "Look, how about you quit sniffing around?" The function of positive politeness is to ask for reason.
- (13) The function of positive politeness is to assume or assert reciprocity,
Enola says "And it is you" to show reciprocating acknowledgment
- (14) The function of positive politeness is to satisfy listeners to show understanding, sympathy, and cooperation.
"It's unfortunate that he turned out to be more intelligent and courageous than I had anticipated." Both of them were. Miss Troy's statement, "Their deaths were so unnecessary," serves as a means of encouraging listeners to express pity. Tewkesbury, in the meantime, demonstrates his comprehension by stating, "Let me assure you, I do share your interest," which seems to please the listener to demonstrate collaboration and understanding.
- (15) The function of positive politeness is to give permission
Sherlock is granting permission in the utterance of "Take it. I have others."
- (16) To include both speaker and hearer in a communication activity
Miss Troy says to Enola in her utterance "And you, Enola" to include in a conversation.
- (17) The function of positive politeness is to offer assistance/advice/gratitude/affection/guidance
Tewkesbury offers assistance to Enola when he adds, "Well, Enola, if you need help." Eudora says, "This is a mistake," and gives guidance. Enola, it's your journey. You will err from time to time. You

will fall occasionally. But if you remain loyal to who you are, the path will always find you again, no matter how lost you may feel. Bessie provides details in the statement "It's yours to have." Bessie gives advice when she says, "Stay with me." Proceed in my direction. Miss Troy's statement conveys accountability. "Sir, I'll make sure the appropriate people know."

- (18) The function of positive politeness is to promise
Mr Lyon promises in his utterance "This is not what I expected when we began our arrangement. And now theft, on top of everything else."
- (19) The function of positive politeness is to suggest
Miss Troy suggests in her saying "But, sir, perhaps if we were to consider whether this theft is connected. I have ideas..."
- (20) The function of positive politeness is to mark identity

Bald-on Politeness Strategy and the Function Analysis

Positive politeness methods fall into six types of language functions: offering advice or ideas; expressing disagreement; utilizing imperative form; requesting; threatening; and warning. On the other hand, participants in discussion programs employ two bald-on politeness strategies: expressing dissent and making direct inquiries. The following is an example of an utterance:

- (1) The utterance of bald-on politeness to give suggestions or advice
The utterance of "Read all about it! Read all about it! Sherlock Holmes and the case of the Brixton corpse" is uttered by a boy to suggest a category of bald-on politeness.
- (2) The utterance of bald-on politeness to show disagreement
The utterance of "but you are a girl" indicates bald-on politeness to show disagreement with the word "but."
- (3) The utterance of bald-on politeness shows an imperative form
A policeman 1 yells "Stop, police!" to direct and explicit command. It is also followed by a policeman 2 "Stop that girl."
- (4) The utterance of bald-on politeness to ask
The expression's blatant use of politeness an elderly woman asks simply, "You're how old?" in order to get an age estimate. A man also asks, "What experience have you had?" immediately in an attempt to be bluntly polite. The "what" question in this inquiry necessitates knowledge. Like when Bessie asked, "Enola Holmes?"

in a direct and courteous manner to find out about Enola. Enola answers in a direct and courteous manner by replying, "Yes?" as the question is posed.

(5) The utterance of bald-on politeness to threaten
Enola's question seems to threaten in her utterance of "The 12th of March. Does that date mean anything to you?" This utterance indicates bald-on politeness to threaten.

(6) The utterance of bald-on politeness to warn
The use of bald-on politeness in the utterance "Mouth. Mouth. Mouth. Next" uttered by a foreman to give instruction and to leave in the utterance "out."

The use of bald-on politeness in the utterance "Anyone else wants a money dock? How about you, eh? No, didn't think so" to address and challenge others.

Negative Politeness Strategy and the Function Analysis

Positive and negative politeness strategies fall into ten categories: conventionally indirect, questions, hedges, minimization of imposition, apology, deference, pessimistic, impersonalizing speaker and hearer, stating the FTA as a general rule, nominalizing, and recording as incurring debt. Talk show participants, however, employ two techniques to demonstrate negative politeness: they can be customarily oblique, hedge, reduce imposition, apologize, be pessimistic, impersonalize speaker and hearer, and proclaim the FTA as a general rule. The following is an example of an utterance:

- (1) The utterance of negative politeness to apologize
The use of negative politeness in the utterance "sorry" was uttered by Sarah to Enola in her utterance of "I'm sorry, Enola." The same as Enola does to say sorry in her utterance of "Terribly sorry." Cicely also says sorry in her saying "I'm sorry it's so late."
- (2) The utterance of negative politeness to minimize the imposition
The use of impolite language in the speech "She is no longer there". She was agitated. The implication in Tewkesbury's statement, "Do not think of doubting me," was meant to downplay the imposition. The statement "Enola, if you have any concerns, I tell you categorically, I... I have no eyes for anyone, but... Well, no, this is not quite how I wanted to say that" is another instance of negative politeness. However, to state, "In terms of romantic interests, yes, my interest is... The reason I don't have to search, I'm busy with politics, like I said," Tewkesbury makes a statement that serves to downplay the suggestion that he is imposing himself.

(3) The utterance of negative politeness to hedges
This politeness is used by speakers to mitigate language and to avoid imposing on others by using hedges of "I will" such as the utterance "I am not desperate, and I don't need your or anyone's help. But this I will have this" uttered by Enola. The other words "you think" as the hedge is used in the utterance of "Any evidence you think you have against her—"

(4) The utterance of negative politeness to state the FTA as a general rule

Generally speaking, the politeness with which speakers state the FTA indicates that they are threatening someone else with whom they have a relationship rather than purposefully threatening the addressee's face. "My mother sounds nothing like yours. "She's full of this fight, but I did try to stop her," is implied by the statement.

Off-Record Strategy and the Function Analysis

By using ambiguity and connotation to mask the meaning of the statement "And Lord of Lords and He shall reign," the off-record politeness reveals euphemism. Edith made this statement in an attempt to capitalize on the idea that it was a praise to the Lord. The statement "I have been blind!" indicates that she pragmatically missed a case.

Off-record politeness uses ellipsis to avoid expressing some things, but it is still understandable from the surrounding context. "You, Sherlock, Mycroft," was said. Although the sentence "Strong, formidable, individual children, but, well, perhaps a little lonely" lacks a coherent structure, the theme makes sense in context. It happens in the utterance as well. It also appears in Tewkebury's statement, "Sir, you cannot." His statement is missing something.

IV. CONCLUSIONS AND SUGGESTIONS

After finding and analyzing politeness strategy, it was found that there are 1001 data of politeness strategies discovered which represent positive, bald-on, negative, and off-record politeness strategies found in Enola Holmes 2 Movie. Specifically, they include 397 data on positive politeness strategy (40%), 304 data on bald-on politeness strategy (30%), 286 data on negative politeness strategy (29%), and 14 data on off-record politeness strategy (1%). Furthermore, the dominant politeness strategy found is positive politeness strategy with 397 data (40%) occurring in Enola Holmes 2 Movie with strategies found are to include both speaker and hearer in the activity of communication to mark identity, to seek agreement, to assert of presume speakers' knowledge and concern of hearers' wants, to

avoid agreement, to be optimistic, to promise, to satisfy listeners to show understanding, to presuppose common ground, and to assume or assert reciprocity. The audience, the environment, the subject, and the purpose all influence speakers to use politeness techniques. Because of the propensity for collaboration between speakers and hearers as well as the impulse to suggest that speakers look into certain issues by posing questions, the positive politeness method is widely used.

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