

**POLITENESS STRATEGIES IN SPEECH ACT OF REQUEST IN SAMBAS
DIALECT OF MALAY IN NOTARY OFFICE IN SAMBAS**



A THESIS

Submitted In Partial Fulfillment of the Requirements

For Master's Degree in Linguistics

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The writer realizes that this thesis is still far from perfect. She, therefore will be glad to receive any constructive criticism and recommendation to make this thesis better.

Finally, the writer expects that this thesis will be useful to the reader who wishes to learn something about politeness in speech act of request and to understand a little bit more about Sambas Dialect of Malay and Notary office.

Semarang, August 2010

The writer

MOTTO

“BISMILLAHIRRAHMANIRRAHIM”

“Ya Rabb, tambahkanlah kepadaku ilmu pengetahuan”

{QS. Thaha: 114}

“Fabiayyiaalaa irobbikuma tukadzibaan

Maka Nikmat Tuhanmu yang manakah yang kamu dustakan?”

{QS. Ar. Rahman: 13}

“Kau tidak akan pernah bisa memahami seseorang hingga kau melihat segala sesuatu dari sudut pandangnya, hingga kau menyusup ke balik kulitnya dan menjalani hidup dengan caranya”

{To Kill a Mockingbird – Harper Lee}

“Being polite is a choice”

DEDICATION

This thesis is specially dedicated to:

My future, to be a better person.

Mamak and Bapak.

Maksu.

CERTIFICATION OF ORIGINALITY

I hereby declare that this submission is my own work and that, to the best of my knowledge and belief, this study contains no material previously published or written by another person or material which to substantial extent has been accepted for the award of any other degree or diploma of a university or other institutes of higher learning, except where due acknowledgement is made in the text of thesis.

Semarang, August 2010

Citra Suryanovika

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**POLITENESS STRATEGIES IN SPEECH ACT OF REQUEST IN SAMBAS
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Abstract

The study is meant to find out the mood indicating request in Sambas dialect of Malay, to examine the use of politeness strategies in the conversation in Sambas Dialect of Malay carried out in the notary office in Sambas, and to define factors underlying the use of politeness strategies.

The study applies a descriptive qualitative approach. The data consist of 14 conversations between a notary, her clients, and/or her staffs. The conversations were recorded and transcribed. Note taking was used to complement the data. From the 14 conversations, there are 46 requests made by the notary, the staffs, and clients.

The results of the analysis show that the requests are conveyed in imperative, interrogative, and declarative, the requests in Sambas dialect of Malay are mostly conveyed by using imperative. The use of imperative in the requests include three kinds, namely imperative sentence, imperative sentence as request, and imperative sentence as order. After that, the requests categorizes into four super strategies, that is Bald on record, Positive politeness, Negative Politeness and Off record.

. Among the four super strategies, negative politeness uses dominantly by all the interlocutors. Bald on record is used by the notary to her staffs indicating that the speaker has higher power or status than the hearer. Meanwhile, Positive politeness is used by the notary to her clients, the notary to her staffs, the client to the notary, and the staffs to the notary. The interlocutors used positive politeness because they want to claim common ground and interest, and to show their cooperation in the conversation. Furthermore, negative politeness is used by all the interlocutors involved in the conversation to indicate that the speaker wanted to avoid coercing to the hearer's response by explicitly giving hearer the option not to do the future act, to avoid presuming or assuming about hearer, to satisfy hearer's negative face demand. Moreover, Off record is used by the client to the notary, and by the notary to her staff, because the speaker and the hearer have mutual knowledge or interactional experience between them.

From the assessment of sociological variables, it can be concluded that the social power can be seen by the difference of social status, or age among the participants. Meanwhile, the social distance can be differed by the use of honorifics or appellation. The rank of imposition shows that the amount of demand influences the choice of strategies, in that positive politeness is used when the imposition is higher, and negative politeness is used if the rank of imposition is lower.

Based on the analysis, it can be concluded that the requesters of Sambas Dialect of Malay in the notary office excessively use negative politeness to convey his/her request, in that indirect request is conveyed.

Key words: politeness strategies, request, Sambas Dialect of Malay, notary office.

STRATEGI KESANTUNAN DALAM TINDAK TUTUR PERMINTAAN BAHASA MELAYU DIALEK SAMBAS DI KANTOR NOTARIS DI SAMBAS

Citra Suryanovika

A2B008006

Abstrak

Penelitian ini bertujuan untuk mengetahui jenis kalimat tindak tutur permintaan dalam Bahasa Melayu Dialek Sambas, untuk menguji penggunaan strategi kesantunan dalam percakapan Bahasa Melayu Dialek Sambas di kantor notaris di Sambas, dan untuk menemukan faktor yang mempengaruhi pemilihan strategi kesantunan.

Penelitian ini menggunakan pendekatan deskriptif kualitatif. Data terdiri dari 14 percakapan antara notaris, klien, dan staf. Percakapan di rekam dan ditranskripsi, dan teknik catat juga digunakan untuk melengkapi data. Dari 14 percakapan, terdapat 46 tuturan permintaan yang di tuturkan oleh notaris, staf, dan klien.

Berdasarkan hasil analisis, dapat disimpulkan bahwa tindak tutur permintaan yang digunakan dalam Bahasa Melayu Dialek Sambas dikantor notaris adalah tuturan yang dapat dikategorikan dalam bentuk kalimat imperatif, interogatif dan deklaratif. Setelah itu, tindak tutur permintaan tersebut dikategorikan kedalam empat super strategi kesantunan, yaitu Bald on record, kesantunan positif, kesantunan negatif, dan off record. Berdasarkan empat super strategi kesantunan, Bald on record digunakan oleh notaris kepada staf nya, dimana notaris memiliki kedudukan yang lebih tinggi dari pada staf nya. Sedangkan, kesantunan positif digunakan oleh notaris kepada klien, notaris kepada staf, klien kepada notaris, dan staf kepada klien. Penutur menggunakan kesantunan positif karena mereka ingin menunjukkan kesamaan, dan untuk menunjukkan kerjasama dalam percakapan. Selain itu, kesantunan negatif juga digunakan oleh penutur dikantor notaris, dimana penutur menunjukkan kesantunan dengan menghindari paksaan di respon pendengar dengan memberikan pilihan secara eksplisit untuk tidak melakukan tindakan. Kesantunan negatif juga diperlihatkan dengan menghindari membuat praanggapan atau asumsi tentang pendengar, untuk memuaskan keinginan muka negatif pendengar. Off record digunakan oleh klien kepada notaris, dan notaris kepada staf. Penggunaan off record didukung oleh kesamaan pengetahuan akan topik pembicaraan antara penutur dan pendengar. Selain itu, penutur dan pendengar juga telah melakukan pembicaraan sebelumnya akan topik tersebut.

Berdasarkan penilaian variabel sosial, dapat disimpulkan bahwa kekuasaan sosial dapat ditentukan oleh perbedaan status sosial, atau usia antara penutur dan pendengar. Sedangkan, jarak sosial dapat ditentukan oleh penggunaan sebutan kehormatan dan kata sapaan. Selain itu, tingkat beban menunjukkan bahwa tingkat tuntutan dalam tindak tutur permintaan mempengaruhi pemilihan strategi kesantunan. Kesantunan positif digunakan apabila beban tuturan tinggi, dan kesantunan negatif digunakan jika beban tuturan rendah.

Berdasarkan analisis, dapat disimpulkan bahwa penutur Bahasa Melayu Dialek Sambas di kantor notaris lebih sering menggunakan kesantunan negatif dalam mengemukakan tindak tutur permintaan, dimana dapat disimpulkan pula bahwa bentuk kalimat yang digunakan adalah bentuk kalimat imperatif.

Kata kunci : strategi kesantunan, tindak tutur permintaan, Bahasa Melayu Dialek Sambas, kantor notaris.

CHAPTER 1

INTRODUCTION

This chapter presents the background of the study, statement of the problems, objectives, significance, and scope of the study, method and research problems, and the organization of writing.

A. Background of the Study

Language as a media of communication is used in the area of economy, law, education and many more. It helps speaker to communicate to others, to convey speaker's purpose, and to unify differences. Speakers consider some factors when they choose a language, in that they probably use a vernacular when they speak with their family. On the other hand, they prefer to using the international language than their vernacular if they speak with foreigner. The selection of language depends on the interlocutor, the setting, the topic, and the function of speaking. Those factors are categorized by Holmes (2001: 8) as social factors, in which the speakers consider those factors in choosing an appropriate language. The purpose of speaking can be achieved if the speakers use an appropriate language in conveying their needs.

Speakers' purpose in speaking can be presented by the use of speech acts. Searle (1969: 16) states that *speaking a language is performing speech acts*. It explains that speakers conduct a certain action while they utter a language to the interlocutor. Searle (1969: 16) also claimed that speech act is the basic units of linguistic communication. It can be concluded that speech act is always performed when speakers convey their intention. Furthermore,

there are many kinds of speech acts, Austin in Searle (1969: 23) clarifies that there are over a thousand of expressions in English. Gunarwan (2007: 7) explains that Austin divides speech act into three performance, viz. Locutionary act, Illocutionary act, and Perlocutionary act. Locutionary act is the first step when a speaker utters a word or sentence, the utterance in locutionary act only has semantic meaning. Meanwhile, illocutionary act has a semantic meaning and force, it plays an important role in conveying speaker's intention. Moreover, perlocutionary act is the effect of illocutionary act. Of the three kinds of acts, illocutionary act plays important role in pragmatic analysis (Austin in Gunarwan, 1997: 7). Speech acts are used differently by different speaker, for example the word *Sorry* can be used as an apology or a refusal. The use of speech acts depends on the function of speaking or the basic reason of communication. If a speaker feels guilty and asks an apology to someone, he/she will say "*I am Sorry*". Meanwhile, if a speaker disagrees with someone and wants to refuse someone's opinion politely, he/she will say "*I am Sorry*" as a refusal expression.

Speech act, that is formulated by Austin (1955), involves politeness to support the communication between the speaker and the interlocutor. Politeness in speech acts is used to minimize Face Threaten Act (FTA) on addressee's face. In Brown and Levinson (1987: 61), the notion of 'Face' derived from Goffman (1967) and English folk term, which is explained that someone's face could be lost if someone else's can not maintain the interaction that probably threaten face. Some speech acts could threat positive

or negative politeness, that is Request that primarily threaten the hearer's negative and positive face.

Politeness involves in the use of request, because request belongs to competitive function (Leech,1993: 162-163). Leech states that there are four function of speech act based on social purpose, that is competitive, convivial, collaborative, and conflictive. Of four functions, politeness only engages in competitive and convivial functions. Competitive function belongs to the speech act of ordering, requesting, demanding and begging. Meanwhile, convivial function turns to the speech act of offering, inviting, greeting, thanking and congratulating. Politeness in speech act of request considers requestee's existence, thus the requester can select an appropriate utterance when conveying his/her intention. Brown and Levinson (2000: 38) claims that politeness involves responses in conversation analysis, the response can be in the term of *preferred* and *dispreferred*. The preferred type of response is direct, often abbreviated, structurally simple and typically immediate. Meanwhile, the dispreferred type of response is indirect, structurally elaborated and delayed. He explains that it can be shown in the example of request and offer as a preferred and a dispreferred. A request could get a refusal, but an offer could get acceptance because it has less face risk.

Politeness and speech act of request refer to pragmatic study. Both of them explore the pragmatic competence in interaction of different context. Brown and Levinson (2000: 2) explains that the use of politeness are tied to social determinants, particularly the relationship between the speaker, the

hearer, and the potential offensiveness of the message content. Meanwhile, Searle (1969:12) explains that *speaking a language is engaging in a (highly complex) rule-governed form of behaviour*. It can be stated that the speaker involves the addressee when he/she conveys his/her wants. Politeness and speech acts are related to social determinants and addressee, in which context describes the situation. It can be concluded that politeness and speech act are properly discussed through pragmatic point of view, because pragmatic is a part of linguistic focusing on the meaning of context (Cutting, 2008: 3). Trosborg (1937: 5) also completed the meaning of pragmatic by stating that the context in pragmatic dealing with people who use language and the behaviour of speakers and listeners. Cutting (2008: 50) emphasizes that since politeness is a pragmatic phenomenon, it is influenced by elements of the context.

Context is typically divided into three sorts by Cutting (2008:5), that is the situational context, the background knowledge context, and the co-textual context. The situational context is related to speaker's knowledge about what they can see around them, the background context is the speaker's knowledge about each other and the world, and the co-textual context is defined as speaker's knowledge about what they have been saying. From the kinds of contexts, it can be concluded that contexts link to the situation, participant of speaking and the language use.

Context expands the pragmatic study, in that many languages and situations are chosen by linguists to enrich linguistic research. For example

Blum-Kulka's research in politeness and indirectness in English and Hebrew, Walter (1979) explored requests in Spanish and so on (Brown and Levinson, 2000, 25-26). In situational and background knowledge context, politeness turns to formal and informal situation. Informal situation occurs in daily life conversation between family or friends, it shows an intimate scale or high solidarity between participant, thus politeness in speech act does not control the situation. Meanwhile, formal situation is determined by solidarity and status relationship (Holmes, 2001:10). The conversation in formal situation between doctor-patient, notary-client, or teacher-student signalled the different social power, and distant or low solidarity. On that account, Notary office as a formal situation could be a research object because it has not been analysed through linguistic perspective. The relationship between the notary and client, the notary and staff, or the client and staff could show the use of politeness in speech act of request. Notary office shows a business relationship between the notary and client, in which the notary gives her best services to the clients in order to keep the relationship goes well. The language use in notary office depends on the location of the place, and in the view of the society surrounds the office. Notary office that is located in Sambas shows the use of Bahasa Indonesia, Malay, Chinese or Dayaknese, because Sambas consists of those races and transmigrants.

Sambas Dialect of Malay is the focus of the study. Sambas Dialect of Malay is a colloquial language in Sambas Regency. Malay and some of Dayaknese and Chinese use Sambas Dialect of Malay (Hamidi and

Abdurrahman, n.p). Sambas dialect of Malay uses address forms to replace possessive pronoun. Muzamil, et al (1997: 10 – 26) stated that the address forms in Sambas dialect of Malay is determined by some factors, that is gender, age, position, courteousness and kinship. The speakers use address forms of Sambas dialect of Malay because they consider the difference position, gender, or age between the speaker and hearer. They also consider kinship, the situaton, and birth order in using the address forms. Some previous research of Sambas dialect of Malay tends to conduct research on language forms, focusing on morphem, text or speech sound. Therefore, the research of pragmatics in Sambas Dialect of Malay still needs to be more expanding. Ide (1989:97) wrote in Bayraktaroglu and Sifianou (2001: 1) “the more description we acquire about the phenomena of linguistic politeness, the more we realise how little we know about the range of possible expressions of politeness in different cultures and languages”. The present study of Sambas dialect of Malay endeavours to expand politeness research by choosing Notary office as the setting.

B. Statement of the Problems

After recognizing the background of the study, there are some statements of problems in the research, i.e.

- What kind of utterances’ mood indicating requests used in the notary office?
- What kind of politeness strategies used in notary office?
- What factors underlying the use of politeness strategies?

C. Objectives of the Study

In conducting the research, there are some objectives that should be achieved, that is:

- to show the markers / mood of the utterances indicating requests
- to describe the use of politeness strategies in the conversation in Sambas Dialect of Malay carried out in the notary office in Sambas,
- to explain factors underlying the use of politeness strategies..

D. Significance of the Study

The research of politeness strategies of request in Sambas Dialect of Malay has some significances, especially for linguistic study. The research of Sambas Dialect of Malay would enrich language research, and present Sambas Dialect of Malay in the linguistic community. Moreover, the research in notary office brings new knowledge to linguists about the conversation in Notary office. The research is also useful for the readers, it can be used to improve readers' knowledge about Sambas Dialect of Malay through the use of speech acts of requesting in the notary office.

E. Scope of the Study

The research is conducted in notary office of Ms. Fitriyani, S.H, M.Kn in Sambas. In order to collect the data, the research focuses on the conversation in Sambas Dialect of Malay consisting of speech act of request. Speech act of request is made by the notary to the clients or vice versa, the notary to the staff or vice versa, and the staff to the clients or vice versa. The research started on

March until April, 2010 by doing the observation of the condition in the notary office since Monday to Friday.

F. Methods and Research Procedure

Politeness in speech act request uses pragmatic approach in which it belongs to qualitative research, a research method that applies some theories into a field research in order to get explanation of the use of requests in Sambas Dialect of Malay. The purpose of the research is descriptive research, it intends to describe the finding qualitatively.

Observation becomes the way to collect the data, in which it only focuses on the conversation consisting speech act of request in the notary office. In order to obtain the data, recording and note taking are used simultaneously. Media recorder is used to record the data directly, and note taking is used to complement the data. After that, the data is transcribed in orthographic, and translated in Bahasa Indonesia and English.

Data analysing uses contextualization strategy, in which the context becomes a tool to assess the request forms, the politeness strategies and factors influencing the choice of politeness strategies. Besides, pragmatic identity method is used to assess the politeness strategies and factors influencing the choice of strategies according to the interlocutor's responds (Kesuma, 2007: 53).

G. The Organization of Writing

There are eight chapters in this thesis, i.e. Chapter I (Introduction) consists of Background to the Study and Statements of the Problems, Objectives and

Significance of the Study, Scope of the Study, Methods and Research Procedure, and Outline of the Study. After that, Chapter II is Review of related literature consisting of Previous Study and Underlying Theory. Moreover, Chapter III is Research Methods consisting of Data Providing, Data Analysis, and Data Presentation. Chapter IV is analysis of Mood, Politeness strategies and the factors influencing the choice of politeness strategies. Finally, Chapter V consists of Conclusion and Suggestion.

CHAPTER II

LITERARY REVIEW

This chapter presents previous research and literary review. Previous study is related to the previous research of Politeness in speech act of request and Sambas dialect of Malay that have been conducted by previous reseachers. Meanwhile, the literary review presents some theories related to the study.

A. Previous Research

The researchs of politeness strategies has been conducted by some researchers in different context and languages. Most of the researchs of politeness strategies use for particular kinds of face threatening acts (FTAs). Politeness strategies plays an important role in the use of certain speech act, such as request. Request is a kind of potentially face threatening act, it can impose on the speaker and hearer's face. The research of politeness in requesting is conducted by Kenji Kitao, in which he differs the politeness strategies in requesting used by Americans and Japanese. Kitao focuses on the use of English through speech act of requesting by the speakers of American and Japanese, he concludes that request with higher imposition needs higher level of politeness. He also states that Japanese and English have different ways in dealing with politeness in English. In addition, there are some researchs about Sambas Dialect of Malay conducted by some linguists, that is *Kalimat Imperatif Bahasa Melayu Sambas* by Kurniati, et.al (2004), and *Wacana Bahasa Melayu Dialek Sambas* by Patriantoro, et.al. (2000). Kurniati uses

questionnaire to collect the data, and she explains that imperative sentence uses dominantly in Sambas dialect of Malay. Patriantoro conducts a library research to gather the data, and he focuses on the syntactic analysis. According to *Balai Bahasa Pontianak*, the linguistic research in Sambas Dialect of Malay in notary office has not been conducted by any researcher. Most of the research of Sambas Dialect of Malay focuses on informal situation and discusses about the language form. Therefore, the research of politeness strategies in speech act of request in Sambas dialect of Malay in Notary office in Sambas differ from the former researchs.

B. Underlying Theory

1. Speech Act of Request

Before discussing about the speech act of request in a detail explanation, we need to define speech act in general. Austin (1962: 1) claims that all sentences are not only function as statements, it represents questions, exclamations, and it can also express commands or wishes or concessions. From Austin's statement, it can be explained that utterances are not only containing of grammatical structures and words, but there are also actions performed behind the utterance. Moreover, Searle (1969: 16) states that speech acts actually are the basic units of linguistic communication. Generally, linguistic communication determines the action. For instance, an utterance like "I am exhausted" could be interpreted under appropriate condition as a remark on the speaker's condition, as a request for rubdown or for attention.

Speaker precisely has implicit meaning when he/she utters words or sentences in communication, he/she expects the hearer to perform an act. In line with Searle, Yule (1996: 47) states that speech act is *an action performed by the use of an utterance to communicate*. Speech acts consist of three related acts (Yule, 1996: 47-48), that is: Locutionary act, Illocutionary act, and Perlocutionary act. Speaker conducts a locutionary act when he/she produces an utterance. Meanwhile, Illocutionary act, the second dimension of speech act, is performed after the locutionary act. It explains that the utterances have an implicit or explicit purpose when the speaker utters it. After that, there will be an effect of the utterance, or this is generally called as perlocutionary act. The effect of the utterances comes when the hearer recognizes the speaker's intention. From those three related acts, Illocutionary act or generally known as illocutionary force of an utterance is always discussed in pragmatic topic, in which it interprets speech act in specific term. Searle (1969: 23) explains that Austin baptized the performance of complete speech acts with the name 'illocutionary act'. From Austin's theory, Searle categorizes some English verb into illocutionary acts, viz. "state", "describe", "assert", "warn", "remark", "comment", "command", "order", "request", "criticize", "apologize", "censure", "approve", "welcome", "promise", "object", "demand", and "argue". Meanwhile, Vanderveken (1990: 169) analyzes two hundred speech act verbs by categorising the English verbs into assertives, commissives, directives, declaratives, and expressives. Of those two thousand

verbs, the speech act of “requests” categorized into English directives by Vanderveken.

Vanderveken (1990: 189) states that *‘a request is a directive illocutionary act that allows the option of refusal’*. From this definition, it can be said that the hearer’s response is really important to detect the request’s aims. Meanwhile, Trosborg (1994: 187) claims that a request is an illocutionary act where the speaker conveys his/her interests to the hearer and asks the hearer to conduct the future acts related to speaker’s interest. It can be assumed that request occurs when the speaker as a requester asks or requires the hearer (requestee) to perform the requester’s desire act.

2. Assignment of Illocutionary Force of Request

Austin claimed that there were over a thousand of expressions in English (Searle, 1969: 23). The speaker conveys his/her intention by making a certain speech act. For example from Searle (1969: 25), the speaker argues to persuade or convince someone, warns to scare or alarm hearer, makes a request to get the hearer to do something, or informs to convince hearer. In order to distinguish request from other speech acts, some theories are used to find the most effective device in classifying the speech act of request.

Renkema, Searle, Trosborg and Vanderveken have their own ideas about ways to assign a locution into the illocutionary force of request. Vanderveken (1990: 160-189) analyses English performative verbs by describing the logical form and identifying the actual components of the illocutionary forces or acts. Request, in his logical point of view, is

categorized into English directives. He states that in expressing a request, the speaker uses the modifier “please” to be more polite. On the contrary, Searle in Levinson (1983: 239) suggests felicity condition in order to compare different speech acts. The classification divides speech act into four kinds of condition, including propositional content, preparatory preconditions, conditions on sincerity, and the essential condition. Below is an example of comparison between requests and warnings that can be made on these dimensions (Levinson, 1983: 240):

<i>Conditions</i>	REQUESTS	WARNINGS
Propositional content	Future act A of H	Future event E
Preparatory	1. S believes H can do A	1. S thinks E will occur and is not in H's interest
Sincerity	2. It is not obvious that H would do A without being asked	2. S thinks it is not obvious to H that E will occur
Essential	3. S wants H to do A	3. S believes E is not in H's best interest
	4. Counts as an attempt to get H to do A	5. Counts as an undertaking that E is not in H's best interest

Renkema (1993: 25) has the similar ways with Searle in comparing speech acts, Renkema explains that a request can be identified by felicity conditions, that is:

- a. The propositional content. The content must refer to a future act X, which is to be carried out by the addressee (listener).
- b. The preparatory condition
 - 1) The addressee is capable of executing X and the speaker believes that the addressee is capable of doing it

- 2) It is obvious to both conversational participants that the addressee will not perform the act without being asked.
- c. The sincerity condition. The speaker actually wants the addressee (the hearer) to conduct what had been requested.
- d. The essential condition. The speaker attempts to persuade the addressee (the hearer) to execute X.

Meanwhile, Trosborg (1937: 190-192) gives detail explanation to assign the illocutionary force of request. The assignment procedures consist of:

- a. Mood.

Mood is not only way of deriving the illocutionary force of an utterance. Mood and speech act modality is to some extent independent (Trosborg, 1937: 190).

Speech act of request is often realized by means of declarative and interrogative structures. Vanderveken (1990: 14-15) said that *Declarative sentences* are conventionally used to say how things are, and *Interrogative sentences* are used to ask questions.

- b. Performatives verbs.

The speaker can convey a request simply by using a performative verb which explicitly signals the illocutionary force, e. g. *I request/order/demand that you open the window.*

c. Felicity conditions.

Trosborg (1937: 191) takes the felicity conditions from Searle (1969) saying that the force of an utterance is derived from a set of necessary and sufficient conditions relating to particular act. These conditions relate, on the one hand, to the beliefs and attitudes of speaker and hearer, and, on the other, to their mutual understanding of the use of linguistic devices for communication. The conditions which underlie a sincere request are specified as follows (Searle, 1969: 66):

Participant roles: S(peaker), H(earer)
Propositional content (Future act of H): A
1) S wants H to do A
2) S assumes H can do A
3) S assumes H is willing to do A
4) S assumes H will not do A in the absence of the request

d. Requests with no explicit requestive illocutionary force

This condition reflects indirect realizations of the speaker's intention to make the hearer perform and are referred to here as *hinting strategies*.

From the explanation of felicity condition above, the theory stated by Searle could be used to assign the speech act of request in Sambas Dialect of Malay.

3. Communicative function

Illocutionary acts is related to communicative functions, the function divides into five major classes, that is representatives, directives, commissives, expressives and declaration.

Trosborg (1937: 14-16) gives the definition about these classes, representatives are performed when the speaker commit him/herself to the belief that the propositional content of the utterance is true. Meanwhile, speaker in performing directives tries to get the hearer to commit him/herself to some future course of action (verbal or non verbal). Commissives ask the speaker to commit him/herself in varying degrees to some future course of action. Whereas, expressives show speaker's psychological state of mind about or attitude to some prior action or state of affairs. Differ from expressives, declarations require extralinguistic institutions for their performance, such as it takes a priest to christen a baby, a dignitary to name a ship, a judge to sentence defendant, etc. Illocutionary acts could be represented by those communicative function, and indirectly by the use of certain kinds of sentences based on the meaning and communicative value.

The sentence in Bahasa Indonesia and English is divided into four classes in Nadar (2009:70-92), that is declarative, interrogative, imperative and exclamation. Declarative is a sentence declaring about a certain news or information, it can be found in the form of passive or active sentences. Meanwhile, interrogative is used in order to question something, it always follows by a question mark. Imperative, in illocutionary act, can be used to express a request or an order. Whereas, exclamation could be used by a speaker to show his/her feeling. Illocutionary acts could be defined through the use of sentence; that a speaker probably will use imperative to order a

hearer to do something, or he/she will choose a declarative or interrogative to ask some help to the hearer.

Rahardi (n.p: 74) Communicative functions in Bahasa Indonesia can be divided into five kinds, they are declarative, interrogative, imperative, exclamative, and emphatic.

a. Declarative

Declarative sentence in Bahasa Indonesia aims to inform or declare something to someone. Sentence functions as declarative if it contains purpose of stating or informing something. It can be seen from the sentence below:

(1) “Si Atik akan segera pulang dari Jepang bulan depan”

(2) “kemarin siang ada mobil Daihatsu Charade dihancurkan peserta kampanye di Jalan Kyai Mojo”.

The sentence (1) informs that ‘Atik’ will come from Japan next month. Meanwhile, the sentence (2) states that there was incident in Jalan Kyai Mojo. Both sentences aim to inform or state a new information to the hearer.

b. Interrogative

Interrogative sentence in Bahasa Indonesia is questioning, it allows the speaker to ask questions to the hearer. The characteristics of interrogative are (a) The sentence order are reversed, (b) The use of *apa* or *apakah* (What), (c) The use of *bukan* or *tidak*, (d) The use of intonation referring to question, (e) The use of certain question marks. Declarative sentence in

Bahasa Indonesia can be changed into interrogative sentence by adding *apa* or *apakah*, for example:

(3) “Anak itu sudah hampir lulus ASMI”

(4) “Apa anak itu sudah hampir lulus ASMI”

(5) “Apakah anak itu sudah hampir lulus ASMI”

The sentences (4) and (5) are interrogative sentences, because they aim to ask question to the hearer. The sentence (6) is more polite than the sentence (5), because the sentence (6) uses particle *kah* to soften the interrogative sentence.

c. Imperative

Imperative sentence aims to command or request the addressee doing speaker’s desires. Imperative sentence in Bahasa Indonesia can be classified into five kinds, they are:

1) Imperative sentence

Imperative sentence has characteristics, it has high-pitched intonation, and it supports by basic verbs and using particle *lah*.

2) Imperative sentence as request

Imperative sentence as request is a soft order. It uses politeness marker, such as *tolong*, *coba*, *harap*, *mohon*. It also uses some expressions, such as *sudilah kiranya*, *dapatkah seandainya*, *diminta dengan hormat*, dan *dimohon dengan sangat*.

3) Imperative sentence as granting permission

Imperative sentence as granting permission uses politeness marker, such as *silakan, biarlah, diperkenankan, dipersilakan, and diizinkan*.

4) Imperative sentence as invitation

Imperative sentence as invitation uses politeness marker, such as *ayo (yo), biar, coba, mari, harap, hendaknya, dan hendaklah*.

5) Imperative sentence as order

Imperative sentence as order uses politeness marker, such as *ayo, biar, coba, harap, hendaklah, hendaknya, mohon, silakan, dan tolong*.

d. Exclamative

Exclamative sentence is the sentence aims to express admiration. The characteristics of exclamative sentences can be seen from the sentences are inversion, it uses particle *nya*, and the interjection *alangkah dan bukan main* are used in the front of the sentence.

e. Emphatic

Emphatic sentence is the sentence aims to give special emphasis, and the special emphasis adds further information about the subject. There are two characteristics of emphatic sentence in Bahasa Indonesia, they are (1) particle *-lah* is added in the subject, (2) conjunctive *yang* is added in the end of subject.

4. Face

The theory of 'face' came from Goffman (1967) who explained that 'face' could be embarrassed or humiliated, or 'losing face'. Since 'face' is something that emotionally invested, it could be lost, maintained, or enhanced and it must

be constantly attended to in interaction (Brown and Levinson, 1978: 61). It can be assumed that people can maintain other's face since they can cooperate each other, and people can avoid threaten other's face by defending or maintaining each other's faces. There are two components of face, those are:

a. Negative face

Brown and Levinson (1978: 62) stated that Negative politeness is *the want of every 'component adult member' that his actions be unimpeded by others*. It explained that negative face focuses on non-imposition, it is familiar as the formal politeness.

b. Positive face

Positive politeness is 'the want of every adult member that his wants be desirable to at least some others (Brown and Levinson, 1978: 62). Positive politeness, on the other hand, is less obvious and it explained that someone's wants be desirable to at least by some others.

There are some acts that can threat negative face or positive face, negative face want could be threaten if the speaker does not intend to avoid impeding hearer's freedom of action. Meanwhile, some acts also could threat positive face want if the speaker does not care about the addressee's feelings, wants, etc. Some FTAs threaten both negative and positive face, such as: complaints, interruptions, threats, strong expressions of emotion, requests for personal information. The relative weighting of three wants will be speaker's consideration, that is:

- a. The want to communicate the content of FTA x
- b. The want to be efficient or urgent

- c. The want to maintain hearer's face to any degree
(Brown and Levinson, 1978: 68)

The wants above could explain the reason a speaker choose his/her certain utterance to convey his/her wants, he/she will consider to minimize the threat of his/her FTA if the urgency condition occurs. In order to minimize the threat of acts, Brown and Levinson employs certain strategies of politeness, that is Bald on record, negative politeness, positive politeness and off record.

5. Politeness

Theories of verbal politeness come from some linguists, that is Lakoff who pointed to reduce friction in personal interaction, Leech who focused on the perspective of conversation maxim, Brown and Levinson who are well known with the notion of face, Fraser is concerned about the perspective of conversation contract, Spencer-Oatey who concentrates on the perspective of pragmatics scale, and Pranowo who uses diction to reflect verbal politeness. (Gunarwan, 2007:17, Trosborg 1994: 24, and Pranowo, 2009: 104). In this study, the researcher will only describe the theories from Leech, Brown and Levinson, and Pranowo.

In Leech's politeness theory, politeness is viewed as a complement of Grice's cooperative principle. It can be seen from Leech's statement (1993: 121) that cooperative principle can not be used in all circumstances, but politeness principle as a complement can save cooperative principle in the language usage. Leech postulates six maxims below as politeness principle.

- a. Tact maxim: Minimize cost to other. Maximize benefit to other
- b. Generosity maxim: Minimize benefit to self. Maximize cost to self
- c. Approbation maxim: Minimize dispraise. Maximize praise of other

- d. Modesty maxim: Minimize praise of self. Maximize dispraise of self.
- e. Agreement maxim: Minimize disagreement between self and other. Maximize agreement between self and other
- f. Sympathy maxim: Minimize antipathy between self and other. Maximize sympathy between self and other (Leech, 1983: 119 in Rahardi: 59).

Leech's politeness principle focuses on beneficial to the other or the hearer in the communication, rather than speaker itself. Meanwhile, Pranowo (2009: 104) explains that the indicator of politeness in Bahasa Indonesia can be seen from the use of diction. Generally, there are six dictions of Bahasa Indonesia used by the speaker to indicate his/her verbal politeness, that is:

- a. "tolong (help)" for ask an assistance
- b. "terima kasih (thank you)" to pay homage to someone's kindness
- c. "maaf (sorry)" for an utterance that can offend someone's feeling
- d. "berkenan (deign)" to ask someone's willingness to do something
- e. "beliau (respectful form of reference)" refers to a respected singular third person
- f. "Bapak/Ibu (respectful form of reference) to mention an adult singular second person (Pranowo, 2009: 104).

Pranowo's politeness indicator reflects to the use of simple dictions, he believes that the dictions can determine speaker's verbal politeness. Meanwhile, Brown and Levinson (1978:94) stated that there are four super-strategies in doing face threatening acts (FTA), that is:

- a. Bald on record

Brown and Levinson (1978: 95) explains that bald on record is in conformity with Grice's maxim, these maxim are the guidelines for achieving maximally efficient communication as follows:

- 1) Maxim of quality: Be non-spurious (speak the truth, be sincere)
- 2) Maxim of quantity:
 - (a) Don't say less than is required

(b) Don't say more than is required

3) Maxim of relevance: Be relevant

4) Maxim of manner: Be perspicuous; avoid ambiguity and obscurity

Those maxims are in confirmity with the use of bald on record, it reflects that direct utterances uses in Bald on record in order to get effectiveness. Bald on record focuses on maximum efficiency and it does not concern on satisfying the hearer, it explains how Grice's maxim compatible with bald on record. On that account, Brown and Levinson divides bald on record into two classes:

1) Face threat is not minimized

In this class, no face redress is necessary, because both speaker and hearer mutually known that maximum efficiency is very important. Non redress occurs since some cases support the speaker to use bald on record, that is:

a) in the cases of great urgency or desperation, FTA performs to get the hearer's attention, for example: an utterance "Listen, I've got an idea" or "Hear me out:...." will be used in conversation to get the attention with maximum efficiency.

b) in cases of channel noise, or where communication difficulties exert pressure to speak with maximum efficiency, for example: Give me the nails.

c) In cases where speaker is powerful and he does not fear retaliation from hearer. For example: Bring me wine, jeeves.

2) FTA baldly on record

Bald on record concerns on face, the speaker minimizes face threats by implication. There are three areas of pre-emptive invitation occurs in all languages and delivers baldly on record, the use of bald on record in these three areas in order to get the hearer's acceptance. It explains that the firmer the invitation, the more polite it is and no other face wants are infringed through the use of bald on record. The areas include:

- a) Welcomings (post-greeting), where speaker insists that hearer may impose on his negative face.
- b) Farewells, where speaker insists that hearer may transgress on his positive face by taking his leave
- c) Offers, where speaker insists that hearer may impose on speaker's negative face.

Brown and Levinson (1978: 99-100) explains that the use of bald on record in welcomings, farewell and offer always in imperatives form. For example, an utterance of welcomings "come in", or farewell utterance "go", or it can be seen from offers "Leave it to me".

b. Positive politeness

If bald on record focuses on the maximum efficiency in achieving speaker's goals. Positive politeness, according to Brown and Levinson (1978: 101), is *redress directed to the addressee's positive face*. It can be concluded that in doing positive politeness, the speaker wants to show the intimacy that is expressed between the speaker and hearer's wants. The speaker indicates that

he/she wants to get intimate interaction with the hearer by sharing similar wants and knowledge. In order to achieve speaker's goals, Brown and Levinson (1978: 103-) involve three broad mechanisms in describing fifteen strategies of positive politeness.

1) Claim Common Ground

Both speaker and hearer, in the first class of positive politeness strategies, share specific wants, including goals and values. There are three ways in making claim, those are:

- a) hearer's wants (goal, or desired object) are admirable or interesting for speaker too;
- b) both speaker and hearer share some wants;
- c) speaker can claim common perspective with hearer without necessarily referring to in-group membership (Brown and Levinson, 1978: 103).

From these three method of stressing common ground, Brown and Levinson (1978: 103-129) formulates positive-politeness strategies (Str.) 1-8, as follows:

- (1) Strategy 1: Notice, in which speaker should take notice of hearer's condition (noticeable changes, remarkable possessions, anything which looks as though hearer would want to notice and approve of it). It can be seen from the example: "Goodness, you cut your hair!(...) By the way, I came to borrow some flour."
- (2) Strategy 2: Exaggerate (interest, approval, sympathy with hearer). For example: "what a fantastic garden you have!". This strategy is *often done with exaggerated intonation, stress, and other aspects of*

prosodic, as well as with intensifying modifiers (Brown and Levinson, 1978:104).

(3) Strategy 3: Intensify interest to H. In this strategy, the speaker makes a good story to intensify his/her interest, or use directly quoted speech to draw hearer as a participant into the conversation.

(4) Strategy 4: Use in-group Identity Markers.

There are some identity markers used by the speaker to show common ground with the hearer, that is:

(a) Address forms. Generic names and terms of address are used as address forms to convey such in-group membership. The use of address forms indicates the social distance between speaker and hearer.

For example: help me with this bag here, son?

(b) Language or dialect. The use of in-group language or dialect explains that code-switching may happen in politeness strategies. The phenomenon involves any switch from one language or dialect to another, it will be found in communities where the linguistic repertoire includes two or more codes, (Brown and Levinson, 1978: 110).

(c) Use of jargon or slang. Positive politeness in this strategy can also be found in the use of jargon or slang, in which speaker and hearer share slang term in referring to an object. For example: lend us two *bucks* then, wouldja Mac?

(d) Contraction and ellipsis. In this usage, the speaker and hearer should have mutual knowledge to make ellipsis comprehensible and share some knowledge about the context that makes the utterance understandable. For example: got any spare cash?

(5) Strategy 5: Seek Agreement. There are two ways to seek agreement, these are: safe topics and repetition.

(a) Safe topic. *The raising of 'safe topics' allows speaker to stress his agreement with hearer and therefore to satisfy hearer's desire to be 'right', or to be collaborated in his opinions* (Brown and Levinson, 1978: 112). For example: Isn't your new car a beautiful colour?

(b) Repetition. It helps speaker to seek agreement. By repeating part or all the preceding speaker has said, the present speaker is not necessary to answer by 'yes' or 'no'. The question has been answered by repetition because the stress emotional agreement can be seen in the utterance.

For example:

A: John went to London this weekend!

B: To London!

(6) Strategy 6: Avoid Disagreement.

(a) Token agreement. The utterances reflect an agreement statement, it substantively hides disagreement, the speaker pretends to agree the

preceeding utterances. The irony in the utterances may be used as a way of supercificially agreeing with the former utterance.

For example:

A: Yuh comin down early?

B: Well I got a lot of things to do. I don't know. It won't be too early.

- (b) Pseudo-agreement. It can be seen through the use of conclusory marker in English, viz, *then* and *so*. Conclusory marker indicates that there are a cooperative agreement between the speaker and hearer. Practically, there is no prior agreement between speaker and hearer, the use of *then* and *so* refers to hearer's acceptance.

For example: take this radio off my hands for 5 quid then?

- (c) White lies. White lies is used rather than damaging hearer's positive face. Both speaker and hearer may know the truth, but white lies is used to save hearer's face.

For example: yes, i do like your new hat!

- (d) Hedging opinions. Speaker states his/her opinion by giving vague opinion in order to cover disagreement. The speaker may use *sort of*, *kind of*, *like*, *in a way* to make his own opinion safely vague.

For example: it's really beautiful, in a way.

- (7) Strategy 7: Presuppose/raise/assert common ground. Speaker, in this strategy, can use gossip/small talk, point of view operations, personal-

centre switch, time switch, place switch, avoidance of adjustment of reports to hearer's point of view, and presupposition manipulations.

(a) Gossip, small talk. This strategy is softening request, speaker spends his/her time with the hearer and talks about unrelated topic.

The speaker focuses on his/her interest in hearer as an opening conversation and his intention will be conveyed then.

(b) Point of view operations. Point of view refers to *deixis*, *Deixis has to do with the ways in which sentences are anchored to certain aspects of their contexts of utterance, including the role of participant in the speech event and their spatio-temporal and social location* (Brown and Levinson (1978: 118). The normal unmarked deictic centre includes where the speaker is the central person, the time of speaking (coding time) is the central time, and the place where the speaker is at coding time is the central time.

(c) Personal-centre switch. Speaker treats hearer as if hearer has similar knowledge as the speaker itself.

(d) Time switch. In English, The use of a tense shifts from past to present tense.

(e) Place switch. There are proximal and distal demonstratives that can be used to show place switch. Proximal demonstrative includes *here* and *this* that can convey increased involvement or empathy than distal demonstrative (*there, that*).

(f) Avoidance of reports to hearer's point of view. Speaker could make minimal adjustment when he/she is trying to stress common ground that he/she shares with the hearer.

(g) Presupposition manipulation. Speaker could presuppose knowledge of hearer's wants or attitudes by using negative question, such as: Wouldn't you like a drink. The speaker could also presuppose hearer's values as if they are similar to his/her values by using scalar predicates. Furthermore, the speaker could presuppose familiarity in speaker-hearer relationship by the use of familiar address, such as *honey* or *darling* indicate that the addressee is familiar. The speaker could also presuppose hearer's knowledge by knowing the use of any term presupposes that referents are known to the addressee.

(8) Strategy 8: Joke. A joke could be used to minimize an FTA of requesting and put hearer at 'ease', the use of joke based on mutual shared background knowledge and values.

For example:

How about lending me this old *heap of junk* (Hearer's new Cadillac)?

2) Convey that S and H are cooperators

This class describes that the speaker and hearer are cooperatively involved in the relevant activity, they share goals in some domain to redress hearer's positive face.

- a) Strategy 9: Assert or presuppose speaker's knowledge about and concern for hearer's wants. It describes that the speaker is indicating his knowledge of and sensitivity to hearer's wants, for example: I know you can't bear parties, but this one will really be good – do come!
- b) Strategy 10: Offer, promise. In this strategy, the speaker will help to obtain hearer's wants, offer and promise to demonstrate speaker's good intentions in satisfying hearer's positive-face wants.
- c) Strategy 11: Be optimistic. Speaker assumes that the hearer wants speaker's wants and speaker will get some help from hearer to obtain his goals. Presumptuous or optimistic expression will make speaker cooperate with hearer by sharing their interest, it minimizes FTA by stating with expression like *a little, a bit, for a second*.
- d) Strategy 12: Include both speaker and hearer in the activity. The strategy uses 'we' form to indicate that speaker cooperates with hearer. The use of an inclusive 'we' can be seen in *let's*.
For example: let's have a cookie, then.
- e) Strategy 13: Give (or ask for) reasons. The speaker uses reason about his/her wants in order to imply "I can help you" or "you can help me", and it assumes cooperation between speaker-hearer, it shows what help is needed. For example: why not lend me your cottage for the weekend?

f) Strategy 14: Assume or assert reciprocity. The cooperation between speaker and hearer occur because there are reciprocal rights or obligations, speaker may say “I’ll do X for you if you do Y for me”, or “I did X for you last week, so you do Y for me this week”. Speaker may soften his FTA by pointing reciprocal rights.

3) Fulfill H’s want for some X

The speaker fulfills hearer’s want for some X to redress hearer’s face directly.

a) Strategy 15: give gifts to hearer (goods, sympathy, understanding, cooperation). Speaker is satisfying hearer’s face by giving gift in many outputs. It explains that a human being has the wants to be liked, admired, cared about, understood, listened to, and so on.

c. Negative politeness

Brown and Levinson (1978: 129) state that *negative politeness is redressive action addressed to the addressee’s negative face: his want to have his freedom of action unhindered and his attention unimpeded*. Brown and Levinson’s statement related to self control, in which speaker can control his self to minimize the imposition of FTA.

There are five classes of negative politeness that will be divided into ten strategies, the following is the complete explanation from Brown and Levinson (1978: 129-210).

1) Be Direct

Negative politeness enjoins both on record delivery and redress of an FTA (Brown and Levinson, 1978: 130). It indicates that the speaker does not use directly FTAs because the need for redress attuned to hearer's negative face.

a) Strategy 1: Be conventionally indirect

The speaker faces the desire to give hearer an 'out' directly and the desire to go on record. Conventionally indirect uses phrases and sentences that have contextually unambiguous meanings and different literal meanings. It indicates that the utterance goes on record and the speaker reflects his desire to be off record.

(1) Politeness and the universality of indirect speech act

Indirect utterances can be found in the use of rhetorical question for making assertion, imperatives for making offers, assertion to command. It can be seen from an indirect request "can you pass the salt?", the utterance in literal meaning defines a question of hearer's ability. On the contrary, the utterance expresses speaker's request and asks the hearer to conduct a future act.

(2) Degrees of politeness in the expression of indirect speech act

Utterances can be determined as polite or impolite, for example polite offers are often bald on record imperatives "I don't suppose I could possibly ask you for a cup of flour, could I?".

2) Do not presume/assume

Negative politeness tends to avoid presuming or assuming about hearer, hearer's wants or the relevant of his attention in order to keep ritual distance from hearer.

a) Strategy 2: Question, hedge.

Hedges can be used to ask someone to do something, it is a primary and fundamental method of disarming routine interactional threats. Hedges in negative politeness can be differed from hedges in positive politeness, it can be briefly explained below.

(1) Hedges of illocutionary force

Hedges particularly represents performative hedges that are the most important linguistic means of satisfying speaker wants by making minimal assumption about hearer wants or abilities to do a future act.

(2) Hedges encoded in particles

Hedges encoded in particles often constitute among the most commonly used words in a language.

(3) Hedges addressed to Grice's maxims

The hedges oriented to Grice's cooperative dimensions, that is quality, quantity, relevance and manner. Hedges stress on the cooperative condition, maxim hedges are used with great frequency in ordinary talk; quality hedges may suggest speaker not to take full responsibility for the truth of his utterance, it may stress speaker's commitment to the truth of his utterances. Quantity

hedges suggest speaker to use a distinct utterance, the expression of politeness function in quantity hedges can be used to redress complaints or requests. Meanwhile, relevance hedges redress offers or suggestions, because the hedges refers to sensitivity of topic changes as imposition on hearer's face are often conducted off record. Manner hedges can be used to redress all kinds of FTAs, for example insults.

(4) Hedges addressed to politeness strategies

The use of FTA in maxim hedges takes the notice of violations of face wants, it can be concluded that essentially to signify that what is said on record might more properly have been said off record or not at all.

(5) Prosodic and kinesic hedges

Prosodic or kinesic hedges can be seen from the raised eyebrow, the earnest frown, or hesitation. Speaker's attitude toward what he/she is saying are often the most salient clue to the presence of FTA.

3) Do not coerce hearer

In order to redress hearer's negative face, the speaker should avoid coercing to hearer's response by explicitly giving hearer the option not to do the future act. The speaker can minimize the threat of coercion by

clarifying speaker's view of Brown and Levinson's context dependence values.

a) Strategy 3: Be pessimistic

The speaker in this strategy expresses doubt that the condition for the appropriateness of speaker's speech act.

For example: could you do X?

b) Strategy 4: Minimize the imposition, Rx

Rx refers to the absolute ranking, the intrinsic seriousness of imposition, some expressions that can minimize Rx are *a tiny little bit, a sip, a taste, a drop, a smidgen, a little, a bit.*

c) Strategy 5: Give deference

Deference makes speaker humbles and abases himself, and speaker in particular satisfies hearer's want.

4) Communicate speaker's want to not impinge on hearer

In order to satisfy hearer's negative face demands, speaker should aware and take the hearer into account in his decision to communicate the FTA.

a) Strategy 6: Apologize

The speaker can indicate his reluctance to impinge on hearer's negative face and thereby partially redress that impingement by apoligizing for doing an FTA. There are four ways to communicate regret or reluctance to do an FTA:

(1) Admit the impingement

For example: I'm sure you must be very busy, but...

(2) Indicate reluctance

For example: I normally wouldn't ask you this, but...

(3) Give overwhelming reasons

For example: I can think of nobody else who could....

(4) Beg forgiveness

For example: Excuse me, but...

b) Strategy 7: Impersonalize S and H.

This strategy avoids the use of "I and You", it indicates that the FTAs' agent were other than speaker and the addressee also were other than the hearer. It can be assumed that speaker does not want to impinge on hearer.

(1) Performatives

The use of 'I and You' explains the general loss of overt reference to the subject and indirect object

For example:

'I ask you to do this for me' is the conversationally unusual, performatives can be seen through the utterance 'Do this for me'.

(2) Imperatives

It represents 'commanding', speaker orders the hearer to do something by this direct expression.

For example: Take that out!

(3) Impersonal verbs

Verb forms that encode acts which are intrinsically FTAs always allow agent deletion.

For example: (To you) It is obligatory to

(4) Passive and circumstantial voices

Passive tends to be used in potential FTA situation, it may be used to remove direct reference to the speaker.

For example: 'I regret that' becomes 'it is regretted that'

(5) Pluralization of the 'you' and 'I' pronouns

There are some factors underlie the use of pluralization of 'I and You', the hearer can interpret whether the pronoun 'You' refers to singular or plural. Besides, person's social status in society could make a person represents a group, it explains that a person as a representative of a group rather than as relatively powerless individuals would be to refer to their social standing and the backing that they derive from their group.

(6) Reference terms as 'I' avoidance

The speaker distances himself as an individual from acts he would rather have attributed to the duties and rights of the office

For example:

But the President should not become involved in any part of this case (Nixon said in New York Times, 1973)

(7) Point-of view distancing

It is used in order to distance speaker from hearer or from the particular FTA. It can be seen that the speaker switches from present into past, or moves *as if* into the future in order to show negative politeness.

For example:

I wondered whether I might ask you

c) Strategy 8: State the FTA as a general rule

Speaker should state FTA as an instance of some general social rule, regulation or obligation.

For example:

Passengers will please refrain from flushing toilets on the train.

d) Strategy 9: Nominalize

If the speaker nominalizes the subject, the sentence gets more formal.

It can be seen from the example below that (3) seems more formal, more like a business letter than (2), and (2) more than (1), because (1) seems very much a spoken sentence:

(1) You performed well on the examination and we were favourably impressed

(2) Your performing well on the examination impressed us favourably

(3) Your good performance on the examination impressed us favourably.

5) Redress other wants of hearer's derivative from negative face

Negative politeness involves a focus on narrow band of hearer's wants, in which it attends to hearer's desire for territorial integrity and self-determination.

a) Strategy 10: Go on record as incurring a debt, or as not incurring H

Speaker can explicitly claim his indebtedness to hearer, or by disclaim any indebtedness of hearer.

For example:

I'd be eternally grateful if you would

d. Off record

Speaker chooses off record if the speaker wants to use FTA, but he/she wants to avoid the responsibility for doing it. It makes he/she leave the addressee to decide and interpret it. Off record utterances tend to indirect uses of language, it describes generally or differently in the context meaning. Thus, the hearer plays an important role to decide or find the fact behind the implicit utterances. There are two-stage process of indirect language:

- 1) A trigger impels the addressee that some inference must be made
- 2) There is a sufficient clue for the inference that derives what is meant (intended) from what is actually said.

Off record strategies grouped under the trigger type, and then it classifies strategies by the kinds of clues presented by the speaker.

a) Invite conversational implicature

Conversational implicatures are often dependent on the salient aspects of some particular context (Brown and Levinson, 1978: 213). It can be

explained that the utterance of off record is implicated by the appropriate cues of the utterances.

(1) Strategy 1: Give hints

Hearer should interpret the meaning behind the speaker's utterance because speaker conveys his/her wants implicitly.

For example: it's cold in here (the speaker wants hearer to close the door)

(2) Strategy 2: Give association clues

This strategy involves mutual knowledge or interactional experience between speaker and hearer, the association clues occur in indirect request that could more remote hints of practical-reasoning premises.

For example: Oh God, I've got a headache again.

(3) Strategy 3: Presuppose

The strategy relates to relevance maxim, it can be seen from the utterance that can be almost wholly relevant in context, and the use of relevance maxim makes some presuppositions.

For example: I washed the car again today

The use of 'again' in the utterance stresses that the speaker washed his car for the second time.

(4) Strategy 4: Understate

Speaker violates the Quantity Maxim since he/she is being indirect in conveying his/her wants, *understatements are a way of generating implicature by saying less than is required* (Brown and Levinson,

1978: 217). A teenage girl could say “He’s all right” as an implication “I think he’s awful”. The speaker in using ‘understate’ in order to avoid lower points of scale or vice versa, speaker avoids the higher points.

(5) Strategy 5: Overstate

The opposite of understate, speaker uses overstate by choosing the higher point of scales than the actual state of affairs.

For example: there were a million people in the Co-op tonight!

(6) Strategy 6: Use tautologies

In using tautology, speaker utters patent and necessary truths, he/she encourages hearer to look for an informative interpretation of the non informative utterance.

For example: War is war

(7) Strategy 7: Use contradictions

Speaker uses contradiction to violate the Quality Maxim, he/she states two things that contradict each other and forces hearer to find implicature preserving the quality assumption.

For example:

A: Are you upset about that?

B: Well, yes and no

(8) Strategy 8: Be ironic

Speaker indirectly conveys his/her wants by being ironic, in which speaker might combine irony with understatement.

For example: I think maybe John just might be a little bit of a genius

(9) Strategy 9: Use metaphors

The use of metaphors on conveying speaker's intended meaning in order to violate Quality maxim. Methapors could be seen usually on record, but it probably also could be found off record.

For example: Harry's a real fish. (it means "He drinks/swims like a fish)

(10) Strategy 10: Use rhetorical questions

Rhetorical question actually breaks the sincerity condition on questions, it explained that speaker wants hearer to provide him with the indicated information.

For example: What can I say?

b) Be vague or ambiguous: Violate the manner maxim

In this class, speaker violates the Manner Maxim by choosing to go off record. There are five methods could be used by the speaker to violate the Manner Maxim.

(1) Strategy 11: Be ambiguous

Metaphor might present the purposeful ambiguity, since the connotations of a metaphor are intended to be invoked.

For example: John's a pretty *sharp/smooth* cookie.

(2) Strategy 12: Be vague

Speaker may go off record by being vague about the object of the FTA.

For example: Perhaps someone did something naughty.

(3) Strategy 13: Over-generalize

The other method of violating Manner Maxim is over generalize, in which the object of the FTA may vaguely off record.

For example: Mature people sometimes help do the dishes.

(4) Strategy 14: Displace H

Speaker goes off record in stating the target of the FTA, he/she hides the target or pretends to address the FTA to someone whom it would not threaten.

(5) Strategy 15: Be incomplete, use ellipsis.

Elliptical utterances are legitimated by various conversational contexts, it can be seen in answers to questions (Brown and Levinson, 1978: 227). The speaker could utter a half utterance, he/she makes the FTA half undone by leaving incomplete implicature.

For example: Well, if one leaves one's tea on the wobbly table.

6. Factors Influencing The Choice of Politeness Strategies

In choosing a request strategies, the requester determines some factors. Holmes (1992: 8) said that some components influencing the linguistic choice include: participants (who is speaking and who are they speaking to), the setting (social context of the interaction/where are they speaking), the topic (what is being talked about), and the function (why are they speaking). Moreover, Holmes (1992: 9-12) also uses four different dimensions which relate to the factors above for analysing the linguistic choice, these are:

- a) A social distance scale concerned with participant relationship

It can be measured by using the scale intimate (high solidarity) and distant (low solidarity).

- b) A status scale concerned with participant relationship

The status scale can be measured through superior (high status) and subordinate (low status)

- c) A formality scale relating to the setting or type of interaction

The scale can be differed from formal scale (high formality) and informal (low formality).

- d) Two functional scales relating to the purposes or topic of interaction.

The functional scale divides into referential and affective, in which referential can be measured by high and low information content. Meanwhile, affective can be seen from low or high affective content.

Brown and Levinson (1978: 74) formulates the specific sociological variables to assess the use of FTA. The sociological variables involve:

- 1) The 'social distance' (D) of speaker and hearer (A symmetric relation)
- 2) The 'relative power' (P) of speaker and hearer (A symmetric relation)
- 3) The 'absolute ranking' (R) of imposition in the particular culture.

P,D,R contribute to the seriousness of FTA, and thus to a determination of the level of politeness strategies. In computing the weightiness of an FTA, there is a formula introduced by Brown and Levinson (1978: 76), thus:

$W_x = D (S,H) + P (H,S) + R_x$
W _x is the numerical value that measures the weightiness of the FTA _x .
D (S,H) is the value that measures the social distance between S and H

P (S,H) is the value that measures the power that H has over speaker or vice versa
--

R _x is the value that measures the degree to which the FTA x is rated an imposition in that culture
--

Each of these values could be measured on a scale of 1 to n , where n could run to 7. Besides, the assessment also could be replaced by using the cultural ranking, for example the scale of power could be assessed by ‘great, equal, and small’, distance could be differed by ‘distant and intimate’, and rank of imposition could be assessed by ‘lower or higher’ imposition. The assessment of D is based on the frequency of interaction and the kinds of material or non-material goods (including face) exchanged between S and H, D will usually be measured of social distance based on social stable attributes, the reflex of social closeness is the reciprocal giving and receiving of positive face. Meanwhile, P could be measured through the degree to which hearer could impose his own plans and evaluation (face) at expense of speaker’s plans and self evaluation. Two sources of P are authorized or unauthorized-material control (over economic distribution and physical force) and metaphysical control (over the actions of others, by virtue of metaphysical forces subscribed to by others). Whereas, R could be measured by the degree to which they are considered to interfere with an agent’s wants of self determination or approval.

7. Sambas Dialect of Malay

Sambas Dialect of Malay is a vernacular in Sambas regency. Sambas regency is located in the northern part of West Kalimantan Province. The regional boundary of Sambas regency is:

- North : Serawak (North Malaysia)
- South : Bengkayang regency and Singkawang city
- West : Natuna Sea
- East : Bengkayang regency and Serawak

The total area of Sambas regency is 4,36 percent of total area of West Kalimantan Province. In 2008, it was divided into 19 districts and 183 villages and 1 UPT. The total population of Sambas regency in 2008 based on population projection was 492.799 with population density around 78 persons per square kilometer or 2.679 person per countryside. According to Local Government in Sambas, the statistic data of ethnics especially in Kalimantan is not allowed to publish. Sambas dominantly consists of three ethnics: Malay, Chinese, and Dayaknese. Sambas dialect of Malay is used by the Malay in Sambas regency, and some of the Chinese and Dayaknese.

The characteristic of Sambas dialect of Malay especially can be seen in the spelling, in which the pronunciation particularly resembles to that of the *betawi* in spelling [a] as /e/ in the end of word, such as *ada* becomes *ade*. Moreover, [o] in Sambas dialect of Malay is pronounced /ō/ as in *Aōk*, *maōk*, *laōk* . In the middle or end of the word, [k] is always pronounced /ʔ/ as in *naʔang*, or *mueʔ*.

In addition, there are some particles that are always be used in Sambas dialect of Malay , that is *i*, and *ke*. The particle *i* is used in the end of sentence, and used to soften command or to emphasize the utterance. Meanwhile, *ke* is used as a subordinating in the sentences, and it is used as the question mark or the substitute for *or*.

In Sambas dialect of Malay, interjection is always used to emphasize the utterance. The interjections are *be*, *ya'*, *bayya'*, *ye*, *yo*, *tang*, *lalu*, and *innyan* (MZ et.al, 2007: 6). For example the sentence *Aku be sean lalu be duit!* (*Aku tidak punya uang sama sekali*) has different meaning from the sentence without interjection *Aku sean duit* (*Aku tidak punya uang*).

In Sambas dialect of Malay, the address forms always be used to respect others. The address forms can be used in both formal and informal situation, where people in Sambas want to show the close relationship between the speaker and hearer. Muzamil, et al (1997: 10 – 26) stated that the address forms in Sambas dialect of Malay is determined by some factors, they are gender, age, position, courteousness and kinship. The speakers use address forms of Sambas dialect of Malay because they consider the difference position, gender, or age between the speaker and hearer. They also consider kinship, the situaton, and birth order in using the address forms. Muzamil, et al (1997: 10-43) stated that there are six kinds of the address forms according to:

a) Position

The speaker should know and consider his/her position when he/she speaks with someone. The position in a family determines the use of address forms in Sambas dialect of Malay, for example a son called his father *ayah* ‘bapak’, and he called his mother *uma?* ‘ibu’. A husband called his wife *uma?* or only her name, and he will use *ma?bia? saye* or *bini saye* for indirect address form. Meanwhile, a wife called her husband *yah* ‘ayah’ or husband’s birth order, in case the wife will use *usu* if her husband is the last child in the family. A father and mother use *nong* or birth order to call their children.

b) Gender

The address forms based on gender can be divided into two kinds, that is for man and woman.

1) Address forms for men

The address forms for men in Sambas dialect of Malay are:

- (a) *Dato?* : ‘great- grandparent’
- (b) *Aki* or *Ne?aki* : ‘grand-father’
- (c) *Ayah* : ‘father’. ‘father in law’
- (d) *Pa? + birth order* : ‘uncle’
- (e) *Bang + birth order* : ‘brother’
- (f) *Yak* or *Biyak* : ‘friend’ or an address form for similar age
- (g) *Jang* : ‘young man’

2) Address forms for women

The address forms for women in Sambas dialect of Malay are:

- (a) *Dato?* : ‘great- grandparent’
- (b) *Uwan* or *Ne?uwan* : ‘grand-mother’
- (c) *Uma?* : ‘mother’, ‘mother in law’
- (d) *Ma?* + birth order : ‘aunt’
- (e) *Ka?* + birth order : ‘sister’
- (f) *Yak* or *Biyak* : ‘friend’ or an address form for similar age
- (g) *rE*, *darE* : ‘girl’

c) Age

The address forms in Sambas dialect of Malay is used to call someone who is older or younger in a family, and it depends on family relationship. A son called his grandfather *Aki* or *ne?aki* because he is younger than his grandfather. Meanwhile, an uncle called his niece *rE* or *darE* because he is older than his niece. Moreover, the address forms *yak* or *biyak* is used by the speaker who is similar age with the hearer, and it only uses by the participants who have close relationship.

d) Family relationship

The family relationship in Sambas can be divided into two kinds, namely family and relatives. A family consists of a mother, a father, and children. Meanwhile, relatives is the indirect relationship in a family. The address forms *pa?* and *ma?* are followed by the birth order, and used to show family relationship between the speaker and hearer.

e) Speaking situation

There are two kinds of situation influencing the use of address forms, that is formal and informal situation. In the formal situation, the address forms *pa?* or *bu?* are used. The address form *pa?* or *bu?* is followed by his/her job position, for example *Ade pa? camat ke dikantor nye?* 'is *pa? camat* in his office?'. Besides, the address forms in family is also used in the formal situation. For example *Ade anjang ke dikantor nye?* 'is *anjang* in his office' also can be used in formal situation.

f) Birth order

The address forms of Sambas Dialect of Malay depend on birth order, that is *along*, *angah*, *ude*, *usu*. *Along* refers to the the first child in the family, *Angah* belongs to the second child in the family, *Ude* means that a third child in the family, and *Usu* refers to the youngest or last child in the family. There are also some certain address forms in Sambas used if the family has more than four children, the address forms usually show the children's characteristic, such as *Uteh* for a white child, *endek* for a short child, *anjang* for a tall child, and so on.

CHAPTER III

RESEARCH METHOD

This chapter describes about the data collection, data analysis and the presentation of the finding. The data collection explains the type of the research, subject of the research, data, methods of data collection, and data classification. Furthermore, data analysis will present the method of analysing the data. Presentation of the findings explains the way of describing findings, in that the formal and informal ways are used to describe the data.

A. Data Collection

1. Type of the Research

The research on politeness in speech act of request belongs to pragmatics approach, and it also conducts a Qualitative Research to collect the data. The qualitative research focuses on the interactive processes and context of the interaction. It is likely to collect, analyse and interpret the data simultaneously and it tends to create new concepts and emphasize constructing theoretical construction (Neuman, 2006: 15). The purpose of the research concerned on a Descriptive research, in which it presents the specific details of situation, social setting or relationship (Neuman, 2006: 35). Descriptive research, in this opportunity, showed and presented the data analysis descriptively.

2. The Subject of the Research

The research focuses on the request utterances that occurred in the notary office, the request uttered by the requester in Sambas Dialect of Malay. The requesters include:

a. The notary

The notary is Ms. Fitriyani, SH, M.Kn. She is a forty year-old woman who got her master degree from Diponegoro University. She is a Malay and she comes from Sambas. In her daily life, she speaks Sambas Dialect of Malay to her staff and certain clients.

b. The staff

The notary has two staff, and the staff have their own responsibility. The first staff is called Winy, she is a twenty eight year old married woman. She has been working with the notary for three years, and she is a trusted staff. She is responsible for the sheafs in the office, and the requirements for signing process. Meanwhile, the second staff is Wawan. He is twenty three year old, and he handles the field work. He is responsible to the sheafs in the Land National Affair, and Bank.

c. The clients

There are three ethnics in Sambas, it includes Malayan, Chinese, Dayaknese. The notary's clients are those belong to the three ethnics, they come to the office to consult their problem and ask the notary to find the solutions. The study only focuses on the clients who are

Malayan and can speak Sambas Dialect of Malay, it concerns with the way a speaker minimizes hearer's face in requesting his/her want.

3. Data

The data consists of the speech act of request. The requests are made by the notary, staff and clients. There are 14 conversations in Sambas Dialect of Malay recorded in the notary, and the conversation duration went on from six until thirty five minute long. From 14 conversation in Sambas Dialect of Malay, there are 46 utterances categorized as speech act of requesting.

4. Methods of Data Collection

In order to collect the data in the Notary Office, the writer uses observation according to Sudaryanto (1993: 133-135). Here, the writer observes the conversations between the notary, staff and clients. Observation could be conducted in two ways, those are:

a. *Participant observation*

In this technique, Sudaryanto explained that the researcher could be active or receptive. It can be called active, if the speaker involved in the conversation process or became the interlocutor. Meanwhile, the researcher is receptive if he/she only observed the conversation to gather the data, and the participant of the observation engages the researcher in his/her conversation.

In the research, the writer was receptive, as an apprentice staff in the office, she did what the staff did in the office. While working, she

gathered the data by observing the context of conversation. The researcher did not involve in the conversation, but the notary or clients made requests because of the researcher's presence.

b. *Non-participant observation*

In this technique, the writer observed and did not take a part in the conversation. The request utterances emerged in the conversation between the notary and client, or the notary and staff.

c. Recording

Sudaryanto (1988:4) claims that in recording the data, source of the data should not know that the conversation is being recorded. In the research, the writer turned on the media recorder when clients came and the clients did not know about the presence of media recorder. The writer sometimes has problem with the media recorder, therefore she observed the conversation while taking note.

d. Note taking

Moloeng (2009:232) claims that note taking is a complement of recorded data. The researcher used a recorder to record the data directly, and in order to get unreachable data, she wrote the conversation in a note.

e. Orthographic transcription

After collecting the data by recording or taking notes, the researcher transcribed the data in orthography way. The researcher wrote the

conversation by using the orthographic of Sambas Dialect of Malay and translated the transcription into Indonesian and English.

5. Data Classification

There are 14 conversations in the notary office recorded by using *media player* with the duration six until thirty five minute long for each conversation. From all the recorded data and note-taking method, there are forty six request utterances that can be classified into politeness strategies.

B. Data Analysis

The data analysis were conducted chronologically. The utterances are identified into the speech act of request by using felicity condition. There are 46 requests found from 14 conversation. Contextualization analysis by Maxwell (1996: 79) is the main method used to understand the data, because the context of utterances can be used to look for relationship that connects statements and events within a context into a coherent whole. The context is used in order to explain and assess the felicity condition of request, politeness strategies, and factors influencing the choice of politeness strategies.

The requests were categorized into politeness strategies in order to recognize politeness strategies occurred in Sambas Dialect of Malay and effectiveness of the chosen strategies. The contextualization analysis supported the analysis procedure to assess the felicity condition and categorize the politeness strategies. Contextualization analysis is used by looking at the context when the requests occur. Searle (1969: 65-71) is used in assigning illocutionary force of request because Searle classifies requests into four kinds

of condition, including propositional content, preparatory preconditions, conditions on sincerity, and the essential condition. After categorizing the utterances into requests through Searle's theory of assigning illocutionary force of request, the researcher classified the use of requests in the notary office into politeness strategies from the theory of Brown and Levinson in order to find kinds of politeness strategies used in the notary office.

In addition, pragmatic identity method based on Sudaryanto (1993) is also used to support the contextualization analysis. The interlocutor is used as the determinant for analysing felicity condition, politeness strategies and factors influencing the choice of politeness strategies. *Daya Pilah Pragmatis* is used for assessing the politeness strategies and factors influencing the choice of strategies according to the interlocutor's responds.

In order to assess the factors influencing politeness strategies, sociological variables consisting of power, distance and rank of imposition are used for assessing the weightness of FTA. Power is measured by the scale of 'high, equal, and low', someone has a high power if he/she has high social status, it can be seen from the occupation or age, such as a mother, a boss, a teacher, or a doctor. But, he/she has a low power if he/she is a child, an staff, a student or a patient. Meanwhile, distance differed by 'distant and intimate', the relationship between the requester and the requestee could be assessed as a distant or intimate relationship based on the use of utterances and context explaining the utterances. Rank of imposition assessed by 'lower or higher' imposition, imposition could be lower if the requester's power is high and the

distance between the requester-requestee is distant, or if the requester's power is low, but the distance between the requester-requestee is intimate. Meanwhile, the imposition is higher if the requester's power is low, but the distance between the requester-requestee is distant.

C. Presentation of the Finding

From 14 conversation in Sambas Dialect of Malay found, there are 46 utterances that can be categorized as requests. The finding presentation used both formal and informal ways, it involved the use of both a natural language and an artificial language (Sudaryanto, 1993: 145). In presenting the data in an informal way, the natural language is used for describing the context. Meanwhile, the presentation of finding also in a formal way, it involves the artificial language, such as square brackets [] to show the number of dialogue and turn taking, such as [Dialogue 10, Turn.4] means the tenth dialogue, and in the fourth turn. Moreover, the curly brackets { } is also used to show speaker's expression, and the round brackets also used () to explain context.

For example :

(1) Notary : *Itok fotokopi sigek Long, dengan KK nye juak* [Dialogue 6, T.23]

‘Ini difotokopi satu, long, dengan KK nya juga’

“copy this one page, Long, with the family card too’

Staff : { the staff took the card and copied it }

The example above explains that the request is uttered by the notary, and it can be found in Dialogue 6, turn 23. The staff's approval can be seen from the expression, in which the staff took the card and copied the identity card.

CHAPTER IV

FINDINGS AND DISCUSSION

This chapter includes findings and discussion. Findings describes about the amount of the data, and the result of the categorization. Moreover, the discussion presents the findings by analysing the mood, politeness strategies and factors influencing the choice of politeness strategies.

A. Findings

After analysing the data, there are some findings consist of mood of utterances, politeness strategies, and factors underlying the use of politeness strategies. The brief explanation of the findings can be presented as follows:

1. Mood

In order to find out the mood of utterance, the felicity condition uses in analysing the data. The mood of requests in Sambas dialect of Malay use imperative, interrogative, and declarative. The requests in Sambas dialect of Malay are mostly conveyed by using imperative.

a. Imperative

The use of imperative in the requests include three kinds, namely imperative sentence, imperative sentence as request, and imperative sentence as order. The requests are conveyed by using high-pitched

intonation, basic verbs, particle *lah*, and politeness marker to soften order.

b. Interrogative

The requests are also conveyed by using interrogative, where the question markers use in the request to indicate interrogative. The interrogative markers include *mane*, *ke* ('tidak').

c. Declarative

Declarative sentence can also be found in the data, when the participants in the notary office are meant to inform or declare something to someone.

2. Politeness Strategies

The requests are categorized into four super strategies, that is Bald on record, Positive politeness, Negative Politeness and Off record.

- a. Bald on record shows that the notary used maximum efficiency to the client or bank's officer, where imperative is used to convey request. Bald on record occurs in two kinds of cases, that is the cases of non-minimization of face threat and the cases of of FTA-oriented bald-on-record usage. Bald on record in both two cases is used because the participants have mutual knowledge about the request. Besides, bald on record is used because the notary's power is higher than her staff and bank's officer. Moreover, the social distance in bald record usage

is distant because of different authority, and the imposition is lower because the request is lower demand.

b. Positive politeness

Positive politeness is presented in five strategies, where the requests are conveyed in imperative and declarative form. The strategies are Str.4 Use in group identity markers, Str.6 Avoid disagreement, Str. 11 Be optimistic, Str.12 Include both S and H in the activity, and Str.13 Give (or ask for) reasons.

1) Str.4 Use in group identity markers

In using group identity markers, the notary and staff used the address forms in Sambas dialect of Malay. The notary uses the address forms to the client because she wants to show respect to the client who is older than her, in that the address forms in Sambas dialect of Malay functions as honorific statement. The notary and her staff are also using the address forms because they are close to each other. It can be concluded that the use of address forms in Sambas dialect of Malay considers the social distance between the notary, her staff, and the client.

2) Str.6 Avoid disagreement

In avoiding disagreement, two clients convey their requests by using the conclusory marker. It because they want to avoid

disagreement from the notary. Besides, the clients convey their requests by using conclusory marker because they want to minimize the imposition. It can be concluded that to avoid disagreement is used by the clients who have lower power than the notary, distant relationship, and higher imposition.

3) Str. 11 Be optimistic

The notary and client feel optimistic by expressing the request with the minimization expression. Optimism is used by the notary who has higher power than the client, distant relationship between the notary and client, and higher imposition. It is also used by the client who has lower power than the notary, distant relationship between the client and notary, and lower imposition.

4) Str.12 Include both S and H in the activity

The strategy of including S and H in the activity is used by the client who has lower power than the notary, but the client has close relationship with the client. This strategy shows that the client conveys higher imposition of his request by using 'we' form to indicate that the notary is cooperating with him. The higher imposition of the request shows that the client wants the notary to disobey the rule.

5) Str.13 Give (or ask for) reasons.

The strategy of giving a reason is used by the notary to the client who is older than the notary, the notary who has higher power minimizes her request to the client by using a reason.

c. Negative Politeness

Requests in negative politeness is conveyed in six strategies, where interrogative and imperative are used to convey requests. The strategies are Str.1 Be conventionally indirect, Str. 2 Str.2 Question, Hedge, Str. 3 Be pessimistic, Str. 4 Minimize the imposition, Rx, Str. 5 Give deference, and Str. 7 Impersonalize S and H.

1) Str.1 Be conventionally indirect

In being conventionally indirect, the request are conveyed in interrogative form. The requests are conveyed by the notary to the bank's officer or her staff, and the staff to the notary. The interrogative is used by the notary or staff to soften commands. The notary minimizes FTA on her staff's face in front of other participant's presence. The freelance staff also uses indirect request because he has lower power than the notary, and he wants to soften his command to the notary.

2) Str. 2 Str.2 Question, Hedge

Hedges are used by the notary to her clients. The use of hedges shows that the notary has higher power than the clients, and the notary-clients have distant relationship. In hedges, the use of particle of Sambas dialect of Malay in the requests is to soften command.

3) Str. 3 Be pessimistic

The strategy of being pessimistic is used by the notary to her staff, the notary to the clients, and the staff to the notary. In being pessimistic, the use of interrogative shows the doubt expression of the notary or the staff. There is one request in the Str. 3 Be pessimistic that can not be fulfilled by the notary because of higher imposition, in which the client bargains the fee of making sale and purchase agreement. The notary refuses his request, because the Land National Affair has increased the cost

4) Str. 4 Minimize the imposition, Rx

The strategy of minimizing imposition is used by the notary to her staff, the notary uses an expression that can minimize Rx. The notary uses the strategy because she wants to minimize FTA on her staff' face in front of other participant's presence.

5) Str. 5 Give deference, and Str. 7 Impersonalize S and H

The strategy is used by the notary to the clients, and the staff to the client because they want to give respect to the client. The use of deference terms shows that the distant relationship between the notary and the clients, or the staff and the client. In Str. 7 Impersonalize S and H, imperative and performative are used to convey requests. The requests are conveyed by the notary to her staff, the notary to the client, the freelance staff to the notary, the client to the notary, and the bank's officer to the debtor. The use of imperative and performative in the requests shows that the requesters have higher authority than the requestee, and they are also considered to have lower imposition of the request.

d. Off Record

Requests in off record are conveyed in two strategies, in that the declarative and interrogative forms are used by the requesters. The strategies of off record are Str. 1 Give hints, and Str. 2 Give Association Clues.

1) Str. 1 Give hints

In this strategy, the requests are conveyed by the client to the notary, and the notary to the client. Hints are used by the clients who have lower power than the notary, they also have distant relationship with the notary. So that, the lower imposition of the requests are conveyed in declarative and interrogative form.

2) Str. 2 Give Association Clues

In the strategy, the notary conveys her request by this strategy to her staff because she has distant relationship with her staff, and she minimizes the higher imposition of request by giving clues to her staff.

B. Discussion

The discussion presents the findings by analysing the mood, politeness strategies and factors influencing the choice of politeness strategies. The detail explanation will be presented as follows.

1. Mood

The classification of felicity conditions divides speech act into four kinds of condition, including propositional content, preparatory preconditions, conditions on sincerity, and the essential condition.

From assessing the utterances into requests, it can be found kinds of mood uses in the request. The requests are conveyed by using some moods, namely imperative, interrogative, and declarative. Imperative sentence is meant to command or request the addressee doing speaker's desires, and the requests use three kinds of the imperative. Meanwhile, interrogative is question something, it allows the speaker to ask questions to the hearer, interrogative can be seen from the use of question markers. Moreover, Declarative sentence in Bahasa Indonesia is meant to inform or declare something to someone, sentence functions as declarative if it

contains purpose of stating or informing something. The explanation of requests' mood can be showed as follows:

a. Imperative

From 46 requests, there are 28 requests are conveyed by using imperative. It explains that imperatives are mostly used by the notary to her staff or the clients. Imperative sentences can be divided into several kinds, but the requests of Sambas dialect of Malay only use three of them, they are imperative sentence, imperative sentence as request, and imperative sentence as order.

1) Imperative sentence

The use of imperative sentence is indicated by imperative markers, where high-pitched intonation uses in the sentence, and it is also supported by the use of basic verbs, and particle *lah*. Nineteen requests are conveyed by using imperative sentences, the analysis of request exemplifies as follows:

(THE NOTARY SPOKE TO HER STAFF DURING THE CONVERSATION BETWEEN THE NOTARY AND HER CLIENT)

(1) Notary : *Berkas nye, Wan* [Dialogue10, T.4]

‘Berkasnya, Wan’

“File, Wan”

Staff : {The Staff directly took the file and gave it to the
Notary}

ANALYSIS:

(a) FELICITY CONDITION:

- The propositional content of the utterance above is her staff takes the file for her.
- The preparatory of the utterance is the notary knew that her staff can take the file for her, and she asked her staff to do it.
- The sincerity condition in the utterance above is the notary asked her staff who is called Wawan to take the file for her
- The essential of the utterance can be seen from her staff's respond, in that the staff directly took the file and gave it to the Notary

(b) MOOD:

The request *berkasnye Wan* can be categorized as imperative because it is meant to command or request the staff doing notary's desire. The imperative sentence in the request can be seen from the use of *nye* in the utterance, in which the notary emphasizes the request.

(THERE WERE A NOTARY, BANK'S CLIENTS AND BANK'S OFFICER IN THE NOTARY'S ROOM. THE CLIENTS DID NOT BRING THEIR IDENTITY CARDS, SO THAT THE NOTARY ASKED THE BANK'S OFFICER TO TAKE AND COPY THE CARDS FROM BANK'S ARCHIVES).

(2) Notary : *Bolak balik Ga i, dak boleh ade poto* [Dialogue14,

T.21]

‘Bolak balik Ga ya, nggak boleh ada foto’

“both pages Ga, no photo”

Client : *Ao*’

‘iya’

“Ok”

ANALYSIS:

(a) FELICITY CONDITION:

- The propositional content of the utterance above is the bank’s officer will copy the identity card.
- The preparatory of the utterance is the notary knew that the bank’s officer can copy the identity card because he has the clients’ identity card in his office.
- The sincerity condition in the utterance above is the notary asked the bank’s officer to copy the identity card. The essential of the utterance can be seen from the bank’s officer’s respond by saying ‘yes’.

(b) MOOD:

The request is imperative because it is meant to command or request the client doing notary’s desire. It is supported by the use of basic verbs *bolak balik*.

(THE NOTARY ORDERED HER STAFF TO COPY ONLY ONE PAGE)

(3) Notary : *Sigek jak long* [Dialogue3, T.61]

‘satu saja, Long’

“only one, long”

Staff : { The staff directly copied only one page of identity card }

ANALYSIS:

(a) FELICITY CONDITION:

- The propositional content of the utterance above is the staff copied the identity card.
- The preparatory of the utterance is there are clients who wanted to sign the deed, and the notary is completed the requirement of signing before starting the signing process.
- The sincerity condition in the utterance above can be seen from the use of *sigeek*, in that the notary is emphasized her request to the staff.
- The essential of the utterance can be seen by the staff's respond.

(b) MOOD:

The request is imperative sentence, it is meant to give order to the staff doing the notary's request. The imperative sentence showed that the sentence uses *jak* to soften the command.

(THE BANK'S EMPLOYEE ASKED THE NOTARY TO ISSUE *SKMHT* (A POWER OF ATTORNEY TO CHARGE FOR THE RIGHT OF LAND MORTGAGE))

- (4) Client : *Ibu' dari ibu' dah i SKMHT nye kalak jak lah i, dari ibu jak* [Dialogue 14, T.1]
 'Ibu, dari ibu saja ya SKMHT nya nanti ya, dari ibu saja'
 "Mam, you shall issue SKMHT please,mam"
- Notary : *O aok, wini ye. Ngape dek, KUR ke die*
 'o,iya, wini saja. Kenapa emangnya, dia KUR?'
 "o, okay. That's will handle it, what's wrong, is he KUR?"

ANALYSIS:

(a) FELICITY CONDITION:

- The propositional content of the utterance above is the client who is Bank's officer asks the notary to make a power of attorney to charge for the right of land mortgage.
- The preparatory of the utterance is the notary is able to issue the letter, so that the client asked the notary to make it.
- The sincerity condition in the utterance above can be seen from the use of *dari ibu* ' by the client to the notary.
- The essential of the utterance can be seen by the notary's respond.

(b) MOOD:

The request is imperative sentence, it is meant to give order to the notary doing the client's request. The imperative sentence showed that the sentence uses *jak* to soften the command.

From the examples above, it can be concluded that the imperative sentences are used by the notary to her staff, and the client who is Bank's officer to the notary. The imperative sentences identifies because they use high-pitched intonation in uttering the sentence, and it is also supported by the use of basic verbs, and particle *lah*.

2) Imperative sentence as request

There are 8 requests that can be categorized into the imperative sentence as request. The requests are conveyed by using politeness

markers indicating requests, such as *coba*, *tolong*, *mintal*, etc. The analysis of requests exemplifies as follows:

(THE CLIENT WANTED TO KNOW WHEN HE CAN TAKE HIS ‘TAX PAYER IDENTIFICATION NUMBER’ (NPWP), SO THAT HE ASKED THE NOTARY’S PHONE NUMBER)

(5) Client : *Kalak mintak nomor hape nye lah bu* [Dialogue 11, T.17]

‘nanti minta nomor hape nya *dong bu*’
“please give me your number later”

Notary : *Ha a ye* (‘yes’ expression)

‘iya’

“Okay”

ANALYSIS

(a) FELICITY CONDITION:

- The propositional content of the utterance above is the client has a death certificate.
- The preparatory of the utterance is the death certificate is needed to complete agreement before signing the Bank agreement, so that the notary asked the client to get it.
- The sincerity condition in the utterance above can be seen from the use of *mintak* by the notary.
- The essential of the utterance can be seen by the client’s respond after she knows the use of death certificate.

(b) MOOD:

The request is imperative sentence as request, it is a soft order.

The use of *mint* is meant to soften the order

(THE NOTARY ASKED THE SIGN THE LOAN AGREEMENT ABOVE THE SIGNATURE STAMP)

(6) Notary : *Tande tangan diatas materai i* [Dialogue 5, T.39]

‘tanda tangan diatas materai ya’

“sign above the signature stamp”

Client : *Geye ke?*

‘seperti ini?’

“like this?”

ANALYSIS

(a) FELICITY CONDITION:

- The propositional content of the utterance above is the client signs the deed.
- The preparatory of the utterance is the loan agreement needs the clients’ signature, so that the notary asked the client to sign it.
- The sincerity condition in the utterance above can be seen from the use of *tande tangan* by the notary.
- The essential of the utterance can be seen by the client’s respond, in that she signs it.

(b) MOOD:

The request is imperative sentence as request, it is a soft order.

The use of particle *i* is meant to soften the order

(A FREELANCE STAFF TOLD THE NOTARY ABOUT SOME REQUIREMENTS FOR MAKING LIMITED PARTNERSHIP)

- (7) Staff : *cuman tolong siapkan untuk ijazah smp, eh smp, ijazah sma, stm* [Dialogue 4, T.3]
 ‘hanya saja tolong siapkan untuk ijazah SMP, eh SMP, ijazah SMA,STM’.
 “please prepare the certificate of junior high school, not junior high school, senior high school certificate, technical high school”
- Notary : *Iye jak i?*
 ‘ini aja ya?’
 “only that?”

ANALYSIS:

(a) FELICITY CONDITION:

- The propositional content of the utterance above is the notary prepares the file’s completeness.
- The preparatory of the utterance is the file’s completeness is needed for the making limited partnership, so that the staff asked the notary to complete it.
- The sincerity condition in the utterance above can be seen from the use of *tolong* by the staff.
- The essential of the utterance can be seen by the notary’s respond.

(b) MOOD:

The request is imperative sentence as request, it is meant to soften order. The use of *tolong* explains that the staff is soften order to the notary.

From the examples above, it can be concluded that the requests (5), (6), and (7) belong to the imperative sentence as request. The use

of politeness markers, such as *minta*, *tolong*, and particle *i*, is to soften the imperative.

3) Imperative sentence as order

Imperative sentence as order uses politeness marker. There is only one request categorizes as imperative sentence as order.

(THE CLIENT WANTED TO ADD TWO NEW MEMBERS IN THE LIMITED PARTNERSHIP, SO HE ASKED THE NOTARY TO ADD IT)

- (8) Client : *Memang dah getok, pannuhek dah bu' e*
 [Dialogue 13, T.14]
 'memang sudah begitu, penuhi saja lah bu'
 "it was so, make it full then"
- Notary : *dak masalah si*
 'tidak masalah sih'
 "no problem"

ANALYSIS:

(a) FELICITY CONDITION:

- The propositional content of the utterance above is the notary added new members in the deed.
- The preparatory of the utterance is the client wanted the notary to change the board of management, so that he asked the notary to change it.
- The sincerity condition in the utterance above can be seen from the use of *pannuhek* by the client, in that the client is emphasized his request to the notary.
- The essential of the utterance can be seen by the notary's respond.

(b) MOOD

The request is imperative sentence as order, it can be seen by the use of *dah* that similar to *biar*.

The example (8) explains that the client uses *dah* to convey his request. The imperative marker *dah* emphasizes the imperative sentence.

b. Interrogative

The use of interrogative sentence is indicated by interrogative markers. The requests use interrogative markers, such as *mane*, *tidak*, and intonation referring to question. The analysis of requests can be exemplified as follows:

(THE CLIENT WANTED HIS ‘TAX PAYER IDENTIFICATION NUMBER’ (NPWP) CAN BE TAKEN TODAY)

(9) Client :Ari tok? [Dialogue 11, T.13]
 ‘hari ini?’
 “today?”

Notary :Ari tok dak bise lah i
 ‘hari ini tidak bisa ya’
 “it can not be done today”

ANALYSIS:

(a) FELICITY CONDITION:

- The propositional content of the utterance above is the client can get his NPWP.
- The preparatory of the utterance is the notary has authority in preparing the process of making deed, so that the client asked the notary’s capability in finishing it.

- The sincerity condition in the utterance above can be seen from the use of *berikan* by the notary.
- The essential of the utterance can be seen by the client's respond.

(b) MOOD:

The request is interrogative sentence, it is meant to asking something. The interrogative can be seen from the use of *ke* as the question marker.

The examples above explains that interrogative sentence can be seen from the use of intonation referring to question, and the use of *tidak* as a question marker.

c. Declarative

Declarative sentence in Bahasa Indonesia is meant to inform or declare something to someone, sentence functions as declarative if it contains purpose of stating or informing something. It can be seen from the example below:

(THE NOTARY TOLD THE MIDDLEMAN THAT THERE WAS LIMIT TIME FOR CHANGING THE CERTIFICATE)

(11) Notary : *dak boleh nak lamak BPN tok, paksu, mun lamak mulai dari awal agek, jd dak bise nak diganti mun dah lamak.* [Dialogue 3, T.48]

‘BPN tidak bisa lama untuk ini, paksu. Kalau lama, mulai dari awal kembali, jadi tidak bisa diganti kalau sudah lama.’

“the national land affair does allow for long time,paksu, if it late, it has to start from the first, so it can not be change”

Client : *jd sampai ari ape kalak batasnye e?*
 ‘jadi sampai hari apa nanti batas waktunya?’
 “so, when is the limit time?”

ANALYSIS:

(a) FELICITY CONDITION:

- The propositional content of the utterance above is the client finds the solution for the certificate’s problem.
- The preparatory of the utterance is the client gives suggestion to change the certificate, and the notary warns him that there is limit time for changing the certificate.
- The sincerity condition in the utterance above can be seen from the use of *dak boleh* by the notary.
- The essential of the utterance can be seen by the client’s respond.

(b) MOOD:

The request is declarative, because the notary informs or declares about the due-time given by BPN if the client wants to change the certificate.

2. Politeness Strategies

There are four super strategies of doing face threatening acts according to Brown and Levinson (1978), that is Bald on record, Positive politeness, Negative politeness and Off record. Bald on record, the first strategy, concerns with maximum efficiency.

The usage of bald on record can be presented by the use of imperative, and it is explained in the cases of non minimization of face threat and cases of FTA-oriented bald-on-record usage. Meanwhile, positive politeness that is speaker's want should be thought of as desirable, in that it is useful to minimize the FTA and to be a social accelerator. Positive politeness implies common ground by sharing similar wants or interest, in which the speaker wants to be cooperative with the hearer by indicating speaker's knowledge of and sensitivity to hearer's wants. Besides, the speaker also pretends to be a sincere person, in which he/she fulfils hearer's want for achieving hearer's reply. Meanwhile, negative politeness concerns with minimizing the particular imposition of FTA, in which the speaker attuned to the need for negative face redress by being indirect. The speaker also shows negative politeness by avoiding coercion of hearer, and he/she satisfies hearer's negative face when he/she conveys his/her wants by considering hearer's presence. Off record allows hearer to make interpretation of speaker's utterances, in which the speaker probably uses a general statement to show his/her wants and he/she expresses his/her wants differently from the real meaning.

The super strategies are divided into several strategies and there are some certain requirements to differ it each other. Based on the fourteen conversation, there are 46 requests found and fulfilled those super strategies.

The categorization of politeness strategies can be seen in the following explanation.

a. Bald on record

Bald on record is a strategy used by a speaker to convey her wants directly, in this sense the speaker focuses on maximum efficiency to achieve an agreement from the addressee. In the notary office, bald on record is used by the notary to the staff, the notary to the bank's staff, and the staff to client.

Bald on record is divided into two cases, non minimization of the face threat and FTA-oriented bald-on-record usage. In the case of non minimization of the face threat, the requests are conveyed by the notary to her staff and the notary to bank's officer. It can be assumed that the use of Bald on Record in the case of non minimization of the face threat occurs only when the speaker has more power than the hearer, and the speaker does not care about maintaining face or social relationship because she knows that the hearer will do the future act. It is also used because the notary and her staff have mutual knowledge about the topic. In the case of FTA-oriented bald-on-record usage, the requests are conveyed by the staff to client and the notary to her staff. In conveying request, the staff used bald on record to the client by expressing welcoming. Meanwhile, the notary stated her request to her staff by giving an offer. The requests using Bald on Record explained clearly as follows.

a) Cases of non minimization of the face threat

There are three cases engendering the non minimization of the face threat, that is cases of great urgency or desperation, cases of channel noise, and cases where speaker is powerful and he does not fear retaliation from hearer.

There are three utterances categorized to the cases of non minimization of the face threat. Those requests are conveyed by the notary to her staff and Bank's officer, here, we can see that speaker's power is great over the hearer and she does not care about maintaining hearer's face because she knew that the hearer will conduct the act she asked. It also clarified that the notary concerns on maximum efficiency in conveying her utterances, she knows that the hearer will fulfill her request because they have mutual knowledge. In order to assess the politeness strategies, the analysis of bald on record can be seen as follows:

(THE NOTARY SPOKE TO HER STAFF DURING THE CONVERSATION BETWEEN THE NOTARY AND HER CLIENT)

(1) Notary : *Berkas nye, Wan* [Dialogue10, T.4]

'Berkasnya, Wan'

"File, Wan"

Staff : {The Staff directly took the file and gave it to the Notary}

ANALYSIS:

(a) POLITENESS STRATEGIES:

The utterance above can be categorized as Bald on record, it focuses on the cases of minimization of the face threat. By

saying the utterance above, the speaker uses maximum efficiency in requesting the hearer to take the file for her. She does not have to use a detail explanation about ‘kind of the file’ because she already knows that she has a mutual knowledge with the hearer about the file.

(b) SOCIOLOGICAL VARIABLE

- (1) The speaker’s power is great than the hearer, it because the speaker is a boss, and the hearer is her staff.
- (2) The Distance between the speaker-hearer is distant, it is explained that they are not close because the different social status and gender between the speaker and hearer.
- (3) Rank of imposition is lower because the lower rank of demand.

(c) APPROPRIATENESS

The strategy chosen in the utterance above could be claimed appropriate since the weight of sociological variables explains that the speaker has more power than the speaker.

The request above is conveyed by the notary to her staff, the notary uses imperative sentence to convey her request. The imperative form in the request above can be recognized by the use of verb ‘file’ without using ‘please’. The request below is also used by the notary to Bank’s officer, the imperative form can be seen by the use of particle *i*:

(THERE WERE FOUR PEOPLE: THE NOTARY, BANK'S CLIENTS AND BANK'S STAFF IN THE NOTARY'S ROOM. THE CLIENTS DID NOT BRING THEIR IDENTITY CARDS, SO THAT THE NOTARY ASKED THE BANK'S STAFF TO TAKE AND COPY THE CARDS FROM BANK'S ARCHIVES).

- (2) Notary : *Bolak balik Ga i, dak boleh ade poto*
 [Dialogue14, T.21]
 'Bolak balik Ga ya, nggak boleh ada foto'
 "both pages Ga, no photo"
- Bank's officer : *Aok*
 'iya'
 "yes"

ANALYSIS:

(a) POLITENESS STRATEGIES:

The utterance above can be categorized as Bald on record that focuses on the cases of minimization of the face threat. By saying the utterance above, the speaker uses imperative sentence by saying *Bolak balik ga i* "both pages Ga", and she shows her power over the hearer by using the utterance.

(b) SOCIOLOGICAL VARIABLE

(1) The speaker's power is greater than the hearer because the speaker has knowledge in making Loan agreement. For the notary, the Bank's officer position is only a middleman between the notary and the client.

(2) The Distance between the speaker-hearer is distant, it explained that they are not close because the different of differences in social status, age and gender between the speaker and hearer. The hearer is twenty four years old and a new Bank's officer, hence he has little power.

(3) Rank of imposition is lower since the demand is lower and Bank's officer can fulfill the notary's want.

(c) APPROPRIATENESS

The weight of sociological variables explains that the speaker chose Bald on record because she has more power than the speaker.

b) Cases of FTA-oriented bald-on-record usage

There are two utterances categorized as the cases of FTA-oriented bald-on-record usage. There are three areas of pre-emptive invitations occur in all language, that is welcomings, farewells, and offers.

The use of bald on record found in the utterance of welcoming and offer, the utterances show in the case of bald on record imperatives. The analysis of cases of FTA-oriented bald-on-record usage is as follows:

(THERE WAS A CLIENT ARRIVED TO THE OFFICE, AND HE WANTED TO SEE THE NOTARY. THE STAFF ASKED HIM TO COME IN THE NOTARY'S ROOM)

(3) Staff : *Maso 'lah pak* [Dialogue3, T.1]

'masuklah, Pak'

"come in,sir"

Client : {the client is directly entered the notary's room}

ANALYSIS :

(a) POLITENESS STRATEGIES:

The utterance above can be categorized as Bald on record since the speaker welcomes the hearer in bald on record imperative, it can be seen by the use of *lah* to stress the utterance.

(b) SOCIOLOGICAL VARIABLE

- (1) The speaker's power is lower than the hearer because the speaker is a notary's staff, and the hearer is a client.
- (2) The Distance between the speaker-hearer is distant, it explained by the use of "pak" as a deference term.
- (3) Rank of imposition is lower, because of the lower rank of demand.

(c) APPROPRIATENESS

The weight of sociological variables explained that the speaker should not use Bald on record in welcoming the client because the risk is great when the speaker uses baldly on record imperative, she has to use "please" to maintain hearer's face.

The request above is conveyed by the staff to the client, and the request below is used by the notary to her staff :

(THE STAFF ASKED THE NOTARY ABOUT THE STATUS OF CLIENT'S CERTIFICATE, AND THE NOTARY DID NOT KNOW ABOUT THAT. SO, THE NOTARY ASKED THE STAFF TO CALL BANK'S STAFF).

- (4) Notary : *Cobe telponek Yoga* [Dialogue8, T.14]:
 'Coba telpon Yoga'
 "try to call Yoga"

ANALYSIS :

(a) POLITENESS STRATEGIES:

The utterance above can be categorized as Bald on record since the speaker offers the hearer to call the Bank's officer. In bald

on record, the speaker does not care about maintaining hearer's face, the speaker has great power over the hearer, it supports speaker's consideration in choosing an appropriate utterance to convey her want. But, the use of "coba" refines the imperative utterance, it shows that the speaker tried to give an option to the hearer.

(b) SOCIOLOGICAL VARIABLE

(1) The speaker's power is higher than the hearer, it because the speaker is a boss, and the hearer is a staff.

(2) The Distance between the speaker-hearer is intimate, it explained by the use of "coba" (try) which refines the imperative utterance.

(3) Rank of imposition is lower since the demand is lower.

(c) APPROPRIATENESS

The weight of sociological variables explains that the speaker chose Bald on record because she has more power than the speaker, she does not have to fear about the imposition on the hearer's face.

b. Positive Politeness

There are fifteen strategies in positive politeness based on Brown and Levinson's theory. There are only five strategies of positive politeness found in the data, and those strategies use in the twelve requests. The

requests state the redress directly to the addressee's positive face, and the speaker claims his/her wants by claiming common ground. The requests use some certain address forms to claim in group membership, a conclusory marker to indicate common interest, an optimistic expression to show his/her presumptuous, an inclusive 'we' form and reasons to claim reflexivity.

a) Str. 4 Use in group identity markers

There are five requests involved a certain identity marker in conveying speaker's wants. Those utterances use address forms of Sambas Dialect of Malay, the address forms are based on birth order, that is *along*, *angah*, *ude*, *usu*. *Along* refers to the the first child in the family, *Angah* belongs to the second child in the family, *Ude* means that a third child in the family, and *Usu* refers to the youngest or last child in the family. There are also some certain address forms in Sambas use if the family has more than four children, the address forms usually show the children's characteristic, such as *Uteh* for a white child, *endek* for a short child, *anjang* for a tall child, and so on. The address '*kak*, *bang*, *pak*, *mak*' will be added in front of the address forms, it depends on the gender and family status. A daughter is called *kaklong*, *kakngah*, *kakde*, or *kaksu*. A son called *banglong*, *bangah*, *bangde*, or *bangsu*. An Uncle is called *paklong*, *pakngah*, *pakde*, or *paksu*. An aunt called *maklong*, *makngah*, *makde*, or *maksu*. The analysis of Str. 4 Use in group identity markers can be explained in detail as follows:

(THE NOTARY ASKED PAKSU WHO IS A MIDDLEMAN TO TAKE AND SHOW THE CERTIFICATE TO THE OWNER OF THE CERTIFICATE)

(5) Notary: *paksu bawakan sertifikat itok aja* [Dialogue3, T.53]

‘paksu, bawakan sertifikat ini saja’
 “paksu just brings this certificate”

Client : *Ye bu*’

‘Iya, Bu’
 “ok,mam ”

ANALYSIS :

(a) POLITENESS STRATEGIES:

The utterance above can be categorized as Str. 4 Use in group identity markers since the speaker uses an address term of Malay in dialect Sambas when she mentioned hearer’s name. The speaker uses address form of Sambas Dialect of Malay as deference term in calling the middleman as *Paksu* because the middleman is an old man.

(b) SOCIOLOGICAL VARIABLE

- (1) The speaker’s power is great than the hearer, it because the speaker has knowledge about the making of certificate.
- (2) The Distance between the speaker-hearer is intimate, it explained by the use of ‘paksu’ instead of ‘pak’ which refines the imperative utterance.
- (3) Rank of imposition is lower since the rank of demand is lower.

(c) APPROPRIATENESS

The weight of sociological variables explains that the speaker chose Str. 4 Use in group identity markers because she wants to

minimize the imposition of order. The use of address form in the utterance could replace the use of ‘please’.

The request above is conveyed by the notary to the client. The notary use *paksu* to respect the client who is older than the notary. In the request (6), the notary use *Long* because she has family relationship with her staff.

(THE NOTARY ASKED HER STAFF TO COPY CLIENT’S IDENTITY CARD)

(6) Notary : *Tok long potokopikan long* [Dialogue 11, T.1]

‘ini Long, fotokopikan, Long’

“copy this, long”

Staff : *Ye*

‘ya’

“Okay”

ANALYSIS :

(a) POLITENESS STRATEGIES:

The utterance above can be categorized as Str. 4 Use in group identity markers since the speaker uses an address term of Malay in dialect Sambas when she mentions hearer’s name. The speaker uses address form of Sambas Dialect of Malay in calling the staff to refine the imperative.

(b) SOCIOLOGICAL VARIABLE

(1) The speaker’s power is great than the hearer, it because the speaker is the boss, and the hearer is the apprentice employer.

(2) The Distance between the speaker-hearer is intimate, it explained by the use of ‘long’ instead of staff’s name.

(3) Rank of imposition is lower since the rank of demand is lower.

(c) APPROPRIATENESS

The weight of sociological variables explains that the speaker chose Str. 4 Use in group identity markers because she wants to minimize the imposition of order. The use of address form in the utterance could replace the use of ‘please’.

b) Str.6 Avoid disagreement

In avoiding disagreement, there is two requests use *pseudo-agreement* to show his want to the hearer. In English, *pseudo agreement* can be seen by the use of *then* or *so* as a conclusory marker. In Sambas Dialect of Malay, the use of ‘*e*’ and *jadi* are similar to the function of ‘*then*’. The speaker indicates his want by drawing a conclusion, in order to be cooperative with the hearer.

(THE CLIENT WANTED TO ADD TWO NEW MEMBERS IN THE LIMITED PARTNERSHIP, SO HE ASKED THE NOTARY TO ADD IT)

(7) Client : *Memang dah getok, pannuhek dah bu’ e*
 [Dialogue 13, T.14]
 ‘memang sudah begitu, penuhi saja lah bu’
 “it was so, make it full then”

Notary : *dak masalah si*
 ‘tidak masalah sih’
 “no problem”

ANALYSIS :

(a) POLITENESS STRATEGIES:

The utterance above can be categorized as Str. 6 Avoid disagreement, that is *pseudo agreement*. It can be seen in the

use of *then* as a conclusory marker, the use of 'e' in Sambas Dialect of Malay is similar to the function of *then*. It functions as emphasizing form in order to assert his request.

(b) SOCIOLOGICAL VARIABLE

(1) The speaker's power is great than the hearer, the speaker is the notary and she is older than the hearer. Meanwhile, the hearer is a client.

(2) The Distance between the speaker-hearer is distant, it explained by the use of 'bu'' instead of notary's nickname.

(3) Rank of imposition is lower since the rank of demand is lower

(c) APPROPRIATENESS

From the weight of sociological variables, it could be explained that the speaker should choose another strategy of minimizing FTA. By using Str. 6 Avoid disagreement, that is *pseudo agreement*, the speaker understates the social status of speaker.

In the request (7) above, the client is stated his request by using a conclusory marker in the end of the utterance. Meanwhile, the request (8) below shows that the client used the conclusory marker in the front of the utterance.

(IN THE FIRST MEETING, THE NOTARY TOLD THE OWNER OF THE CERTIFICATE THAT THERE WILL BE A NEW CERTIFICATE FOR THE SOLVING CERTIFICATE. IN FACT, THERE WAS ONLY ONE CERTIFICATE ISSUED BY THE NATIONAL LAND OFFICE BECAUSE OF MISUNDERSTANDING. THE CLIENT BELOW IS A

MIDDLEMAN WHO TOLD THE NOTARY TO TELL THE OWNER OF THE CERTIFICATE ABOUT THE PROBLEM)

- (8) Client : *Jadi kalak kan beritau die bu, tatap dah dikaplingnye daan, tapi dah berubah* [Dialogue 3, T.42]
 ‘jadi nanti beritahu dia, bu. Mau tetap dikapling atau tidak, sudah berubah’
 “so, tell him later, mam, it is land plot, but it has changed”.

ANALYSIS :

(a) POLITENESS STRATEGIES:

The utterance above can be categorized as Str. 6 Avoid disagreement, that is *pseudo agreement*. It can be seen by the use of *then or so* as a conclusory marker, the use of ‘*jadi*’ in Sambas Dialect of Malay is similar to the function of *then*. It functions as emphasizing form in order to assert his request.

(b) SOCIOLOGICAL VARIABLE

- (1) The speaker’s power is great than the hearer, the speaker is older than a hearer, although the hearer is the notary.
- (2) The Distance between the speaker-hearer is distant, it explained by the use of ‘bu’ instead of notary’s nickname.
- (3) Rank of imposition is higher, because the rank of demand is higher.

(c) APPROPRIATENESS

From the weight of sociological variables, it could be explained that the speaker choose the conclusory marker because he wants to avoid the disagreement from the hearer.

c) Str. 11 Be optimistic

The optimistic expression or speaker's presumptuous can be seen from the utterances that stressing on speaker's want, the speaker puts pressure on the hearer to make the hearer to cooperate with his/her want. There are three requests belong to Str.11 Be optimistic, that is:

(THE NOTARY ASKED THE CLIENT TO PAY THE PURCHASE DEED BECAUSE THE NATIONAL LAND OFFICE INCREASES THE FEE)

(9) Notary : Hee (laugh expression), *Barre' saye lapan setengah jak lah pak asep i, tambahe' sikit, tambah tujuh lima' pajak sembilan dua' lima'* [Dialogue 9, T.16]

'he, kasih saya delapan setengah saja lah pak asep ya, d itambah sedikit, tambah tujuh lima, pajak sembilan dua lima'.

"he (laugh expression), just give me eight hundred and fifty, Mr.asep, plus seventy five for tax, nine hundred and twenty five"

Client : *ye*

'iya'

"Okay".

ANALYSIS :

(a) POLITENESS STRATEGIES:

The utterance above can be categorized as Str.11 Be optimistic, it can be seen from the word *berek saye* (give me) that refers to the optimistic expression, the speaker is presumptuous in conveying her want.

(b) SOCIOLOGICAL VARIABLE

(1) The speaker's power is great than the hearer, the speaker is the notary. Meanwhile, the hearer is a client.

(2) The Distance between the speaker-hearer is distant, the relationship between speaker and hearer only related to a business matter. It can be showed from the used of *pak* by the speaker.

(3) Rank of imposition is higher. Because the demand is great.

(c) APPROPRIATENESS

From the weight of sociological variables, it could be explained that the speaker should choose another strategy of minimizing FTA. By using Str.11 Be optimistic, the speaker shows her authority as the noatry public who can determine the cost. On the other hand, be optimistic in conveying the cost of making sale and purchase agreement caused great imposition on hearer's face. The speaker can choose an off record strategy in stating a cost, she can use hints or clues by stating that there was cost increment from Land National Affair that prevailed since March.

In the request (9), the notary shows her authority by using *jak lah* to convey her request. It can be concluded that the notary used it to express her presumptuous, in that she assumed that her request is just a small thing that can be fulfilled by the client. Meanwhile, the request (10) shows that the client who is the Bank's officer used *jak* to show his request to the notary because he assumes that his request is a small thing that can be fulfilled by the notary.

(THE BANK'S STAFF ASKED THE NOTARY TO ISSUE *SKMHT* (A POWER OF ATTORNEY TO CHARGE FOR THE RIGHT OF LAND MORTGAGE))

- (10) Client : *Ibu' dari ibu' dah i SKMHT nye kalak jak lah i, dari ibu jak* [Dialogue 14, T.1]
 'Ibu, dari ibu saja ya SKMHT nya nanti ya, dari ibu saja'
 "Mam, SKMHT will be issued by you, from you ya"
- Notary : *O aok, wini ye. Ngape dek, KUR ke die*
 'o,iya, wini saja. Kenapa emangnya, dia KUR?'
 "o, okay. That's winy will handle it, what's wrong, is he KUR?"

ANALYSIS :

(a) POLITENESS STRATEGIES:

The utterance above can be categorized as Str.11 Be optimistic, it can be seen from the emphasizing word *dari ibu' jak* (from you,mam). the speaker is expressed the presumtuos by repeating the phrase.

(b) SOCIOLOGICAL VARIABLE

(1) The speaker's power is lower than the hearer, the speaker is a bank's officer. Meanwhile, the hearer is the notary.

(2) The Distance between the speaker-hearer is distant, the relationship between speaker and hearer only related to a business matter. It can be showed from the used of *ibu'* by the speaker.

(3) Rank of imposition is higher, because the demand is higher.

The bank's officer wanted the notary to make a legal document that was Bank's duty.

(c) APPROPRIATENESS

From the weight of sociological variables, it could be explained that the speaker should choose another strategy of minimizing FTA. By using Str.11 Be optimistic, the speaker shows that he can ask the hearer to something by being presumtuos.

d) Str.12 Include both S and H in the activity

In order to show cooperative assumption, the speaker avoids the use of 'me' or 'you', and he/she uses the 'we' form to indicate a soften offer or command. There is a request can be categorized as this strategy, that is:

(A CLIENT WANTED TO CHANGE THE MANAGEMENT OF AN EDUCATIONAL INSTITUTE, BUT IT BREAKS THE LAW. THE NOTARY DISAPPROVE THE CLIENT'S WANT)

- (11) Client : *Jadi nantek dak distandarisasi tok, dak kite sesuaikan, jak kite nak ubah itok* [Dialogue 7, T.17]
 'Jadi nanti tidak distandarisasi ini, tidak kita sesuaikan, hanya kita mau mengubah ini'
 "so we will not standarize this, we do not have to adjust it, we just want to change this"
- Notary : *Dak bise i*
 'tidak bisa ya'
 "it can not be like that"

ANALYSIS :

(a) POLITENESS STRATEGIES:

The utterance above can be categorized as Str. 12 Include both S and H in the activity since the speaker uses the "we" form to convey his want. It can be seen by the use of 'kite' <kita> in the utterance.

(b) SOCIOLOGICAL VARIABLE

- (1) The speaker's power is lower than the hearer, it because the speaker does not have knowledge of making an institution. The speaker is a client who works as a civil servant, meanwhile the hearer is the notary.
- (2) The Distance between the speaker-hearer is intimate, it explained by the use of "kite" (*kita*) which expresses the intimate connection between speaker and hearer.
- (3) Rank of of imposition is higher because the client wanted to ignore the rule of changing the education institute

(c) APPROPRIATENESS

The weight of sociological variables explains that the speaker chose Str. 12 Include both S and H in the activity because she wants the hearer also wants what her want.

e) Str.13 Give (or ask for) reasons

There is only one utterance shows a reason in conveying speaker's want. The strategy leads the speaker to go off record in conveying his/her want, and by giving a reason, the speaker implies his/her want to the hearer and the hearer makes some assumption about the utterance.

(THE NOTARY ASKED THE CLIENT TO WAIT THE BUYER IN THE WAITING ROOM)

- (12) Notary : *Tunggu jak lah dolok, tan dak bise dihubungek de ye cine nye.* [Dialogue 6, T.22]
'Tunggu saja lah dulu, cina nya tidak bisa

Client dihubungi'
 "just wait, the chinese can not be called"
 : {she waited in the waiting room after the notary
 told her that the buyer can not be called}.

ANALYSIS :

(1) POLITENESS STRATEGIES:

The utterance above can be categorized as Str. 13 Give (or ask for) reasons because the speaker gives a reason why the hearer should wait. The reason is recognized by the use of *tan*, it expresses reason in Sambas dialect of Malay.

(2) SOCIOLOGICAL VARIABLE

- (a) The speaker's power is great than the hearer, the speaker is the notary, and the hearer is a client.
- (b) The Distance between the speaker-hearer is distant, it can be seen that the lower-talk occurred in the conversation, especially when the speaker asked the hearer about 'hearer's marital status'.
- (c) Rank of imposition is lower because the speaker gave reason in her imperative utterance.

(3) APPROPRIATENESS

The weight of sociological variables explains that the speaker chose Str. 13 Give (or ask for) reasons because she respects to the client who is an old woman. She wants the

hearer also wants what her want by knowing the reason why the hearer should wait.

c. Negative politeness

There are ten strategies in negative politeness based on Brown and Levinson's theory. Based on the data, six strategies in negative politeness are used in the requests. Negative politeness concerns on the minimization of the particular imposition, it explains clearly in those strategies as follow:

a) Str. 1 Be Conventionally Indirect

There are five indirect request found in the data, the speaker conveys his/her wants indirectly by using interrogative forms, the interrogative uses in order to ask about hearer's ability in fulfilling speaker's want. In order to see the validity of categorization, the analysis of those three utterances can be seen as follows:

(THE NOTARY WANTED TO SEE THE CERTIFICATE, SO SHE ASKED HER STAFF TO TAKE IT FOR HER)

(13) Notary : *Mane di sertifikatnye e maksu liatek yang sekura?*
 [Dialogue 2, T.19]
 'Mana ya sertifikatnya maksu lihat yang Sekura?'
 "where is the certificate *maksu* want to see Sekura?"
 Staff : *Yo*
 'ini'
 "This"

ANALYSIS :

(1) POLITENESS STRATEGIES:

The utterance above can be categorized as Str. 1 Be Conventionally Indirect because the speaker uses interrogative

to state her wants to the hearer. The interrogative sentence can be seen from the use of question marker *mane*.

(2) SOCIOLOGICAL VARIABLE

(a) The speaker's power is great than the hearer, the speaker is the notary, and the hearer is the staff.

(b) The Distance between the speaker-hearer is intimate, it can be seen that the speaker used *maksu* to replace her, *maksu* used as the possessive pronoun.

(c) Rank of imposition is lower because the demand is lower.

(3) APPROPRIATENESS

The weight of sociological variables explains that the speaker chooses the possessive pronoun *maksu* to show the intimacy between the speaker and hearer.

In the request (13), the notary is conveyed her request to her staff by using interrogative, and it also can be seen in the example (14) and (15) below.

(THE STRAPLER WAS USED BY THE STAFF, AND THE NOTARY NEEDED IT. SO SHE ASKED HER STAFF TO TAKE IT)

- (14) Notary : *Mane ciklik maksu long?* [Dialogue 4, T.1]
 'Mana strapler nya maksu, long?'
 "where is *maksu*'s strapler, *Long?*
- Staff : {the staff who used the notary's strapler directly give the strapler to the notary}

ANALYSIS :

(1) POLITENESS STRATEGIES:

The utterance above can be categorized as Str. 1 Be Conventionally Indirect because the speaker used interrogative to state her wants to the hearer. The interrogative marker is *mane*, it uses by the notary who want to get her strapler.

(2) SOCIOLOGICAL VARIABLE

(a) The speaker's power is great than the hearer, the speaker is the notary, and the hearer is the staff.

(b) The Distance between the speaker-hearer is intimate, it can be seen that the speaker used *maksu* to replace her, *maksu* used as the speaker's possessive pronoun.

(c) Rank of imposition is lower because the demand is lower.

(3) APPROPRIATENESS

The weight of sociological variables explains that the speaker chose the possessive pronoun *maksu* to show the intimacy between the speaker and hearer.

(THERE WILL BE A SIGNING OF LOAN AGREEMENT, AND THE NOTARY ASKED HER STAFF TO TAKE THE FILE FOR HER)

- (15) Notary : *Win, mane berkasnye, Win?* [Dialogue 5, T.1]
 'Win, mana berkasnya, Win?'
 "Win, where is the file, Win?"
- Staff : *yo, su*
 'ini, Su'
 "this, Su"

ANALYSIS :

(1) POLITENESS STRATEGIES:

The utterance above can be categorized as Str. 1 Be Conventionally Indirect because the speaker uses interrogative to state her wants to the hearer, the speaker conveys indirectly because she considered the client's presence, she avoids the use of bald on record in conveying her wants. The use of interrogative marker *mane* indicates imperative sentence.

(2) SOCIOLOGICAL VARIABLE

- (a) The speaker's power is great than the hearer, the speaker is the notary, and the hearer is the staff.
- (b) The Distance between the speaker-hearer is intimate, it can be seen that the hearer called the speaker *su*.
- (c) Rank of imposition is lower because the demand is lower.

(3) APPROPRIATENESS

The weight of sociological variables explains that the other participant's presence also become the speaker's consideration in conveying her wants.

b) Str.2 Question, Hedge

This strategy focuses on the use of hedges in conveying speaker's wants. Hedges could be seen in the use of particle, word or phrase in the utterance. There are three requests categorizes as Str.2

Question, Hedge. Those utterances use particle “*i*” as the expression of *ya* in Bahasa Indonesia to soften commands. The analysis of the utterances will explain it in detail.

(THE NOTARY ASKED THE CLIENT TO SIGN THE NEW IDENTITY CARD THAT IS NOT SIGNED)

- (16) Notary : *tande tangan disie jak lah i* [Dialogue 14, T.18]
 ‘Tanda tangan disitu sajalah ya’
 “sign on there”
 Client : *sitok ke?*
 ‘disini ya?’
 “here?”

ANALYSIS :

(1) POLITENESS STRATEGIES:

The utterance above can be categorized as Str. 1 Be Conventionally Indirect because the speaker used interrogative to state her wants to the hearer, the speaker conveys her want by giving an advice, it is recognized by the use of *jak lah i* to emphasize the suggestion expression.

(2) SOCIOLOGICAL VARIABLE

- (a) The speaker’s power is great than the hearer, the speaker is the notary, and the hearer is the client.
 (b) The Distance between the speaker-hearer is distant.
 (c) Rank of imposition is lower because demand is lower

(3) APPROPRIATENESS

The weight of sociological variables explains that suggestion expression can be used as hedge to minimize the imposition in conveying her wants.

c) Str. 3 Be pessimistic

The strategy allows speaker to express doubt about hearer's ability in conducting some future acts that speaker's want. There are five requests found in the data that can be categorized as Str.3 Be pessimistic. Those requests show that the interrogative uses to express speaker's doubtful, it can be seen by the way speaker used his/her intonation in asking about hearer's ability. The form of interrogative can be seen by the use of interrogative words and speaker's intonation, the data analysis can be seen as follows :

(THE CLIENT WANTED TO PAY THE FEE OF PURCHASE DEED)

- (17) Client : *tujuh setengah?* [Dialogue 9, T.13]
 'tujuh setengah?'
 "seven hundred and fifty rupiah"
 Notary : *Dak bise agek pak asepa, dah naik. setoran di BPN nye be dah naik*
 'Tidak bisa lagi pak asepa, sudah naik. Setoran di BPN nya sudah naik'.
 "it can not, pak asepa, it has increased, the Land National Affair has increased the cost".

ANALYSIS :

(1) POLITENESS STRATEGIES:

The utterance above can be categorized as Str. 3 Be pessimistic since the speaker conveyed her doubt to the hearer, the interrogative in the utterance can be seen from the speaker's intonation. He states his want to the hearer that he want to pay in the certain cost.

(2) SOCIOLOGICAL VARIABLE

- (a) The speaker's power is lower than the hearer, the speaker is the client, and the hearer is the the notary.
- (b) The Distance between the speaker-hearer is intimate, it can be seen that the utterance showed the intensity has occurred between the speaker and hearer before the conversation took.
- (c) Rank of imposition is lower because the intimate relationship between the speaker and hearer.

(3) APPROPRIATENESS

The weight of sociological variables explains that the use of doubt expression can be used by the speaker who has well known with the hearer.

(BEFORE STARTING THE SIGNING PROCESS OF LOAN AGREEMENT, THE NOTARY ASKED THE CLIENT ABOUT THE IDENTITY CARD)

- (18) Notary : *Ade ke KTP nye, dibawak dak?* [Dialogue 14, T.10]
 'ada tidak KTP nya, dibawa tidak?'
 "is there identity card, do you bring it?"
- Client : *Tinggal tadek dirumah*
 'tertinggal tadi dirumah'
 "it left at home"

ANALYSIS :

(1) POLITENESS STRATEGIES:

The utterance above can be categorized as Str. 3 Be pessimistic since the speaker conveyed her doubt to the hearer, it can be seen from the use of *Ade ke* (is there) as a doubt expression.

(2) SOCIOLOGICAL VARIABLE

- (a) The speaker's power is great than the hearer, the speaker is the notary, and the hearer is the client.
- (b) The Distance between the speaker-hearer is distant, it can be seen that the notary did not use a certain address form or honorific to call the client..
- (c) Rank of imposition is lower.

(3) APPROPRIATENESS

The weight of sociological variables explains that the use of doubt expression and a certain deference term can show the different social status and age between the speaker and hearer and it can minimize the imposition.

d) Str.4 Minimize the imposition, Rx

The way to minimize the imposition is by using range of expression. In English, it can be showed in the use of *just, a little, a bit*, and so on. There is only an utterance that can be categorized as Str.4 Minimize the imposition, Rx, the utterance minimizes command by using the lower number, that is:

(THE NOTARY ASKED HER STAFF TO COPY THE FAMILY CARD)

- | | |
|-------------|--|
| (19) Notary | : <i>Itok fotokopi sigek long, dengan KK nye juak</i>
[Dialogue 6, T.23]
'Ini difotokopi satu, long, dengan KK nya juga'
'copy this one page, Long, with the family card too' |
| Staff | : { the staff took the card and copied it }. |

ANALYSIS :

(1) POLITENESS STRATEGIES:

The utterance above can be categorized as Str.4 Minimize the imposition, Rx because the speaker is minimized the command by asking the staff to copy only one page.

(2) SOCIOLOGICAL VARIABLE

(a) The speaker's power is great than the hearer, the speaker is the notary, and the hearer is a staff.

(b) The Distance between the speaker-hearer is intimate, it can be seen that the use of address form "long" by the speaker to the hearer.

(c) Rank of imposition is lower.

(3) APPROPRIATENESS

The weight of sociological variables explains that the speaker chooses Str.4 Minimize the imposition, Rx because she wants the hearer to assume that the hearer will conduct a lower act.

e) Str.5 Give deference

By giving deference, the speaker shows humbles and abases himself. Moreover, the speaker maintains hearer's positive face, and satisfies hearer's want. There are four requests from the data, those utterances presents the use of "Pak" to give deference to the hearer. Those utterances show request in the form of command or advice.

(THE NOTARY WANTED THE CLIENT TO FIX HER SIGNATURE)

- (20) Notary : *Keluarkan sikit ibu*. [Dialogue 5, T.41]
 ‘Keluarkan sedikit, ibu’
 “make it slightly removed”
 Client : {the client corrected her signature}.
 ANALYSIS :

(1) POLITENESS STRATEGIES:

The utterance above can be categorized as Str. 5 Give deference since the speaker used honorifics to the hearer to convey her want, it can be seen from the use of *ibu* (mam).

(2) SOCIOLOGICAL VARIABLE

- (a) The speaker’s power is higher than the hearer, the speaker is the notary, and the hearer is the client.
 (b) The Distance between the speaker-hearer is distant, it can be seen that the speaker used *ibu*’ as a honorific to the hearer.
 (c) Rank of imposition is lower.

(3) APPROPRIATENESS

The weight of sociological variables explains that the use of honorific *ibu*’ can show the deference given by the speaker to the hearer.

(ONE CLIENT ARRIVED TO THE OFFICE AND THE STAFF WELCOME HIM)

- (21) Staff : *Ade ade, tunggu lok pak i. Tunggu lok pak i.*
 [Dialogue 12, T.4]
 ‘Ada, ada. Tunggu sebentar ya pak, tunggu sebentar ya pak’
 “she is here, please wait sir, please wait sir”
 Client : *Ye ye saye tunggu*
 ‘iya, iya saya tunggu’
 “okay, okay, i wait”

ANALYSIS :

(1) POLITENESS STRATEGIES:

The utterance above can be categorized as Str. 5 Give deference since the speaker uses honorifics to the hearer to convey her want, it can be seen from the use of *pak* (sir).

(2) SOCIOLOGICAL VARIABLE

(a) The speaker's power is higher than the hearer because the speaker knew the notary's existence, and the hearer is the client.

(b) The Distance between the speaker-hearer is distant, it can be seen that the speaker used *pak* as a honorific to the hearer.

(c) Rank of imposition is lower.

(3) APPROPRIATENESS

The weight of sociological variables explains that the use of honorific *pak* can show the deference using by the speaker to the hearer.

f) Str.7 Impersonalize S and H

In order to impersonalize speaker and hearer, there are some ways could be used in the utterance according to Brown and Levinson, that is the use of performatives, imperatives, impersonal verb, passive and circumstantial voices, pluralization of the 'you' and 'I' pronouns, reference terms as 'I' avoidance, and point-of-view distancing. There

are six requests from the data that can be categorized as Str.7

Impersonalize speaker and hearer as follow:

(THE NOTARY ASKED THE CLIENT TO BRING THE OWNER OF CERTIFICATE TO HER OFFICE)

(22) Notary : *Suroh urangnye kesitok i* [dialogue 1, T.19]

‘Suruh orangnya kesini ya’

“order the man to come here”

Client : *Urang yang punye?*

‘orang yang punya?’

“ the owner?”

ANALYSIS :

(1) POLITENESS STRATEGIES:

The utterance above can be categorized as Str. 7 Impersonalize S and H. The notary uses imperative in conveying her request, in that it can be seen by the use of *suroh* ‘suruh’. The notary also does not use a certain subject referring to the client.

(2) SOCIOLOGICAL VARIABLE

(a) The speaker’s power is higher than the hearer because the speaker is the notary, and the hearer is the client.

(b) The Distance between the speaker-hearer is intimate, the speaker and hearer have family relationship.

(c) Rank of imposition is lower.

(3) APPROPRIATENESS

The use of imperative in the request above is appropriate since the notary and client have a close relationship.

(THE NOTARY ASKED THE CLIENT TO SIGN THE SALE AND PURCHASE AGREEMENT)

- (23) Notary : *Nah tandatangan dolok!* [Dialogue 6, T.12]
 ‘Ini tanda tangan dulu’
 “sign first”
 Client : [the client started to sign the file of sale and
 purchase agreement]
 ANALYSIS :

(1) POLITENESS STRATEGIES:

The utterance above can be categorized as Str. 7 Impersonalize S and H. The notary uses imperative in conveying her request, in that it can be seen by the use of *nah* ‘ini’. The notary also does not use a certain subject referring to the client.

(2) SOCIOLOGICAL VARIABLE

- (a) The speaker’s power is higher than the hearer because the speaker is the notary, and the hearer is the client.
 (b) The Distance between the speaker-hearer is distant.
 (c) Rank of imposition is lower.

(3) APPROPRIATENESS

The use of imperative in the request above is appropriate since the notary has higher power than the client.

d. Off record

Off record utterances tend to indirect uses of language, it describes generally or differently in the context meaning. Thus, the hearer plays an important role to decide or find the fact behind the implicit utterances. There are fifteen strategies in off record based on Brown and Levinson’s theory. Meanwhile, only two strategies in off record found in the data, that is:

a) Str.1 Give Hints

There are three requests found in the data, those utterances can be categorized as Str.1 Give Hints and it allows the hearer to make interpretation about the utterance. The analysis of Off record strategy can be seen in detail explanation as follows:

(THE CLIENT ASKED ABOUT THE PICTURE OF LAND IN THE CERTIFICATE)

- (24) Client : *Yang paccah e bu, nampak ke gambarnya?*
 [Dialogue 3, T.27]
 ‘Yang dipecah itu bu, kelihatan tidak digambar?’
 “the soil land, is it shown in the picture?”
1. Notary : *Nampak*
 ‘kelihatan’
 “it is shown in the picture”

ANALYSIS:

(1) POLITENESS STRATEGIES:

The utterance above can be categorized as Str.1 Give Hints, because the speaker does not directly convey her want, she uses hints and asks the hearer to search for an interpretation of the possible relevance. The utterance above is not explicitly conveyed speaker’s want, such as the use of utterance “lihat gambarnya” as baldly on record usage. The utterance above expresses speaker’s inability in showing the picture by herself and she needs hearer’s help to look at the picture in the certificate.

(2) SOCIOLOGICAL VARIABLE

(a) The speaker's power is great than the hearer, the speaker is the notary, and the hearer is a client.

(b) The Distance between the speaker-hearer is distant, it can be seen from different status social between the speaker and hearer.

(c) Rank of imposition is lower.

(3) APPROPRIATENESS

The weight of sociological variables explains that the speaker chose Str.2 Give Association Clues to express her utterance because she assumes the hearer can make assumption about her implicit utterance and the hearer can conduct the act.

b) Str.2 Give Association Clues

The speaker mentions something that related to the act, either by precedent in speaker-hearer's experience or by mutual knowledge irrespective of their interactional experience.

(THE NOTARY HAD A HISTORY OF CONVERSATION ABOUT THE FILES IN THE NATIONAL LAND OFFICE WITH HER STAFF. SHE TOLD HER STAFF ABOUT THE MESSAGE SHE GOT FROM THE STAFF OF NATIONAL LAND OFFICE)

(25) Notary : *Wan, berkas dah bise diambek nye adam*
 [Dialogue 2, T.18]
 'Wan, Adam bilang berkas sudah bisa diambil'
 "wan, adam said that the file can be took"

ANALYSIS :

(1) POLITENESS STRATEGIES:

The utterance above can be categorized as Str.2 Give Association Clues, because the speaker does not directly

convey her want, she uses a clue that the hearer has the knowledge about it, the mutual understanding is needed in the strategy, and it can be seen from the utterance that implicitly expressed speaker's want.

(2) SOCIOLOGICAL VARIABLE

(a) The speaker's power is great than the hearer, the speaker is the notary, and the hearer is a staff.

(b) The Distance between the speaker-hearer is distant, it can be seen from the speaker's decision to choose indirect request above to convey her want.

(c) Rank of imposition is higher, because the demand is higher. The notary implies that she wanted her staff to go to the National Land Office to take the file.

(3) APPROPRIATENESS

The weight of sociological variables explains that the speaker chose Str.2 Give Association Clues to express her utterance because she assumes the hearer can make assumption about her implicit utterance and the hearer can conduct the act.

3. Factors Influencing the Choice of Politeness Strategies

According to the analysis of sociological variables of Brown and Levinson's theory, the use of requests of Sambas Dialect of Malay in the notary office are presented by the notary, staff and clients. The requesters convey a certain politeness strategies because some contributory factors.

Factors influencing the choice of politeness are social power, social distance and rank of imposition.

In assessing the sociological variables, a group or social category become the parameters of assessment. Power is measured by the scale of 'higher, equal, and lower'. Someone has a higher power if he/she has higher social status, it can be seen from the authority, occupation or age, such as a mother, a boss, a teacher, or a doctor. But, he/she has a lower power if he/she is a child, a staff, a student or a patient. Meanwhile, social distance is differed by 'distant and intimate', where the relationship between the requester and the requestee could be assessed as a distant or intimate relationship based on the use of address forms or honorific in the requests. Rank of imposition is assessed by 'lower or higher' imposition, imposition could be lower if the rank of demand is small. Meanwhile, the imposition is higher if the rank of demand is great.

In Sambas, the assessment of social power, social distance and rank of imposition can be appraised by the different age, social status, knowledge, gender, situation and the presence of other participant.

1. Social Power

In the use of requests of Sambas Dialect of Malay, the social power is determined by the difference of social status. The difference of social status influences speaker's authority, in that a notary has higher power than a client because she has higher authority in making a legal document. The notary uses bald on record to convey the

request, because she has higher power. Besides, the client uses off record to convey requests to the notary, because the client has lower power than the notary. The examples differ the use of requests by different social power:

(THE NOTARY SPOKE TO HER STAFF DURING THE CONVERSATION BETWEEN THE NOTARY AND HER CLIENT)

(1) Notary : *Berkas nye, Wan* [Dialogue10, T.4]

‘Berkasnya, Wan’

“File, Wan”

Staff : {The Staff directly took the file and gave it to the Notary}

(THE CLIENT ASKED ABOUT THE PICTURE OF LAND IN THE CERTIFICATE)

(2) Client : *Yang paccah e bu, nampak ke gambarnya?* [Dialogue 3, T.27]

‘Yang dipecah itu bu, kelihatan tidak digambar?’

“the soil land, is it shown in the picture?”

Notary : {the notary shows the picture to the client}

In the example (1), the notary who has higher authority than her staff uses maximum efficiency to convey her wants. Meanwhile, the example (2) shows that the client who has lower authority than the notary uses indirect request to convey her want.

2. Social Distance

The social distance can be determined by the social relationship, gender or age, in that it impacts the use of address forms of Sambas Dialect of Malay and honorific. The speaker who is close with the hearer uses address forms instead of general honorific. The address forms of Sambas Dialect of Malay in the notary office can replace both first and second person pronoun. Positive politeness was used by the speaker in the notary office if the participants in the notary

office are intimate. Meanwhile, negative politeness and off record are used when the participants in the notary office are distant. The examples below exemplify the use of address form or honorific:

(THE STAFF ASKED THE NOTARY ABOUT THE DELIVERY LETTER FROM BANK.

- (3) Staff :Maksu, pengantarnya memang sean ke? [Dialogue 2, T.15]
 'Maksu, pengantarnya memang tidak ada ya?'
 "Maksu, is there no the covering letter from Bank?"
 Notary : Sape?
 'siapa?'
 "who?"

(THE BANK'S EMPLOYEE ASKED THE CLIENT TO GIVE THE CERTIFICATE TO THE NOTARY)

- (4) Client : *sertifikatnya saye bawak ke kalak ?*
 'sertifikat saya bawa tidak nanti?'
 "the certificate should I bring it?"

Bank's officer : *Berikan ke ibu' jak* [Dialogue 14, T.9]
 'serahkan ke Ibu saja'
 "give it to the notary"

In the example (3), the staff has close relationship with the notary, in that it can be seen by the use of address form *maksu* by the staff. In the example (4), the use of *Ibu'* shows the distant relationship between the bank's officer with the notary.

3. Rank of imposition

The rank of imposition in requests is used by the speaker to consider the strategies in conveying his/her requests. The rank of imposition is determined by the rank of speaker's demand. Positive politeness and off record are used when the imposition is higher, and

the clients use positive politeness because they want the notary have similar wants with them. In addition, off record uses by the client who wants the notary to do something. The examples below exemplify higher imposition in the use of positive politeness and off record

(A CLIENT WANTED TO CHANGE THE MANAGEMENT OF AN EDUCATIONAL INSTITUTE, BUT IT BREAKS THE LAW. THE NOTARY DISAPPROVE THE CLIENT'S WANT)

- (5) Client : *Jadi nantek dak distandarisasi tok, dak kite sesuaikan, jak kite nak ubah itok* [Dialogue 7, T.17]
 'Jadi nanti tidak distandarisasi ini, tidak kita sesuaikan, hanya kita mau mengubah ini'
 "so we will not standarize this, we do not have to adjust it, we just want to change this"
 Notary : *Dak bise i*
 'tidak bisa ya'
 "it can not be like that"

(THE CLIENT COMPLAINED ABOUT THE BUYER TO THE NOTARY)

- (6) Client : *Idi tang daan anak cinenye langsung geye be, Saye tok nak Mintak panjar* [Dialogue 6, T.5]
 'Itulah kenapa cina nya ini tidak langsung saja begitu, saya ini mau minta DP'
 "that is I wondering why the chinese does not directly, I want to get down payment"
 Notary : *Panjar, iye, karne tok maseh proses, kemungkinan lamak karne pembuatan sertifikat baru. Saye telpon lok bu i*
 'DP, iya, karena ini masih proses, kemungkinan lama karena pembuatan sertifikat baru. Saya telpon dulu sebentar ya bu?'
 "Down payment, well, because this is still in the process, maybe it takes a long time because we make a new certificate. I call her first, mam"

In the example (5), the request was conveyed by the client who wanted to break the rule. He used "we" to minimize the imposition, in that he compares his want to the notary. Meanwhile, the example (6) is used by the client who wants the notary to call the buyer. She used off

record to minimize the imposition of her request, in that she allows the notary to make assumption.

Moreover, bald on record uses if the rank of imposition is lower, in that the direct request is conveyed by focusing on maximum efficiency.

(THERE WERE CLIENTS IN THE NOTARY'S OFFICE WHO WANTED TO HAVE ASSIGNMENT OF LOAN AGREEMENT, THE NOTARY TOLD HER STAFF ABOUT THE CERTIFICATE STATUS AND ASKED HIM TO FIX IT)

(7) Notary : *Roya, Wan* [Dialogue8, T.19]

'Roya, Wan'

"Omission of liability, Wan"

Staff : *oh*

'oh'

"Oh"

In the example (7), the notary asks her staff to confirm the certificate's status in the National Land Office, because the certificate status relates to the signing process of loan agreement. The imposition of the request above is lower because the staff knows the procedure of loan agreement, he is responsible to the files that related to Bank and National Land Office.

4. P, D, Rx

The sociological variables consist of sociap power (P), social distance (D), and rank of imposition (Rx). In assessing the sociological variables simultaneously, there are 9 forms of sociological variables find in the data, they are:

a. P, +D, +R

In the request below, the power is equal, because the freelance staff has more knowledge about how to make limited partnership. Meanwhile, the notary has authority in conducting her job. The distance is intimate, and the rank of imposition is high because the notary has to complete the requirements by asking to the clients.

The request is as follows:

(A FREELANCE STAFF TOLD THE NOTARY ABOUT SOME REQUIREMENTS FOR MAKING LIMITED PARTNERSHIP)

- (12) Staff : *cuman tolong siapkan untuk ijazah smp, eh smp, ijazah sma, stm* [Dialogue 4, T.3]
 ‘hanya saja tolong siapkan untuk ijazah SMP, eh SMP, ijazah SMA, STM’.
 “please prepare the certificate of junior high school, not junior high school, senior high school certificate, technical high school”
- Notary : *Iye jak i?*
 ‘ini aja y?’
 “only that?”

b. +P, -D, +R

In the request below, the notary has higher power than the client. The distance is distant. The rank of imposition is high, because the client can not decide the title’s change personally, the organization consists of some people.

(THE NOTARY WANTED TO OMIT ‘NON-FORMAL’ IN THE ORGANIZATION’S TITLE)

- (13) Notary : *Non formal nye diilangkan jak i? Langsung jak pak i Pusat kegiatan Belajar masyarakat dato’ cane, geye ke die?* [Dialogue 12, T.13]
 ‘Non formalnya dihapus saja ya? Langsung saja ya pak, Pusat Kegiatan Belajar Masyarakat dato’ cane, begitu aja ya?’

“can i omit the ‘non-formal’? we can directly use ‘Pusat Kegiatan Belajar Masyarakat dato’ cane’, can’t we?”

Client : *E!* (confused expression)

c. +P, -D, -R

In the request below, the notary has higher power than the Bank’s officer. They are distant, and the rank of imposition is low.

(THERE WERE A NOTARY, BANK’S CLIENTS AND BANK’S OFFICER

IN THE NOTARY’S ROOM. THE CLIENTS DID NOT BRING THEIR IDENTITY CARDS, SO THAT THE NOTARY ASKED THE BANK’S OFFICER TO TAKE AND COPY THE CARDS FROM BANK’S ARCHIVES).

(14)Notary : *Bolak balik Ga i, dak boleh ade poto* [Dialogue14, T.21]

‘Bolak balik Ga ya, nggak boleh ada foto’

“both pages Ga, no photo”

Client : *Ao’*

‘iya’

“okay”

d. +P, +D, -R

In the request below, the notary uses Bald on record, because the notary has higher power than her staff. They are intimate, but the rank of imposition is low.

(THE NOTARY SPOKE TO HER STAFF DURING THE CONVERSATION BETWEEN THE NOTARY AND HER CLIENT)

(15) Notary : *Berkas nye, Wan* [Dialogue10, T.4]

‘Berkasnya, Wan’

“File, Wan”

Staff : {The Staff directly took the file and gave it to the Notary}

e. -P, -D, +R

In the request below, the client has lower power than the notary.

The distance is distant. The rank of imposition is higher, because the client wants the notary breaks the rule.

(A CLIENT WANTED TO CHANGE THE MANAGEMENT OF AN EDUCATIONAL INSTITUTE, BUT IT BREAKS THE LAW. THE NOTARY DISAPPROVE THE CLIENT'S WANT)

(16) Client : *Jadi nantek dak distandarisasi tok, dak kite sesuaikan, jak kite nak ubah itok* [Dialogue 7, T.17]
 ‘Jadi nanti tidak distandarisasi ini, tidak kita sesuaikan, hanya kita mau mengubah ini’
 “so we will not standarize this, we do not have to adjust it, we just want to change this

Notary : *Dak bise i*
 ‘tidak bisa ya’
 “it can not be like that”

f. -P, +D, -R

In the request below, the staff has lower power than the notary. The distance is intimate, and the rank of imposition is low.

(THE STAFF ASKED THE NOTARY ABOUT THE DELIVERY LETTER FROM BANK.

(17) Staff : *Maksu, pengantarnya memang sean ke?* [Dialogue 2, T.15]

‘Maksu, pengantarnya memang tidak ada ya?’

“*Maksu*, is there no the covering letter from Bank?”

Notary : *Sape?*

‘siapa?’

“who?”

g. -P, +D, +R

In the request below, the client has lower power than the notary,

because the notary has higher authority. They are intimate, it can

be seen from the address form that is used by the notary to the

client. The rank of imposition is higher, because he asks the notary to tell the problem to the certificate's owner.

(IN THE FIRST MEETING, THE NOTARY TOLD THE OWNER OF THE CERTIFICATE THAT THERE WILL BE A NEW CERTIFICATE FOR THE SOLVING CERTIFICATE. IN FACT, THERE WAS ONLY ONE CERTIFICATE ISSUED BY THE NATIONAL LAND OFFICE BECAUSE OF MISUNDERSTANDING. THE CLIENT BELOW IS A MIDDLEMAN WHO TOLD THE NOTARY TO TELL THE OWNER OF THE CERTIFICATE ABOUT THE PROBLEM)

(18) Client : *Jadi kalak kan beritau die bu, tatap dah dikaplingnye daan, Tapi dah berubah* [Dialogue 3, T.42]
 'jadi nanti beritahu dia,bu. Mau tetap dikapling atau tidak, sudah berubah'
 "so, tell him later, mam, it is land plot, but it has been change".

h. +P, -D, +R

In the request below, the notary has higher power than the client. They are distant. The rank of imposition is high, because it is related to increasing fee.

(THE NOTARY ASKED THE CLIENT TO PAY THE PURCHASE DEED BECAUSE THE NATIONAL LAND OFFICE INCREASES THE FEE)

(19) Notary : Hee (laugh expression), *Barre' saye lapan setengah jak lah Pak Asep i, tambahe' sikit, tambah tujuh lima' pajak sembilan dua' lima'* [Dialogue 9, T.16]
 'he, kasih saya delapan setengah saja lah pak asep ya, ditambah sedikit, tambah tujuh lima, pajak sembilan dua lima'.
 "he (laugh expression), just give me eight hundred and fifty, mr.asep, plus seventy five for tax, nine hundred and twenty five"

Client : *ye*

‘iya’
 “Okay”

i. -P, -D, -R

In the request below, the staff has lower power than the client, they are not close to each other, and the rank of imposition is low.

(THERE WAS A CLIENT ARRIVED TO THE OFFICE, AND HE WANTED TO SEE THE NOTARY. THE STAFF ASKED HIM TO COME IN THE NOTARY’S ROOM)

(20)Staff : *Maso’lah pak* [Dialogue3, T.1]

‘masuklah, Pak’

“come in,sir”

Client : {the client directly came to the notary’s room}

CHAPTER V

CONCLUSION

This chapter consists of conclusion and suggestion. Conclusion presents the summary of finding and discussion. Meanwhile, suggestion relates to an idea for the further research in the notary office.

A. Conclusion

Politeness strategies is an effective way for speaker to convey his/her want by minimizing the hearer's face threat. There are forty seven request found in the data, and it categorized into four super strategies of politeness by Brown and Levinson. From forty six requests that categorized into bald on record, positive politeness, negative politeness, and off record, it can be concluded that:

1. The requests in Sambas dialect of Malay are mostly conveyed by using imperative. The use of imperative in the requests include three kinds, namely imperative sentence, imperative sentence as request, and imperative sentence as order. The requests are conveyed by using high-pitched intonation, basic verbs, particle *lah*, and politeness marker to soften order. Moreover, the requests are also conveyed by using interrogative, question markers uses in the request to indicate interrogative. In addition, declarative sentence can also be found in the data, when the participants in the notary office are meant to inform or declare something to someone.

2. The requesters of Sambas Dialect of Malay used four super strategies of politeness, that is bald on record, positive politeness, negative politeness, and off record. Of four super strategies of politeness, the request is excessively presented in negative politeness.
3. According to the assessment of sociological variables assessment, it can be concluded that some factors underlying the choice of politeness strategies are the social power, social distance and rank. The notary who has higher power than the staff used bald on record in conveying his/her wants, and the client who has lower power than the notary is used off record to convey her wants. The distant relationship among the participants affected the use of honorific, and the intimate relationship among the participants showed the use address forms of Sambas Dialect of Malay. The rank of imposition considered by the use of positive politeness or off record. The other participant's presence also influenced the choice of politeness strategies, in that the notary was used off record in conveying her wants to her staff because there was a client in the notary's room

B. Suggestion

The notary always has small-talk with the clients to maintain the business relationship between the notary and clients. The conversation contents of clients' daily life, problems and so on. The notary offers not only a law consultation, but she also wants to maintain social relation. The future researchers probably can focus on the function and benefit of small talk in notary office.

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APPENDIX 1 : The conversation of Sambas Dialect of Malay in the
Notary Office

There are 14 conversations in the notary office. The conversation includes the notary, staff, and clients. Abreviation is used in the conversation, that is:

N : Notary

S : Staff

FS : Freelance staff

BO : Bank's officer

C : Client

C1 : first client

C2 : second client

C3 : third client

Dialogue 1

The people in this conversation consisted of a client and the notary. The client has family relationship with the notary

CONTEXT :

(The client has a certificate, in that he was bought it from a staff of the certificate's owner. He comes to the notary because he wants to use the certificate as the Bank guarantee. The notary suggests him to change the ownership of the certificate before making the certificate as Bank's guarantee)

1. C : *dari mane?*
'dari mana?'
"where is it come from?"
2. N : *dari jakarta*
'dari Jakarta'
"from Jakarta"
3. C : *tan jawe inyan, dak nyangka' urang melayu*
'kok kelihatan jawa sekali, tidak seperti orang melayu'
"you look like a Javanese, so unlike a malay"
4. N : *ka' ye?*
'jadi?'
"so?"
5. C : *dah lamak ke sitok?*
'sudah lama disini?'
"have you been here for long time?"
6. N : *barok berape bulan. Yo anak buah saye yo*
'Baru berapa bulan, ini keponakan saya ini'
"just a few months ago, this is my niece"
7. C : *o iye ke*
'o iya ya'
"oh ya"
8. N : *Long anak ne'aki Thamren Jabak, pak Thamren*
'Long, anak kakek Thamrin Jabak, Pak Thamrin'
"Long, he is the son's grandfather Thamrin Jabak, Mr. Thamrin."
9. C : *oh, ye ke, dak kanal. Saye tok nak nanya anak, e, balik name*

sertipikat.

‘o, ya. tidak kenal ya. saya mau nanya balik nama sertifikat’

“o ya, she does not know. I want to ask about the certificate change”

10. N : *ye*
‘ya’
“yes”
11. C : *ade sertifikat ari iye, nak dipakai untok pinjaman ke danamon leh kawan e*
‘ada sertifikat, mau digunakan sebagai pinjaman ke Danamon oleh teman’
“there is a certificate of property, that I would like to use as a collateral for a loan to Danamon Bank”
12. N : *Syaratnye dibalik namekan dolok ade transaksi nye dak, iye kan atas name Sony i?*
‘Syaratnya sertifikat dibalik nama dulu, ada transaksinya tidak?, itu atas nama Sony ya?’
‘The requirement is that you should change the ownership of the certificate, is there any transaction? Is it on behalf of yours?’
13. C : *Dak, Sertifikat atas name urang lain, kan bali be pakai name kantor juak tok.*
‘Bukan, sertifikat atas nama orang lain’
“No, certificate is on behalf of other’s”
14. N : *O geye*
‘o begitu’
“o, i see”
15. C : *Jadi saye migang sertifikatnye, itok dah kame bayar dangan kantor*
‘jadi saya yang megang sertifikatnya, sekarang sudah saya bayar sertifikat itu dengan kantor’
“so, i hold the certificate, now i had paid the certificate to the office”
16. N : *Ade dak urangnye*
‘ada orangnya tidak?’
“is there the owner?”
17. C : *Urangnye dimane ke, ade anak buahnye naang sitok*
‘orang nya tidak tau kemana, ada nya karyawannya’
“i do not know where the owner is, only the staff.

[phone conversation]

18. N : *die nak balik name dolok i*
 ‘itu di balik nama dulu ya’
 “the name should be changed first”
19. C : *Iye ke*
 ‘iya ya?’
 “really?”
20. N : *Suroh urangnye kesitok i*
 ‘suruh orangnya kesini ya’
 “ask the man to come here”
21. C : *Urang yang punye?*
 ‘orang yang punya’
 “the owner?”
22. N : *ha a, name dalam sertifikat*
 ‘ha a, nama dalam sertifikat’
 “yes, the name in the certificate”
23. C : *Iye jak anak buahnye jualkannye, KTP nye ape ade*
 ‘Itu dijual oleh karyawannya, KTP nya dan lain lain ada diberikannya’
 “it was sold by his staff, he gave the identity card, etc.
24. N : *Dak ape ape sih*
 ‘nggak apa apa sih’
 “no problem”

Dialogue 2

The people in this conversation consisted of the notary and a client. The client is a seventy years old man and a farmer.

CONTEXT:

(The client is wanted to sell his land to a buyer. The client should make the certificate before selling it to the buyer. The conversation below is related to the process of making the certificate)

1. N : *Pak simat payah lalu nak ngubungek eng?*
 ‘Pak Simat sulit sekali mau dihubungi?’
 “Mr Simat, it’s so difficult to contact you?”
2. C : *Yo saye nak kepulau e*
 ‘itu karena saya mau ke pulau’
 “it’s because i went to the island:

3. N : *jadi mengenai biaya be pak i ade kenaikan*
 ‘jadi mengenai biaya ini pak ya, ada kenaikan’
 “so about the cost,sir. There is an increment”
4. C : *Jadi berape pit?*
 ‘jadi berapa pit’
 “so, how much is it pit?”
5. N : *Anam setengah sigek*
 ‘enam setengah satu’
 “six and a half for one certificate”
6. C : *Maksud saye getok, anak saye kan nak sekolah*
 ‘maksud saya gini, anak saya kan mau sekolah’
 “My point is my daughter is enrolling to a school”

[small talk]

7. N : *Saye dak nak dijualek ke?*
 ‘saya tidak ditawarkan ?’
 “Don’t I get any offer?”
8. C : *Haha, lambat gilak ngomong be*
 ‘haha, terlambat ngomongnya’
 “haha, you are too late”
9. N : *Dimane tanah pak simat ?*
 ‘dimana tanah pak simat?’
 “where is your land?”
10. C : *Pokok ong dakkat gerak serong*
 ‘pokoknya dekat jembatan serong’
 “just near the *serong*’s bridge”
11. N : *Saye nelponek pak daeng lok i?*
 ‘Saya nelpon pak daeng dulu ya?’
 “May I call Mr. Daeng first?”
12. C : *Aok be*
 ‘iya’
 “okay”

[Phone conversation]

13. N : *Ballom ganti ke hape ye?*
 ‘belum diganti ya ponselnya’
 “the cell phone number has not changed yet?”
14. C : *Ye dah dah dah, iye di be nomor iye*
 ‘iya,udah udah udah, itu lah nomor nya’
 “ya, it’s the number”

[the employee came in the notary public's room]

15. S : *Maksu pengantarnya memang sean ke?*
'maksu, pengantarnya emang tidak ada ya?'
"Maksu, is there no the delivery letter?"
16. N : *Sape?*
'siapa?'
"who?"
17. S : *Danamon*
'danamon'
"Danamon"

[the notary public got a text message]

18. N : Wan, berkas dah bise diambek nye Adam
'wan, berkas sudah bisa diambil kata adam'
"Wan, Adam said that the file can be taken"
19. N : *Mane di sertifikatnye maksu liatek yang Sekura'?*
'mana sertifikatnya Maksu lihat yang Sekura'
"where is the certificate *Maksu* want to see *Sekura*?"
20. E : *Yo*
'ini'
"this"

Dialogue 3

The people in this conversation consisted of the staff, the notary, and two clients. The clients are married couples. The husband is a middleman, he handles someone's certificate and so on to the notary.

CONTEXT:

(The notary told the owner of the certificate that there will be a new certificate for the solving-certificate. In fact, the national land office only issued one certificate. The notary is asked the middleman's opinion about the problem)

1. S : *Masoklah pak*
'silakan masuk pak'
'please come in, sir'

[the client directly came to the notary public's room]

2. N : *Su*
 ‘su’
 “su”
3. C : *Ye*
 ‘ya’
 “okay”
4. C1 : *Dah lamak ke pindahnye bu?*
 ‘sudah lama ya pindahnya ya bu?’
 ‘how long have you moved here,mam?’
5. N : *Dak ke waktu iye paksu datang sitok juak*
 ‘bukan kah waktu itu paksu datang ke sini?’
 “didn’t paksu come here last time?”
6. C1 : *Mane ade?*
 ‘tidak ada?’
 “no”
7. N : *Yang ramai-ramai iye be*
 ‘yang ramai itu’
 “the one with many people in it”
8. C1 : *Itok ke die*
 ‘ini emangnya?’
 “here?”
9. N : *Itok, yg ramai-ramai dangan urang jakarta ye be*
 ‘ini, yang ramai-ramai dengan orang jakarta itu’
 “here, with many people from Jakarta”

[Phone call]

10. N : *Itok be paksu*
 ‘begini paksu’
 “here is the problem, paksu”
11. C : *iye*
 ‘iya’
 “ya”
12. N : *saye tok be jadi anak, BPN be didaptarkannye be sigek nakang, pemacahan waktu iye, karene hasil ukuran kan ngambek hasil ukuran lama yang kite paccah yg dianaok ong i*
 ‘saya ini jadi begini, BPN malah di daftarkan nya satu aja, karena hasil ukurannya kan diambil dari hasil ukuran lama yang kita bagi yang di ambilnya’

- “I become like this because BPN registered only one certificate, the measurement result is taken from the previous measurement, we just took it and use it”
13. C : yang diambek waktu iye
‘yang diambil waktu itu’
“the one that you took the other day”
14. N :*Jadi sertifikat yang keluar tok be maseh lama sisanye tok, cuman dah berubah, nomor sertifikat maseh anam kosong limak, cuman sisak luasnye anam kosong limak, setelah bong sun nyok tok e*
‘jadi sertifikat yang keluar ini masih yang lama sisanya ini, hanya saja sudah berubah, nomor sertifikat masih 605, hanya sisa luasnya 605. setelah Bong Sun Nyok ini’
“so the certificate that has been issued is the old certificate, but the number has been changed, the number is stil 605.The certificate is consisted of the rest area, after Bong Sun Nyok’s land”
15. C : *Oh, daan baru die ye i*
‘oh, tidak baru sertifikatnya ya’
“oh, it is not new, is it?”
16. N :*Daan baru, tapi dah maccah*
‘tidak baru, tapi sudah dibagi’
“it was not new, but it has been divided”
17. C : *o dak ape-ape bu*
‘o tidak apa-apa,bu’
“o, it’s okay,mam”
18. N : *Dak masalah ke?*
‘tidak masalah ya?’
“is it okay?”
19. C :*daan*
‘tidak’
“okay”
20. C1 :*Jak dak ape-ape juak kalinye mun dari segi hukum getok kan*
‘mungkin tidak apa-apa dari segi hukumnya seperti ini’
“maybe it is okay from the law point of view”
21. N :*Daan , dak masalah. Tetap maseh berlaku, Cuman saye dak suah macam nak getok bu*
‘tidak, tidak masalah. Tetap masih berlaku, hanya saja saya tidak pernah seperti ini,bu’
“no, no problem. It is still valid, but I never had anything like this,mam”

22. **C1** : *O biase tetap baru agek i*
 ‘o,biasanya tetap baru lagi ya?’
 “o, it usually issues a new one”
23. **N** : *Tetap baru agk, Nantek saye balikkan duitnye, pak paksu i,Itok mun die nak minta baru bise saye anokkan skrg, i, tp keluar sertifikat baru juak, tapi kite mulai dari awal agek lah,buat gمبر baru ape agek,saye rase dak nyman lalu i*
 ‘tetap baru lagi, nanti saya kembalikan uangnya,pak paksu. Ini kalau dia mau minta baru,bisa saya usahakan sekarang,tapi sertifikat keluar baru juga, tapi kita mulai dari awal lagi, buat gambar baru dan sebagainya, saya merasa tidak enak sekali ini’
 “it’s stil new all the same, I’ll return the money, pak, paksu. If he wants the new one, I can try now. But the certificate will be new too, but we have to start from the beginning again, make a picture and so on, I really feel uncomfortable about this”
24. **C** : *bise jalaskan dg die juak be*
 ‘bisa dijelaskan dengan dia juga kok’
 “it can be explained to him too”
25. **N** : *Kalak saye balikkan duitnye sejuta paksu i, karne saye ngambek waktu iye untok sertifikat yg baru*
 ‘nanti saya kembalikan uangnya satu juta ya paksu, karena kemarin kan saya ngambil untuk sertifikat baru’
 “I’ll return his money about a million,paksu, because i took it to make a new certificate”
26. **C** : *Duak setengah ye*
 ‘dua setengah ya’
 “two and a half, is it?”
27. **N** : *Ye,bukan untok sertifikat paccah sebagian getok*
 ‘iya, bukan untuk sertifikat pecah sebagian begini’
 “ya, but it’s not for soil-land certificate like this”
28. **C** : *Bettol,kalak ibu, bise ibu duitnye sodah diambek dulu kan, itok jak dah dipaccah juak istilahnye kan, dah dibagi duak juak kan*
 ‘benar, nanti ibu, bisa ibu uangnya jangan diberikan dulu kan, ini aja udah dipecah juga istilahnya kan, udah dibagi dua juga kan’
 “it’s right. You will. You don’t have to give the money, it has been divided into two”
29. **C1** : *Yang paccah e bu, nampak ke gambarnye*
 ‘yang pecah itu bu, kelihatan tidak gambarnya?’
 “the soil-solution mam, is it shown in the picture?”
30. **N** : *Nampak*

- ‘kelihatan’
‘it is shown in the picture’
31. **C1** : *Gambarnya berkurang e nampak ke?*
‘gambarnya yang berkurang itu kelihatan tidak?’
“does the picture of soil solution shown?”
32. **N** : *Daan, nampak sikit*
‘tidak, nampak sedikit’
“no, just a lightly look”
- [showing the picture in the sertificate]
33. **C1** : *Itok i*
‘ini ya?’
“is this it?”
34. **N** : *Itok sisa 'nye*
‘ini sisanya’
“this is the rest”
35. **C1** : *Sisa'*
‘sisa’
“the rest”
36. **N** : *Itok yang sisa'*
‘ini yang sisa’
“this is the rest”
37. **C1** : *Yang anam kosong lima' sisa'*
‘yang sisa 605’
“the rest of 605”
38. **N** : *Itu kan dah dianok bu, itok kan ade yang ukuran perinciannya*
‘itu kan sudah di itu kan bu, itu kan ada yang ukuran perinciannya’
“it has been measured, mam. it has a detail measurement”
39. **C1** : *Ade?*
‘ada?’
“is there?”
40. **C** : *Oh, dah dak juak ape*
‘oh,tidak apa apa’
“oh, it’s okay”
41. **C1** : *Oh, itok same dg balik name istilahnye be i*
‘oh,ini sama dengan istilah ‘balik nama’ itu ya’
“oh, it is similar with the change of ownership of the certificate”
42. **C** : *Beli sebagian nakang*
‘hanya beli sebagian’
“it’s only a half purchase”

43. N : *Saye waktu iye ngambek untuk berkas abis, biarpun keluar itok, pembeli, eh penjual, tapi baru sertifikat, jadi kelihatan mcm nak disitok, disinun nomor fak nye berubah, itok kan dah bekurang dak agek segitok luasnye*
 ‘saya waktu itu ngambil untuk berkas tapi habis, meskipun yang keluar ini, pembeli, eh penjual, tapi sertifikat baru, jadi kelihatan seperti ini, disana nomor fak nya berubah, ini kan sudah berkurang, tidak seperti ini luasnya’
 “that time, I went to take the file but they ran out of it. The published certificate is for the buyer, I mean, the seller, but this is a new certificate, so it looks like this. The tax number has changed over there, it has been reduced, the width is not like this”
44. C : *Jadi kalak kan beritau die bu, tatap dah dikaplingnye daan, tp dah berubah*
 ‘jadi nanti beri tahukan pada nya bu, tetap dikapling atau tidak, tapi sudah berubah’
 “so you tell him later, mam, will be plotted or not, but it has changed”.
45. C1 : *Jd nok lamak maseh dipakai, kan bu, jd itok dah dibagi*
 ‘jadi nomor lama masih digunakan bu, jadi ini sudah dibagi?’
 ‘so the old number is still used, mam, so it has been divided?’
46. C : *Peraturan baru kali ke daan bu?*
 ‘peraturan baru bukan bu?’
 “it maybe becomes new number, mam?”
47. N : *Daan, die bukukan saye setoran be separo naang, Saye pun bingung ngape tan murah, Dak suah kamek sertifikat lamak yg klr, harusnye yg baru. Nak pemecahan sempurna lgsg baru*
 ‘tidak, dia buku kan setoran saya hanya setengah, saya juga bingung mengapa kok murah, kami tidak pernah sertifikat lama yang keluar, harusnya baru. Mau pemecahan sempurna, langsung baru sertifikat yang keluar’
 “no, he only send a half of my deposit. I also confused why it was so cheap, we never issued old certificate, it should be issued a new fixed. If it’s a perfect soil-land, we’ll get new certificate”
48. N : *Saye pun dak nyaman rasenye paksu*
 ‘saya jadi merasa tidak enak, Paksu’
 “I feel uncomfortable, Paksu”
49. C : *Nantek uangnye pun dak usah dikembalikan dolok, saye kan jelaskan ke die dolok, kan bu, gmn nye kite be*

- ‘nanti uangnya jangan dikembalikan dulu, saya akan menjelaskan ke dia dulu, kan bu, bagaimana kita nanti?’
 “you don’t have to return the money yet, I will tell him first, mam, we’ll see it it then?”
50. N : *dak boleh nak lamak BPN tok, paksu,, mun lamak mulai dari awal agek, jadi dak bise nak diganti mun dah lamak, karne masih baru, itok kan keluarnya sanen malam*
 ‘BPN tidak boleh lama ini, paksu. Kalau lama, nanti mulai dari awal lagi, jadi tidak bisa diganti kalau lama, karena ini masih baru, ini kan keluarnya senin malam’
 “the national land affair does allow it for long time, paksu, if it is late, it has to start from the first, so it can not be changed. It can be change now because it is still newly issued, it was issued on Monday afternoon”
51. C : *jadi sampai ari ape kalak batasnye e*
 ‘jadi sampai hari apa nanti batas waktunya?’
 “so, when is the due time?”
52. C1 : *dak juak berpengaruh kalak bu i, mun die nak jual*
 ‘tidak juga berpengaruh nanti bu ya, kalau dia mau jual?’
 ‘it does not effect on the sale, mam if he wants to sell it?’
53. N : *dakan, dak ngaruh, tapi jak kite liatnye luasnye disitok*
 ‘tidak, tidak berpengaruh, nanti bisa diliat luasnya dari sini’
 “no, it’s okay, the land width still can be seen from here”
54. C : *daan, dak juak ape2 lah*
 ‘tidak, juga tidak apa apa’
 “no, it’s also okay”
55. N : *paksu bawakan sertifikat itok aja’?*
 ‘paksu, bawakan sertifikat ini aja’
 “paksu, bring this certificate”
56. C : *Ye bu*
 ‘iya, bu’
 “okay, mam”
- [small talk]
57. N : *PBB sape nak ngambek eng tok*
 ‘PBB siapa yang mau mengambilnya ini?’
 “who will take the land and property tax?”
58. C : *Kaatilah bu*
 ‘terserah aja, bu’
 “it’s up to you, mam”

59. N : *Potokopi jak lah die i*
 ‘fotokopi aja lah ya ini’
 “just copy this”
60. C : *A bise juak*
 ‘ya,bisa juga begitu’
 “Alright”
61. N : *Long potokopikan bantar long*
 ‘long, fotokopikan sebentar long’
 “long, copy it please”
62. E : *Ye,Su*
 ‘ya, su’
 “okay, Su”
63. N : *Sigek jak long*
 ‘selembar saja long’
 “only one page,long”

[The employee directly copied only one page of the identity card]

Dialogue 4

The people in this conversation is consisted of the notary and a freelance staff. The freelance staff is always handled the process of limited partnership because he is the civil servant in the division of public works.

CONTEXT:

(The freelance staff comes to the office in order to discuss about the requirement of making Limited Partnership. He is handled the registration of the Limited Partnership to the court and Singkawang)

1. N : *Mane ciklik maksu long?*
 ‘mana straples maksu,long’
 “where is maksu’s strapler”
2. S : [the employee who used the notary public’s strapler directly give the strapler to the notary public]
3. N : *Langkap ke dah ye ?*
 ‘sudah lengkap ya itu?’
 “is it complete?”
4. FS : *Bise langkap utk tahap pertame, cuman tulong siapkan untuk Ijazah smp, eh smp, ijazah sma, stm*

‘dapat dikatakan lengkap untuk tahap pertama, hanya tolong siapkan untuk ijazah smp, eh smp, ijazah sma, stm’

‘it is complete for the first step, but please prepare for the certificate of junior high school, the certificate of senior high school, technical high school’

5. N : *Iye jak i?*
‘itu aja ya?’
‘only those?’
6. FS : *He e*
‘he e’
‘ya’
7. N : *Ape agek? Ijazah stm*
‘apa lagi, ijazah stm?’
‘what else, technical high school certificate?’
8. FS : *Ha cap, ngarekkan lupak bukan ape*
‘ha, cap, takut nya lupa’
‘the stamp, I am afraid it’s forgotten’
9. N : *Dah iye jak ke*
‘sudah, itu aja ya?’
‘only that?’
10. FS : *Plus ktp lah i*
‘plus KTP ya’
‘plus identity card’
11. N : *Ijajah, ktp*
‘Ijazah, KTP’
‘certificate, identity card’
12. FS : *Ijajah sma nye mane? Ijajah sma dak ade ke?*
‘Ijazah SMA nya mana, ijazah SMA nya tidak ada ya?’
‘where is the certificate of senior high school, the certificate of senior high school is not here?’
13. N : *Win, ijajah sma dak ade ke win? ‘*
‘win, ijazah SMA tidak ada ya win’
‘Win, is there no the certificate of senior high school?’
14. FS : *Nak borong juak*
‘mau jadi kontraktor juga?’
‘want to be a contractor?’
15. N : *em*
‘em’
‘em’
16. FS : *Berkas yg kurang*

- ‘berkas yang kurang’
“the file is insufficient”
17. N : *Dak ade agek*
‘tidak ada lagi’
“no more”
18. FS : *Npwp pribadi lengkap dah i*
‘NPWP pribadi sudah lengkap ya’
“the private Tax payer identification number’ (NPWP) is complete”

Dialogue 5

The people in the conversation is consisted of a notary and three clients who are Bank’s debtor. The clients are:

1. A mother (C3)
2. A daughter (C2)
3. A son in law (C1)

CONTEXT:

(The clients are arrived to the notary office to sign loan agreement)

1. N : *Win mane berkasnye win?*
‘Win, mana berkas nya win’
“win, where is the file, win?”
2. S : *yo,su*
‘ini,su’
“Here you are, Su”
3. N : *Silekan,Darimane?*
‘Silakan, darimana?’
“please,come in. Where are you from?”
4. C1 : *Dari Saya semari dapat telpon dari BNI,amril*
‘dari saya kemarin dapat telpon dari BNI amril’
From me, yesterday I got a phone call from BNI, Amril”
5. N : *Oh,atas name sape*
‘oh, atas nama siapa?’
“oh, on whose behalf?”
6. C1 : *Sri kurniati, Tapi makbiak saya belum datang to e, dalam perjalanan kali die*
‘Sri Kurniati, tapi istri saya belum datang ini, dalam perjalanan

7. N : mungkin dia'
 "Sri Kurniati, but my wife is still on the way here"
 :*Dak masalah*
 'tidak masalah'
 "no problem"
8. C1 :*Prosesnye sitok bu i*
 'prosesnya disini bu ya?'
 "the process is here, is it mam?"
9. N : *Iye. Sri kurniati*
 'iya, sri kurniati'
 "yes, Sri kurniati"
10. C1 :*Iye*
 'iya'
 "yes"
11. N : *Name sape, Abang namenye sape*
 'nama siapa, Abang namanya siapa?'
 "your name, what is your name?"
12. C1 : *Urai norman*
 'Urai Norman'
 "Urai Norman"
13. N : *Urai norman, Asmarawati ke*
 'Urai Norman, Asmarawati ya?'
 "Urai Norman, Asmarawati, is it?"
14. C1 : *Ah, iye mak saye. karene jaminan kan minjam rumah umak tok*
 'ah, iya 'mak' saya, karena jaminan kan minjam rumah 'umak' ini'
 "yes, my mother, because the Bank collateral is my mother's house"
15. N : *Jadi yang datang hrsnye umak dan bapak*
 'jadi yang datang harusnya 'umak' dan 'bapak'
 "So mother and father should come"
16. C1 : *Ye, umak agk dlm perjalan tok. Oh dah datang*
 'iya, 'umak' lagi dalam perjalanan ini. Oh, sudah datang'
 Yes, my mother is on the way now. Oh, here she comes"
17. N : *Dah ke. Ktp kk ade ke?*
 'sudah ya. KTP KK ada tidak?'
 "she comes. Is there identity card, family card?"
18. C1 :*Punya umak jak ke?*
 'punya 'umak' aja ya?'
 "only mother's identity card?"
19. N :*Bapak datang juak i?*

- ‘Bapak datang juga ya?’
 “Father also comes?”
20. C1 : *Amrel be jak dak ngomong*
 ‘Amril tidak memberitahu’
 “Amril does not tell me”
21. C1 : *Kk dan ktp umak* [Talking to his wife]
 ‘KK dan KTP ‘umak’
 “mother’s family card and identity card?”
22. N : *Dak pe ape,nyusul pun dak mslh, Ktp kk Bapak?*
 ‘tidak apa apa, menyusul juga tidak masalah, KTP KK Bapak’
 “it is okay, you can give me later. Father’s identity and family card?”
23. C3 : *Bapak Nia ke?*
 ‘Bapak Nia ya?’
 “Nia’s father?”
24. N : *Iye*
 ‘Iya’
 “yes”
25. C2 : *Dah meninggal bu*
 ‘sudah meninggal,bu’
 “he’s passed away, mam”
26. N : ***Mintak surat kematian bu i?***
 ‘Minta surat kematian ya bu’
 “Ask for death certificate, mam”
27. C : *jak saye ingat tanggalnye*
 ‘saya ingat tanggalnya’
 “i remember the date”
28. N : *daan bu,untuk bukti di BPN*
 ‘bukan bu, untuk bukti di BPN’
 “no, mam. It will be used as a proof for the National Land Office”
29. C3 : *oh.*
 ‘oh’
 “oh”
30. N : *mintak dikelurahan*
 ‘minta di kelurahan’
 “ask it in the village office”
31. C1 : *kelurahan bu i*
 ‘kelurahan ya bu’
 “the village office, mam”
32. N : *iye*

33. N : *Ktp maseh berlaku i*
 ‘KTP masih berlaku ya’
 “the identity card is still valid, isn’t it?”
34. C3 : *Baru buat*
 ‘Baru di buat’
 “It’s new”
35. C1 : *Istilahnye mcm nak diroya tok i*
 ‘istilahnya seperti di Royo ini ya’
 “it is similar with Omission of liability, is not it?”
36. N : *Berape pinjamannye*
 ‘berapa jumlah pinjamannya’
 “how much is the loan?”
37. C2 : *Sembilan puloh juta*
 ‘sembilan puluh juta’
 “ninety million”
38. C1 : *Terus anak bu i, Masalah biaya gimane bu i*
 ‘terus begini bu, masalah biaya bagaimana bu?’
 “And then ,mam. How about the fee?”
39. N : *Biaya masok pinjaman, Biaye awal dipotong dari jumlah kredit yg keluar. Tande tangan diatas materai i*
 ‘biaya masuk pinjaman, biaya awal dikurangi dari jumlah kredit yang keluar. Tanda tangan diatas materai ya’
 “the initial fee loan, the initial cost is deducted from the amount of approved credit. The signature on the stamp ya”
40. C3 : *Geye ke*
 ‘begini ya?’
 “like this?”
41. N : *Keluarkan sikit ibu’*
 ‘keluarkan sedikit,ibu’
 “make it slightly outward”

Dialogue 6

The people in the conversation is consisted of a notary and a client. A client is an old woman who will sign the sale and purchase agreement, her husband has arrived to the office (dialogue 2).

CONTEXT:

(The client is arrived to the office to sign the agreement of sale and purchase. The client wanted to get down payment from the land buyer, but the notary have suggested the buyer that the payment would be better given after the certificate is issued)

1. N : *Ade ke bawak ktp kk bu?*
'ada bawa KTP KK bu'
"do you have identity card, family card, mam?"
2. C : [the client showed her identity card to the notary public]
3. N : *oh dah ade i, Sertifikat yg nak kite buat e, nak dijual leh pak simat bu i*
'oh sudah ada ya, sertifikat yang mau kita buat ini mau dijual oleh pak simat, bu ya'
"okay, certificate that we are about to propose to be made will be sold by Mr. Simat, mam"
4. C : *iye, gemane agek.*
'iya, mau gimana lagi'
"yes, what can i do then"
5. N : *Ibu nak nunggu cine nye ke? Atau ibu nak tande tangan dolok?*
'Ibu mau menunggu china nya ya? Atau ibu mau tanda tangan dulu'
"Do you want to wait for the chinese, or do you want to do the signing first?"
6. C : *Idi tang daan anak cinenye langsung geye be, Saye tok nak mintak panjar*
'ini kenapa tidak langsung cinanya begitu, saya ini mau minta DP'
"I wonder why the chinese does not do it directly, I want to get down payment"
7. N : *Panjar, iye, karne tok maseh proses, kemungkinan lamak karne pembuatan sertifikat baru. Saye telpon lok bu i*
'DP, iya, karena ini masih proses, kemungkinan lama karena pembuatan sertifikat baru. Saya telpon dulu sebentar ya bu?'
"Down payment, well, because this is still in the process, maybe it takes a long time because we make a new certificate. I call her first, mam"

[ON THE PHONE]

8. N : *Die nak kesitok dinye. Panjarnya dengan ibu ke dengan pak simat?*
'dia mau kesini katanya. DP nya dengan ibu atau dengan Pak Simat?'

- “she said she will come here. The down payment with you or Pak simat?”
9. C : *Dengan saye dolok*
 ‘dengan saya dulu’
 “with me first”
10. N : *Itok pembuatan sertifikat lamak bu i, dak bise langsung*
 ‘ini pembuatan sertifikat berlangsung lama ya, tidak bisa langsung’
 “it is going to take some time to create the certificate, it can’t be done immediately”
11. C : *Lamak i, Kire-kire berape bulan lah*
 ‘lama ya. Kira kira berapa bulan’
 “long time. Approximately how many months?”
12. N : *dua bulan lah*
 ‘dua bulan’
 “it’s about two months
13. N : *Nah tandatangan dolok*
 ‘ini tandatangan dulu’
 “signing it first”

[signing process]

14. N : *Same kan dengan itok o bu, ha. Bise ke tulis name*
 ‘sama dengan ini ya bu, ha, bisa tidak nulis nama?’
 “make it similar with this, mam. Can you write your name?”
15. C : *Bise.dibawah SITOK I, jak dak tau gilak tok be*
 ‘bisa, dibawah sini ya, hanya tidak begitu tahu menulis’
 “i can, here?, i just can not write well”
16. N : *Marjan ke name ibu*
 ‘Marjan ya nama ibu’
 “Your name is Marjan?”
17. C : *Iye*
 ‘iya’
 “yes”
18. N : *N nye kurang bu.*
 ‘N nya kurang bu’
 “N is less, mam”
19. C : [client directly added N on her name)
20. N : *Taon berape nikah dangan pak simat bu’*
 ‘tahun berapa nikah dengan pak simat, bu?’
 “What year you married with Pak Simat, mam?”
21. C : *Tahon anam puluh sembilan, dah lamak, SR tige taon pun dak*

lakak, barang umak meninggal

‘tahun enam puluh sembilan, sudah lama, SR tiga tahun aja tidak selesai, karena mama meninggal’

“in sixty nine, it has been a long time ago, i did not finish three years of common school because my mother dead”

[ON THE PHONE AGAIN]

22. N : *Tunggu jak lah dolok bu i*
‘tunggu aja dulu bu ya’
“just wait,mam”
23. C :*Iye*
‘iya’
“okay”
24. N : *Tunggu jak lah dolok, tan dak bise dihubungek udek ye cine nye*
‘tunggu aja dulu, malah tidak bisa dihubungi lagi cinanya’
“just wait, the chinese can not be called”
25. N : *Itok fotokopi sigek long, dengan KK nye juak*
‘ini fotokopi satu long, dengan KK nya juga’
“copy this one page,Long, with the family card too’
26. S : [the Staff took the files and copy it in the photocopy machine]

Dialogue 7

The conversation is consisted of the notary and a civil servant

1. N :*Standarisasi Yayasan yang baru tok, yayasan yang lamak ditarik.*
Itok bentuknye saye maseh belom tau, PT pun biase waktu iye
‘standarisasi yayasan yang baru ini, yayasan yang lama ditarik. Ini bentuknya saya masih belum tau, PT biasa waktu itu’
“the standarization of the new foundation, the old foundation is withdrawn.I still don’t know the form, PT is in the usual form.
2. C :*Yelah,maksud biak be jak nye kau kau lah i.kite tok be jak ganti*
pengurus tok, itok kan dah dirubah tok,kite sodah nak di BHP
lok,Diubah getok ajak geye maksudnye
‘iya, maksud mereka kamu kamu aja ya, kami ini hanya ganti pengurus ini,
ini kan udah diubah ini, kami jangan di BHP dulu, diubah begini aja maksudnya’

- “yes, they mean just you do it, we just change the management, it has been change, we don’t need BHP, just change like this first.
3. N :*Kalak meliat tujuan kegiatanny, tujuan pendidikan disitok*
‘nanti melihat tujuan kegiatannya, tujuan pendidikan disini’
“we’ll see the purpose of the activity, the purpose of the educational foundaion in this matter”
4. C :*Dak bise i*
‘tidak bisa ya?’
“it can not ya?”
5. N :*Ditolak*
‘ditolak’
“rejected”
6. C :*Alasannye*
‘alasannya?’
“the reason?”
7. N :*Karena yayasan memang harus disesuaikan dengan aturan yang Ade sekarang,kecuali, Yayasan untok yg lamak pun, sampai oktober taon lalu, 2008 e, yang lama pun dianggap dak berlaku,kalau dak standarisasi kintok, Iye perubahannye dah bekalikami, kame pun harus ikkut perubahan yang ade dipusat.*
‘karena yayasan memang harus disesuaikan dengan aturan yang ade sekarang, kecuali, yayasan untuk yang lama juga dianggap tidak berlaku, kalau tidak distandarisasi sekarang, itu perubahannya sudah berkali kali dan kami juga harus ikut perubahan yang ada dipusat’
Because the foundation had to be adjuste with the current rules, except, the old foundation also does not valid anymore, if it did not standardize now, the amandments will happen many times and we also must follow the change from the center”
8. C :*Kite nak nyampaikan dengan pak imran gemane be? nyampaikan kita menyampaikan dengan pak imran bagaimana ya? Menyampaikan*
“how do we convey it to Pak imran? Convey,”
9. N : *Memang harus sampai dengan aturan lah i,kalau emang nak disesuaikan, otomatis memang bentukny badan hukum pendidikan, cuman memang kalau memang ade dah notaris pontianak atau mane dak masalah sih, buat akte notaris e jak seprovinsi,kalau keterbatasan saye memang belom bise,mungkin notaris lain memang dah bisa geye i. Dak ade salahnye juak umpamanye konsultasi dengan notaris pontianak yang bise, kalau saye*

jaringan saye dijakarta belum, jadi linknye dak nyambong lah i. Dak harus buat aktanye disaye, baliknye ke saye agek e dak. Kalo memang dipontianak, kan jak syaratnye dah lengkap

‘memang harus disampaikan sesuai aturan ya, jika memang mau disesuaikan, otomatis bentuknya badan hukum pendidikan, hanya memang kalau memang ada notaris pontianak atau dimana tidak masalah sih, buat akta notaris itu bisa seprovinsi, kalau keterbatasan saya memang belum bisa, mungkin notaris lain memang sudah bisa ya, begitu. Tidak ada salahnya juga jika konsultasi dengan notaris pontianak yang bisa, kalau saya jaringan saya dijakarta belum, jadi link nya tidak nyambung. Tidak harus buat akta saya, kembalinya ke saya lagi. Kalau memang dipontianak, kan hanya syaratnya sudah lengkap’

“it should be conveyed appropriately according to the rules, if it will be adjusted, otomatically the form should be in the legal education, but if there is a notary in pontianak, it will be okay. Legal documents can be made by any notary in a province. My limitation is I can’t do it, maybe other notary can do it. it’s okay if you consult it to the notary in Pontianak, if my network in Jakarta can not do it, so it can not be done. It’s not a must if i made the deed, and it should back to me again. If it’s in Pontianak, the requirements are complete”

10. C :*Ye ade ade*
‘ya ada ada’
“yes, there is”
11. N :*Pengunduran diri ape dah lengkap*
‘pengunduran diri dan lainnya sudah lengkap’
‘has the resignation, etc completed?’
12. C :*Bise bise*
‘bisa bisa’
“it can, it can”
13. N :*Bise, Syarat BKRI ye jak yayasan juak, dak tau sampai BHP nye ulak alik dak geye kan. Tapi memang disambas, yayasan memang saye sorang yg buat, kalau dipemangkat e pak norman ade pak norman, tapi pak norman pun dak berani juak, kecuali yayasan non pendidikan, bise kamek, karena bentuknye same. Kl yayasan pendidikan, formatnye dah berubah, dak macam agek nak itok.*
‘bisa, syarat BKRI itu yayasan juga, tidak tau hingga BHP nya di gonta-ganti begitu. Tapi memang disambas, yayasan memang saya sendiri yang buat, kalau di pemangkat itu pak norman ada pak

norman, tapi pak norman juga tidak berani, kecuali yayasan non pendidikan kami bisa, karena bentuknya sama. Kalau yayasan pendidikan, formatnya sudah berubah, sudah tidak seperti ini lagi’
 “yes, it can, BKRI’s requirement includes the foundation, I don’t know how the BHP is changed continually. But, in Sambas, I am the one who made the foundation. In Pemangkat, there is Mr. Norman. But Mr norman also can not make it, we can make except non education foundation, because it has the similar form. If education foundation, the format has been changed, it did not like this any more.

14. C :*Itok i*
 ‘ini ya?’
 “this one?”
15. N :*Iye,Perubahan sususan pengurus ape iye otomatis berubah Anggaran dasar macam nak itok, peraturan baru, iyelah pemerintah diseragamkan agek, jadi yayasan pendidikan bentuknye BHP, bhp semue. Jadi diseragamkan*
 ‘iya, perubahan susunan pengurus dan lainnya itu otomatis anggaran dasar berubah, seperti ini, peraturan baru, itulah pemerintah menyeragamkan lagi, jadi yayasan pendidikan bentuknya BHP, BHP semua, jadi diseragamkan’
 “yes, the change of board of management and so on can change the basic budget automatically, like this, new rule, the goverment uniformed it again, so the education foundation should be in the legal education, all is in the form of legal education”
16. C :*Jadi nantek dak distandarisasi tok, dak kite sesuaikan, jak kite nak ubah itok*
 ‘jadi nanti tidak distandarisasi ini, tidak kita sesuaikan, hanya kita mau mengubah ini’
 “so we will not standarize this, we do not have to adjust it, we just want to change this
17. N :*Dak bise i*
 ‘tidak bisa ya’
 “it can not”
18. C :*Susunan pengurus jadi BHP*
 ‘susunan pengurus jadi BHP’
 “the board of management becomes a legal education”
19. N : *Dolok juak dah saye tanyakan ke kawan,kecuali dak ade*

pendidikan. Tapi kalau pendidikan, masukkannya dak macam PT, PT diinternet semua. kalau yayasan per loket, loket itok bise lolos, loket itok ballom tantu, ade empat loket.

‘dulu saya juga sudah tanyakan ke teman, kecuali tidak ada pendidikan. Tapi kalau pendidikan, prosesnya tidak seperti PT, PT di internet semua, kalau yayasan per loket, loket ini bisa lolos, loket lainnya belum tentu bisa, ada empat loket’

“i was asked my friend about that, except for non education. But if the education foundation, the process is not like PT, you can find PT on the internet. If the foundation we register it per counter, it can pass one counter, but it does not mean it can pass other counters, there are four counters”.

20. C :*Ye, Geye i*
‘ya, begitu ya’
“i see”

21. N :*Ye, dah suah juak nak saye rencane kan dolok, kite kan jak ngubah susunan pengurus, bukan ngubah tujuan kegiatannya. itok kan tatap. Dimane kite masukkan perubahan iye ajak, perubahan iye jak kan sebagai pemberitahuan, pemberitahuan masuk dirjen AHU.*

‘ya, sudah pernah juga saya buat dulu, jika kita mau mengubah susunan pengurus, bukan mengubah tujuan kegiatannya. Ini kan tetap, dimana kita masukkan perubahan itu aja, perubahan itu aja sebagai pemberitahuan, pemberitahuan masuk dirjen AHU’

“yes, i made it. if we want to change the board of management, not changing the purpose of the activity. It remains the same where we register only the change, the change will register in *dirjen AHU*”.

[the reading of the foundation deed]

Dialogue 8

The people in the conversation is consisted of the notary and two clients. The clients are from Bank, and they are debtor who will sign loan agreement in front of the notary.

CONTEXT:

(The notary and clients are started to the signing process of loan agreement)

1. S : *Pak, silekan pak. Silekan bu.*

- ‘Pak, silakan pak, silakan bu’
 “Sir, please come in, please come in mam”
2. C : [The clients came to the notary public’s office]
3. N : *Nomor berape PK nye win i.*
 ’Nomor berapa PK nya win ya?’
 “what is the number of the loan agreement, Win”
4. E : Nomor tujuh
 ‘nomor tujuh’
 ‘number seven’
5. N : *Jadi itok pinjaman ke bank BRI, dibuatkan perjanjian kredit dangan untok pengikatan sertifikat dibuatkan APHT.*
 ‘jadi, ini pinjaman ke bank BRI, dibuatkan perjanjian kredit dan untok pengikatan sertifikat dibuatkan APHT’
 “so, it is a loan to BRI, we make loan agreement and APHT for the certificate binding”
6. C : *iy bu.*
 ‘iya, bu’
 “yes, mam”

[the reading of the agreement]

7. N : *Dak ade agk nak ditanyakan?*
 ‘tidak ada lagi yang mau ditanyakan?’
 “is there any questions?”
8. C : *Sek agek bu*
 ‘tidak ada bu’
 “no more, mam”

[signing process]

9. N : *Nameny, pak.*
 ‘namanya, pak’
 “your name sir”
10. C : { write his name }
11. N : *Selama’ jangka’ waktu kredit, sertifikat dipaggang BRI. Dolok dg notaris pemangkat pak i?*
 ‘selama jangka waktu kredit, sertifikat dipegang BRI. Dulu dengan Notaris di Pemangkat Pak ya?’
 “during the period of credit, the certificate will be hold by BRI.
 You was with the notary in Pemangkat?”
12. C : *Hm em*
 ‘hm em’

- “hm em”
13. N : *Jak dah ke BRI dolok ke tadek*
 ‘sudah ke BRI dulu ya tadi?’
 “you went to BRI first?”
14. C : *Ye*
 ‘iya’
 “yes”

[the staff interrupted the notary and client’s signing process]

15. S : *Yoga tadek nanyakan tan ade biaye roya,maksu?*
 ‘Yoga tadi menanyakan kenapa ada biaya roya, maksu?’
 “Yoga asked why there is a fee for an Omission of liability, maksu”
16. N : *Yoga ke,yang mane. Cobe telponek yoga*
 ‘yoga ya, yang mana? Coba telpon yoga’
 “Yoga, what certificate? Try to call yoga”
17. S : [the employee called the Bank’s officer]

[After calling the bank’s office, the staff talked to the client]

18. S : *Kalak bapak disuruh ke BNI agek ambek barkas*
 ‘Nanti bapak disuruh ke BNI lagi mengambil berkas’
 “Bapak can go to BNI again to take the file”
19. C : *Ye iye,tadek dah*
 ‘ya iya, tadi udah’
 “yes, i was told”
20. N : *Nak ditelpon kai hape jak win dak ke,yoga?*
 ‘mau ditelpon pakai HP aja win mungkin, yoga?’
 “do you want to call Yoga by using cell phone, win?”
21. E : *oh iye su*
 ‘o iya su’
 “yes, Su”
22. S : [The employee called Yoga]

[the notary also got a call too from the other BRI’s officer]

23. N : *Roya, Wan*
 ‘Roya, Wan’
 “Omission of liability, Wan”
24. S : *oh*
 ‘oh’

“oh”

Dialogue 9

The people in the conversation is consisted of a notary and two clients (the clients are husband (C1), wife (C2) and their little daughter).

CONTEXT:

(The clients are arrived to the notary office to sign the sale and purchase agreement, the clients are the notary's regular clients)

1. N : *Silekan bu. Maok saye anaknye*
'Silakan bu, saya mau anaknya'
"please come in, mam. I want your baby"
2. N : *Sigek yang terakhir tok e, dak masalah bu i*
'satu yang terakhir ini, tidak masalah ya bu?'
"this is the last one, is it okay, mam?"
3. C2 : *Dak masalah*
'tidak masalah'
"it's okay"
4. N : *Jadi memang setiap beli kan ade persetujuan istri*
'jadi memang setiap pembelian harus ada persetujuan istri'
"so for every purchase, the wife must approve it"
5. C2 : *Ye lah*
'iya lah'
"okay"
6. N : *Dak persetujuan, bertindak bersame-sama malah. Akta sih dah lakak, tinggaldiberi nomor tok e*
'bukan persetujuan, malah bertindak bersama sama. Akta sih sudah selesai, hanya tinggal diberi nomor ini'
"not an approval, it is a common action. The deed has been finished, it just needs number"
7. C1 : *Oh*
'oh'
"oh"
8. N : *Barang istri belum tandé tangan*
'karena istri belum tanda tangan'
"because the wife has not signed it"
9. C1 : *Tinggal ape*
'kurang apa?'
"any else"

10. N : *Pajak*
 ‘pajak’
 “tax”
11. C1 : *Jadi berape katenye*
 ‘jadi berapa katanya?’
 “so, how much it cost?”
12. N : *Lupak juak saye nak nitipkan ke pajak waktu iye be*
 ‘lupa juga saya mau menitipkan ke pajak waktu itu’
 “i forget to check it yesterfay”
13. C : *tujoh setengah*
 ‘tujuh setengah’
 “seven hundred and fifty rupiah”
14. N : *Dak bise agek pak asepe, dah naik. setoran di BPN nye be dah naik*
 ‘tidak bisa lagi pak asepe, sudah naik. Setoran di BPN nya sudah naik’
 “it can not, pak asepe, it has increased, the Land National Affair has increased the cost”
15. C : *Ballom ape2 dah ditembak kan*
 ‘belum apa-apa sudah langsung ditawar ya’
 “I directly bargain”
16. N : *He, Berek saye lapan setengah jak lah pak asepe i, tambahek sikit, tambah tujuh limak pajak sembilan duak limak*
 ‘he, beri saya delapan ratus lima puluh aja pak asepe ya, ditambah sedikit, tambah tujuh puluh lima untuk pajak, sembilan ratus lima puluh ribu’
 “he (laugh expression), just give me eight hundred and fifty, mr.asepe, plus seventy five for tax, nine hundred and twenty five”
17. C : *ye*
 ‘ya’
 “yes”
18. N : *Nak saye talangek dolok ke, Nak sekarang pun boleh*
 ‘mau saya bayarkan dulu atau mau bayar sekarang juga boleh?’
 “Do you want I pay it first or it’s okay if you want to pay it now?”
19. C : *getok ajak*
 ‘sekarang aja’
 “i pay it now”

Dialogue 10

The people in the conversation is consisted the notary and two different clients. The first client is talked about his limited partnership's requirements. Meanwhile, the second client is arrived directly to the notary's room, and he is asked about the sale and purchase agreement.

1. C : *KK ke die*
'KK ada di dia'
"family card is with him"
2. N : *Ye, jak dah siap ye be long, Nak tanda tangan ke*
'ya, sudah siap long, mau tanda tangan sekarang tidak?'
'yes, it's ready Long, do you want to sign it now?'
3. C : *Aok be*
'iya boleh'
"okay"
4. N : *Berkasnye, Wan. Akta Jual beli*
'berkasnya wan, akta jual beli'
"the file, Wan. Sale and purchase deed"

[Other client came to the office directly]

5. C : *bu*
'bu'
"mam"
6. N : *Yo yang jual beli dengan pak uray ye ke*
'ini yang jual beli dengan pak uray itu ya?'
"is this the one for the transaction with Pak Uray?"
7. C : *Ye*
'ya'
"yes"
8. N : *Berkasnye dah lakak, Dah lunas ke harge transaksinye*
'berkasnya sudah selesai, sudah lunas belum harga transaksinya'
"the file has been finished, have you paid the transaction?"
9. C : *Nantek saye langsung bayar pak uray jak*
'nanti saya langsung bayar ke Pak Uray saja'
"i will pay it directly to pak uray"
10. N : *Katenye dah tande tangan*
'katanya sudah tanda tangan'
"he said that you have signed the agreement"
11. C : *Ballom bu?*
'belum, bu?'

12. N “is it not finished yet,mam?”
 :*Sangka saye salah masuk*
 ‘saya pikir salah masuk’
 “i think it was
13. C :*Lupak be saye bu*
 ‘saya lupa,bu’
 “i forgot,mam”
14. N :*Nantek mun dah selesai sertifikat berikan ke sape*
 ‘nantu kalo sudah selesai,sertifikat diberikan ke siapa?’
 “if it has been done, the certificate should be given to whom?”
15. C :*Pak uray jak be, PBB nye diurus ke bu?*
 ‘pak uray saja, PBB nya diurus tidak bu?’
 “just give it to Pak Uray, should I register the land and property tax, mam?”
16. N : *Itok be*
 ‘ini’
 “here it is”

[THE FIRST CLIENT CAME AGAIN TO THE OFFICE]

17. C :*Jadi tok gemane*
 ‘jadi ini bagaimana?’
 “so, how about this?”
18. N :*Kalak jak ke nak sekaligus ke*
 ‘nantu aja kalau mau sekaligus?’
 “if you want it finish all at once, we will do it later?”
19. C :*Kalak jak lah i*
 ‘nantu saja lah ya’
 “just later”
20. N :*Jak pokoknye berkasnye dah siap be*
 ‘yang penting berkasnya sudah siap’
 “the important thing is the file is prepared”
21. C :*Berape nye?*
 ‘berapa katanya?’
 “how much does it cost?”
22. N :*Tujuh setengah be*
 ‘tujuh ratus lima puluh’
 “seven hundred and fifty thousand rupiah”
23. C :*Kalak saye kesitok gek i*
 ‘nantu saya kesini lagi ya’
 “i will come here again”

24. N : *iye*
 ‘iya’
 “okay”
25. N : *Win minjam kalkulator win*
 ‘win, minjam kalkulator ya’
 “win, lend me a calculator”
26. S : [the Staff gave the calculator to the notary public]

Dialogue 11

The people in the conversation is consisted of the notary and a client. The client is arrived to the notary office to talk about the deed of limited partnership.

CONTEXT:

(the client is arrived to the office to take his deed of limited partnership, but the NPWP ‘Tax payer identification number’ has not finished yet)

1. N : *Tok long fotokopikan long*
 ‘ini long fotokopi long’
 “copy this, long”
2. S : *Ye*
 ‘ya’
 “yes”
3. C : *Jam berape die semari*
 ‘jam berapa dia kemarin?’
 “what time did he come yesterday?”
4. N : *Jam tige semari sitok, Sambas jak dak ujan kamek*
 ‘jam tiga kemaren sini, kami di Sambas tidak hujan’
 “three o’clock yesterday, it did not rain here in Sambas”
5. C : *Dak ujan ke? Itok bu yang di*
 ‘tidak hujan ya?. ini bu yang di’
 “it did not rain?. This is mam that”
6. N : *Iye materai*
 ‘iya materai’
 “yes, the stamp”
7. C : *Ade ke yang lain, dak ade ke*
 ‘ada tidak yang lain, tidak ada ya’
 “do you have another one?”
8. N : *Yang datang tok putra jak i?*

- ‘yang datang ini putra aja ya?’
 “only Putra who is present here?”
9. C :*Budi yg datang,putra dak*
 ‘Budi yang datang, putra tidak’
 “Budi comes, putra does not”
10. C :*Kire-kire npwp kalak sampai hari apelah i*
 ‘kira kira NPWP nanti sampai hari apa ya?’
 “how long does it take to finish NPWP?”
11. N :*NPWP,dua hari tige hari be die*
 ‘NPWP dua hari tiga hari’
 “it takes two until three days to complete NPWP”
12. C :*Ari tok?*
 ‘hari ini?’
 “today?”
13. N :*Ari tok dak bise lah i*
 ‘hari ini tidak bisa ya’
 “it can not today”
14. C :*Iyelah dak bise*
 ‘iyalah tidak bisa’
 “it can not”
15. N :*Isok lah paling dak*
 ‘besok lah paling tidak’
 “maybe tomorrow”
16. C :*Kalak mintak nomor hape nye lah bu*
 ‘nanti minta nomor ha pe nya ya bu’
 “please give me your number later”
17. N :*Ha a ye*
 ‘ha a ya’
 “okay”

Dialogue 12

The people in the conversation is consisted of the notary and a client. The client is arrived to the notary office to talk about his organization’s deed.

CONTEXT:

(The notary told the client that they had to revise the cover of the deed because the notary misunderstood about the title of the organization)

1. C : *Assalamu’alaikum*
 ‘Assalamu’alaikum’

2. S :*Wa'alaikumsalam*
 'Wa'alaikumsalam'
 "Wa'alaikumsalam"
3. C :*Yo belum sampai ke*
 'belum datang ya?'
 "she has not come yet?"
4. S :*Ade ade, tunggu lok pak i. Tunggu lok pak i.*
 'ada, ada, tunggu sebentar pak ya, tunggu sebentar pak ya'
 "she is here, please wait sir, please wait sir"
5. C : *Ye ye saye tunggu.*
 'ya ya saya tunggu'
 "okay, okay, i wait"

[The client wait in the room, the notary public came]

6. N :*O pak*
 'o,pak'
 "o,sir"
7. C :*ye*
 'ya'
 "okay"
8. N :*Nak dibetulek ye pak, nak dianokkan ye, nantek yang*
dipengadelan pun kite iyekan, kite batulek, Dah dibacekan maseh
dak anak
 'mau di revisi itu pak, mau di benarkan ya, nanti yang dipengadilan
 juga kita revisi, kita benar kan. Padahal sudah dibacakan, masih
 juga salah ya'
 "it needs revision, Sir. It has to be revised, we also revise in the
 court, we revise it. although it is already dictated, there's still
 mistakes"
9. C :*Ade berape igek yg salah*
 'ada berapa lembar yang salah'
 "how many pages are mistaken?"
10. N :*Itok lah naang pak*
 'ini aja,pak'
 "only this, sir"
11. C :*Halaman laing daan*
 'halaman lain tidak?'
 "so, there's no mistakes on other pages?"
12. N :*Itok lah naang pak*

- ‘ini saja, pak’
 “only this, sir”
13. N :*Non formal nye diilangkan jak i? Langsung jak pak i Pusat kegiatan Belajar masyarakat dato’cane, geye ke die?*
 ‘Non formal nya di hapus saja ya? Langsung saja ya pak ‘Pusat Kegiatan Belajar Masyarakat dato’ cane’, begitu saja bagaimana?’
 “we delete the Non-formal ya? The title directly, sir ‘Pusat Kegiatan Belajar Masyarakat dato’ cane’, how about that?”
14. C :*E!*
 ‘e!’
 “e”
15. N : *Tattap jak ke*
 ‘tetap aja ya?’
 “just let it as it is?”
16. C :*Non formalnye gimane*
 ‘non formalnye bagaimana?’
 ‘what if the non formal deleted?’
17. N : *Bise ditunggu dak ke bu tok kire kire, lamak ke atau gemane*
 ‘bisa ditunggu tidak ini bu, lama atau bagaimana?’
 “can I wait for the revision, mam. How long does it take or how?”
18. N :*Biak tok ganti sampul, mun bapak nak ngopi,ngopi dolok i. Sejam lah pak, beri saye sejam lah,biak ganti sampul, ganti difotokopi agek,kamek ususlkan tok disingkawang dan pengadilan.*
 ‘mereka sedang ganti sampul, kalau bapak mau ngopi, ngopi dulu ya. Satu jam pak, berikan saya waktu satu jam, mereka ganti sampul, ganti fotokopi lagi, kami usulkan ini di singkawang dan pengadilan’
 “they are changing the cover, if you want to have a coffee, just get the coffee. One hour, sir, give me one hour. They are changing the cover, and changing the copy again, we register it to Singkawang and the court.”
19. C :*Tapi bise ditunggu?*
 ‘tapi bisa ditunggu?’
 “bu it can be waited?”
20. N :*Sajjam lah*
 ‘satu jam lah’
 “one hour”
21. N :*Non formal nye ilang tok pak i*
 ‘non formal nya dihapus ini pak ya?’
 “Non-formal will be deleted,sir?”
22. C : *Ilang*

'hapus'
"delete"

Dialogue 13

The people in the conversation is consisted of the notary and a client. A client is about twenty seven years old.

CONTEXT:

(The client came to the notary office to change the board of management of the limited partnership. The notary has a difficulty in meeting Mr. Ferden, the secretary of the liited partnership, to take his sign)

1. N :*Ade ape?*
'ada apa?'
"what can I do for you?"
2. C :*Perubahan*
'perubahan'
"the change"
3. N :*CV ke?*
'CV ya?'
"Limited Partnership, is it?"
4. C :*Iye CV*
'iya, CV'
"yes, limited partnership"
5. N :*oh*
'oh'
"oh"
6. C :*Pengurus lamak tattap i, itok cuman nambah aja geye be*
'pengurus lama tetap, ini hanya nambah aja, begitu'
"the board of management is still the same, it just adds new member, like that"
7. N :*Oh*
'oh'
"oh"
8. C :*Itok nambah nye*
'ini tambahannya'
"this is the additional"
9. N :*Oh pengurus lama tattap?*

- ‘oh, pengurus lama tetap?’
 “oh, the board of management doesn’t change?”
10. C :*tattap*
 ‘tetap’
 “it fixed”
11. N :*abdul rasyid*
 ‘Abdul Rasyid’
 “Abdul Rasyid”
12. C :*iye*
 ‘iya’
 “yes”
13. N :*itok yang nambah, ketua Pak Syahrial, komanditer nye Abdul Rasyid, sekretaris duak, Pak Ferden, terus nak ditambah komanditer tige*
 ‘ini yang nambah, ketua Pak Syahrial, komanditer Abdul Rasyid, sekretaris dua Pak Ferden, terus mau ditambah komanditer tiga’
 “This is the additional, the chief is Mr. Syahrial, the limited partnership is Abdul Rasyid, secretary is Mr. Ferden, and then add three more limited partnership?”
14. C :*komanditer tige. Memang dah getok, panuhek dah bu e*
 ‘komanditer tige, memang begitu, penuh aja bu’
 “three of limited partnership, it was so, make it full then”
15. N :*dak masalah si*
 ‘tidak masalah sih’
 “no problem”
16. C :*iye ke, jak nambah jak bu i*
 ‘iya ya, hanya nambah aja ya bu?’
 “really, it just adds, mam?”
17. N :*ha a, cuman pak farden kan sibuk i*
 ‘ha a, hanya saja pak ferden kan sibuk ya’
 “yes, but Mr Ferden is a busy person”
18. C :*iye, tanggal duak empat lah die ke Sambas bu, iye lah yang susahkan tok e, bise dak urangnye jake’ kesitok geye. Semari kan saye kesingkawang minta KTP nye e*
 ‘iya, tanggal dua empat dia ke Sambas, bu. itu lah yang saya pikirkan sekarang, bisa tidak orangnya diajak kesini, kemarin saya ke Singkawang minta KTP nya’
 “yes, on twenty four he will come to Sambas, mam. That’s I think right now, can’t we ask him to come here, yesterday i went to Singkawang to take his identity card”

19. N :*iye, semua bisa datang ke?*
 ‘iya, semua bisa hadir tidak?’
 “yes, can everyone present?”
20. C :*kalau itok sih, kalau pak syahrial bisa datang i, yang dua yang baru bisa datang lah, yang saya takut kan cuma dua jak tok*
 ‘kalau ini sih, kalau pak syahrial bisa datang ya, yang dua yang baru bisa datang, yang saya khawatirkan hanya dua saja ini’
 “if Mr Syahrial can come, the new limited partnership also can come. I only worried about two person”
21. N : *pak ferden dan pak abdul rasyid i*
 ‘pak ferden dan pak abdul rasyid ya?’
 “Mr Ferden dan Mr Abdul rasyid ya?”
22. C :*iye, katenye sih die nak ke sambas tanggal duak empat*
 ‘iya, katanya sih dia mau ke Sambas tanggal dua empat’
 “yes, he said he wants to go to Sambas on twenty four”
23. N :*saya soalnya dah duak kali bikinkan pak ferden memang*
 ‘saya soalnya sudah dua kali kerja sama dengan pak ferden’
 “I was twice worked with Mr Ferden”
24. C :*iye ke*
 ‘iya ya?’
 “really?”
25. N :*payah, urangnye dak bise, bekajar ‘pak ferden kemane’*
 ‘sulit, orangnya tidak bisa, mengejar ‘pak ferden kemana?’
 “it’s difficult, he is so busy, i chase him everywhere”
26. C :*Tanggal duak empat nye bu, pak ferden dan pak abdul rasyid. kalau duak tok pak syahrial dan baru e bise lah.*
 ‘tanggal dua empat katanya bu, pak ferden dan pak abdul rasyid, kalau dua itu pak syahrial dan baru itu bisa’
 “he said on twenty four, for Mr Ferden and Mr Abdul rasyid. If Mr Syahrial and the new one can come”
27. N :*Akte aslinye ade i*
 ‘akta aslinya ada ya?’
 “do you have the original deed?”
28. C :*Ade bu*
 ‘ada bu’
 “yes, mam”
29. N :*Masuk dua yang baru i*
 ‘masuk dua yang baru ya?’
 Add two new persons ya?”
30. C :*Ye*

- ‘ya’
“yes”
31. N :*Aslinye dah kabur*
‘aslinya sudah kabur’
“the original has blurred”
32. C :*Nak dikopi?*
‘mau dikopi?’
“want to copy it?”
33. N :*Ye, prinannye melarah tok i, Itok tinggalkan jak dolok, isok nak jam berape nak tande tangan i, insyaAllah lah bise saye buatkan hari itok*
‘iya, print nya sulit ini ya, ini ditinggalkan aja dulu, besok mau jam berapa mau tanda tangan ya, insyaAllah ya saya bisa buatkan hari ini’
“the printing can not be seen, just leave it here. What time do you want to do the signing tomorrow? Insyallah I can make it today”
34. C :*Nantek Biayenye berape bu*
‘nanti biayanya berapa bu?’
“how much does it cost, mam?”
35. N :*Perubahan kan jak masukkan di pengadilan tok, sekitar lima ratus*
‘perubahan kan hanya dimasukkan di pengadilan ini, sekitar lima ratus’
“the change can only be registered in the court, the cost is around Five hundred thousand”
36. C :*Bayar getok dah bu i*
‘bayar sekarang ya bu’
“Should I pay it now, mam”
37. N :*Dak usah, nantek jak*
‘jangan, nanti saja’
“do not, pay it later”
38. C :*Nantek jak ke bu*
‘nanti aja ya bu?’
“pay it later, mam?”
39. N :*Selesai tande tangan, pak ferden jak payah nak dicarek saye*
‘selesai tanda tangan, saya sulit cari pak ferden’
“after the signing, i have difficulty in looking for Mr.Ferden.”
40. C :*pak ferden Dah karap ngubah bu i*
‘pak ferden sudah sering mengubah ya bu ya?’
“Mr.ferden does a lot of changes frequently, doesn’t he, mam?”
41. N :*Bukan cv, yayasannye berape igek di saye*

- ‘bukan CV, ada beberapa yayasannya di saya’
 “not limited partnership, there is some of his foundation in made by me”
42. C : *Oh iye bu, saye tinggal dolok bu i*
 ‘oh iya bu, saya tinggal dulu ya bu’
 “okay,mam. I leave it here,mam”
43. N : *Ha a i, aslinye disaye dolok i*
 ‘ha a ya, aslinya di saya dulu ya’
 “okay, let the original with me”

Dialogue 14

The people in the conversation is consisted of the notary, bank officer and clients. The clients are debtor who arrived to the notary office to sign the loan agreement.

CONTEXT:

(The notary is asked the Bank’s officer called Yoga to complete the debtor’s identity card. The debtor is arrived to the office to sign the loan agreement in front of the notary)

[Bank’s office came before his client]

1. BO : *Ibu dari ibu dah i SKMHT nye kalak jaklah i, dari ibu jak*
 ‘Ibu, dari ibu aja ya SKMHT nya nanti aja ya, dari ibu aja’
 “Mam, you shall issue SKMHT,please”
2. N : *o aok, wini ye. Ngape dek, KUR ke die*
 ‘o iya, wini ya. Kenapa emangnya, KUR ya dia?’
 “o, okay. That’s winy will handle it, what’s wrong, does he propose for KUR?”
3. BO : *beloman liat*
 ‘belum dilihat’
 “i have not seen it”
4. N : *itok kan KUR juak tok e die tok*
 ‘ini KUR juga ini’
 “it is KUR too”
5. BO : *siang jak lah kalak*
 ‘Siang aja nanti’
 “this afternoon”

[clients from Bank came]

6. N : *komsalam, silekan*
 ‘wa’alaikumsalam, silakan’
 “wa’alaikumsalam, please come in”
7. BO : *saye tinggal lok i, saye nak ke kantor dolok*
 ‘saya pergi dulu ya, saya mau ke kantor dulu’
 “i go first, i want to go to the office”
8. C1 : *sertifikatnye saye bawak ke kalak*
 ‘sertifikat saya bawa tidak nanti?’
 “should I bring the certificate?”
9. BO : *berikan ke ibu’ jak*
 ‘diberikan ke ibu aja’
 “Give it to the notary”
10. N : *ade ke KTP nye, dibawak dak?*
 ‘Ada tidak KTP nya, dibawa tidak?’
 “do you have identity card, do you bring it?”
11. C1 : *tinggal tadek dirumah*
 ‘tadi tinggal dirumah’
 “it left at home”

[notary public called the bank’s officer after the client said that he did not bring the identity card]

12. N : *oh, Ga, Ga. Tulong kopikan saye KTP pak hidayat tok e*
 ‘Oh, Ga, Ga. Tolong fotokopikan saya Ktp nya pak hidayat ini’
 “oh, Ga, Ga, please copy Mr. Hidayat’s identity card”
13. C1 : *ye*
 ‘ya’
 “yes”
14. C1 : *tadek ketinggalan dirumah* [The client talked to Bank’s officer]
 ‘tadi ketinggalan dirumah’
 “it left at home”
15. N : *dak nampak anaknye nomor nye*
 ‘tidak kelihatan nomornya’
 “the number can not be seen”
16. BO : *nomornye ke?*
 ‘nomornya ya?’
 “the number?”
17. N : *Ibu’ KTP nye belum tande tangan, yang baru*
 ‘ibu, KTP nya belum tanda tangan, yang baru’
 “mam, the new identity card hasn’t been sign yet”

[the notary gave the identity card to the client, and the client started sign the card]

18. N : *tande tangan disie jak lah i*
'tanda tangan disini aja ya'
"just sign it here"
19. C2 : *sitok ke?*
'disini ya?'
"here?"
20. N : *aok, tande tangan disitok jaklah*
'iya, tanda tangan disitu saja lah'
"yes, sign it there"

[the client signed the identity card]

21. N : *bolak balik Ga i, dak boleh ade poto*
'bolak balik Ga ya, tidak boleh ada foto'
"both pages Ga, no photo"
22. C1 : *aok*
'ya'
"yes"
23. N : *unto' pengikatan debitur dan bank, kite buatkan perjanjian kredit, unto' sertifikat, kite buatkan surat keterangan memberikan hak tanggungan*
'untuk pengikatan debitur dan bank, kita buatkan perjanjian kredit, untuk sertifikat, kita buatkan surat keterangan memberikan hak tanggungan'
"for the binding of the debtor and bank, we make a loan agreement. For certificate, we make 'a power of attorney to chargefor the right of land mortgage"

[the notary public is looking for a pencil]

24. N : *pensil, Win*
'pensil, Win'
"Pencil, Win"

[no answer from her employee]

25. N : *Long, pensil Long*
'long, pensil, Long'
26. S : [the staff directly gave the pencil to her]

APPENDIX 2 : The Felicity Condition of Request, and Mood.

Utterances	Felicity Conditions of Requests	Mood
<p>(THE NOTARY SPOKE TO HER STAFF DURING THE CONVERSATION BETWEEN THE NOTARY AND HER CLIENT)</p> <p>(1) Notary : <i>Berkas nye, Wan</i> [Dialogue10, T.4] ‘Berkasnya, Wan’ “File, Wan”</p> <p>Staff : {The Staff directly took the file and gave it to the Notary}</p>	<ul style="list-style-type: none"> - The propositional content of the utterance above is her staff takes the file for her. - The preparatory of the utterance is the notary knew that her staff can take the file for her, and she asked her staff to do it. - The sincerity condition in the utterance above is the notary asked her staff who is called Wawan to take the file for her - The essential of the utterance can be seen from her staff’s respond, in that the staff directly took the file and gave it to the Notary 	<p>The request <i>berkasnye Wan</i> can be categorized as imperative because it is meant to command or request the staff doing notary’s desire. The imperative sentence in the request can be seen from the use of <i>nye</i> in the utterance, in which the notary emphasizes the request.</p>
<p>(THERE WERE CLIENTS IN THE NOTARY’S OFFICE WHO WANTED TO HAVE ASSIGNMENT OF LOAN AGREEMENT, THE NOTARY TOLD HER STAFF ABOUT THE CERTIFICATE STATUS AND ASKED HIM TO FIX IT)</p> <p>(2) Notary : <i>Roya, Wan</i> [Dialogue8, T.19] ‘Roya, Wan’ “Omission of liability, Wan”</p> <p>Staff : <i>oh</i> ‘oh’ “Oh”</p>	<ul style="list-style-type: none"> - The propositional content of the utterance above is her staff revises the certificate’s status to the National Land Office. - The preparatory of the utterance is the notary knew that her staff can handle the certificate’s status, and she asked her staff to do it. - The sincerity condition in the utterance above is the notary asked her staff who is called Wawan to revise the certificate’s status. - The essential of the utterance can be seen from her staff’s respond, in that the staff realized that he should revise the certificate’s status. 	<p>The request is declarative, because it is meant to inform or declare about the certificate’s status.</p>

APPENDIX 2 : The Felicity Condition of Request, and Mood.

<p>(THERE WERE A NOTARY, BANK'S CLIENTS AND BANK'S OFFICER IN THE NOTARY'S ROOM. THE CLIENTS DID NOT BRING THEIR IDENTITY CARDS, SO THAT THE NOTARY ASKED THE BANK'S OFFICER TO TAKE AND COPY THE CARDS FROM BANK'S ARCHIVES).</p> <p>(3) Notary : <i>Bolak balik Ga i, dak boleh ade poto</i> [Dialogue14, T.21] 'Bolak balik Ga ya, nggak boleh ada foto' "both pages Ga, no photo"</p> <p>Client : <i>Ao</i> 'iya' "Ok"</p>	<ul style="list-style-type: none"> - The propositional content of the utterance above is the bank's officer will copy the identity card. - The preparatory of the utterance is the notary knew that the bank's officer can copy the identity card because he has the clients' identity card in his office. - The sincerity condition in the utterance above is the notary asked the bank's officer to copy the identity card. - The essential of the utterance can be seen from the bank's officer's respond by saying 'yes'. 	<p>The request is imperative because it is meant to command or request the client doing notary's desire. It is supported by the use of basic verbs <i>bolak balik</i>.</p>
<p>(THERE WAS A CLIENT ARRIVED TO THE OFFICE, AND HE WANTED TO SEE THE NOTARY. THE STAFF ASKED HIM TO COME IN THE NOTARY'S ROOM)</p> <p>(4) Staff : <i>Maso'lah pak</i> [Dialogue3, T.1] 'masuklah, Pak' "come in, sir"</p> <p>Client : {the client directly came to the notary's room }</p>	<ul style="list-style-type: none"> - The propositional content of the utterance above is the client entered the notary's office. - The preparatory of the utterance is the notary's room is a room for consultation, in that the staff asked the client to come in to the notary's room. - The sincerity condition in the utterance above can be seen from the use of <i>maso'lah</i> by the staff. - The essential of the utterance can be seen by the client's respond, in that he is directly entered the notary's room. 	<p>The request is imperative because it is meant to command or request client doing notary's desire. It is supported by the use of particle <i>lah</i></p>

APPENDIX 2 : The Felicity Condition of Request, and Mood.

<p>(THE STAFF ASKED THE NOTARY ABOUT THE STATUS OF CLIENT'S CERTIFICATE, AND THE NOTARY DID NOT KNOW ABOUT THAT. SO, THE NOTARY ASKED THE STAFF TO CALL BANK'S EMPLOYEE)</p> <p>(5) Notary : <i>Coba telponek Yoga</i> [Dialogue8, T.14]: 'Coba telpon Yoga' "try to call Yoga"</p> <p>Staff : [the staff directly called Yoga by phone]</p>	<ul style="list-style-type: none"> - The propositional content of the utterance above is the staff called the bank's officer to confirm about the certificate status. - The preparatory of the utterance can be seen in the complete conversation, dialogue 8 that the staff is asked the notary about the certificate's status , in that the notary asked her staff to confirm it to the bank's officer called Yoga. - The sincerity condition in the utterance above can be seen from the use of <i>coba</i> by the notary, in that the word <i>coba</i> is used to soften command. - The essential of the utterance can be seen by the client's respond, in that the staff is called the bank's officer. 	<p>The request is imperative sentence as request, it is a soft order. The use of <i>coba</i> is soften the order</p>
<p>(THE STAFF ASKED THE NOTARY ABOUT THE DELIVERY LETTER FROM BANK.</p> <p>(6) Staff :Maksu, pengantarnya memang sean ke? [Dialogue 2, T.15] 'Maksu, pengantarnya memang tidak ada ya?' "Maksu, is there no the covering letter from Bank?"</p> <p>Notary : Sape? 'siapa?' "who?"</p>	<ul style="list-style-type: none"> - The propositional content of the utterance above is the notary showed the covering letter to the staff. - The preparatory of the utterance is the staff checked the completeness of qualifications. - The sincerity condition in the utterance above can be seen from the use of pessimistic expression by the staff. - The essential of the utterance can be seen by the notary's respond. 	<p>The request is interrogative, it is questioning the condition of requirements. The interrogative sentence can be seen from the use of <i>sean ke</i> (tidak) in the utterance.</p>

APPENDIX 2 : The Felicity Condition of Request, and Mood.

<p>(THE NOTARY ASKED PAKSU WHO IS A MIDDLEMAN TO TAKE AND SHOW THE CERTIFICATE TO THE OWNER OF THE CERTIFICATE)</p> <p>(7) Notary: <i>paksu bawakan sertifikat itok aja</i>’ [Dialogue3, T.53] ‘paksu, bawakan sertifikat ini saja’ “paksu just brings this certificate”</p> <p>Client : <i>Ye bu</i>’ ‘Iya, Bu’ “okay,mam ”</p>	<ul style="list-style-type: none"> - The propositional content of the utterance above is the client bring the certificate to the certificate’s owner. - The preparatory of the utterance is the middleman is the mediator between the notary and the certificate’s owner, so the notary is asked the middleman to show the certificate to the certificate owner. - The sincerity condition in the utterance above can be seen from the use of <i>bawakan</i> by the notary. - The essential of the utterance can be seen by the client’s respond, in that he is said ‘yes’. 	<p>The request is imperative sentence, it is meant to give order to the client doing the notary’s request. The imperative sentence showed that the sentence uses -<i>kan</i> to emphasize the request.</p>
<p>(THE NOTARY ASKED THE STAFF TO COPY THE IDENTITY CARD BECAUSE SHE NEEDED IT FOR THE SIGNING PROCESS OF LOAN AGREEMENT)</p> <p>(8) Notary : <i>Long potokopikan bantar long</i> [Dialogue3, T.59] ‘Long, fotokopikan sebentar, Long’ “long,copy this for a second”</p> <p>Staff : <i>Ye,Su</i> ‘iya,Su’ “Okay, Su”</p>	<ul style="list-style-type: none"> - The propositional content of the utterance above is the staff copied the identity card. - The preparatory of the utterance is there are clients who wanted to sign the deed, and the notary is completed the requirement of signing before starting the signing process. - The sincerity condition in the utterance above can be seen from the use of <i>potokopikan</i>, in that the notary is emphasized her request to the staff. - The essential of the utterance can be seen by the staff’s respond, in that she is said ‘okay’. 	<p>The request is imperative sentence, it is meant to give order to the staff doing the notary’s request. The imperative sentence showed that the sentence uses -<i>kan</i> to emphasize the request.</p>
<p>(THE NOTARY ORDERED HER STAFF TO COPY ONLY ONE PAGE)</p> <p>(9) Notary : <i>Sigek jak long</i> [Dialogue3, T.61]</p>	<ul style="list-style-type: none"> - The propositional content of the utterance above is the staff copied the identity card. - The preparatory of the utterance is there are 	<p>The request is imperative sentence, it is meant to give order to the staff doing the notary’s request. The imperative sentence showed that the sentence uses</p>

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<p>‘satu saja, Long’ “only one, long” Staff : {The staff directly copied only one page of identity card }</p>	<p>clients who wanted to sign the deed, and the notary is completed the requirement of signing before starting the signing process.</p> <ul style="list-style-type: none"> - The sincerity condition in the utterance above can be seen from the use of <i>sigek</i>, in that the notary is emphasized her request to the staff. - The essential of the utterance can be seen by the staff’s respond. 	<p><i>jak</i> to soften the command.</p>
<p>(THE NOTARY ASKED HER STAFF TO COPY CLIENT’S IDENTITY CARD) (10) Notary : <i>Tok long potokopikan long</i> [Dialogue 11, T.1] ‘ini Long, fotokopikan, Long’ “copy this, long” Staff : <i>Ye</i> ‘ya’ “Okay”</p>	<ul style="list-style-type: none"> - The propositional content of the utterance above is the staff copied the identity card. - The preparatory of the utterance is there are clients who wanted to sign the deed, and the notary is completed the requirement of signing before starting the signing process. - The sincerity condition in the utterance above can be seen from the use of <i>tok</i> by the staff, in that the notary is emphasized her request to the staff. - The essential of the utterance can be seen by the staff’s respond, in that she is said ‘yes’. 	<p>The request is imperative sentence, it is meant to give order to the staff doing the notary’s request. The imperative sentence showed that the sentence uses -<i>kan</i> to emphasize the request.</p>
<p>(THE NOTARY NEEDED HER PENCIL, SO SHE ASKED HER STAFF WHO USED THE PENCIL) (11) Notary: <i>Long, pensil, Long</i> [Dialogue 14, T.25] ‘Long, pensil, Long’ “Long, pencil, Long”</p>	<ul style="list-style-type: none"> - The propositional content of the utterance above is the staff took the pencil for the notary. - The preparatory of the utterance is there will be a signature process, and the notary needs the pencil. - The sincerity condition in the utterance 	<p>The request is imperative because it is meant to command or request the staff doing notary’s desire. It is supported by the intonation when the notary stated her request to her staff.</p>

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<p>Staff : {the staff came to the office and gave the pencil to the notary }.</p>	<p>above can be seen from the use of <i>long</i> by the staff, in that the notary is emphasized her request to the staff.</p> <ul style="list-style-type: none"> - The essential of the utterance can be seen by the staff's respond. 	
<p>(THE CLIENT WANTED TO ADD TWO NEW MEMBERS IN THE LIMITED PARTNERSHIP, SO HE ASKED THE NOTARY TO ADD IT) (12) Client : <i>Memang dah getok, pannuhek dah bu' e</i> [Dialogue 13, T.14] 'memang sudah begitu, penuhi saja lah bu' "it was so, make it full then" Notary: <i>dak masalah si</i> 'tidak masalah sih' "no problem"</p>	<ul style="list-style-type: none"> - The propositional content of the utterance above is the notary added new members in the deed. - The preparatory of the utterance is the client wanted the notary to change the board of management, so that he asked the notary to change it. - The sincerity condition in the utterance above can be seen from the use of <i>pannuhek</i> by the client, in that the client is emphasized his request to the notary. - The essential of the utterance can be seen by the notary's respond. 	<p>The request is imperative sentence as order, it can be seen by the use of <i>dah</i> that similar to <i>biar</i>.</p>
<p>(IN THE FIRST MEETING, THE NOTARY TOLD THE OWNER OF THE CERTIFICATE THAT THERE WILL BE A NEW CERTIFICATE FOR THE SOLVING CERTIFICATE. IN FACT, THERE WAS ONLY ONE CERTIFICATE ISSUED BY THE NATIONAL LAND OFFICE BECAUSE OF MISUNDERSTANDING. THE CLIENT BELOW IS A MIDDLEMAN WHO TOLD THE NOTARY TO TELL THE OWNER OF THE</p>	<ul style="list-style-type: none"> - The propositional content of the utterance above is the notary talked to the certificate owner about the problem. - The preparatory of the utterance is the notary is knew the problem of the certificate, so that the client asked the notary to tell the problem o the certificate owner. - The sincerity condition in the utterance above can be seen from the use of <i>beritau</i> by the client. 	<p>The request is declarative sentence, the use of <i>beritau</i> shows that the client want the notary informs the ertificate's owner about the condition.</p>

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<p>CERTIFICATE ABOUT THE PROBLEM) (13) Client : <i>Jadi kalak kan beritahu die bu, tatap dah dikaplingnye daan, tapi dah berubah</i> [Dialogue 3, T.42] ‘jadi nanti beritahu dia,bu. Mau tetap dikapling atau tidak, sudah berubah’ “so, tell him later, mam, it is land plot, but it has been change”.</p>	<ul style="list-style-type: none"> - The essential of the utterance can be seen by the notary’s respond, in that she did not directly approve the client’s request. 	
<p>(THE NOTARY ASKED THE CLIENT TO PAY THE PURCHASE DEED BECAUSE THE NATIONAL LAND OFFICE INCREASES THE FEE) (14) Notary : Hee (laugh expression), <i>Barre’ saye lapan setengah jak lah pak asepi, tambahe’ sikit, tambah tujuh lima’ pajak sembilan dua’ lima’</i> [Dialogue 9, T.16] ‘he, kasih saya delapan setengah saja lah pak asepi ya, ditambah sedikit, tambah tujuh lima, pajak sembilan dua lima’. “he (laugh expression), just give me eight hundred and fifty, mr.asepi, plus seventy five for tax, nine hundred and twenty five” Client : <i>ye</i> ‘iya’</p>	<ul style="list-style-type: none"> - The propositional content of the utterance above is the client paid the fee of sale and purchase agreement. - The preparatory of the utterance is the notary is knew the problem of the certificate, so that the client asked the notary to tell the problem o the certificate owner. - The sincerity condition in the utterance above can be seen from the use of <i>barre’</i> by the notary to the client. - The essential of the utterance can be seen by the client’s respond, in that he is paid the fee. 	<p>The request is imperative sentence as request, it is a soft order. The use of <i>beri</i> is soften the order.</p>

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“Okay”		
<p>(THE CLIENT WANTED TO KNOW WHEN HE CAN TAKE HIS ‘TAX PAYER IDENTIFICATION NUMBER’ (NPWP), SO THAT HE ASKED THE NOTARY’S PHONE NUMBER)</p> <p>(15) Client : <i>Kalak mintak nomor hape nye lah bu</i> [Dialogue 11, T.17] ‘nanti minta nomor hape nya dong bu’ “please give me your number later”</p> <p>Notary : <i>Ha a ye</i> (‘yes’ expression) ‘iya’ “Okay”</p>	<ul style="list-style-type: none"> - The propositional content of the utterance above is the notary gives her number. - The preparatory of the utterance is the client wants to take his tax pay identification number, so he asked the notary’s phone number. - The sincerity condition in the utterance above can be seen from the use of <i>mintak</i> by the client to the notary. - The essential of the utterance can be seen by the notary’s respond. 	<p>The request is imperative sentence as request, it is a soft order. The use of <i>mintak</i> is meant to soften the order</p>
<p>(THE BANK’S EMPLOYEE ASKED THE NOTARY TO ISSUE <i>SKMHT</i> (A POWER OF ATTORNEY TO CHARGE FOR THE RIGHT OF LAND MORTGAGE))</p> <p>(16) Client : <i>Ibu’ dari ibu’ dah i SKMHT nye kalak jak lah i, dari ibu jak</i> [Dialogue 14, T.1] ‘Ibu, dari ibu saja ya SKMHT nya nanti ya, dari ibu saja’ “Mam, SKMHT will be issued by you, from you ya”</p> <p>Notary : <i>O aok, wini ye. Ngape dek, KUR ke die</i></p>	<ul style="list-style-type: none"> - The propositional content of the utterance above is the client who is Bank’s officer asks the notary to make a power of attorney to charge for the right of land mortgage. - The preparatory of the utterance is the notary is able to issue the letter, so that the client asked the notary to make it. - The sincerity condition in the utterance above can be seen from the use of <i>dari ibu’</i> by the client to the notary. - The essential of the utterance can be seen by the notary’s respond. 	<p>The request is imperative sentence, it is meant to give order to the notary doing the client’s request. The imperative sentence showed that the sentence uses <i>jak</i> to soften the command.</p>

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<p>‘o,iya, wini saja. Kenapa emangnya, dia KUR?’ “o, okay. That’s winy will handle it, what’s wrong, is he KUR?”</p>		
<p>(A CLIENT WANTED TO CHANGE THE MANAGEMENT OF AN EDUCATIONAL INSTITUTE, BUT IT BREAKS THE LAW. THE NOTARY DISAPPROVE THE CLIENT’S WANT) (17) Client :<i>Jadi nantek dak distandarisasi tok, dak kite sesuaikan, jak kite nak ubah itok</i> [Dialogue 7, T.17] ‘Jadi nanti tidak distandarisasi ini, tidak kita sesuaikan, hanya kita mau mengubah ini’ “so we will not standarize this, we do not have to adjust it, we just want to change this Notary : <i>Dak bise i</i> ‘tidak bisa ya’ “it can not be like that”</p>	<ul style="list-style-type: none"> - The propositional content of the utterance above is the notary approved the client’s request. - The preparatory of the utterance is the client is knew that the notary can use her authority to change the management of education foundation . - The sincerity condition in the utterance above can be seen from the use of <i>nak ubah</i> by the client. - The essential of the utterance can be seen by the notary’s respond, in that she is diapproved the client’s request because the request is break the rule. 	<p>The request is declarative, because it is meant to inform or declare about the client’s want.</p>
<p>(THE NOTARY ASKED THE CLIENT TO WAIT THE BUYER IN THE WAITING ROOM) (18) Notary : <i>Tunggu jak lah dolok, tan dak bise dihubungek de ye cine nye.</i> [Dialogue 6, T.22] ‘Tunggu saja lah dulu, cina na</p>	<ul style="list-style-type: none"> - The propositional content of the utterance above is the client waited the land buyer in the waiting room . - The preparatory of the utterance is the notary is the notary is called the buyer to come to the notary office, but the buyer did not 	<p>The request is imperative sentence. The use of <i>lah</i> showed the imperative function.</p>

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<p>tidak bisa dihubungi’ “just wait, the chinese can not be called” Client : [she waited in the waiting room after the notary public told her that the buyer can not be called]</p>	<p>answer the phone. - The sincerity condition in the utterance above can be seen from the use of <i>tunggu jak</i> by the notary. - The essential of the utterance can be seen by the client’s respond, in that she is waited the buyer in the waiting room</p>	
<p>(THE NOTARY WANTED TO SEE THE CERTIFICATE, SO SHE ASKED HER STAFF TO TAKE IT FOR HER) (19) Notary : <i>Mane di sertifikatnye e maksu liatek yang sekura?</i> [Dialogue 2, T.19] ‘Mana ya sertifikatnya maksu lihat yang Sekura?’ “where is the certificate maksu want to see Sekura?” Staff : <i>Yo</i> ‘ini’ “This”</p>	<p>- The propositional content of the utterance above is the staff took the certificate and give it to the notary. - The preparatory of the utterance is the notary is required the certificate to check it, so that she is asked the staff to take it for her . - The sincerity condition in the utterance above can be seen from the use of <i>mane</i> by the client. - The essential of the utterance can be seen by the client’s respond, in that she took the certificate for the notary.</p>	<p>The request is interrogative, the notary used <i>mane</i> to ask about the certificate to her staff.</p>
<p>(THE STRAPLER WAS USED BY THE STAFF, AND THE NOTARY NEEDED IT. SO SHE ASKED HER STAFF TO TAKE IT) (20) Notary : <i>Mane ciklik maksu long?</i> [Dialogue 4, T.1] ‘Mana strapler nya maksu, long?’</p>	<p>- The propositional content of the utterance above is the staff gave the strapler to the notary. - The preparatory of the utterance is the notary knew that the strapler was used by her staff, and she asked her staff to give it to her. - The sincerity condition in the utterance</p>	<p>The request is interrogative, it can be seen from the use of <i>mane</i> by the notary when asking about the strapler to her staff.</p>

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<p>“where is <i>maksu</i>’s strapler, <i>Long?</i> Staff : [the staff who used the notary public’s strapler directly give the strapler to the notary public]</p>	<p>above is the notary asked her staff to give the strapler. - The essential of the utterance can be seen by the staff’s respond, in that the staff gave it the strapler to the notary.</p>	
<p>(THERE WILL BE A SIGNING OF LOAN AGREEMENT, AND THE NOTARY ASKED HER STAFF TO TAKE THE FILE FOR HER) (21) Notary : <i>Win, mane berkasnye, Win?</i> [Dialogue 5, T.1] ‘Win, mana berkasnya, Win?’ ‘Win, where is the file, Win?’ Staff : <i>yo,su</i> ‘ini,Su’ “this, Su”</p>	<p>- The propositional content of the utterance above is the staff took the file for the notary. - The preparatory of the utterance is the file is needed for the signing process, so that the notary is asked her staff to take it for her. - The sincerity condition in the utterance above can be seen from the use of <i>mane</i> by the notary, in that the notary is used interrogative to convey her request. - The essential of the utterance can be seen by the staff’s respond, in that she took it for the notary.</p>	<p>The request is interrogative, the notary used <i>mane</i> to ask about the file to her staff.</p>
<p>(A FREELANCE STAFF TOLD THE NOTARY ABOUT SOME REQUIREMENTS FOR MAKING LIMITED PARTNERSHIP) (22) Staff : <i>cuman tulong siapkan untuk ijazah smp, eh smp, ijazah sma, stm</i> [Dialogue 4, T.3] ‘hanya saja tolong siapkan untuk ijazah SMP, eh SMP, ijazah SMA, STM’. “please prepare the certificate of junior high school, not junior</p>	<p>- The propositional content of the utterance above is the notary prepares the file’s completeness. - The preparatory of the utterance is the file’s completeness is needed for the making limited partnership, so that the staff asked the notary to complete it. - The sincerity condition in the utterance above can be seen from the use of <i>tulong</i> by the staff.. - The essential of the utterance can be seen by</p>	<p>The request is imperative sentence as request, it is meant to soften order. The use of <i>tolong</i> explains that the staff is soften order to the notary.</p>

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<p>high school, senior high school certificate, technical high school” Notary : <i>Iye jak i?</i> ‘ini aja y?’ “only that?”</p>	<p>the notary’s respond.</p>	
<p>(THE CLIENTS DID NOT BRING THEIR IDENTITY CARDS, SO THAT THE NOTARY ASKED THE BANK’S STAFF TO COPY THE IDENTITY CARD FROM BANK’S FILE) (23) Notary : <i>oh, Ga, Ga, tolong kopikan saye KTP pak hidayat tok e</i> [Dialogue 14, T.12] ‘Oh, Ga, Ga, tolong fotokopikan saya KTP pak hidayat ini ya’ “oh, Ga, Ga, please copy Mr. Hidayat’s identity card” Bank’s officer:<i>Ye</i> ‘iya’ “Okay”</p>	<ul style="list-style-type: none"> - The propositional content of the utterance above is the Bank’s officer copies the clients’ identity cards. - The preparatory of the utterance is the clients do not bring their identity cards, so that the notary asked Bank’s officer to copy it from his file. - The sincerity condition in the utterance above can be seen from the use of <i>tolong</i> by the notary. - The essential of the utterance can be seen by the bank’s officer’s respond. 	<p>The request is imperative sentence as request, it is meant to soften order. The notary used <i>tolong</i> to the bank’s officer in order to soften order.</p>
<p>(THERE WERE THREE CLIENTS WHO WANTED TO SIGN BANK AGREEMENT INFRONT OF THE NOTARY. THE NOTARY ASKED THE CLIENT TO COMPLETE THE REQUIREMENTS TO GET DEATH CERTIFICATE TO VILLAGE OFFICE) (24) Notary : <i>Mintak surat kematian bu i.</i> [Dialogue 5, T.26] ‘minta surat kematian ya bu’</p>	<ul style="list-style-type: none"> - The propositional content of the utterance above is the client has a death certificate. - The preparatory of the utterance is the death certificate is needed to complete agreement before signing the Bank agreement, so that the notary asked the client to get it. - The sincerity condition in the utterance above can be seen from the use of <i>mintak</i> by the notary. 	<p>The request is imperative sentence as request, it is a soft order. The use of <i>mintak</i> is meant to soften the order</p>

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<p>“please find a death certificate,mam” Client : <i>jak saye ingat tanggalnye</i> ‘saya ingat kok tanggalnya’ “i remember the date”</p>	<ul style="list-style-type: none"> - The essential of the utterance can be seen by the client’s respond after she knows the use of death certificate. 	
<p>(THE NOTARY ASKED THE SIGN THE LOAN AGREEMENT ABOVE THE SIGNATURE STAMP) (25) Notary : <i>Tande tangan diatas materai i</i> [Dialogue 5, T.39] ‘tanda tangan diatas materai ya’ “sign above the signature stamp” Client : <i>Geye ke?</i> ‘seperti ini?’ “like this?”</p>	<ul style="list-style-type: none"> - The propositional content of the utterance above is the client signs the deed. - The preparatory of the utterance is the loan agreement needs the clients’ signature, so that the notary asked the client to sign it. - The sincerity condition in the utterance above can be seen from the use of <i>tande tangan</i> by the notary. - The essential of the utterance can be seen by the client’s respond, in that she signs it. 	<p>The request is imperative sentence as request, it is a soft order. The use of particle <i>i</i> is meant to soften the order</p>
<p>(THE NOTARY ASKED THE CLIENT TO SIGN ABOVE THE SIGNATURE STAMP) (26) Notary : <i>tande tangan disie jak lah i</i> [Dialogue 14, T.18] ‘Tanda tangan disitu sajalah ya’ “sign on there” Client : <i>sitok ke?</i> ‘disini ya?’ “here?”</p>	<ul style="list-style-type: none"> - The propositional content of the utterance above is the client signs the new identity card. - The preparatory of the utterance is the new identity card is still not signed, so that the notary asked the client to sign it. - The sincerity condition in the utterance above can be seen from the use of <i>tande tangan disie</i> by the notary. - The essential of the utterance can be seen by the client’s respond, in that she is signed the 	<p>The request is imperative sentence as request, it is a soft order. It can be seen from the use of <i>lah</i> and particle <i>i</i>.</p>

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<p>(THE CLIENT WANTED HIS 'TAX PAYER IDENTIFICATION NUMBER' (NPWP) CAN BE TAKEN TODAY)</p> <p>(27) Client :Ari tok? [Dialogue 11, T.13] 'hari ini?' "today?"</p> <p>Notary :Ari tok dak bise lah i 'hari ini tidak bisa ya' "it can not be done today"</p>	<p>identity card.</p> <ul style="list-style-type: none"> - The propositional content of the utterance above is the client can get his NPWP. - The preparatory of the utterance is the notary has authority in preparing the process of making deed, so that the client asked the notary's capability in finishing it. - The sincerity condition in the utterance above can be seen from the use of <i>ari tok</i> by the client. - The essential of the utterance can be seen by the notary's respond, in that she disapproves the client's request because she has not enough time to finish it. 	<p>The request is interrogative, in which the client asked the notary's capability in finishing the NPWP. The request belongs to interrogative sentence, because it uses high intonation referring to question.</p>
<p>(THE CLIENT WANTED TO PAY THE FEE OF PURCHASE DEED)</p> <p>(28) Client :<i>tujuh setengah?</i> [Dialogue 9, T.13] 'tujuh setengah?' "seven hundred and fifty rupiah"</p> <p>Notary :<i>Dak bise agek pak asepa, dah naik. setoran di BPN nye be dah naik</i> 'Tidak bisa lagi pak asepa, sudah naik. Setoran di BPN nya sudah naik'. "it can not, pak asepa, it has increased, the Land National Affair has increased the cost"</p>	<ul style="list-style-type: none"> - The propositional content of the utterance above is the notary approved the client's request. - The preparatory of the utterance is the client is asked about the fee of sale and purchase agreement, and he is bargained the fee. - The sincerity condition in the utterance above can be seen from the use of interrogative intonation by the client to convey his request. - The essential of the utterance can be seen by the notary's respond, in that she is disapproved the client's request. 	<p>The request is interrogative, in which the client bargained the fee to the notary. The client did not use complete form of question, but he used intonation referring to question.</p>

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<p>(THE CALCULATOR WAS USED BY THE STAFF, AND THE NOTARY NEEDED IT. SO THAT SHE ASKED HER STAFF TO GIVE IT TO HER)</p> <p>(29) Notary : <i>Win, minjam kalkulator win</i> [Dialogue 10, T.24] ‘Win, pinjam kalkulator Win’ “Win, May I borrow calculator, Win”</p> <p>Staff : {the staff gave the calculator to the notary}</p>	<ul style="list-style-type: none"> - The propositional content of the utterance above is the staff gives the calculator to the notary. - The preparatory of the utterance is the notary knows that the calculator is used by her staff, so she asked her staff to give to her because she needs it. - The sincerity condition in the utterance above can be seen from the use of <i>minjam</i> by the notary. - The essential of the utterance can be seen by the staff’s respond. 	<p>The request is imperative sentence. It is meant to order the staff to give the calculator to the notary. The request is supported by the use of basic verb <i>minjam</i>.</p>
<p>(THE NOTARY WANTED TO OMIT ‘NON-FORMAL’ IN THE ORGANIZATION’S TITLE)</p> <p>(30) Notary : <i>Non formal nye diilangkan jak i? Langsung jak pak i Pusat kegiatan Belajar masyarakat dato’cane, geye ke die?</i> [Dialogue 12, T.13] ‘Non formalnya dihapus saja ya? Langsung saja ya pak, Pusat Kegiatan Belajar Masyarakat dato’ cane, begitu aja ya?’ “can i omit the ‘non-formal’? we can directly use ‘Pusat Kegiatan Belajar Masyarakat dato’ cane’, can’t we?”</p> <p>Client : <i>E!</i> (confused expression)</p>	<ul style="list-style-type: none"> - The propositional content of the utterance above is the client is agree with the notary’s suggestion. - The preparatory of the utterance is the notary is confused with the organization’s name, so that the notary asked the client to change it. - The sincerity condition in the utterance above can be seen from the use of <i>diilangkan</i> by the notary. - The essential of the utterance can be seen by the client’s respond. 	<p>The request is interrogative, in which the notary asked the client’s approval to change the organization’s title. The notary used the intonation referring to question to convey her request.</p>

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<p>(BEFORE STARTING THE SIGNING PROCESS OF LOAN AGREEMENT, THE NOTARY ASKED THE CLIENT ABOUT THE IDENTITY CARD)</p> <p>(31) Notary : <i>Ade ke KTP nye, dibawak dak?</i> [Dialogue 14, T.10] ‘ada tidak KTP nya, dibawa tidak?’ “is there identity card, do you bring it?”</p> <p>Client : <i>Tinggal tadek dirumah</i> ‘tertinggal tadi dirumah’ “it left at home”</p>	<ul style="list-style-type: none"> - The propositional content of the utterance above is the client showed his identity card. - The preparatory of the utterance is the identity caed is needed for the signing process, so that the notary is wanted to see the client’s identity card. - The sincerity condition in the utterance above can be seen from the use of <i>Ade ke</i> by the client, in that the notary is used interrogative to convey her request. - The essential of the utterance can be seen by the client’s respond, in that he did not bring the identity card, and he can not show it to the notary. 	<p>The request is interrogative, in which the notary asked the client’s identity card. The notary used <i>dak</i> to express her question to the client.</p>
<p>(THE NOTARY ASKED HER STAFF TO COPY THE FAMILY CARD)</p> <p>(32) Notary : <i>Itok fotokopi sigek long, dengan KK nye juak</i> [Dialogue 6, T.23] ‘Ini difotokopi satu, long, dengan KK nya juga’ “copy this one page, Long, with the family card too’</p> <p>Staf : {the staff took the card and copied it}</p>	<ul style="list-style-type: none"> - The propositional content of the utterance above is the staff copied the identity card. - The preparatory of the utterance is there are clients who wanted to sign the deed, and the notary is completed the requirement of signing before starting the signing process. - The sincerity condition in the utterance above can be seen from the use of <i>tok</i> by the staff, in that the notary is emphasized her request to the staff. - The essential of the utterance can be seen by the staff’s respond, in that she is said ‘yes’. 	<p>The request is imperative sentence, it is meant to order the staff taking and copying the identity card for the notary. The imperative can be seen from the use of basic verb <i>fotokopi</i>.</p>
<p>(THE NOTARY WANTED THE CLIENT TO FIX HER SIGNATURE)</p>	<ul style="list-style-type: none"> - The propositional content of the utterance above is the client fixes her signature. 	<p>The request is imperative sentence, it is meant to order the client correcting her signature. The imperative can be seen from</p>

APPENDIX 2 : The Felicity Condition of Request, and Mood.

<p>(33) Notary : <i>Keluarkan sikit ibu</i>. [Dialogue 5, T.41] 'Keluarkan sedikit, ibu' "make it slightly removed" Client : [the client corrected her signature].</p>	<ul style="list-style-type: none"> - The preparatory of the utterance is the client should sign on the stamp, so that the notary is asked the client to fix her signature. - The sincerity condition in the utterance above can be seen from the use of <i>Keluarkan</i> by the notary, in that the notary is emphasized her request to the client. - The essential of the utterance can be seen by the client's respond. 	<p>the use of basic verb <i>keluarkan</i>.</p>
<p>(THE NOTARY ASKED THE CLIENT TO COMPLETE HER NAME) (34) Notary : <i>N nye kurang, bu</i> [Dialogue 6, T.17] 'N nya kurang, Bu' "minus N,mam" Client : {the client directly wrote 'N' on her name}</p>	<ul style="list-style-type: none"> - The propositional content of the utterance above is the client corrects her name. - The preparatory of the utterance is the client wrote an incorrect name, so that the notary asks the client to fix her name. - The sincerity condition in the utterance above can be seen from the use of <i>N nye kurang</i> by the notary, in that the notary informs the client's mistake. - The essential of the utterance can be seen by the client's respond. 	<p>The request is imperative sentence, it is meant to order the client correcting her name. The imperative can be seen from the use of basic verb <i>kurang</i></p>
<p>(THE NOTARY ASKED THE CLIENT ABOUT THE IDENTITY CARD BEFORE STARTED THE SIGNING PROCESS OF LOAN AGREEMENT) (35) Notary : <i>Ade ke bawak KTP KK bu?</i> [Dialogue 6, T.1] 'ada bawa KTP KK nya tidak, Bu?'</p>	<ul style="list-style-type: none"> - The propositional content of the utterance above is the client shows her identity card. - The preparatory of the utterance is the identity card is needed for the signing process of loan agreement, so that the notary asks the client to show her identity card. - The sincerity condition in the utterance above can be seen from the use of <i>ade ke</i> by 	<p>The request is interrogative, in which the notary asked the client's identity card. The notary used <i>ke (tidak)</i> to express her question to the client.</p>

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<p>“are you bring identity card and family card,mam?” Client : [the client showed her identity card to the notary public]</p>	<p>the notary to ask about the identity card. - The essential of the utterance can be seen by the client’s respond.</p>	
<p>(ONE CLIENT ARRIVED TO THE OFFICE AND THE STAFF WELCOME HIM) (36) Staff :<i>Ade ade, tunggu lok pak i. Tunggu lok pak i.</i>[Dialogue 12, T.4] ‘Ada, ada. Tunggu sebentar ya pak, tunggu sebentar ya pak’ “she is here, please wait sir, please wait sir” Client : <i>Ye ye saye tunggu</i> ‘iya, iya saya tunggu’ “okay, okay, i wait”</p>	<p>- The propositional content of the utterance above is the client waits the notary in the notary’s room. - The preparatory of the utterance is the client is arrived to the office, and the staff welcomes him. - The sincerity condition in the utterance above can be seen from the use of <i>tunggu lok</i> by the staff, in that the staff is repeated her request to the client. - The essential of the utterance can be seen by the client’s respond.</p>	<p>The request is imperative sentence, it is meant to order the client waiting for the notary in the notary’s room. The imperative can be seen from the use of basic verb <i>tunggu</i></p>
<p>(THERE WERE SOME PROBLEMS ABOUT THE CERTIFICATE’S STATUS, AND THE NOTARY ASKED HER STAFF TO CALL THE BANK’S EMPLOYEE) (37) Notary :<i>Nak ditelpon kai hape jak win dak ke yoga?</i> [Dialogue 8, T.17] ‘mau menelpon Yoga pakai Hape saja win?’ “do you want to call Yoga by cell phone, Win?” Staff : <i>oh iye, Su</i></p>	<p>- The propositional content of the utterance above is the staff calls the bank’s officer to ask about the certificate’s status. - The preparatory of the utterance is there were some problems about the certificate’s status, and the notary asks her staff to find the answer from the Bank’s officer. - The sincerity condition in the utterance above can be seen from the use of <i>nak ditelpon</i> by the staff, in that the staff is repeated her request to the client. - The essential of the utterance can be seen by</p>	<p>The request is interrogative, in which the notary suggests her staff to call Yoga by cell phone. The notary used <i>nak</i> and intonation referring to question to express her question to the staff.</p>

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<p>'oh iya, su' "okay, Su"</p>	<p>the staff's respond.</p>	
<p>(THE NOTARY ASKED THE CLIENT TO BRING THE OWNER OF CERTIFICATE TO HER OFFICE) (38) Notary : <i>Suruh urangnye kesitok i</i> [dialogue 1, T.19] 'Suruh orangnya kesini ya' "order the man to come here" Client : <i>Urang yang punye?</i> 'orang yang punya?' "the owner?"</p>	<ul style="list-style-type: none"> - The propositional content of the utterance above is the client should bring the certificate's owner to the notary office. - The preparatory of the utterance is the client is arrived to the office to ask about certificate for Bank's guarantee, and the notary asks him to change the ownership of the certificate by asking the former owner to go to the notary office. - The sincerity condition in the utterance above can be seen from the use of <i>Suruh</i> by the notary. - The essential of the utterance can be seen by the client's respond. 	<p>The request is imperative sentence, it is meant to order the client getting the certificate's owner to the notary's office. The imperative can be seen from the use of basic verb <i>suruh</i></p>
<p>(THE CLIENT WHO IS MIDDLEMAN ASKED THE NOTARY TO TELL THE PROBLEM TO THE OWNER OF THE CERTIFICATE) (39) Client : <i>bise jalaskan dangan die juak be.</i> [Dialogue 3, T.23] 'bisa dijelaskan dengan dia juga' "explain it to him too" Notary : <i>Kalak saye balikkan duitnye sejuta paksu i, karne saye ngambek waktu iye untok sertifikat yg baru</i> 'nanti saya kembalikan uangnya</p>	<ul style="list-style-type: none"> - The propositional content of the utterance above is the notary tells the problem to the certificate's owner - The preparatory of the utterance is there is a misunderstanding about the certificate, the client who is a middleman asks the notary to tell the problem to the certificate's owner. - The sincerity condition in the utterance above can be seen from the use of <i>bise</i> by the notary. - The essential of the utterance can be seen by the notary's respond, in which she 	<p>The request is imperative sentence, it is meant to order the notary explaining about the problem to the certificate's owner. The imperative can be seen from the use of basic verb <i>bise</i></p>

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<p>satu juta ya paksu, karena kemarin kan saya ngambil untuk sertifikat baru' "I'll return his money about a million,paksu, because i took for having new fixed"</p>	<p>disapproved the client's request by talking different matter.</p>	
<p>(THE NOTARY ASKED THE CLIENT TO SIGN THE SALE AND PURCHASE AGREEMENT) (40) Notary : <i>Nah tandatangan dolok!</i> [Dialogue 6, T.12] 'Ini tanda tangan dulu' "sign first" Client : [the client started to sign the file of sale and purchase agreement]</p>	<ul style="list-style-type: none"> - The propositional content of the utterance above is the client should sign the sale and purchase agreement. - The preparatory of the utterance is the client is arrived to sign the sale and purchase agreement, and the notary is asked the notary to sign the agreement. - The sincerity condition in the utterance above can be seen from the use of <i>nah</i> by the notary. - The essential of the utterance can be seen by the client's respond. 	<p>The request is imperative sentence, it is meant to order the client signing the agreement. The imperative can be seen from the use of basic verb <i>tandatangan</i></p>
<p>(THE BANK'S EMPLOYEE ASKED THE CLIENT TO GIVE THE CERTIFICATE TO THE NOTARY) (41) Client : <i>sertifikatnye saye bawak ke kalak ?</i> 'sertifikat saya bawa tidak nanti?' "the certificate should I bring it?" Bank's officer :<i>Berikan ke ibu jak</i></p>	<ul style="list-style-type: none"> - The propositional content of the utterance above is the client gives the certificate to the notary. - The preparatory of the utterance is the client is arrived to the notary office to sign the loan agreement, he asks the bank's officer about the certificate, and the officer asks him to give it to the the notary. - The sincerity condition in the utterance above can be seen from the use of <i>berikan</i> by 	<p>The request is interrogative sentence, it is meant to asking something. The interrogative can be seen from the use of <i>ke</i> as the question marker.</p>

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<p>[Dialogue14,T.9] ‘serahkan ke Ibu saja’ “give it to the notary”</p>	<p>the notary. - The essential of the utterance can be seen by the client’s respond.</p>	
<p>(THE FREELANCE STAFF ASKED THE NOTARY TO COMPLETE THE REQUIREMENTS FOR THE LIMITED PARTNERSHIP) (42) Staff : <i>Plus KTP lah i</i> [Dialogue 4, T.9] ‘plus KTP ya’ “plus the identity card” Notary : <i>Ijajah, ktp</i> ‘ijajah, KTP’ “certificate, identity card”</p>	<p>- The propositional content of the utterance above is the notary prepares for the requirements of limited partnership . - The preparatory of the utterance is the identity card is needed in making limited partnership, the staff asks the notary to complete the requirements. - The sincerity condition in the utterance above can be seen from the use of <i>lah</i> by the notary. - The essential of the utterance can be seen by the notary’s respond.</p>	<p>The request is imperative sentence, it is meant to order the notary preparing the requirements for the limited partnership. The imperative can be seen from the use of <i>lah</i>.</p>
<p>(THE CLIENT ASKED ABOUT THE PICTURE OF LAND IN THE CERTIFICATE) (43) Client : <i>Yang paccah e bu, nampak ke gambarnya?</i> [Dialogue 3, T.27] ‘Yang dipecah itu bu, kelihatan tidak digambar?’ “the soil land, is it shown in the picture?” Notary : {the notary shows the picture to the client}</p>	<p>- The propositional content of the utterance above is the notary shows the land picture to the client. - The preparatory of the utterance is the client wants to see the land picture in the certificate. - The sincerity condition in the utterance above can be seen from the use of <i>nampak ke gambarnya</i> by the client. - The essential of the utterance can be seen by the notary’s respond.</p>	<p>The request is interrogative sentence, it is meant to asking something. The interrogative can be seen from the use of <i>ke</i> as the question marker.</p>
<p>(THE NOTARY TOLD THE MIDDLEMAN THAT THERE WAS LIMIT TIME FOR</p>	<p>- The propositional content of the utterance above is the client finds the solution for the</p>	<p>The request is declarative, because the notary informs or declares about the</p>

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<p>CHANGING THE CERTIFICATE) (44) Notary : <i>dak boleh nak lamak BPN tok, paksu, mun lamak mulai dari awal agek, jd dak bise nak diganti mun dah lamak.</i> [Dialogue 3, T.48] ‘BPN tidak bisa lama untuk ini, paksu. Kalau lama, mulai dari awal kembali, jadi tidak bisa diganti kalau sudah lama.’ “the national land affair does allow for long time,paksu, if it late, it has to start from the first, so it can not be change” Client : <i>jd sampai ari ape kalak batasnye e?</i> ‘jadi sampai hari apa nanti batas waktunya?’ “so, when is the limit time?”</p>	<p>certificate’s problem. - The preparatory of the utterance is the client gives suggestion to change the certificate, and the notary warns him that there is limit time for changing the certificate. - The sincerity condition in the utterance above can be seen from the use of <i>dak boleh</i> by the notary. - The essential of the utterance can be seen by the client’s respond.</p>	<p>due-time given by BPN if the client wants to change the certificate.</p>
<p>(THE CLIENT COMPLAINED ABOUT THE BUYER TO THE NOTARY) (45) Client : <i>Idi tang daan anok cinenye langsung geye be,Saye tok nak mintak panjar</i> [Dialogue 6, T.5] ‘Itulah kenapa cina nya ini tidak langsung saja begitu, saya ini mau minta DP’ “that is I wondering why the chinese does not directly, I want</p>	<p>- The propositional content of the utterance above is the notary calls the land buyer. - The preparatory of the utterance is the client wants to get down payment of her land from the buyer, and she complaints to the notary about the buyer’s presence. - The sincerity condition in the utterance above can be seen from the use of <i>tang daan</i> by the notary. - The essential of the utterance can be seen by</p>	<p>The request is declarative, because the client informs or declares about her want to get down payment from the buyer.</p>

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<p>to get down payment” Notary : <i>Panjar, iye, karne tok maseh proses, kemungkinan lamak karne pembuatan sertifikat baru. Saye telpon lok bu i</i> ‘DP, iya, karena ini masih proses, kemungkinan lama karena pembuatan sertifikat baru. Saya telpon dulu sebentar ya bu?’ “Down payment, well, because this is still in the process, maybe it takes a long time because we make a new certificate. I call her first, mam”</p>	<p>the notary’s respond.</p>	
<p>(THE NOTARY HAD A HISTORY OF CONVERSATION ABOUT THE FILES IN THE NATIONAL LAND OFFICE WITH HER STAFF. SHE TOLD HER STAFF ABOUT THE MESSAGE SHE GOT FROM THE EMPLOYEE OF NATIONAL LAND OFFICE) (46) Notary : <i>Wan, berkas dah bise diambek nye adam</i> [Dialogue 2, T.18] ‘Wan, Adam bilang berkas sudah bisa diambil’ “wan, adam said that the file can be took” Staff : [he took it after he finished his work in the office]</p>	<ul style="list-style-type: none"> - The propositional content of the utterance above is the staff should go to the National Land Office to take the files. - The preparatory of the utterance is the notary and staff were talked about the National Land Office , and the notary is asked her staff to take the files after she got a message from National Land Office. - The sincerity condition in the utterance above can be seen from the use of <i>diambek</i> by the notary. - The essential of the utterance can be seen by the staff’s respond. 	<p>The request is declarative, because the notary informs or declares about the files in National Land Office to her staff.</p>

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APPENDIX 3: Politeness Strategies in Speech act of request

No	Super Strategies	Utterances
1.	<p>Bald on record</p> <p>a. Cases of non minimization of face threat</p>	<p>(THE NOTARY SPOKE TO HER STAFF DURING THE CONVERSATION BETWEEN THE NOTARY AND HER CLIENT)</p> <p>(1) Notary : <i>Berkas nye, Wan</i> [Dialogue10, T.4] ‘Berkasnya, Wan’ “File, Wan” Staff : {The Staff directly took the file and gave it to the Notary Public}</p> <p>(THERE WERE CLIENTS IN THE NOTARY’S OFFICE WHO WANTED TO HAVE ASSIGNMENT OF LOAN AGREEMENT, THE NOTARY TOLD HER STAFF ABOUT THE CERTIFICATE STATUS AND ASKED HIM TO FIX IT)</p> <p>(2) Notary : <i>Roya, Wan</i> [Dialogue8, T.19] ‘Roya, Wan’ “Omission of liability, Wan” Staff : <i>oh</i> ‘oh’ “Oh”</p> <p>(THERE WERE A NOTARY, BANK’S CLIENTS AND BANK’S OFFICER IN THE NOTARY’S ROOM. THE CLIENTS DID NOT BRING THEIR IDENTITY CARDS, SO THAT THE NOTARY ASKED THE BANK’S OFFICER TO TAKE AND COPY THE CARDS FROM BANK’S ARCHIVES).</p> <p>(3) Notary : <i>Bolak balik Ga i, dak boleh ade poto</i> [Dialogue14, T.21] ‘Bolak balik Ga ya, nggak boleh ada foto’ “both pages Ga, no photo” Client : <i>Ao’</i> ‘iya’ “Ok”</p>
	<p>b. Cases of of FTA-oriented bald-on-record</p>	<p>(THERE WAS A CLIENT ARRIVED TO THE OFFICE, AND HE WANTED TO</p>

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	usage	<p>SEE THE NOTARY. THE STAFF ASKED HIM TO COME IN THE NOTARY'S ROOM)</p> <p>(4) Staff : <i>Maso 'lah pak</i> [Dialogue3, T.1] 'masuklah, Pak' "come in,sir" Client : {the client directly came to the notary's room}</p> <p>(THE STAFF ASKED THE NOTARY ABOUT THE STATUS OF CLIENT'S CERTIFICATE, AND THE NOTARY DID NOT KNOW ABOUT THAT. SO, THE NOTARY ASKED THE STAFF TO CALL BANK'S OFFICER)</p> <p>(5) Notary : <i>Coba telponek Yoga</i> [Dialogue8, T.14]: 'Coba telpon Yoga' "try to call Yoga" Staff : {the staff directly called Yoga by phone}</p>
2.	Positive politeness	
	a. Str. 4 Use in group identity markers	<p>(THE STAFF ASKED THE NOTARY ABOUT THE DELIVERY LETTER FROM BANK.</p> <p>(6) Staff :<i>Maksu, pengantarnya memang sean ke?</i> [Dialogue 2, T.15] 'Maksu, pengantarnya memang tidak ada ya?' "<i>Maksu, is there no the covering letter from Bank?</i>" Notary : <i>Sape?</i> 'siapa?' "who?"</p> <p>(THE NOTARY ASKED PAKSU WHO IS A MIDDLEMAN TO TAKE AND SHOW THE CERTIFICATE TO THE OWNER OF THE CERTIFICATE)</p> <p>(7) Notary: <i>paksu bawakan sertifikat itok aja</i> [Dialogue3, T.53] 'paksu, bawakan sertifikat ini saja' "paksu just brings this certificate" Client : <i>Ye bu</i>'</p>

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		<p>‘Iya, Bu’ “okay,mam” (THE NOTARY ASKED THE STAFF TO COPY THE IDENTITY CARD BECAUSE SHE NEEDED IT FOR THE SIGNING PROCESS OF LOAN AGREEMENT) (8) Notary : <i>Long potokopikan bantar long</i> [Dialogue3, T.59] ‘Long, fotokopikan sebentar, Long’ “long,copy this for a second” Staff : <i>Ye,Su</i> ‘iya,Su’ “Okay, Su”</p> <p>(THE NOTARY ORDERED HER STAFF TO COPY ONLY ONE PAGE) (9) Notary : <i>Sigek jak long</i> [Dialogue3, T.61] ‘satu saja, Long’ “only one,long” Staff : {The staff directly copied only one page of identity card}</p> <p>(THE NOTARY ASKED HER STAFF TO COPY CLIENT’S IDENTITY CARD) (10) Notary : <i>Tok long potokopikan long</i> [Dialogue 11, T.1] ‘ini Long, fotokopikan, Long’ “copy this,long” Staff : <i>Ye</i> ‘ya’ “Okay”</p> <p>(THE NOTARY NEEDED HER PENCIL, SO SHE ASKED HER STAFF WHO USED THE PENCIL) (11) Notary: <i>Long, pensil, Long</i> [Dialogue 14, T.25] ‘Long, pensil, Long’ “Long, pencil, Long” Staff : {the staff came to the office and gave the pencil to the notary}.</p>
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	<p>b. Str.6 Avoid disagreement</p>	<p>(THE CLIENT WANTED TO ADD TWO NEW MEMBERS IN THE LIMITED PARTNERSHIP, SO HE ASKED THE NOTARY TO ADD IT)</p> <p>(12) Client : <i>Memang dah getok, pannuhek dah bu' e</i> [Dialogue 13, T.14] ‘memang sudah begitu, penuhi saja lah bu’ “it was so, make it full then”</p> <p>Notary: <i>dak masalah si</i> ‘tidak masalah sih’ “no problem”</p> <p>(IN THE FIRST MEETING, THE NOTARY TOLD THE OWNER OF THE CERTIFICATE THAT THERE WILL BE A NEW CERTIFICATE FOR THE SOLVING CERTIFICATE. IN FACT, THERE WAS ONLY ONE CERTIFICATE ISSUED BY THE NATIONAL LAND OFFICE BECAUSE OF MISUNDERSTANDING. THE CLIENT BELOW IS A MIDDLEMAN WHO TOLD THE NOTARY TO TELL THE OWNER OF THE CERTIFICATE ABOUT THE PROBLEM)</p> <p>(13) Client : <i>Jadi kalak kan beritau die bu, tatap dah dikaplingnye daan, tapi dah berubah</i> [Dialogue 3, T.42] ‘jadi nanti beritahu dia,bu. Mau tetap dikapling atau tidak, sudah berubah’ “so, tell him later, mam, it is land plot, but it has been change”.</p>
	<p>c. Str. 11 Be optimistic</p>	<p>(THE NOTARY ASKED THE CLIENT TO PAY THE PURCHASE DEED BECAUSE THE NATIONAL LAND OFFICE INCREASES THE FEE)</p> <p>(14) Notary : Hee (laugh expression), <i>Barre' saye lapan setengah jak lah pak asepe i, tambahe' sikit, tambah tujuh lima' pajak sembilan dua' lima'</i> [Dialogue 9, T.16] ‘he, kasih saya delapan setengah saja lah pak asepe ya, ditambah sedikit, tambah tujuh lima, pajak sembilan dua lima’. “he (laugh expression), just give me eight hundred and fifty,</p>

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		<p> mr.asep, plus seventy five for tax, nine hundred and twenty five”</p> <p>Client : <i>ye</i> ‘iya’ “Okay”</p> <p>(THE CLIENT WANTED TO KNOW WHEN HE CAN TAKE HIS ‘TAX PAYER IDENTIFICATION NUMBER’ (NPWP), SO THAT HE ASKED THE NOTARY’S PHONE NUMBER)</p> <p>(15) Client : <i>Kalak mintak nomor hape nye lah bu</i> [Dialogue 11, T.17] ‘nanti minta nomor hape nya <i>dong bu</i>’ “please give me your number later”</p> <p>Notary : <i>Ha a ye</i> (‘yes’ expression) ‘iya’ “Okay”</p> <p>(THE BANK’S OFFICER ASKED THE NOTARY TO ISSUE <i>SKMHT</i> (A POWER OF ATTORNEY TO CHARGE FOR THE RIGHT OF LAND MORTGAGE))</p> <p>(16) Client : <i>Ibu’ dari ibu’ dah i SKMHT nye kalak jak lah i, dari ibu jak</i> [Dialogue 14, T.1] ‘Ibu, dari ibu saja ya <i>SKMHT</i> nya nanti ya, dari ibu saja’ “Mam, <i>SKMHT</i> will be issued by you, from you ya”</p> <p>Notary : <i>O aok, wini ye. Ngape dek, KUR ke die</i> ‘o,iya, wini saja. Kenapa emangnya, dia <i>KUR</i>?’ “o, okay. That’s winy will handle it, what’s wrong, is he <i>KUR</i>?”</p>
	<p>d. Str.12 Include both S and H in the activity</p>	<p>(A CLIENT WANTED TO CHANGE THE MANAGEMENT OF AN EDUCATIONAL INSTITUTE, BUT IT BREAKS THE LAW. THE NOTARY DISAPPROVE THE CLIENT’S WANT)</p> <p>(17) Client : <i>Jadi nantek dak distandarisasi tok, dak kite sesuaikan, jak kite nak</i></p>

APPENDIX 3: Politeness Strategies in Speech act of request

		<p><i>ubah itok</i> [Dialogue 7, T.17] ‘Jadi nanti tidak distandarisasi ini, tidak kita sesuaikan, hanya kita mau mengubah ini’ “so we will not standarize this, we do not have to adjust it, we just want to change this Notary : <i>Dak bise i</i> ‘tidak bisa ya’ “it can not be like that”</p>
	e. Str.13 Give (or ask for) reasons	<p>(THE NOTARY ASKED THE CLIENT TO WAIT THE BUYER IN THE WAITING ROOM) (18) Notary : <i>Tunggu jak lah dolok, tan dak bise dihubungek de ye cine nye.</i> [Dialogue 6, T.22] ‘Tunggu saja lah dulu, cina na tidak bisa dihubungi’ “just wait, the chinese can not be called” Client : {she waited in the waiting room after the notary public told her that the buyer can not be called}</p>
3.	Negative Politeness	
	a. Str.1 Be conventionally indirect	<p>(THE NOTARY WANTED TO SEE THE CERTIFICATE, SO SHE ASKED HER STAFF TO TAKE IT FOR HER) (19) Notary : <i>Mane di sertifikatnye e maksu liatek yang sekura?</i> [Dialogue 2, T.19] ‘Mana ya sertifikatnya maksu lihat yang Sekura?’ “where is the certificate maksu want to see Sekura?” Staff : <i>Yo</i> ‘ini’ “this” (THE STRAPLER WAS USED BY THE STAFF, AND THE NOTARY NEEDED IT. SO SHE ASKED HER STAFF TO TAKE IT) (20) Notary : <i>Mane ciklik maksu long?</i> [Dialogue 4, T.1]</p>

APPENDIX 3: Politeness Strategies in Speech act of request

		<p>‘Mana strapler nya maksu, long?’ “where is <i>maksu</i>’s strapler, <i>Long</i>?”</p> <p>Staff : {the staff who used the notary public’s strapler directly give the strapler to the notary public }</p> <p>(THERE WILL BE A SIGNING OF LOAN AGREEMENT, AND THE NOTARY ASKED HER STAFF TO TAKE THE FILE FOR HER)</p> <p>(21) Notary : <i>Win, mane berkasnye, Win?</i> [Dialogue 5, T.1] ‘Win, mana berkasnya, Win?’ “Win, where is the file, Win?”</p> <p>Staff : <i>yo, su</i> ‘ini, Su’ “this, Su”</p> <p>(A FREELANCE STAFF TOLD THE NOTARY ABOUT SOME REQUIREMENTS FOR MAKING LIMITED PARTNERSHIP)</p> <p>(22) Staff : <i>cuman tulong siapkan untuk ijazah smp, eh smp, ijazah sma, stm</i> [Dialogue 4, T.3] ‘hanya saja tolong siapkan untuk ijazah SMP, eh SMP, ijazah SMA, STM’. “please prepare the certificate of junior high school, not junior high school, senior high school certificate, technical high school”</p> <p>Notary : <i>Iye jak i?</i> ‘ini aja y?’ “only that?”</p> <p>(THE CLIENTS DID NOT BRING THEIR IDENTITY CARDS, SO THAT THE NOTARY ASKED THE BANK’S STAFF TO COPY THE IDENTITY CARD FROM BANK’S FILE)</p> <p>(23) Notary : <i>oh, Ga, Ga, tulong kopikan saye KTP pak hidayat tok e</i> [Dialogue 14, T.12] ‘Oh, Ga, Ga, tolong fotokopikan saya KTP pak hidayat ini ya’</p>
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APPENDIX 3: Politeness Strategies in Speech act of request

		<p>Client : "oh, Ga, Ga, please copy Mr. Hidayat's identity card" <i>Ye</i> <i>'iya'</i> "Okay"</p>
	<p>b. Str.2 Question, Hedge</p>	<p>(THERE WERE THREE CLIENTS WHO WANTED TO SIGN BANK AGREEMENT INFRONT OF THE NOTARY. THE NOTARY ASKED THE CLIENT TO COMPLETE THE REQUIREMENTS TO GET DEATH CERTIFICATE TO VILLAGE OFFICE)</p> <p>(24) Notary : <i>Mintak surat kematian bu i.</i> [Dialogue 5, T.26] <i>'minta surat kematian ya bu'</i> "please find a death certificate,mam"</p> <p>Client : <i>jak saye ingat tanggalnye</i> <i>'saya ingat kok tanggalnya'</i> "i remember the date"</p> <p>(THE NOTARY ASKED THE SIGN THE LOAN AGREEMENT ABOVE THE SIGNATURE STAMP)</p> <p>(25) Notary : <i>Tande tangan diatas materai i</i> [Dialogue 5, T.39] <i>'tanda tangan diatas materai ya'</i> "sign above the signature stamp"</p> <p>Client : <i>Geye ke?</i> <i>'seperti ini?'</i> "like this?"</p> <p>(THE NOTARY ASKED THE CLIENT TO SIGN ABOVE THE SIGNATURE STAMP)</p> <p>(26) Notary : <i>tande tangan disie jak lah i</i> [Dialogue 14, T.18] <i>'Tanda tangan disitu sajalah ya'</i> "sign on there"</p> <p>Client : <i>sitok ke?</i> <i>'disini ya?'</i></p>

APPENDIX 3: Politeness Strategies in Speech act of request

		“here?”
	c. Str. 3 Be pessimistic	<p>(THE CLIENT WANTED HIS ‘TAX PAYER IDENTIFICATION NUMBER’ (NPWP) CAN BE TAKEN TODAY)</p> <p>(27) Client :Ari tok? [Dialogue 11, T.13] ‘hari ini?’ “today?”</p> <p>Notary :Ari tok dak bise lah i ‘hari ini tidak bisa ya’ “it can not be done today”</p> <p>(THE CLIENT WANTED TO PAY THE FEE OF PURCHASE DEED)</p> <p>(28) Client :<i>tujuh setengah?</i> [Dialogue 9, T.13] ‘tujuh setengah?’ “seven hundred and fifty rupiah”</p> <p>Notary :<i>Dak bise agek pak ase, dah naik. setoran di BPN nye be dah naik</i> ‘Tidak bisa lagi pak ase, sudah naik. Setoran di BPN nya sudah naik’. “it can not, pak ase, it has increased, the Land National Affair has increased the cost”</p> <p>(THE CALCULATOR WAS USED BY THE STAFF, AND THE NOTARY NEEDED IT. SO THAT SHE ASKED HER STAFF TO GIVE IT TO HER)</p> <p>(29) Notary : <i>Win, minjam kalkulator win</i> [Dialogue 10, T.24] ‘Win, pinjam kalkulator Win’ “Win, May I borrow calculator, Win”</p> <p>Staff : {the staff gave the calculator to the notary}</p> <p>(THE NOTARY WANTED TO OMIT ‘NON-FORMAL’ IN THE ORGANIZATION’S TITLE)</p> <p>(30) Notary : <i>Non formal nye diilangkan jak i? Langsung jak pak i Pusat kegiatan Belajar masyarakat dato’cane, geye ke die?</i> [Dialogue 12, T.13]</p>

APPENDIX 3: Politeness Strategies in Speech act of request

		<p>‘Non formalnya dihapus saja ya? Langsung saja ya pak, Pusat Kegiatan Belajar Masyarakat dato’ cane, begitu aja ya?’ “can i omit the ‘non-formal’? we can directly use ‘Pusat Kegiatan Belajar Masyarakat dato’ cane’, can’t we?”</p> <p>Client : <i>E!</i> (confused expression)</p> <p>(BEFORE STARTING THE SIGNING PROCESS OF LOAN AGREEMENT, THE NOTARY ASKED THE CLIENT ABOUT THE IDENTITY CARD)</p> <p>(31) Notary : <i>Ade ke KTP nye, dibawak dak?</i> [Dialogue 14, T.10] ‘ada tidak KTP nya, dibawa tidak?’ “is there identity card, do you bring it?”</p> <p>Client : <i>Tinggal tadek dirumah</i> ‘tertinggal tadi dirumah’ “it left at home”</p>
	<p>d. Str.4 Minimize the imposition, Rx</p>	<p>(THE NOTARY ASKED HER STAFF TO COPY THE FAMILY CARD)</p> <p>(32) Notary : <i>Itok fotokopi sigek long, dengan KK nye juak</i> [Dialogue 6, T.23] ‘Ini difotokopi satu, long, dengan KK nya juga’ “copy this one page, Long, with the family card too’</p> <p>Staff : {the staff took the card and copied it}</p>
	<p>e. Str.5 Give deference</p>	<p>(THE NOTARY WANTED THE CLIENT TO FIX HER SIGNATURE)</p> <p>(33) Notary : <i>Keluarkan sikit ibu’.</i> [Dialogue 5, T.41] ‘Keluarkan sedikit, ibu’ “make it slightly removed”</p> <p>Client : {the client corrected her signature}.</p> <p>(THE NOTARY ASKED THE CLIENT TO COMPLETE HER NAME)</p> <p>(34) Notary : <i>N nye kurang, bu</i> [Dialogue 6, T.17] ‘N nya kurang, Bu’ “minus N, mam”</p> <p>Client : {the client directly wrote ‘N’ on her name}</p>

APPENDIX 3: Politeness Strategies in Speech act of request

		<p>(THE NOTARY ASKED THE CLIENT ABOUT THE IDENTITY CARD BEFORE STARTED THE SIGNING PROCESS OF LOAN AGREEMENT)</p> <p>(35) Notary : <i>Ade ke bawak KTP KK bu</i>? [Dialogue 6, T.1] ‘ada bawa KTP KK nya tidak, Bu?’ “are you bring identity card and family card,mam?”</p> <p>Client : {the client showed her identity card to the notary public}</p> <p>(ONE CLIENT ARRIVED TO THE OFFICE AND THE STAFF WELCOME HIM)</p> <p>(36) Staff : <i>Ade ade, tunggu lok pak i. Tunggu lok pak i.</i>[Dialogue 12, T.4] ‘Ada, ada. Tunggu sebentar ya pak, tunggu sebentar ya pak’ “she is here, please wait sir, please wait sir”</p> <p>Client : <i>Ye ye saye tunggu</i> ‘iya, iya saya tunggu’ “okay, okay, i wait”</p>
	<p>f. Str.7 Impersonalize S and H</p>	<p>(THERE WERE SOME PROBLEM ABOUT THE CERTIFICATE’S STATUS, AND THE NOTARY ASKED HER STAFF TO CALL THE BANK’S OFFICER)</p> <p>(37) Notary : <i>Nak ditelpon kai hape jak win dak ke yoga?</i> [Dialogue 8, T.17] ‘mau menelpon Yoga pakai Hape saja win?’ “do you want to call Yoga by cell phone, Win?”</p> <p>Staff : <i>oh iye, Su</i> ‘oh iya, su’ “okay, Su”</p> <p>(THE NOTARY ASKED THE CLIENT TO BRING THE OWNER OF CERTIFICATE TO HER OFFICE)</p> <p>(38) Notary : <i>Suroh urangnye kesitok i</i> [dialogue 1, T.19] ‘Suruh orangnya kesini ya’ “order the man to come here”</p> <p>Client : <i>Urang yang punye?</i> ‘orang yang punya?’</p>

APPENDIX 3: Politeness Strategies in Speech act of request

		<p style="text-align: center;">“ the owner?”</p> <p>(THE CLIENT WHO IS MIDDLEMAN ASKED THE NOTARY TO TELL THE PROBLEM TO THE OWNER OF THE CERTIFICATE)</p> <p>(39) Client : <i>bise jalaskan dangan die juak be.</i> [Dialogue 3, T.23] ‘bisa dijelaskan dengan dia juga’ “explain it to him too”</p> <p>(THE NOTARY ASKED THE CLIENT TO SIGN THE SALE AND PURCHASE AGREEMENT)</p> <p>(40) Notary : <i>Nah tandatangan dolok!</i> [Dialogue 6, T.12] ‘Ini tanda tangan dulu’ “sign first”</p> <p>Client : {the client started to sign the file of sale and purchase agreement }</p> <p>(THE BANK’S OFFICER ASKED THE CLIENT TO GIVE THE CERTIFICATE TO THE NOTARY)</p> <p>(41) Client : <i>Berikan ke ibu jak</i> [Dialogue 14, T.9] ‘serahkan ke Ibu saja’ “give it to the notary”</p> <p>(THE FREELANCE STAFF ASKED THE NOTARY TO COMPLETE THE REQUIREMENTS FOR THE LIMITED PARTNERSHIP)</p> <p>(42) Staff : <i>Plus KTP lah i</i> [Dialogue 4, T.9] ‘plus KTP ya’ “plus the identity card”</p> <p>Notary : <i>Ijajah, ktp</i> ‘ijajah, KTP’ “certificate, identity card”</p>
4.	Off record	

APPENDIX 3: Politeness Strategies in Speech act of request

<p>a. Str. 1 Give hints</p>	<p>(THE CLIENT ASKED ABOUT THE PICTURE OF LAND IN THE CERTIFICATE)</p> <p>(43) Client : Yang paccah e bu, nampak ke gambarnya? [Dialogue 3, T.27] ‘Yang dipecah itu bu, kelihatan tidak digambar?’ “the soil land, is it shown in the picture?”</p> <p>Notary : <i>Nampak</i> ‘kelihatan’ “it is shown in the picture”</p> <p>(THE NOTARY TOLD THE MIDDLEMAN THAT THERE WAS LIMIT TIME FOR CHANGING THE CERTIFICATE)</p> <p>(44) Notary : <i>dak boleh nak lamak BPN tok, paksu, mun lamak mulai dari awal agek, jd dak bise nak diganti mun dah lamak.</i> [Dialogue 3, T.50] ‘BPN tidak bisa lama untuk ini, paksu. Kalau lama, mulai dari awal kembali, jadi tidak bisa diganti kalau sudah lama.’ “the national land affair does allow for long time,paksu, if it late, it has to start from the first, so it can not be change”</p> <p>Client : <i>jadi sampai ari ape kalak batasnye e</i> ‘jadi sampai hari apa nanti batas waktunya?’ “so, when is the due time?”</p> <p>(THE CLIENT COMPLAINED ABOUT THE BUYER TO THE NOTARY)</p> <p>(45) Client : <i>Idi tang daan anak cinenye langsung geye be,Saye tok nak mintak panjar</i> [Dialogue 6, T.5] ‘Itulah kenapa cina nya ini tidak langsung saja begitu, saya ini mau minta DP’ “that is I wondering why the chinese does not directly, I want to get down payment”</p> <p>Notary : <i>Panjar, iye, karne tok maseh proses,kemungkinan lamak karne pembuatan sertifikat baru. Saye telpon lok bu i</i> ‘DP, iya, karena ini masih proses, kemungkinan lama karena</p>
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APPENDIX 3: Politeness Strategies in Speech act of request

		<p>pembuatan sertifikat baru. Saya telpon dulu sebentar ya bu?’ “Down payment, well, because this is still in the process, maybe it takes a long time because we make a new certificate. I call her first, mam”</p>
	<p>b. Str.2 Give Association Clues</p>	<p>(THE NOTARY HAD A HISTORY OF CONVERSATION ABOUT THE FILES IN THE NATIONAL LAND OFFICE WITH HER STAFF. SHE TOLD HER STAFF ABOUT THE MESSAGE SHE GOT FROM THE OFFICER OF NATIONAL LAND OFFICE) (46) Notary : <i>Wan, berkas dah bise diambek nye adam</i> [Dialogue 2, T.18] ‘Wan, Adam bilang berkas sudah bisa diambil’ “wan, adam said that the file can be took”</p>

APPENDIX 4 : SOCIOLOGICAL VARIABLES (P, D, R)

No.	Sociological Variables	Requests
1.	<p style="text-align: center;">P, +D, +R</p> <p>The power is equal, because the freelance staff has more knowledge about how to make limited partnership. Meanwhile, the notary has authority in conducting her job. The distance is intimate, and the rank o imposition is high because the notary has to complete the requirements by asking to the clients.</p>	<p>(A FREELANCE STAFF TOLD THE NOTARY ABOUT SOME REQUIREMENTS FOR MAKING LIMITED PARTNERSHIP)</p> <p>(1) Staff : <i>cuman tolong siapkan untuk ijazah smp, eh smp, ijazah sma, stm</i> [Dialogue 4, T.3] ‘hanya saja tolong siapkan untuk ijazah SMP, eh SMP, ijazah SMA, STM’. “please prepare the certificate of junior high school, not junior high school, senior high school certificate, technical high school”</p> <p>Notary : <i>Iye jak i?</i> ‘ini aja y?’ “only that?”</p>
2.	<p style="text-align: center;">+P, -D, +R</p> <p>The notary has higher power than the client. The distance is distant. The rank of imposition is high, because the client can not decide the title’s change personally, the organization consists of some people.</p>	<p>(THE NOTARY WANTED TO OMIT ‘NON-FORMAL’ IN THE ORGANIZATION’S TITLE)</p> <p>(2) Notary : <i>Non formal nye diilangkan jak i? Langsung jak pak i Pusat kegiatan Belajar masyarakat dato’cane, geye ke die?</i> [Dialogue 12, T.13] ‘Non formalnya dihapus saja ya? Langsung saja ya pak, Pusat Kegiatan Belajar Masyarakat dato’ cane, begitu aja ya?’ “can i omit the ‘non-formal’? we can directly use ‘Pusat Kegiatan Belajar Masyarakat dato’ cane’, can’t we?”</p> <p>Client : <i>E!</i> (confused expression)</p>
3.	<p style="text-align: center;">+P, -D, -R</p> <p>The notary has higher power than the Bank’s officer. They are distant, and the rank of imposition is low</p>	<p>(THERE WERE A NOTARY, BANK’S CLIENTS AND BANK’S OFFICER IN THE NOTARY’S ROOM. THE CLIENTS DID NOT BRING THEIR IDENTITY CARDS, SO THAT THE NOTARY ASKED THE BANK’S OFFICER TO TAKE AND COPY THE CARDS FROM BANK’S ARCHIVES).</p> <p>(3) Notary : <i>Bolak balik Ga i, dak boleh ade poto</i> [Dialogue14, T.21] ‘Bolak balik Ga ya, nggak boleh ada foto’</p>

APPENDIX 4 : SOCIOLOGICAL VARIABLES (P, D, R)

		<p>“both pages Ga, no photo”</p> <p>Client : <i>Ao’</i> <i>‘iya’</i> “Ok”</p>
4.	<p>+P, +D, -R</p> <p>The notary uses Bald on record, because the notary has higher power than her staff. They are intimate, but the rank of imposition is low.</p>	<p>(THE NOTARY SPOKE TO HER STAFF DURING THE CONVERSATION BETWEEN THE NOTARY AND HER CLIENT)</p> <p>(4) Notary : <i>Berkas nye, Wan</i> [Dialogue10, T.4] <i>‘Berkasnya, Wan’</i> “File, Wan”</p> <p>Staff : {The Staff directly took the file and gave it to the Notary}</p>
5.	<p>-P, -D, +R</p> <p>The client has lower power than the notary. The distance is distant. The rank of imposition is higher, because the client wants the notary breaks the rule.</p>	<p>(A CLIENT WANTED TO CHANGE THE MANAGEMENT OF AN EDUCATIONAL INSTITUTE, BUT IT BREAKS THE LAW. THE NOTARY DISAPPROVE THE CLIENT’S WANT)</p> <p>(5) Client : <i>Jadi nantek dak distandarisasi tok, dak kite sesuaikan, jak kite nak ubah itok</i> [Dialogue 7, T.17] <i>‘Jadi nanti tidak distandarisasi ini, tidak kita sesuaikan, hanya kita mau mengubah ini’</i> “so we will not standarize this, we do not have to adjust it, we just want to change this</p> <p>Notary : <i>Dak bise i</i> <i>‘tidak bisa ya’</i> “it can not be like that”</p>
6.	<p>-P, +D, -R</p> <p>The staff has lower power than the notary. The distance is intimate, and the rank of imposition is low.</p>	<p>(THE STAFF ASKED THE NOTARY ABOUT THE DELIVERY LETTER FROM BANK.</p> <p>(6) Staff : <i>Maksu, pengantarnya memang sean ke?</i> [Dialogue 2, T.15] <i>‘Maksu, pengantarnya memang tidak ada ya?’</i> “<i>Maksu</i>, is there no the covering letter from Bank?”</p> <p>Notary : <i>Sape?</i> <i>‘siapa?’</i></p>

APPENDIX 4 : SOCIOLOGICAL VARIABLES (P, D, R)

		“who?”
7.	-P, +D, +R The client has lower power than the notary, because the notary has higher authority. They are intimate, it can be seen from the address form that is used by the notary to the client. The rank of imposition is higher, because he asks the notary to tell the problem to the certificate's owner.	(IN THE FIRST MEETING, THE NOTARY TOLD THE OWNER OF THE CERTIFICATE THAT THERE WILL BE A NEW CERTIFICATE FOR THE SOLVING CERTIFICATE. IN FACT, THERE WAS ONLY ONE CERTIFICATE ISSUED BY THE NATIONAL LAND OFFICE BECAUSE OF MISUNDERSTANDING. THE CLIENT BELOW IS A MIDDLEMAN WHO TOLD THE NOTARY TO TELL THE OWNER OF THE CERTIFICATE ABOUT THE PROBLEM) (7) Client : <i>Jadi kalak kan beritau die bu, tatap dah dikaplingnye daan, tapi dah berubah</i> [Dialogue 3, T.42] ‘jadi nanti beritahu dia, bu. Mau tetap dikapling atau tidak, sudah berubah’ “so, tell him later, mam, it is land plot, but it has been change”.
8.	+P, -D, +R The notary has higher power than the client. They are distant. The rank of imposition is high, because it is related to increasing fee.	(THE NOTARY ASKED THE CLIENT TO PAY THE PURCHASE DEED BECAUSE THE NATIONAL LAND OFFICE INCREASES THE FEE) (8) Notary : Hee (laugh expression), <i>Barre' saye lapan setengah jak lah pak asepe i, tambahe' sikit, tambah tujuh lima' pajak sembilan dua' lima'</i> [Dialogue 9, T.16] ‘he, kasih saya delapan setengah saja lah pak asepe ya, ditambah sedikit, tambah tujuh lima, pajak sembilan dua lima’. “he (laugh expression), just give me eight hundred and fifty, mr.asepe, plus seventy five for tax, nine hundred and twenty five” Client : <i>ye</i> ‘iya’ “Okay”
9.	-P, -D, -R The staff has lower power than the client, they are not close to each other, and the rank of imposition is low.	(THERE WAS A CLIENT ARRIVED TO THE OFFICE, AND HE WANTED TO SEE THE NOTARY. THE STAFF ASKED HIM TO COME IN THE NOTARY'S ROOM) (9) Staff : <i>Maso'lah pak</i> [Dialogue3, T.1] ‘masuklah, Pak’

APPENDIX 4 : SOCIOLOGICAL VARIABLES (P, D, R)

		“come in,sir” Client : {the client directly came to the notary’s room}
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