

KESANTUNAN DIREKTIF DALAM SURAT BISNIS

Kajian Penggunaan Ungkapan Permohonan Bahasa Inggris

Oleh Penutur Bahasa Indonesia

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Abstract

This paper deals with politeness in requests used among the native speakers of Bahasa Indonesia in English business letters. The data cover twenty business letters in the form of e-mails with various topic. The research shows that the subjects use various ways of expressing request covering direct form are expressed in the form of declarative and interrogative sentences and often accompanied with 'please'. Using Brown and Levinson's theory of politeness, the result also shows that subjects take into account the risk of face loss in the relation to politeness strategies.

Keyword: politeness, business letters, request