The Markers of Politeness of Refusal in *Penelope* Movie

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**Abstrak**


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**INTRODUCTION**

Politeness is a behavior that contains the value of polite in daily life. People are categorized polite when they show a good manners and consideration for others. There are many kinds of politeness. Watts (2003:1) said that politeness can be divided into three, they are: dress politeness, act politeness, and linguistic politeness. There are two things of dress politeness that are: wearing the polite dress at public area; wearing the neat dress depending on the situation. The second is the act politeness. The act politeness is the procedure of action or gestures when facing something or in a particular situation. The last is linguistic politeness. The linguistic politeness is the language that a person uses to avoid being too direct, or language displays respect towards or consideration for other.

Linguistic politeness refers to cases in communication where the people need to protect and enhance one's own face. It influences what one says and the way one says. Moain (1992) says linguistic politeness is politeness of language that is used in communicating with other people through oral or written. The language is used to full of orderly manners, courtesy and contains the values of high regard. In general, linguistic
politeness has a subtle vocabulary to convey something. Politeness is the rules of behavior that is specified and is agreed by a particular society. So, the linguistic politeness is a prerequisite that is agreed by the social behavior.

Linguistic politeness could implement in the speech of refusal. Refusal is the act of saying “no” to the speaker’s request. Some of hearers have trouble saying "no". They have several reasons to refuse. The first, they do not want to hurt the speaker's feelings. The seconds if they say "no", the other person may think that they are unkind. Al-Kahtani (2005: 3) argues that in saying of refusal, how someone’s strategy to convey the word "no". Therefore, it is needed special skills to convey and receive a refusal. Next, according to Brown and Levinson (1987: 66), refusal is Face-Threatening Act (FTA). For example, when the speaker invites a person, he/she wish that his/her invitation is accepted. On the other hand, the hearer has to consider the speaker’s invitation before refusing the invitation. If the hearer refuses, the hearer may threaten the speaker’s positive face, that is, his/her public self-image to maintain from other.

The politeness of refusal can be seen in everyday conversation. It also can be seen in drama, theater, and movie. In this research, the politeness of refusal can be seen in the movie because the movie is an interpretation of the phenomena that exists in daily life. Movie is a story or series of events that is recorded by a camera and is shown as moving pictures on a screen in a theater or on television. The movie that includes about the politeness of refusal is Penelope movie.

In Penelope movie, there are many politeness of refusal are used. For example is as follows:

Speech event 1

Franklin: Why can't I have bacon?
Jessica: Because you love oatmeal. Doesn't Daddy love oatmeal? Yeah.
Franklin: No, I love bacon.
Jessica: No, Please, Franklin.
(Penelope movie, 2006:5)
In the markers of politeness of refusal, the dialog above uses the marker of politeness. According to Pranowo (2009:90), by using the word ‘please’ is one of the markers of politeness. Based on the dialog above, the wife refuses the husband’s request by using the word ‘please’. The word ‘please’ is one way to show of respect feeling to the speaker, because the hearer could not do it.

There are many definitions of politeness, that are: the first is Meier (1995:60) said that politeness is “doing what socially acceptable”. The second is Leech (1988:131) defines the politeness involves two sides; they are “self” and “others”. Self is the speaker side and other is the hearer side. There two kinds of “others”, that are the hearer self and nonparticipant (the third side is spoken by speaker). So, politeness is the rules that regulate speakers and hearer in conversation and to pay attention to politeness in their conversation. When they are talking to other people, they make decisions about what to say and how to say it.

Politeness can be defined as “the means employed to show awareness of another person’s face” (Yule, 1996, p.60). The idea of politeness is based on face which is a technical term that is related to the public self-image of a person. It is also supported by Brown and Levinson’s theory of politeness that is based on the notion of face, i.e.”the public self-image that every member wants to claim for himself” (1987: 61). In Brown and Levinson’s view, face consists of two related and universal wants: “the desire to be unimpeded in one’s actions (negative face) and the desire (in some respects) to be approved (positive face)” (1987: 13).

**REVIEW OF RELATED LITERATURE**

**Markers of Politeness of Refusal**

The deciding factor of politeness from linguistic aspects can be identified from verbs and nonverbal. Nonverbal can be seen through body language, gesture and facial expressions. While the verb can be seen from the choice of words and types of words
used. Politeness markers expressions added to the utterance to show the addressee and to bid for cooperative behavior (House and Kasper 1989; in Watts (183))

a. The choice of words

Pranowo (2009: 104) formulates indicators of word choice could be seen through the use of certain words, such as:

1. Using the word "please" to ask for help
2. Use of the phrase "thank you" to honor of the kindness of others
3. Using the word "sorry" for the speech that is estimated would offend others
4. Using the word "acceptable" to ask the other people
5. Using the word "honorable" to refer to a third person who is more respected
6. Using the word "Mr. / Ms." to refer to adult

In English language, politeness markers are please, if you wouldn’t/ don’t mind, I am sorry, tag question with modal will/would you?.

b. Types of sentences

According to Cahyono (1993: 107) sentence is the smallest part of text that reveals the complete mind in linguistic. In oral form, the sentence is accompanied by pitch, pauses, intonation terminated by finished. In the form of writing, a sentence begins with a capital letter and end with a dot, question mark, or exclamation mark in which there are a variety of punctuation marks such as spaces, commas, or semicolons. (Ramlan in Revite, 2007:234)

Next, Rihardi (2008:74) said that based on the function of sentence’s content, the sentence is divided into four, they are: declarative sentences (news), imperative sentences (commands), interrogative sentences (ask), ‘eksalamatif’ sentence (exclamation).

1. Declarative sentences had the purpose to give something to the speaker. The something that is preached to the speaker is the disclosure of an event so that the
response is expected in the form of attention. The attention is given by the speaker that can be seen in the eyes and face expression that indicate a concern. The attention was sometimes accompanied by a nod of the head or saying yes.

2. Interrogative sentence is a sentence that had the purpose to ask something to the speaker. there are five ways to make interrogative utterances:
   a. by reversing sequence of sentence
   b. by using the word "what or what"
   c. by using the word "not or do not"
   d. by composing into the sentence intonation question
   e. by using words specific question.

Based on the answers given interrogative sentences can be classified into:
   a. yes / no question (yes-no question)
      The form of a "yes / no" only requires the answer of "yes or no" for a short answer, and also followed by a statement of the question for the long answer. To clarify refusal that is from the form of "yes / no", is used tail mark (question tags). In English, question tags is using words of negation.
   b. questions that need answers according to required information (Wh-question)
      Refusal with the questions of information needs answer accordance with the question words that are used, such as to ask the reason why, when for a time, or where to place
   c. question only choose one of two alternative answers that is given (alternative question).(Quirk and Greenbaum in Revite, 2007: 267)
      It is also support by Comrie. Comrie (1987: 30) says that there are 4 Types of Interrogative sentences. They are:
      a. Yes/No interrogatives are questions that can be answered with a yes or a no response. For example: Did you take your vitamin this morning?
      b. Alternative interrogatives are questions that provide for two or more alternative answers. For example: Should I call or email you? c. Wh-interrogatives begin with a wh-word and call for an open-ended answer. A yes or no answer isn’t appropriate for these questions, nor does the
question provide alternative answers. The answer can be a simple response or complex explanation. Examples of wh-interrogative sentences: Where do you live?

d. Tag questions are questions attached or tagged onto the ending of a declarative statement. They transform a declarative sentence into an interrogative sentence. Examples: You live in the city, don’t you?

Sometimes interrogative sentences are actually declarative sentences that have a question mark at the end. If you ask this type of question, the last syllable of the final word in the sentence is spoken with a rising intonation. For examples: The bus has already left?

3. Imperative sentence has a purpose to order or request the hearer that does something what the speaker’s desire. Imperative sentence can be a messenger to do something, or the prohibition to do something. Both of directly and indirect refusal speech is interpreted as a request. Its cause is in it that has a request to speaker to do something. Imperative sentence can be classified into:

a. regular imperative sentence, has the following characteristics: a loud tone, supported by said hard work.

b. request imperative sentence, is an imperative sentence with levels of errand is a very smooth. This sentence is accompanied by speaker’s attitude is modesties. This sentence is also marked by the use of politeness markers, such as please.

c. permits imperative sentence, is characterized by using of politeness markers, they are: "please and let"

d. solicitation imperative sentence, is used with politeness markers, they are: "come on, let, let, should"

e. messenger imperative sentence used with politeness marker "please”.

4. “Eksklamatif” sentence is the sentence that is used to express a sense of awe, because this sentence is a portrait of a situation that invites a wonder feeling.
METHODOLOGY

There will be several steps in this research. They are: data and source of data, methods and techniques of data collection, data analysis, and presenting the results of data analysis.

Design of the Research

This research is done qualitatively and descriptively. According to Sudaryanto (1988: 620) descriptive research is conducted based on the facts or phenomena of the speakers’ speech in one area. In line with this, Surakman (1978:739) says that descriptive research is research that tries to describe and analyze the data from the phase of collecting data, the preparation of data, and data analysis. Meanwhile, Sevilia (1993:71) argues that the descriptive research is analyzed the data based on material obtained without adding or reducing the data. Furthermore, Suryanto (2006) proposes four strategies of the research. They are:

1. Determining the focus of the research
2. Determining the setting and subject of study
3. Collecting data, processing data and analyzing data
4. Presenting the data analysis; in the presenting the data, there are only two parties, S and H, who interact in a social context. It is worth noting that politeness centers around/on H rather than S in that S always tries to mitigate the effect of his/her utterance on H.

So, by using descriptive research, the researcher can raise a phenomenon of language that is used in a community of language naturally. Descriptive research itself simply looks with the intense accuracy of the phenomena at the moment and then describe precisely on what investigation.

Data and Source of Data

The term of 'data' in qualitative research is borrowed from quantitative research that is usually used in the form of table numbers on the quantitative research. However, in the
qualitative research, the data is all the information whether oral or written (even in the form of pictures or photos), which contribute to answer the research problem as stated in the research question. Data is the research of materials. This is in line with the opinion of Sudaryanto (1990:3) who says that the data is not as the object of the research, but this is a material of the research. Furthermore, Sudaryanto (1993:3) also added about the limitations of the data as material research, that is the final data. The final data is done, because of selection of speeches. Thus, the data is the object of research plus context. Sudaryanto (1988 and 1990: 3) says that the formulation of the data can be written as follows:

\[ D (data) = O (object of research) + C (context) \]

Data can be obtained from primary and secondary data sources. Moleong says source data as the main source of data and additional sources of data. The main source of data in qualitative research is the words and actions were observed. According to Lofland (1984: 47 in Moleong 2008: 157) "The main source of data in qualitative research are the words, and actions, the rest is additional data such as documents." Researcher used this data to see who presented the speech of politeness of refusal that is spoken in the *Penelope* movie.

According to Moleong (2008:159), "the second data is additive that comes from written sources that can be divided into: the source books and scientific magazines, sources from archives, private document, and official documents. Text books, theses, dissertations, journal, media, magazines, internet, and other scientific papers are very valuable for researcher to explore the state of the research. Researcher uses transcripts *Penelope* movie script. Source of data is obtained from one Internet site that is www.dailyscript.com. This second data is strengthening the discovery and equip the information that is gathered through observation technique.

In this research, the data is to present of the politeness of refusal that is spoken by actors in the *Penelope* movie. *Penelope* movie is a 2006 fantasy/romantic comedy film directed by Mark Palansky which was first released in 2006 as a premiere. The film's
screenplay was written by Leslie Caveny. A novelization of the film was written by Marilyn Kaye. The production of *Penelope* started in 2006 in London. According to Internet Movie Database, it was filmed in the United Kingdom.

*Penelope* movie is an interpretation of life in the western. The westerners have a culture where they prefer to communicate directly, for example in the speech of refusal. In the western, communicate directly is polite. What is done by western is different from the eastern. The eastern has many ways to say speech of refusal. For the eastern, the ways of refusal is more important than the answer "no". This ways is polite for them. This differences that makes the researcher interested to research about: the strategies and markers of politeness of refusal are used by western.

Source of data is divided into two types, they are: the source of substantive data and source of locational data (Sudaryanto, 1990). The source of substantive data is a chunk of data that represent the data. The source of substantive data is similar to sample. In this research, data of substantive is some of utterances in *Penelope* movie. Next, the source of locational data is a source of data which is the origin of the lingual data. It referees to a resource (speakers). In this research, the source of locational data comes from utterances that are spoken by the actors in *Penelope* movie.

**The Method and Technique of Collecting Data**

Method of data collection is done observationally by listening to the utterance in the *Penelope* movie. The basic technique that is used in this method is the technique of tapping. When the researcher got the data, researcher should be tapped into the conversation of people. Meanwhile, the advanced techniques is used by the researcher is SBLC (non-participatory observational method). In this advanced technique, researcher is not involved in the dialogue between the speaker and the hearer. According Sudaryanto (1988:3), in SBLC advanced techniques, the researcher did not act as speakers who are dealing with the other hearer, but the researcher is only as an observer listening to what is being said by the speaker and hearer. The researcher is also using the recording technique and note-taking. According to Sudaryanto (1993:135-136) the recording can be done immediately when the first technique, two technique or recording are done. In this
research, the researcher noted the data sample that is in form of the politeness of refusal speech. Next, the researcher decides the representative sample criteria of the strategy of politeness of refusal from Brown and Levinson (1987). Next, the criteria of the markers of politeness of refusal are from Pranowo (2009) and the kinds of sentences are from Rihardi (2008). In addition the criteria of the factors of using the strategies of politeness of refusal are from Hymes (1974). This record is useful for the data that obtained more accurately.

The Method and Technique of Analyzing Data

In the process of analyzing data, the researcher uses identity and distributional methods. This method uses the tool of determiner that is not part of the language. This method uses dividing-key-factors technique. It was followed by equalizing technique. Based on the tool of determine, the identity method has five sub-strategies, they are referential, articulatory phonetic, pragmatic identity method. In this research, the researcher only uses referential and pragmatic identity method. The referential identity method is used to determine the reference language. The tool of determiner is shaped by the fact of language. The politeness of refusal utterance that is used by the actors in the Penelope movie is analyzed by using this method. Next, the pragmatic identity method is a kind of method which its determining tool is from dialogue partners (Sudaryanto, 1990:13). The purpose of speech depends on the hearer's interpretation him/herself. It means, the situation of the speech occurs that is crucial in this method. Through this method, the researcher should look at where; when; with whom the speech of politeness of refusal is used; what purpose of it; and is spoken with tone likely.

In this research, the analysis is done by collecting the data which is the politeness of refusal with give utterance the code on the data. This coding technique is used in order to facilitate the researcher to know the politeness of refusal that is used by hearer. In granting a code is based on the following conditions: the first number represents the type of strategies of politeness of refusal that is used. The second number represents the sub-strategy of politeness of refusal that is used. It is analyzed by using Brown and Levinson’s theory. The third number is for the marker of politeness and the kinds of sentences. It is
analyzed by using Pranowo and Rihardi’s theory. The addition, the fourth represents the factors of using the strategies of politeness of refusal. It is analyzed by using Hymes’ theory. Furthermore, the researcher draws the conclusion from this research.

The distributional method is a method that is the form of a replacement unit elements lingual data towards other data (Sudaryanto, 1993:48). The basic technique in this method is segmenting immediate constituents technique. The analysis of this technique is to divide the lingual unit into several parts. The advanced technique is substitution technique. The substitution technique is used to determine which elements of the research of object in the row structure to other elements.

3.5 Method and Technique of Presenting the Result of Analysis

In presenting the result of analysis, the research uses two techniques. They are; formal and informal (Sudaryanto: 1993). The formal technique is used to present the result by using sign and symbol. The informal technique is used in verbal and natural language, in order to present the result of the analysis in form of sentences. All of the process of analyzing use informal technique where verbal and natural language are used.

FINDINGS AND DISCUSSION

According to its communicative value, the sentence in the English language can be divided into four. They are declarative, imperative, interrogative and exclamative (Quirk and Greenbaum, 1973: 191). The politeness of refusal may be realized by these sentences:

Declarative Sentence

Declarative sentences are the most common type of sentence in English literature. It is a sentence types that are considered more important than imperative, interrogative and exclamation sentences. In a declarative sentence, the subject normally precedes the verb. It also ends with a period. It is used to convey information to the hearer. Something that is reported, constitute disclosure of an event and states a fact. Below are some examples of declarative sentences:
Speech event 1

Edward: Penelope. Dear, sweet Penelope.
Penelope: Hm-hmm?
Edward: You see, like you, I've felt imprisoned most of my life.
Penelope: Really? By what? Your good looks and good name?
Edward: Yes, exactly.
Penelope: **No one seems able to see past that.**
Edward: No one. And, Penelope, curse or no curse, if I am more than my name and my face... ...well, then, surely you are more than yours.

The speech event (11) takes place in annex. This is the first meeting between Penelope and Edward. Edward is one of a high-society blue blood. Edward is coming to Penelope’s house, because Wanda invites him. Edward does not know Penelope who likes pig. In other room, Jessica, Wanda and jack see them in kitchen. Edward flatters Penelope to go out from her bedroom. On the other hand, Jessica is agreeing to Edward. Edward was startle when he saw Penelope. Edward also runs away from her.

This utterance is spoken by woman that is Penelope. Penelope uses the declarative sentence for asking her refuse. Penelope’s answer is ‘No one seems able to see past that’ shows about her disagree with her society who only sees about status, good looks and good name of other people. The declarative sentence is used to convey information to the hearer, Edward. In this utterance, Penelope gives information to Edward that their society only seeing about status, good look and good name. Penelope and Edward are a high-society blue blood. If they do not have it, they can not join with their society and are will isolate from it. It makes them surrounded by their society’s hegemony. This situation makes Penelope is disagreeing with the hegemony. One of declarative sentence’s characteristic is the subject normally precedes the verb and also ends with a period. In this sentence ‘No one seems able to see past that.’ Shows that the subject precede the verb that is ‘no one’ is subject and ‘seems’ is verb. So this utterance is the declarative sentence.

Next, the form of the declarative sentence is simple present tense. When something happens regularly or is a permanent situation we usually use the simple present
tense. According to leech (1987) the present tense is usually associated with present moment of time (the moment of speech). When using the simple present the verb (with the exception of the auxiliary verbs) remains in the dictionary form (verb + s with he/she/it). In this sentence “No one seems able to see past that” uses the simple present. The subject is ‘no one’ that is singular noun. If the subject is singular noun, the verb is plus with –s or –es. The characteristic of simple present is showed in its verb. In this utterance the verb “seems” is plus with –s. So this utterance is declarative sentence that is in form of simple present tense.

The other utterance that uses the declarative sentence is also found in this data:

Speech event 2
Jessica: Oh! Oh, sweetheart. He really liked you.
Penelope: No, Mom, he really didn't.
Jessica: No! He didn't like your nose, that's what he didn't like. You're not your nose.
Penelope: But, it... it is my nose.

The event takes place in living room. After Edward is seeing Penelope and also running away from her, Jessica is running Edward. On the other hand, Edward is going out the house. Jessica is angry with Penelope who is showing herself to Edward. Jessica speaks in living room, but Penelope speaks on ladder. Penelope is disagreeing with her mother, because it is her nose. This situation makes Jessica is disappointed and is crying, because no men like her daughter. Jessica is also angry to Penelope’s great-great-great-grandfather. He made Penelope who gets curse. On the other hand, Penelope approaches and persuade her mother at living room.

In this data, the declarative sentences, is “No, Mom, he really didn’t’. The utterance was spoken by Penelope that is a daughter. Other utterance was spoken by Jessica who is a mother. It shows that Penelope is disagreeing with her mom’s thinking. Jessica’s thinking is Edward likes Penelope. On the other hand, Penelope knows that Edward is afraid when he is seeing her. By using declarative sentence, Penelope wants to give information to her mom that nobody likes her with her physical defect. According to Rihardi (2005: 74) says that a declarative sentence states a fact. In this utterance shows, that Penelope uses a declarative sentence to open the Jessica’s opinion.
Next, the form of the declarative sentence is simple past tense. It is used principally to describe events in the past. Parrott (2000) says that regular English verbs form the simple past in + -ed; however, there are a few hundred irregular verbs with different forms. The simple past tense is used for definite query. In the speech even, simple past tense is ‘No, Mom, he really didn't’. The ‘did’ is one character of simple past. Because it is refusal, it is in negative answer. The characteristic of negative answer in simple past is ‘did + not’. So, this speech even is the declarative sentence that is in simple past tense.

The other utterance that uses the declarative sentence is also found in this data:

Speech event 3

Edward: I'm next in line for chairman of the board! Do you have any idea what a story like this will do to me? What my father is going to do to me?

Larry: Well, that's not really my problem, now.

The speech event above happened in newspaper office. Edward comes to police office, after he is running away from Penelope’s house. Edward reports Penelope to police. Because Wilhern family has a good name and status, the polices are not believe with Edward. Edward is also imprisoned by the police. Larry, who is coming, gets good news for his newspaper. In morning, Edward gets a newspaper and he is in the headline of newspaper. The headline of newspaper is “Vanderman Heir Suffers Nervous Breakdown”. Edward is disagreeing with it. Edward is coming to the newspaper office and he is going to find Larry. In newspaper office, Edward is angry to Larry, because its news is going to besmirch an Edward’s name. On the other hand, Larry paid no attention to what Edward said. It also makes Edward is the angriest.

Larry uses the declarative sentence to refuse Edward’s request. Relationship between Edward and Larry is not close. One way to avoid the FTA is by using politeness of refusal and using the declarative sentence. The declarative sentence is used to convey information to the hearer. The declarative sentence in this utterance is “Well, that's not really my problem, now”. The meaning of its utterance is “I only a reporter, I must deadline the news and the news must be hot to increase my newspaper. I do not care its
affect”. So, this utterance of declarative sentence is for give information to hearer that he do not care the effect of it news.

**Interrogative Sentence**

Interrogative is a term used in grammar to refer to features that are used to form questions. Thus an interrogative sentence is a sentence whose grammatical form indicates that it is intended as a question. One form of an interrogative sentence is a declarative sentence followed by a question mark. In verbal communication, the final syllable of the last word of a question is pronounced with a rising pitch or intonation. Interrogative sentences are generally divided between yes–no questions, which ask whether or not something is the case (and invite an answer of the yes/no type), and wh-questions, which specify the information being asked about using words like which, who, how, where, when, and why. So, interrogative sentence is a sentence that had the purpose to ask something to the hearer. If the speaker intends to know the answer to something or a situation, speakers would speak by using interrogative sentences to the hearer. Below are some examples of interrogative sentences:

**Speech event 4**

Jessica: You do know who they're talking about?
Franklin: Oh, I don't know. **Could be any number of women in this city?**

The speech event above is spoken by husband and wife. It takes place in Penelope’s bed room. Edward who is running away from Penelope reports Penelope to the police. In police office, the police is not believe to Edward, because Wilhern family has a good name. The police imprison him. At morning, Edward is in headline newspaper that is “Hallucinations of a hideous Pig-faced girl. The news is also arrived in Jessica. Jessica is afraid that the headline news tells about Penelope. The Penelope’s news will be 25 years ago all over again, when reporters popping out of drawers. The headline news makes Penelope will be exposed again. On the other hand, Franklin is disagreeing with Jessica’s thinking. He thinks may be other girl who likes a pig.

Franklin uses the interrogative sentence to refuse Jessica’s opinion. The Franklin and Jessica have a close relationship. They are husband and wife. Although they have
close relationship, Franklin uses the politeness of refusal to Jessica. Franklin’s utterance is: “Oh, I don't know. Could be any number of women in this city?” Franklin’s refuse shows in the sentence “oh, I do not know”. It means that Franklin is disagreeing with Jessica’s assumption. It is also explained by the sentence of interrogative. The interrogative sentence in this utterance is “Could be any number of women in this city?”. This sentence is one ways to refuse Jessica’s assumption. Rihardi (2008:77-78) says that interrogative sentences can be divided into two, which are: total interrogative sentences and partial interrogative sentences. The total interrogative sentence means to ask the entire information contained in the question. This utterance is the total of interrogative sentence. The total interrogative sentences aim to ask agreement and disagreement to the hearer. This utterance does not need answer. It happens, because sometimes interrogative sentences are actually declarative sentences that have a question mark at the end. This utterance can like this “it is not Penelope, may be the other women in the city”. Its explicit meaning is only confirms that it is not Penelope.

**Imperative Sentence**

Imperative sentences in the English language are the sentences that make a command or request. An imperative sentence ends with a period or an exclamation point. Sweet (1960: 111) writes, “As the imperative can be used only in addressing someone, the subject of an imperative sentence must always be in the second person.” The subject of imperative sentences is always you, since in these types of sentences; the person that is making the command or request is always asking you to do something. For this reason, the subject in imperative sentences is called you (understood) because, all though the subject may not be visible in the sentence, it is understood that the subject is always you. In the politeness of refusal, the character of sentence also uses the imperative sentence. this can be seen in the following speech event:

**Speech event 5**

Jake: This little piggy had roast beef.

Jessica: Jake! **Oh, Jake. Stop it!** Oh, the poor baby.
The event takes place in bedroom. It happened when Penelope was a baby. Jake is a butler in Welhern family. It was in the morning. Jessica read a magazine and Jake was babysitting Penelope. On that day, Jake was insensitivity. He told Penelope as the little piggy. It made Jessica angry.

The imperative sentence is used by Jessica to refuse Jake. Jessica is disagreeing with Jake’s say. The imperative sentence is “Oh, Jake. Stop it!”. It shows the refusal of Jessica with Jake. The subject “you” loose in it. This utterance is imperative sentence without subject. This type of imperative sentence is a sentence that made with the basic verb form or \textit{infinitive without to}, and is not mention the subject. It could be like “oh, Jake. You stop it”. The imperative sentence without a subject is often combined with politeness marker language, they are: please, will you and I wonder if you would kindly. However in this data, it is not combined with politeness words. The politeness can be seen from the relationship between the speaker and the hearer. The aim of imperative sentence is asking someone, Jessica, is asking the common to Jake. She is disagreeing with him. Because Jake is calling Penelope as a little piggy, Jessica is angry and refuses it. The meaning of semantic of imperative sentence is impolite word. Next, the refusing of Jessica also threatens the Jake face. However, it utterance is polite, because they have difference status. The relation between Jessica and Jake is between boss and employer. According to Brown and Levinson (1987:74) the effect of face threatening of hearer is related with certain variables within the community which includes: the social distance between the speaker and the hearer; the power or status is possessed between speaker and hearer; and the impact of a speech will be made by speakers. In this utterance, both of them have different class. They are blue color and white color. Jessica, who gives a job for Jake and pay Jake, is more power than Jake. This utterance also shows that Jessica is angry with Jake. Jessica is dislike with Jake’s word to Penelope. If Jake is offended and angry with Jessica’s utterance, Jake will be fired from his job. So Jake is powerless.

CONCLUSION

Refusal speech is speech that is used to refuse the speech of the speaker. Refusal is one of Face-Threatening Act (FTA). One way to overcome this problem is by doing
refusal politely. This is what is called as politeness of refusal. This research is aimed to explore the strategies of politeness of refusal, the makers of politeness of refusal, and the factor of using the strategies of politeness of refusal in Penelope movie. The result of research is similar to the theories of experts. It happened because of lack of data. Therefore, this research still strengthens the references that still exist.

Related to the markers of politeness of refusal that is used in Penelope movie, the researcher founds the types of sentences are used to refuse are: the declarative sentence, the interrogative sentence and the imperative sentence. The interrogative sentence is a sentence whose grammatical form indicates that it is intended as a question. Next, imperative sentence is one that gives a command, direction, or request. In addition, declarative sentence states a fact or an argument and ends with a full stop. The use of the form of sentence was also seen from the sociological variable. It is social distance, the relative power and the absolute ranking.

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