

## ABSTRACT

Astuti, Heni Budi. (2017). *The Use of Politeness Strategies in the Conversation between Ben Whittaker and Jules Ostin in The Intern Movie*. Yogyakarta: English Language Education Study Program, Department of Language and Arts Education, Faculty of Teachers Training and Education, Sanata Dharma University.

This study analyses the use of politeness strategies in a movie entitled *The Intern*. The movie tells a story about Ben Whittaker, a senior citizen who becomes a senior intern at an online fashion site called aboutthefit.com. It is founded and run by Jules Ostin, who is younger than Ben Whittaker. The interesting interactions between Ben Whittaker and Jules Ostin provide a good example of the application of politeness strategies. The writer conducts this study to analyse the use of Brown and Levinson's politeness strategies by Ben Whittaker and Jules Ostin in *The Intern* movie.

The writer employs Brown and Levinson's theory of politeness strategies to analyse the politeness strategies used between Ben Whittaker and Jules Ostin in *The Intern* movie. In this qualitative research, the writer employs document analysis as the method of the study. The script of *The Intern* movie becomes the data source of the study.

Based on the result of the analysis, the main characters of *The Intern* movie applies all politeness strategies proposed by Brown and Levinson. The most frequent strategy used by the main characters of *The Intern* movie, Jules and Ben, is Positive Politeness. Positive Politeness is applied 41 times, Negative Politeness 36 times, Off-record 26 times, and Bald On-record 13 times.

**Key Words:** *The Intern* movie, politeness strategies

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*Studi ini menganalisis penggunaan strategi kesantunan di dalam sebuah film dengan judul The Intern. Film ini menceritakan tentang seorang pria tua bernama Ben Whittaker. Dia menjadi seorang magang senior di sebuah situs jual-beli online yang bernama aboutthefit.com. Situs jual-beli online tersebut didirikan dan dijalankan oleh Jules Ostin, yang berusia lebih muda dari Ben Whittaker. Interaksi-interaksi yang menarik antara Ben Whittaker dan Jules Ostin memberikan contoh yang baik tentang penerapan strategi kesantunan. Penulis mengadakan studi ini untuk menganalisis penggunaan strategi kesantunan oleh Ben Whittaker dan Jules Ostin di dalam film The Intern.*

*Penulis menggunakan teori strategi kesantunan dari Brown dan Levinson untuk menganalisis strategi kesantunan yang digunakan oleh Ben Whittaker dan Jules Ostin di dalam film The Intern. Dalam penelitian kualitatif ini, penulis menggunakan analisis dokumen sebagai metode penelitian. Naskah film The Intern menjadi sumber data dari penelitian ini.*

*Berdasarkan hasil analisis, para tokoh utama dari film The Intern menggunakan semua strategi kesantunan Brown dan Levinson. Strategi yang paling sering digunakan oleh tokoh utama dari film The Intern, Jules dan Ben adalah Positive Politeness. Positive Politeness digunakan sebanyak 41 kali, Negative Politeness 36 kali, Off-record 26 kali, dan Bald On-record 13 kali.*

*Kata Kunci: The Intern Movie, politeness strategies*