

REFERENCES

- Brown, P., & Levinson, S. (1978). *Universals in language usage: politeness phenomena*. In *Questions and politeness: strategies in social interaction*, 56-311. Cambridge: Cambridge University Press.
- Brown, P., & Levinson, S. C. (2014). *Politeness: Some universals in language usage (Vol. 4)*. Cambridge: Cambridge University Press.
- Creswell, John. (2009). *Research Design (Third Edition): Qualitative, Quantitative, and Mixed Methods Approaches*. SAGE Publications. Ltd.
- Ervin-Tripp, S. (1972). Sociolinguistic Rules: Alteration and Co-Occurrence. In: J. Gumperz, & D. Hymes (Eds.), *Directions in Sociolinguistics* (pp. 213-250). Cambridge: Basil Blackwell.
- Fraser, Bruce, 1990. *Perspective on politeness*. *Pragmatics* 14, 219–236. [https://doi.org/10.1016/0378-2166\(90\)90081-N](https://doi.org/10.1016/0378-2166(90)90081-N)
- Goffman, E. (1967). *Interaction Ritual: Essays in Face-to-Face Behavior*. New York: Routledge. <https://doi.org/10.4324/9780203788387>
- Grice, H. P. (1975). *Logic and conversation*. In P. Cole & J. Morgan (Eds.), *Syntax and semantics: Speech acts* (pp. 41-58). New York, NY: Academic Press.
- Griffith Patrick.(2006). *An introduction to English semantics and pragmatics*. Edinburgh: Edinburg University Press Ltd.
- Haugh, M. (2010). *Face, politeness and interpersonal variable: Implications for language production and comprehension*. In F.Bargiela-Chiappini & M.Haugh (Eds.), *Face, Communication and Social interaction* (pp.192-207). London: Equinox Publishing Ltd.
- Hobbs, Pamela. (2003). The medium is the message: politeness strategies in men's and women's voice mail messages. *Journal of Pragmatics* 35(2):243-262. [https://doi.org/10.1016/S0378-2166\(02\)00100-5](https://doi.org/10.1016/S0378-2166(02)00100-5)
- Jaworski, A. & Coupland, N. (1999). *The Discourse Reader*. Oxon, OX: Routledge

- Kádár & Haugh, M. (2013). *Understanding politeness*. Cambridge: Cambridge University Press. <https://doi.org/10.1017/CBO9781139382717>
- Lakoff, R. (1973). *The logic of politeness: Or, minding your p's and q's*. In C. Corum, T. Cedric Smith-Stark, & A. Weiser (Eds.), *Papers from the 9th Regional Meeting of the Chicago Linguistic Society*. Chicago Linguistic Society, 292-305.
- Leech, G. (1983). *Principles of pragmatics*. London: Longman.
- Mubarak, A.S.J., Rhaif, K.K (2022). Politeness strategies in motivational storytelling by American commencement speakers. *Journal of Language and Linguistic Studies*, 18(1), 22-39. <https://doi.org/10.52462/jlls.164>
- Nordquist,(2019, September 19) What is communication?: The Art of Communicating and how to use it effectively. <https://www.thoughtco.com/what-is-communication-1689877>
- Rencanati, (2002) Pragmatics https://www.researchgate.net/profile/Francois-Rencanati/publication/36734883_Pragmatics/links/5fce5fac92851c00f859fc96/Pragmatics.pdf.
- Senft, Guenter. (2014). *Understanding Pragmatics*. New York: Routledge.
- Szabó, Z. (2015). Semantic Explanations. <https://cpb-us-w2.wpmucdn.com/campuspress.yale.edu/dist/d/1148/files/2015/10/Semantic-Explanations-130zi85>.
- Song, S. 2012. *Politeness and Culture in Second Language Acquisition*. Hampshire: Palgrave Macmillan. <https://doi.org/10.1057/9781137030634>
- Taylor, Steven., Bogdan, Robert., and Vault Marjorie. (2016). *Introduction to Qualitative Research Methods (4th ed)*. John Wiley & Sons, Inc.
- Thomas, J. (1995). *Meaning in interaction: An introduction to pragmatics*. London: Longman.
- Yolanda et al. (2013). Negative Politeness Strategy Applied in the Movie Charlie's Angels. *Devotion: Journal of Research and Community Service*. <https://doi.org/10.36418/dev.v3i7.162>
- Yule, G. (1996). *Pragmatics*. Cambridge: Cambridge University.