

ANALYZING ENGLISH POLITENESS MAIN CHARACTER THANK YOU, SORRY, PLEASE IN “HATI SUHITA” BY KHILMA ANIS

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Abstract

The purpose of this study is to describe the analysis of English politeness main character: thank you, sorry, and please in the novel "Suhita's Heart" contains the account politeness main character. The method used in this study is qualitative descriptive because the results will be described clearly. The data source uses students studied in the novel "Hati Suhita". The data was taken from the analysis of interviews and notes from the "Hati Suhita" novel. The instrument is the researcher's self, the article "Heart of Suhita", tables, notes, and interviews, which will be used to identify the part of English politeness. The findings of the answer to the objectives of this study are: 1) the word sorry, as many as 11 words of apology used by the character Alina are 10 words of apology, the others are not the main character who mentions the dialogue of apology and the word asking for help, there is only 1 word, please. In the context of teaching compensation forms such as "thank you," "sorry," and "please," Alina Suhita, as an educator in a Pesantren (Islamic boarding school), would likely incorporate several pedagogical strategies. There are Role modelling, Explicit Teaching, Role-Playing Activities, Reflective Practices, Positive Reinforcement, Integration into Daily Activities, and culturally relevant context The results of this study can advance cross-cultural communication research and offer readers a deeper understanding of the importance of civility in communication.

Keywords— English Politeness, *Hati Suhita*, Novel

Introduction

Language is significant because it is essential to our comprehension of human communication, cognitive development, and cultural identity. Language is the foundation of human intellect and social interaction, not just a tool for communication. Language as a connecting tool is able to show one's personality, identity, nation, and state. It affects how we interpret the outside world and how we perceive reality.(Smith, 2024) Language is significant because it is essential to our comprehension of human communication, cognitive development, and cultural identity. Language is the foundation of human intellect and social interaction, not just a tool for communication. Language as a connecting tool is able to show one's personality, identity, nation, and state. It affects how we interpret the outside world and how we perceive reality. Because of the important role of language in the exchange of meaning in communication, pragmatic competence is related to the skills of foreign language learners in accurately understanding and interpreting meanings conveyed by others in social and cultural contexts. (Ay, 2024)

In social situations, individuals should cooperate and behave politely when speaking with one another. Maintaining the social norm of civility in communication also involves using respectful



language. (A.I., 2024) Understanding pragmatics is equivalent to grasping the essence of language itself, as it reveals how language is employed in communication by individuals. Leech introduces a novel perspective that encompasses an integral part of language overall. Understanding Leech's concepts of thought, grammar (semantics), and the grammar of language use (pragmatics) is crucial for language speakers to distinguish between these terms (semantics and pragmatics) (Leech, 2024). As per Leech's perspective, meaning in pragmatics is defined in connection with speakers or language users, while meaning in semantics is described as the characteristics of expressions in a specific language, irrespective of the situation, speakers, and speech partners.

Politeness is a fundamental aspect of social interaction that plays a significant role in maintaining harmonious relationships within a society. Politeness is a pragmatic tool with diverse structures, including non-verbal elements, which are employed to facilitate smooth communication and achieve specific communication goals (Smith & Jones, 2024) It serves as a means of showing respect, consideration, and empathy towards others. Politeness strategies are embedded in various languages, including English, where expressions such as "Thank you," "Sorry," and "Please" are commonly employed.

Literature offers a comprehensive awareness of the rules, values, and difficulties society faces in addition to depicting social and cultural reality. Literature is a social institution, using language as its media and social creation. (Thompson, 2024) The study of these literary works is facilitated by novels, plays, poetry, and other written works that explore human identity, emotions, and thought. Literary works contain written depictions of society's values, human experiences, and emotions. In the book "The Nature of Narrative," Scholes argues that "literature is a uniquely human activity, born of our desire to understand the world and communicate our thoughts and feelings" (Scholes, 2020) This idea connects literature to the human condition by highlighting its importance in society's critique and personal expression. According to a recent study, reading literature improves empathy and cross-cultural understanding. According to Jane Thompson's argument in *Literature and Empathy*, "reading diverse literary works enhances readers' empathy by broadening their perspectives." (Thompson J. , 2022) These allusions highlight the essential qualities of literary works as instruments for a more profound comprehension and bonding with the human condition

Novels are literary forms distinguished from other genres through their use of prose fiction and unique narrative elements. (Johnson, 2024) A work of prose or long fiction, the English name "Novelette" is the source of the Italian phrase "Novella". One literary work that is included in the fiction category is the novel. Not overly lengthy, nor undercutting. Novels are utilized as a substitute media to spread messages via poignant tales encapsulated in modified phrasing, which enhances the story's apparent ability to reach the general audience. Novels are prose fiction pieces that differ from other forms of literary writing due to their distinctive characteristics. "Hati Suhita" is a contemporary Indonesian novel that delves into the complexities of love, faith, and cultural traditions. Written by Khilma Anis, the story revolves around Alina Suhita, a young woman navigating the challenges of an arranged marriage within a devoutly religious family. The novel explores themes of personal sacrifice, inner strength, and the quest for true happiness amidst societal expectations. Through Alina's journey, Khilma Anis vividly portrays the intersection of modern desires and traditional values, offering readers a profound look at the resilience of the human spirit in the face of adversity. "Hati Suhita" has won praise for its complex depiction of contemporary Indonesian society and for the depth of its character development.

In social interactions and communication, the usage of expressions like "thank you," "sorry," and "please" is crucial to English civility. These delicate methods are applied through various contexts in the book "Hati Suhita." The author deftly incorporates these expressions, which demonstrate Indonesian cultural and socioeconomic conventions, into the conversations between the protagonists. The use of "please," "I'm sorry," and "thank you" in *Hati Suhita* is examined in this study, with a focus on how cultural and environmental elements influence these politeness strategies. It also looks at how the characters' linguistic choices affect the dynamics of their interactions. The novel "Hati Suhita," authored by (name of author), presents a multifaceted cast of people and intricate societal interactions. This book provides a mirror through which to examine the characters' perceptions of and behaviors related to politeness, which impact their relationships and interactions. Through an examination of the expressions "thank you," "sorry," and "please," we can acquire a deeper understanding of the subtle cultural differences and social norms pertaining to civility in the

setting illustrated in the novel. Furthermore, Hati Suhita has gained much attention lately as one example of the expanding trend of literary novels being adapted into films. This story is interesting because it explores traditional and modern problems. It does this by including a lot of components related to politeness, like gestures of gratitude and forgiveness.

The study's objective is to look at how polite expressions like "thank you," "sorry," and "please" are used in the novel *Hati Suhita*. This study will look at the specific roles that various terms play in the narrative and their underlying connotations and meanings. By analyzing their positions in the novel, the research aims to clarify how gratitude, apologies, and civility are portrayed and understood. This will make the topics and cultural components of the book easier for readers to understand.

Research Questions

The research problem is the first, what are English politeness thank you, sorry, and please most often used by the main character of Khilma Anis's novel "*Hati Suhita*"? Second, how does the main character Alina Suhita teach the form of compensation such as the use of thank you, sorry, and please to the education students at her pesantren?

Research Objectives

This study aims to delineate the contents of the politeness analysis in English. The study objective is to investigate how politeness appears in the English language, with a particular emphasis on words and actions that indicate deference, thoughtfulness, and empathy. Through an analysis of several politeness tactics, including the application of expressions like "thank you," "sorry," and "please," the study aims to emphasize the significance of these components in successful communication. In addition, the paper explores the cultural and social ramifications of politeness, showing how these language tools support peaceful interactions and healthy relationships in both formal and informal settings. Through this in-depth investigation, the research provides a comprehensive understanding of the function and significance of civility in English communication.

"Khilma Anis's poignant novel *Hati Suhita* is set against the rich tradition of Java." Alina Suhita is the book's protagonist; she acts as a kind and pious woman. She is forced into marriage by Gus Biru, the heir to a well-known pesantren (Islamic boarding school). Because of his lingering feelings for another lady, Gus Biru struggles in the marriage despite her genuine attempts to love and support him. Gus Biru and Suhita Biru adeptly handle the difficulties in their relationship via a journey of emotional battles and self-discovery, eventually realizing the underlying values of love and sacrifice. The novel beautifully explores themes of duty, devotion, and the transformative power of understanding and acceptance in marriage. Khilma Anis's book "*Hati Suhita*" is a moving read. The compelling novel "*Hati Suhita*" explores the distinct lives of its protagonist, Suhita, and puts readers on an emotional rollercoaster. Set in the picturesque backdrop of a small Indonesian village, the story weaves a mesmerizing tale of love, hope, and self-discovery.

Previous Study

To compare and find which research areas have never been studied by researchers before, the author explains the previous study, In the article titled "An analysis of Politeness Strategies in Indonesian English Textbooks" by Meiratnasari, A., Wijayanto, A., & Suparno, S. (2024), the authors analyze the politeness strategies present in English textbooks used in Indonesia. The goal of the study is to recognize and comprehend the ways in which politeness methods are used in educational settings, especially in English textbooks. The writers analyze many interactions and communication settings from the textbooks using content analysis to identify the various etiquette strategies applied. The study's findings demonstrate that these textbooks offer a range of courteous techniques that comprise typical of Indonesian society. The authors present recommendations for enhancing the development of educational materials to resources to help teachers of English manners more successfully.

Using Leech's politeness maxims, the study on Tulus Setyadi's *Ptasetyane Wanita* examines

Javanese language politeness in character conversations. Out of the 39 cases that were examined, 17 of them adhere to the maxims and 12 do not. The maxims of generosity, consensus, and sympathy are frequently upheld in the novel, though certain interactions challenge these norms. Such breaches usually arise from direct critiques, emotional reactions, and protective behaviors. (Fateah & Mardiyani, 2024) Expressions such as “please”, “sorry”, and “thank you” are practical examples of applying politeness maxims, particularly within the general and sympathy maxims mentioned earlier. Such studies generally examine how these expressions are either employed or omitted by characters in various social contexts, providing insights into both compliance with and deviations from politeness conventions within Javanese linguistic culture.

The interaction is crucial to establishing English etiquette in literature. Their research, "Characters of Early Childhood Manners in The Storybook *Permisi*," was accepted for publication in the Nusantara Raya International Proceedings, (Nofianti, Farhati, Suharto, Bambang, & Saputra, 2022) examine how early childhood manners are portrayed. The researchers look at the moral values and behavioral traits that the characters in the children's book "*Permisi*" represent, emphasizing the importance of the book in influencing young children's socialization. This study aims to illustrate the pedagogical potential of storytelling in early childhood education by examining the ways in which the narrative supports children's positive social interactions and behavior.

Research Significance

This research explores in creative ways the use of polite English terms like "thank you," "sorry," and "please" to enhance English language interaction skills in the context of literary works, especially novels. The results of this study also highlight the value of being courteous in social situations, particularly when using expressions like "thank you," "sorry," and "please." Alina Suhita, the protagonist of "*Hati Suhita*," is portrayed as utilizing a variety of English etiquette expressions, which reflect her character and the principles she adheres to in social settings.

Literature Review

According to Culler (2024), literature is a sophisticated form of discourse that requires critical interpretation and analysis to understand its significance and social role. It is a type of artistic creation that uses language as a medium to value uniqueness, beauty, and creativity, while also reflecting on and critiquing society and human life.

English politeness involves using respectful language and considerate behavior to maintain harmonious social interactions, often through expressions like “please,” “thank you,” and “sorry” (Smith, 2024) Politeness theory, these strategies can be divided into positive politeness, which aims to establish a sense of camaraderie and mutual respect and negative politeness, which seeks to avoid imposition on others (Smith J., 2024) politeness theory, these strategies can be divided into positive politeness, which aims to establish a sense of camaraderie and mutual respect and negative politeness, which seeks to avoid imposition on others. Additionally highlighting the importance of conversational etiquette, politeness is crucial for effective communication, as it facilitates respectful and constructive interaction between individuals. (Lakoff, 2024) These ideas emphasize that in order to be polite, one must comprehend and be skilled at handling social interactions, hierarchies, and word choice. Even though politeness techniques vary depending on the culture, they are essential for preserving cordial and courteous exchanges in the English language. (Johnson, 2024)

A novel is a lengthy, intricate piece of prose fiction that explores human experience via a series of connected events. (Thompson, 2024) a type of narrative that describes a remarkable incident in human life that sparks a conflict or that causes a conflict to change the victim's destiny or course in life, Describe a novel as a type of narrative writing that tells fictitious stories using extensive vocabulary and typically features human characters who experience a variety of changes and crises. (Miller, 2024) The protagonist Alina Suhita in Khilma Anis's *Hati Suhita* represents the challenges of self-discovery, selflessness, and love. Alina overcomes difficulties that come from the inside as well as the outside with strength and grace. The connections and encounters she has throughout the book contribute to her being an intriguing and charismatic character. Anis provides a detailed

examination of Alina's emotional and psychological depth by deftly capturing both her internal and external struggles. (Anis, 2021)

Alina Suhita is the central character in the novel "Hati Suhita" by Khilma Anis. As the protagonist, Alina embodies the complexities of love, sacrifice, and self-discovery. Her journey is marked by personal struggles and societal expectations, which she navigates with resilience and grace. Throughout the novel, Alina's interactions and experiences highlight her growth and the development of her character, making her a compelling and relatable figure for readers. Khilma Anis skillfully portrays Alina's inner world and external challenges, offering a nuanced exploration of her emotional and psychological depth (Anis, 2021)

Research Method

Research Design

According to Creswell (2024), this type of research design is typically employed to describe behaviors, attitudes, and perceptions without seeking to control factors or establish causal relationships. Providing readers with a comprehensive understanding of the usage of English politeness phrases such as "please," "thank you," and "sorry" in literary contexts was the aim of this study. A descriptive qualitative technique was employed in the study to gain a better understanding of how fictional characters use expressions such as "thank you," "sorry," and "please" to convey their personalities and social ideals. Because descriptive qualitative research lacks a correlation coefficient between its variables, it places a higher value on detailed, nuanced descriptions than on statistical analysis. The research was able to give a more complete explanation of the characters' use of politeness by employing this methodology. Using this strategy, the researchers were able to present a variety of data and give a detailed account of the events they had seen. The results open the door for more study in this area by providing vital information on the value of civility in social interactions and how it is portrayed in literature.

Subjects of this study

The subject is the author, and the object is the main character in Khilma Anis's Novel "Hati Suhita". The primary emphasis of the investigation was on the book "Hati Suhita." The examination concentrated on how the text used polite terms in English. A qualitative research design was used to assess the data.

Source of data and data

The novel Hati Suhita by Khilma Anis serves as the primary data source for this study. Identifying and evaluating every instance of the major characters in the text using polite English phrases like "thank you," "sorry," and "please" is the task of the study. "Hati Suhita," written by Khilma Anis, offers a rich background for analyzing these terms because of its detailed depiction of character interactions and interpersonal relationships. The protagonist, Alina Suhita, and the novel's sophisticated portrayal of social interactions make it a perfect topic for examining how English etiquette is used in literary dialogue.

Sampling Technique: A purposive sampling method is employed to choose particular chapters or sections of the novel that feature abundant dialogue and character interactions, as these areas are more likely to include instances of English politeness.

Instruments

Instruments were the researcher herself, field notes, a document result test, and a table.

Data collection techniques



Data Collection Procedures: the researcher first collects the results test, the motivation of students, data notes, photos, and interview

Data Analysis

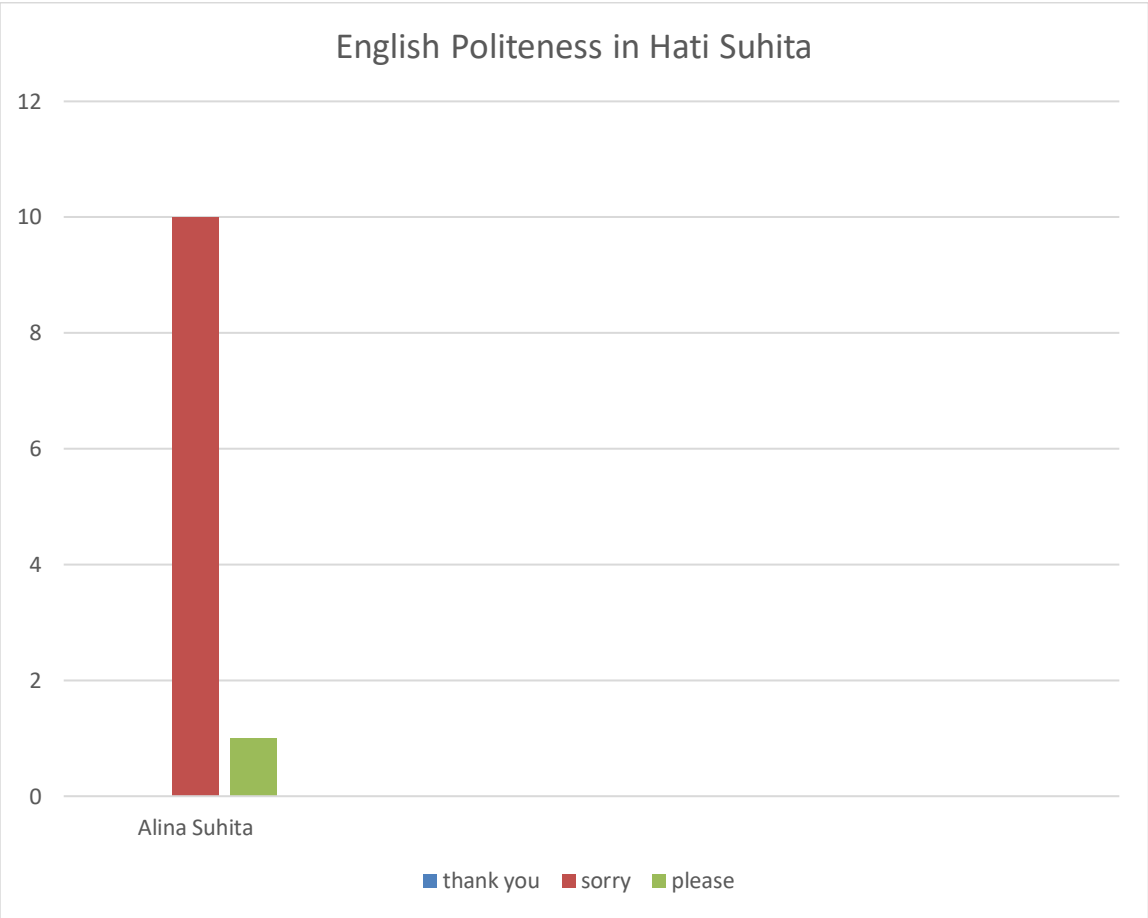
According to Miles & Huberman (2024), analysis involves collecting data, data reduction, displaying data, and drawing conclusions. All the sources were taken from note data and interviews about the novel Hati Suhita. First, the researcher read English politeness, and second identify the words thank you, sorry, and please. Third give codes and put and classified in the table. The data is displayed, and drawing a conclusion.

Findings and Discussion

Table 1 Name of the main character: Alina Suhita

No	English Politeness	Interjections	Amount of english politeness
1.	Thank You	-	0
2.	Sorry	1. Alina :”Hehe...I’m sorry ma’am, Dreamy. Mother in laws ask what?”(page:5) 2. Alina: "I went with Aruna, Mas. Ngapunten." (page:56) 3. Alina: "I'm sorry, nggih" was the sentence I chose (page 56) 4. Alina :”Sorry, Gus, the room is sober. I will sleep in my room, it's okay.”(page 56) 5. Alina: "I'm sorry. It takes a lot of knowledge that we're just getting to know, so some things I just haven't been able to treat you well.”(page 95) 6. Alina: "Oh Allah, Mas Birru went to my parents' house. What did he say to my mother? I'm sorry, mom. I've finished everything. I also thought of umik's condition. What now? But I'm still annoyed with Mas brru Every now and then Mas Birru should know what it's like to be me.” (page: 399) 7. Alina: "O God, Gus, forgive me. Forgive me." It's my turn to hug tightly (page:352) 8. Alina : “iya Gus saya juga minta maaf.”(page:352)	10

		9. Alina: "Nyuwun ngapunten, this kang mas birru rawuh.... and we are preparing to go home."(page:366) 10. Alina: "Duh Guatu Mas Birru must have panicked very much but I can't help but already hurt. I gave up hope. I'm sorry Abah, I'm sorry Umik"(page:324)	
3.	Please	1. Alina: "I ask for your help, Run.Find out whose name is reengganist."(page:52)	1



From the results of the research table and chart, the word English politeness in the main character of the novel "Hati Suhita" often appears is the word sorry , as many as 11 words of apology used by the character Alina are 10 words of apology, the others are not the main character who mentions the dialogue of apology and the word asking for help , there is only 1 word, please. Alina Suhita frequently uses the term "sorry" as a component of her character in Khilma Anis's novel "Hati Suhita," which is full of empathy and sensitivity towards others' feelings. Alina's habit of using the word "sorry" indicates how considerate she is and how eager she is to clear up any misconceptions or errors in her social contacts. This demonstrates that Alina is willing to own up to her mistakes and grow from them in addition to her awareness of compassion and honesty. The usage of. by Alina Suhita the word "sorry" underscores her character's complexity and strengthens her relationships with other characters in the narrative.

In the context of teaching compensation forms such as "thank you," "sorry," and "please," Alina Suhita, as an educator in a pesantren (Islamic boarding school), would likely incorporate several pedagogical strategies. While specifics about her character's methods might vary based on the source material, here are some general approaches she could use:

- 1. Role Modeling**
Alina would consistently use these forms of compensation herself in interactions with students and staff, demonstrating their appropriate use in various situations. By observing her behavior, students would learn the practical application of these expressions in daily life.
- 2. Explicit Teaching**
She might include lessons specifically focused on the importance and correct use of polite expressions. This could involve:
 - **Classroom Discussions:** Talking about why politeness matters in personal and

professional interactions.

- **Examples and Non-examples:** Demonstrating scenarios where polite language is used correctly and incorrectly.

3. Role-Playing Activities

Students could participate in role-playing exercises where they practice using "thank you," "sorry," and "please" in different contexts. This active learning approach helps students internalize these expressions through practice.

4. Reflective Practices

Encouraging students to reflect on their own use of language and identify areas for improvement. This could involve:

Journals: Writing about instances where they used or could have used polite language.

Group Reflections: Discussing experiences and sharing feedback with peers.

5. Positive Reinforcement

Alina would likely use positive reinforcement to encourage the use of polite expressions. When students use "thank you," "sorry," and "please" appropriately, she would acknowledge and praise these behaviours, reinforcing their importance.

6. Integration into Daily Activities

Polite expressions would be integrated into daily routines at the pesantren. This could involve:

Morning Greetings: Starting the day with polite exchanges.

Group Activities: Encouraging teamwork and polite communication during collaborative tasks.

7. Culturally Relevant Contexts

aligning with the values and norms of the pesantren and the broader community. By combining these methods, Alina Suhita would create a comprehensive learning environment that emphasizes the importance of polite language and helps students develop these essential social skills.

Conclusions and suggestions

Findings show that the word English politeness in the main character of the novel "Hati Suhita" often appears is the word sorry, as many as 11 words of apology used by the character Alina are 10 words of apology, the others are not the main character who mentions the dialogue of apology and the word asking for help, there is only 1 word, please. And then, more women than men apologize in the book "Hati Suhita," the three polite words in English are please, thank you, and sorry. In the context of teaching compensation forms such as "thank you," "sorry," and "please," Alina Suhita, as an educator in a pesantren (Islamic boarding school), would likely incorporate several pedagogical strategies. There are 1) Role modeling, 2) Explicit Teaching, 3) Role-Playing Activities, 4) Reflective Practices, 5) Positive Reinforcement, 6) Integration into Daily Activities, and Culturally relevant context. The results of this study can advance cross-cultural communication research and offer readers a deeper understanding of the importance of civility in communication.

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