

A realization of cultural diversity in command speech acts: a sociopragmatics study

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Abstract. A command speech act is one of directive utterances found in many activities which have the potential to threaten partners. This study investigates politeness strategies in command speech acts among male and female Indonesian students from diverse cultural backgrounds. Furthermore, this study tries to find out if there is significance differences on politeness strategy used by students based on gender perspective. The research method used is a mix method by using sociopragmatics approach. The data in this study were obtained by using opened Discourse Completion Test (DCT), which was designed to get information about the politeness strategy used by students based on situation given in DCT. The samples of this study are 30 female and male. The results of the study prove that (1) the use of negative politeness strategy at about 93.73%, positive politeness strategies 4.90%, and bald on record strategies 1.37%; (2) based on the statistic, it can be seen that asymp.sig is 0,470, the score of asymp.sig >0,05, it means that H_0 rejected, so it can concluded that there is no significance differences on the type and frequency of politeness strategy used by students in implementing command speech acts. This study gives implication that the medical students from different gender can decide appropriate politeness strategy when they command a partner.

1 Introduction

Language activities always present in daily life, as the language commonly used by students in medical college. Language that is realized through the utterances of students in the campus environment is certainly inseparable from the culture. The language and culture play a very important role in showing the politeness. The increasing numbers of people in this world to interact with other people make them to have intercultural competence [1]. In making interaction, they should understand the politeness way in speaking. Politeness is the way someone appreciate other by using language [2]. In daily life, politeness has a function as implementation of good manner [3]. The implementation of manners also influence the culture of people's lives [4-6].

The students who study at medical institute come from diversity of language. It means that they have different style in producing politeness language in communication. The fact shows that health professions require employees to be able to communicate effectively, especially on command speech acts. Command speech acts is one of kinds of directive speech acts to make an influence so that the partner speaks the desired actions [7]. This speech acts is chosen as the

object of study with the consideration that when using governing utterances, it has the potential to threaten the person being governed. Commands is the directive speech act that seeks to ask the speech partner to do something.

A research by [8] found that the use polite speech in providing services in hospitals or health centers is very important. The use of good communication between patient and doctor is very important [9]. Communication in health services is very important as a media for informing something to patient [10]. This study tries to investigate the manifestation of politeness strategy on medical students by using sociopragmatics approach. A sociopragmatics approach which has been already used by some researches. A research on the use of praise [11]. A research on politeness between students and lecturer [12]. A research on the Persian language [13]. A research about imperative study on social media [14]. This study focused on the used command speech acts as a part of directive speech acts. So, researcher conducting a tracing related to the directive verbs which had been examined. A directive in community service advertising [15]. The use of the directive in health student discussions [16]. A directive speech on tourist posters with a pragmatic approach [17-18].

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The research about the using of politeness strategies had been conducted by many researchers. A research in health services had been conducted by [19] who found that the use of politeness strategy make the communication more effective with patient. A research by [20] suggest the health workers should pay attention to the use of language to create effective communication with patients. A study about politeness strategy by doctor & patient by [21-23]. Furthermore, a research about communication strategy during Covid-19 conducted by [24].

A Politeness Strategy of Directive Speech Act by Students-Lecturers has been conducted by [25]. A politeness strategy on youtube has been conducted by [26]. A study of politeness strategy on rejection has been conducted by [27]. A study of politeness strategy on children has been conducted by [28]. The use of politeness strategies in the classroom context by English university students has been conducted by [29]. A study of politeness strategy in classroom has been conducted by [30]. The realization of politeness strategies in EFL teacher-students classroom interaction has been conducted by [31]. Politeness analysis used in Virgin-Meet the author has been conducted by [31]. Positive politeness strategies used by the character in the movie has been conducted by [33]. Positive politeness strategies used by parents has been conducted by [34]. Positive politeness strategies on Catwoman movie has been conducted by [35]. A politeness strategy on presidential election has been conducted by [36].

In making realization of politeness strategy, the speakers have to undertand about the cultural diversity in using of language. Culture always found in daily life like in the using of language [37]. There are so many societies in Indonesia who have different culture and also language, so they have to pay attention in the using of language to reduce conflict with others [38-39]. The language diversity should be revitalized by Indonesian people [40]. It also common happen in society [41].

Based on the previous studied, it can be seen that there ia a lack of a research about the realization of cultural diversity found on politeness strategy. This study tries to fill the gap of research by using sociopragmatics approach and the medical students as the object of this study. Moreover, this research uses a theory of politeness strategy by Brown and Levinson [42] as seen in this figure:

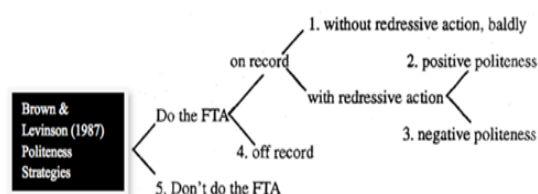


Fig.1. Politeness Strategy Brown & Levinson, 1987

The researchers asses that the selection of the object of study of health students is expected to be a reflection in the world of work later after they enter the real medical world. In the use of research methods, this study complements previous research by using a mixed

research method (mix method) so that this study is more complete than previous studies. This study uses a concurrent embedded design with qualitative research methods as the primary method and quantitative methods as secondary methods. The purpose of this quantitative research is to complement and strengthen the research findings of the qualitative research proposed in this study.

2 Methods

The study used a mix method with concurrent embedded design. There are samples of this study are 60 students. There are 30 male and 30 female for the assumption that the sample taken in the category are representatives [43]. The sample selection was done using purposive sampling, which is random sampling according to research needs. The samples were selected from students from several regions in Indonesia so that they could represent the language they use which is based on different cultures. The following is the distribution of respondents based on ethnicity. Below is demographic of respondents:

Table 1. Demographic of respondents.

Characteristics	Description	
Gender	Male	30
	Female	38
Ethnics	Batak	5
	Betawi	17
	Java	16
	Minang	7
	Papua	3
	Sunda	12
Age	17-20	40
	>20	20

The flow chart of this research can be seen in figure 2 below:

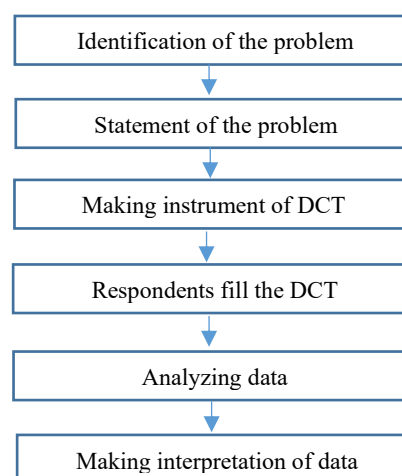


Fig.2. Steps of the research.

Based on figure 2, it can be seen that the procedure of this research starting from identification of the problem. After that we made a statement of the problem. The next step is making instrument of DCT. After

making instrument, the respondents fill the DCT based on situation given. Next, we analyzed data and made interpretation.

Researchers use research instruments of Discourse Completion Test (DCT) to collect data. This is because it is difficult for researchers to obtain data naturally and requires a long span of time. In the use of instruments with the Discourse Complement Test (DCT), researchers are convinced that the given situation corresponds to the conditions that actually occur in the health service activities.

The respondents complete the DCT without any pressure. So, it is expected that the results of the DCT test given are a reflection of the realization of directive speech given when dealing with patients when providing health services.

The situation in giving instruction can be seen in the following table:

Table 2. Instrument of DCT.

Situation	Instruction	Item of question
Command the patient to lie down in bed	Complete the DCT that has been given by filling in the utterance to command the patient to lie down in bed	20
Command patient to control next week	Complete the DCT that has been given by filling in the utterance	20
Command patient to check the blood	Complete the DCT that has been given by filling in the utterance to command patient to check the blood	20
Command patient to drink medicine 3 times a day	Complete the DCT that has been given by filling in the utterance to command patient to drink medicine 3 times a day	20
Command patient to consume antibiotics	Complete the DCT that has been given by filling in the utterance to command patient to consume antibiotics	20

There are to ways in analysing data based on purpose of this research. To see the politeness strategy used by medical students, the researchers made calculation by calculating the numbers on the using of strategy. After that, we made the percentage of the number of students who used politeness strategies in this DCT.

To get the answer for the second research question about the significance differences on politeness strategy, we used a statistic test by using Mann Whitney Test. This test used to answer these hypothesis :

H_0 : There is no significance differences on politeness strategy used by students based on gender perspective.

H_a : There is significance differences on politeness strategy used by students based on gender perspective.

To get the answer, below is the chategory to accept or reject hypothesis:

If asymp.sig < 0,05, So H_a Accepted

If asymp.sig > 0,05, So H_a Rejected

3 Results and discussion

Based on the results of DCT, politeness strategies of command speech acts by not distinguishing ethnicity and gender, the following results are obtained:

Table 3. Politeness strategy of command speech.

Politeness Strategy					
Negative Strategy		Positive Strategy		Bald on Record Strategy	
f	%	f	%	f	%
5624	93,73%	294	4,90%	82	1,37%

Based on table above, it can be seen that politeness strategies used in command speech are negative politeness strategies as many as 5624 speeches or 93.73%, positive politeness strategies as many as 294 speeches or 4.90%, and bald on record strategies as many as 82 speeches or 1.37%. The use of negative politeness strategies in command speech acts is characterized by the use of politeness markers, such as sorry, help, etc. The use of positive politeness strategies are found in the directive command speech acts by using this strategy is only in the in-groupies category by using greeting words that indicate the identity of the said partner. The use of bald on record politeness strategy is used by speakers using direct speech without any sign of politeness or use of greetings in commanding.

3.1 Politeness strategy on command speech based on situation

Politeness Strategy on command speech based on situation can be seen on table 4. Based on the table, it was found differences in politeness used by respondents in choosing politeness strategies for patients when giving services. In this study, there are several situations given to each speech act. There are five situations that given to respondents in choosing the used of speech politeness to govern the situation.

In situation one, the speakers were asked to order patients to lie in hospital bed. It was seen that male respondents used a negative politeness strategy of 585 speeches or 19.50%, while female respondents were 588 utterances or 19.60%. Meanwhile, positive politeness strategy, it can be seen that in this situation 1, male respondents use 10 utterances or 0.33% while female 12 utterances or 0.40%. As for the speech with a bald on record strategy men used the speech as much as 5 speeches or 0.17% and used women 0 bald on record strategy.

Table 4. Politeness Strategy on Command Speech Based on Situation.

		Politeness Strategy					
		Negative Strategy		Positive Strategy		Bald on Record Strategy	
		M	F	M	F	M	F
Situation 1	f	585	588	10	12	5	0
	%	19,50	19,6	0,33	0,4	0,17	0
Situation 2	f	568	579	25	21	7	0
	%	18,93	19,3	0,83	0,7	0,23	0
Situation 3	f	556	577	39	23	5	0
	%	18,53	19,23	1,30	0,77	0,17	0
Situation 4	f	543	556	31	38	26	6
	%	18,10	18,53	1,03	1,27	0,87	0,20
Situation 5	f	522	550	52	43	26	7
	%	17,40	18,33	1,73	1,4	0,87	0,23

In situation 2 when respondents were asked to govern patients for hospital control next week, it was seen that male respondents used a negative politeness strategy of 568 speeches or 18.93%, while female respondents had 579 speeches or 19.30%. As for the positive politeness strategy, it can be seen that in this situation 1, male respondents used 25 utterances or 0.83% while women 21 uttered or 0.70%. As for the speech with a bald on record strategy, 7 men used the speech or 0.23% while the woman 0.

In situation 3 when the respondent was asked to order the patient to check blood pressure, it was seen that male respondents used a negative politeness strategy of 556 utterances or 18.53%, while female respondents were 577 or 19.23%. As for the positive politeness strategy, it can be seen that in situation 1, male respondents used speech as much as 39 speeches or 1.30% while women 23 uttered or 0.77%. As for the speech with a bald on record strategy, men used the speech as much as 5 speeches or 0.17% while women 0.

In situation 4 when respondents were asked to order patients to take medicine 3 times a day, it was seen that male respondents used a negative politeness strategy of 543 speeches or 18.10%, while female respondents were 556 utterances or 18.33%. As for the positive politeness strategy, it can be seen that in the situation 1, male respondents used 31 utterances or 1.03% while women had 38 utterances or 1.43%. As for speech with a bald on record strategy, 26 people used the speech or 0.87% while women 6 or 0.23%.

In situation 5, namely when the respondent was asked to order patients to spend antibiotics, it was seen that male respondents used a negative politeness strategy of 522 utterances or 17.40%, while female

respondents were 550 speeches or 18.33%. As for the positive politeness strategy, it can be seen that in this situation 1, male respondents used 52 speeches or 1.73% while women 43 uttered or 1.43%. As for speech with a bald on record strategy, 26 people used the speech or 0.87% while women 7 or 0.23%.

The use of negative politeness strategies in command speech acts based on situations can be seen in the following example:

(1) *Silakan berbaring terlebih dahulu!*

Please lie down first!

(2) *Mari cek tekanan darah terlebih dahulu!*

Let's check your blood pressure first!

In speech (1) delivered by respondent 1 in situation 1, it appears that speakers use speech by using a negative politeness strategy. This is indicated by the presence of politeness in the ruling speech, the word "silakan" or "please". The word "please" is used as an effort to soften the use of speech to the speech partner so that the speech is more subtle to the patient. This is very important because in providing services to patients, a medical person must be able to convey subtle speeches so that the patient is not offended. In the said speech, it was also seen that respondent 1 also used the greeting word to greet the partner who had a young age. The speech (2) delivered by respondent 1 in situation 3 uses a negative politeness strategy which is indicated by the use of the word "mari" which contains an invitation and also the use of the greeting "bu".

The use of a positive politeness strategy in command speech acts based on the situation can be seen in the following example:

(3) *Antibiotiknya harus dihabiskan, mas!*

Antibiotic must be eaten, bro!

(4) *Jangan lupa minum obatnya 3 kali sehari, mas!*

Don't forget to take medicine 3 times a day, bro!

In speech (3) delivered by respondents 29 who are male students in situation 5, it can be seen that speakers use speech with a positive politeness strategy. This is indicated by the presence of politeness in the command statement, greeting "Mas" as the indicator of groupness from Java. In utterance (4) delivered by respondents 10 who are male students in situation 4, it can be seen that speakers use speech with a strategy of positive politeness. This is indicated by the presence of politeness markers in the command statement, namely the term "Mas". The word is used to smooth the command speech.

The use of bald on record strategy in command speech based on the situation can be seen in the following example:

(5) *Minggu depan kamu harus kontrol!*

Next week you have to control!

(6) *Cek tekanan darah!*

Check your blood first!

In utterance (5) delivered by respondent 1 who is a man based on situation 2, we can know that respondent 1 uses command speech acts by using a politeness method without strings attached. This can be seen from the governing utterances used by speakers using direct command sentences.

Based on utterance (6) spoken by respondent 6 in situation 3 which is a man can use speech utterance by using politeness strategies without strings attached. This can be seen from the governing utterances used by speakers using direct command sentences.

3.2 Politeness strategy on command speech acts based on ethnics

The use of politeness strategy based on ethnics can be seen in the following table:

Table 5. Politeness strategy on command speech based on ethnics.

Ethnics	Politeness Strategy					
	Negative Politeness Strategy		Positive Politeness Strategy		Bald on Record Strategy	
	f	%	f	%	f	%
Batak	486	8,10	10	0,17	4	0,07
Betawi	1550	25,83	119	1,98	31	0,52
Jawa	1506	25,10	89	1,48	5	0,08
Minang	680	11,3	20	0,33	0	0,00
Papua	300	5,00	0	0,00	0	0,02
Sunda	1102	18,37	56	0,93	42	0,70

In command speech acts by ethnics, there are differences between speakers. Students from the Batak ethnic use speech with a negative politeness strategy of 486 utterances or 8.10%, a positive politeness strategy of 10 or 0.17%, and a bald on record strategy of 4 utterances or 0.07%. This is different from students from the Betawi ethnic who use speech with a negative politeness strategy of 1550 utterances or 25.83%, a positive politeness strategy of 119 or 1.98%, and a bald on record strategy of 31 speeches or 0.52%. The students with Javanese cultural backgrounds use speech with a negative politeness strategy of 1506 speeches or 25.10%, positive politeness strategies as much as 89 or 1.48%, and strategies without strings attached as much as five speeches or 0.08%.

Students with a background in Minangkabau culture use speech with a negative politeness strategy of 680 utterances or 11.33%, a positive politeness strategy of 20 or 0.33%, and a bald on record strategy of 0 speeches or 0.00%. Students from Papua use speech with a negative politeness strategy of 300 utterances or 5.00%, a positive politeness strategy of 0 or 0.00%, and a bald on record strategy of 0 utterances or 0.00%. The Sundanese students use speech with a negative politeness strategy of 1102 utterances or 18.37%, a positive politeness strategy of 56 or 0.93%, and bald on record strategy of 42 speeches or 0.70%.

Here is an example of data with negative politeness:

(7) *Maaf, silakan duduk untuk dicek tekanan darahnya!*

Sorry, please sit down to check your blood pressure!

(8) *Maaf Ibu, silakan berbaring di tempat tidur!*

Sorry madam please lies down on her bed!

In speech (7) delivered by respondent 1 who is a male student from the ethnic group Sundanese, it appears that speakers use a strategy of negative politeness. This is indicated by the presence of politeness in the words "Sorry" and "Please", and in groupies in the form of greeting words. In speech, it was also seen that respondent 1 also used the greeting word, "Mas" to greet the older partners.

In speech (8) delivered by respondent 3 who is a male student from Betawi ethnic, it appears that speakers use speech with a strategy of negative politeness. This is indicated by the presence of politeness in the words "Sorry" and "Please" and greeting words. Respondent 3 also uses the greeting word "Madam" which can make the speech more polite.

The following is a speech example with a strategy of positive politeness in the following utterance:

(9) *Antibiotik ini harus dihabiskan, mas!*

Antibiotic must be eaten, bro!

(10) *Mba, jangan lupa kontrol minggu depan!*

Sis, don't forget control next week!

In speech (9) delivered by male respondent of Sundanese using the strategy of positive politeness. This is indicated by the use of in groupies and necessity from the utterance speech. It can be seen from the use of greeting "mas" as a groupies marjer for Javanese people in social life and become popular in daily life. In utterance (10) spoken by men who came from Batak ethnic using a strategy of positive politeness. This is indicated by the use of in groupies, namely the use of the greeting word "mba" which is commonly used to greet women in the Javanese ethnic.

Examples of utterances by using bald on record strategy can be seen in the following data:

(11) *Kontrol minggu depan!*

Control next week!

(12) *Cek dulu!*

First checked!

In speech (11) delivered by respondent 1 who is a man from Sundanese ethnic, we can find out that the respondent uses a politeness method without strings attached. This is indicated by the use of command sentences directly to the speech partner. In speech, the speaker asked the partner to control again next week.

In the utterance (12) delivered by respondent 11 who are men from the Betawi ethnic, we can know that the respondents used politeness strategies without strings attached. This is indicated by the use of command sentences directly to the speech partner. In speech, the speaker asks the partner to be examined first.

3.3 Politeness strategy of command speech acts based on gender

Based on gender, politeness Strategy of command speech acts can be seen from the table 6. Based on the table, it can be seen that based on gender, male students use a negative politeness strategy of 2774 speeches or 46.23%, while women only have 2850 speeches or 47.50%. In addition, strategy of positive politeness,

male respondents with 157 utterances or 2.62% and females 137 utterances or 2.28%. As for the bald on record politeness strategy, male respondents were 69 utterances or 1.15% and women were 13 utterances or 0.22%.

Table 6. Politeness strategy on command based from gender.

	Politeness Strategy					
	Negative Politeness Strategy		Positive Politeness Strategy		Bald on Record Strategy	
	M	F	M	F	M	F
f	2774	2850	157	137	69	13
%	46,23	47,50	2,62	2,28	1,15	0,22

In speech with a negative category based on gender in command speech, 2774 utterances were found or 46.23%, while only 2850 utterances were reported or 47.50%. The following is an example of the speech:

(13) *Silakan berbaring untuk dicek ya kak!*

Please lie down first to check further, Sis!

(14) *Maaf, silakan berbaring mba!*

Sorry, please lie on the bed

In speech (13) delivered by respondent 1 who is a male student, it can be seen that speakers use speech with a strategy of negative politeness. This is indicated by the presence of politeness in the ruling speech, namely the word "please". The word is used as an effort to soften the use of speech to partner so that the speech is more subtle to the patient. Meanwhile, the use of negative politeness strategies is also characterized by the use of the groupies or the use of greetings. In the said speech, it was also seen that respondent 1 also used the greeting "kak" to greet the speech partner who had a young age. Furthermore, there is the use of a hedge (fenced sentence) used by speakers (to check further!)

In command speech acts (14) stated by respondent 3 who is also a male student, it can be seen that when asking to partner to lie in bed, he uses speech using a strategy of negative politeness. This is indicated by the existence of tools in the words "sorry" and "please". The use of apology is addressed to respondents as an attempt to show politeness to patients. The use of the two markers on politeness strategies is also seen in the use of in groupies in the greeting word "mba", making the speech more polite.

In speech with a positive politeness strategy in command speech acts, there were found as many as 157 male respondents or 2.62% and 137 utterances or 2.28%. Here is an example of the speech:

(15) *Mas, antibiotik dihabiskan!*

Mas, the antibiotic medicine must be finished!

(16) *Minggu depan konrol lagi, mas!*

Next week control again, bro!

In utterance (15) delivered by P-29 respondents who are male students, it can be seen that the speech used by speakers uses speech with a positive politeness strategy. This is indicated by the presence of in groupies, namely the use of the greeting "Mas" to greet the patient.

In speech (16) delivered by respondent 1 who is a female student, it appears that speakers use a positive politeness strategy. This is indicated by the presence of in groupies tools, namely the use of the greeting word "Mas" to greet patients.

In speech with a strategy of bald on record politeness in command speech, male respondents were 69 utterances or 1.15% and women were 13 utterances or 0.22%. The following is an example of the speech:

(17) *Cek darahmu dulu!*

Check your blood first!

(18) *Cek dulu!*

Let's first checked!

In speech (17) is delivered by the respondent who is a man, we can know that the respondent uses speech by using direct speech so that it can be categorized as a strategy of politeness and stale. The command line is immediately spoken without any ado, the speaker immediately tells the partner to be examined by saying "check blood first!."

In speech (18) delivered by the respondent who is a man, we can know that the respondent uses speech using a bald on record strategy. This can be seen from the direct speech used by the respondent, namely directing the patient to be examined. The speaker directly tells the partner to be examined by saying "check first!" Although using direct speech, the utterances used are classified as polite speeches.

3.4 The differences on politeness strategy used by students based on gender perspective

To answer the question about differences on politeness strategy used by students based on gender perspective can be calculated by using statistics to answer the following hypothesis:

H_0 : There is no significance differences on politeness strategy used by students based on gender perspective.

H_a : There is significance differences on politeness strategy used by students based on gender perspective.

The following table shows the statistic to test the hypothesis.

Table 7. Test statistics to show differences on politeness strategy used by students based on gender perspective.

Test Statistics ^a	
	Strategy
Mann-Whitney U	4479663,000
Wilcoxon W	8981163,000
Z	-,722
Asymp. Sig. (2-tailed)	,470
a. Grouping Variable: Gender	

Based on statistics by using Mann Whitney Test, it can be seen that

If asymp.sig <0,05, So Ha Accepted

If asymp. Sig > 0,05, So Ha Rejected

Based on table above, it can be seen that asymp.sig is 0,470, it means asymp.sig >0,05, So Ha rejected. So, it can be concluded that there is no significance differences on the type and frequency of politeness strategy used by students in implementing command speech acts.

Based on findings, the students use negative politeness strategies, positive politeness strategies, and bald of record strategies as an effort in communication of health services. This is in line with a research conducted by [44] who found that in making interview, the speaker used 5 strategies proposed by Brown and Levinson to avoid conflict in communication. This is in line with [45] who found the use of politeness strategies to carry out directive speech acts in the local parliament in Sukoharjo. It is also in line with [46] who found the use of politeness strategy in republican debate. It is also supported by [47] who found the use of politeness strategy in social media.

In this research, the most often found was negative politeness strategies using the words "sorry, please" or other politeness markers as well as the use of greetings to produce polite speech. The use of negative politeness strategies in speech is very dominant in this study because the speaker speaks directly to the patient who must use speech that is direct and can be understood by the patient so that there are no errors in interpreting the commands and prohibitions conveyed by the speaker. The politeness strategy that is most often used by speaker when using directive speech is the negative politeness strategy. This is in line with the theory presented by [42].

Researchers see that speakers try to minimize negative faces from speakers when using directive speech as an effort to maintain continuity of communication and speakers understand what the speaker is commanding so that miscommunication in language does not occur. The most important theoretical finding is that the research findings do not support [42] who claim that thanking is a speech act that is intrinsically threatening to the speaker's negative face because it involves the overt acceptance of an imposition on the speaker.

In an effort to save the speaker's face, the speaker uses linguistic politeness markers that are in accordance with the cultural characteristics of speakers and speakers in Indonesia, by using the strategy of "using insult" and "using forgiveness" in the directive speech acts of commanding and prohibiting. The use of speech using the word sorry is in accordance with the culture of the Indonesian people who are always polite in speaking. Not only that, the use of greetings also makes the speech used by the speaker more polite. The use of greetings as a form of respect is given to the speaker in an effort to avoid threatening the speaker's face. This is in line with research findings from [48] regarding the use of politeness strategies based on the Indonesian language politeness context in prohibitive speech acts dominated by speaking with 5 speaking strategies, and positive politeness with 2 speaking strategies.

In this study, it was found that the use of negative politeness strategies dominates speakers who have a higher social status, for example speakers who are older than the speaker. This is very relevant in relation to their duties in the field as a form of service to patients as speakers and they must use polite speech.

This is different from research by [49] who conducted a study on politeness strategies among students during scientific discussions in class, where positive politeness strategies were more dominant. The research results show that of the eleven language politeness strategies of [42] theory.

In this research, it was found that the use of negative politeness strategies was more dominantly used by speakers when talking to speakers because speakers tried to give respect to speakers when communicating. In the use of politeness strategies, differences can be seen in the use of politeness strategies in rejection by women in the Minangkabau tribe. Young women are more likely to use indirect strategies in refusing speech. In the cultural aspect, there are cultural rules which emphasize that the aspect of the speaker is the main consideration in realizing speech. Likewise, research conducted by [50] found that there were significant differences in using politeness strategies due to gender and cultural differences. Different things were also found in [51] who found that in using rejection politeness strategies, the overall results showed that men were more dominant in using positive and negative politeness.

Based on gender of the speaker, it can be concluded that the speaker does not differentiate between male and female speakers when speaking. This means that speaker already understands his duties as a medical personnel who does not discriminate in the use of politeness strategies.

This proves that in field practice both male and female speakers have different choices in using politeness strategies in health services. The results of this research support the answers to the qualitative questions asked in the previous question so it can be said that the results of this research can complete the answers to the qualitative questions asked. This research is different from these studies because in providing health services the speakers are able to convey polite speech in accordance with the cultural background of Indonesian people so that the speech delivered in Indonesian is not differentiated when dealing with speakers of different social status.

Present study found that the use of politeness strategy in medical students are effective to be used in communication. This study inline with [19] who found that the use of politeness strategy make the communication more effective with patient. This is also supported by [20] who suggest the health workers should pay attention to the use of language to create effective communication with patients. This is also in line with the research findings related politeness strategy used by doctor & patient which have been conducted by [21-23].

4 Conclusion

This research conducted to investigate the use of Brown & Levinson theory and also to test the significance differences of the type of politeness strategy by medical students. This research found that Brown & Levinson theory regarded politeness strategy can be applied in Indonesian context. Furthermore, this research only found 3 strategies of the using of politeness strategy. Based on research findings, it can be summarized that the use of negative politeness strategy at about 93.73%, positive politeness strategies 4.90%, and bald on record strategies 1, 37%.

Based on previous studied, it can be summarized that the use of good communication in health services between patient and doctor or nurse or medical personnel are very important to be applied in speech acts [23]. This study also found that the choices of the medical students in DCT test will represent their way in communication when they command their patient in real life after they graduated from institute of health science. The language diversity made the students pay carefully in choosing strategy to make politeness to avoid the conflict with others [38-39]. Moreover, the use of the strategy has a function to create politeness language in public services. This present study found that the use of negative politeness strategies in command speech is dominant in this research. The use of negative strategy at about 93,73%. The students use this strategy to command patient in the hospital. This strategy can be characterized by the use of politeness markers, such as sorry, help, etc.

The use of a positive politeness strategy is often found in the directive although there is not many realization of the positive politeness given by Brown & Levinson in the study. The use of positive politeness strategies found in the directive command speech acts by using this strategy is only in the in groupies category by using greeting words that indicate the identity of the said partner.

The use of a bald on record politeness strategy is used by speakers using direct speech without any sign of politeness or use of greetings in command speech acts. The use of this strategy is rarely found in the ruling speech, because the background of the speaker is a health student who later becomes a medical worker so that the use of sentences is direct without any sign of politeness or without a greeting.

Second research question related the significance of the differences on the use of politeness strategy. Based on the statistic, it can be seen that asympt.sig is 0,470, the score of $\text{asympt.sig} > 0,05$, it means that H_0 rejected, so it can be concluded that there is no significance differences on the type and frequency of politeness strategy used by students in implementing command speech acts.

This research has implications for the learning process of the professional ethics given at the College. This course specifically discusses ethics that must be understood by medical students by adding teaching material about the importance of politeness in directive speech such as governing, prohibiting, and asking patients in accordance with the speech situation when communicating with the community. Students who

study at medical students are a manifestation of multicultural society, students come from different cultural backgrounds so that the embodiment of the Indonesian language used by students also varies. In this regard, the implications of this study indicate that it is very important to add one prayer material about language politeness that can be included in professional ethics courses. This is very important because the expected output after students graduate is being able to communicate with the community without discrimination against anyone.

This study has some limitation. Firstly, this study only use opened question on DCT to get data. Future research can apply new method by using differences method in DCT by using closed question and also different situation which can be given in DCT. Secondly, this study only used 60 students as a sample. Future research can use more than this sample to make the research more comprehensive. Thirdly, this research only use several ethnics as a sample, the future research can use more than this ethnics. The fourth, this research only applied the theory of Brown & Levinson, future research can apply the maxim theory from Leech .

Present study shows that the use of politeness strategy on language is so important to be understood by medical students. This is because after graduated from institute of medical school, the students will be a medical personnel who meet a various patients from different cultural background. There are so many people from different background of culture and also language, so the medical students should understand their characteristic of language based on their language in which they work. This study gives implication that there are so many cultural diversity of language in Indonesia. So it is better to use Indonesian language or politeness marker in commanding other people to make the language more polite and they understand what we command to them.

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