

**THE POLITENESS IN PROFESSIONAL INTERACTIONS
OF THE TWO MAIN CHARACTERS IN EMMA
JAMESON'S *ICE BLUE* NOVEL**

A THESIS

**Presented in a Partial Fulfillment of the
Requirements for Completing the
Sarjana Degree in Department of English Literature**



By:

CHERY NARASYAH CHIORA ULFA
1612100025

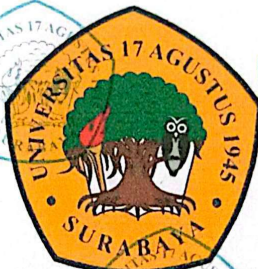
**FAKULTAS ILMU BUDAYA
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This is to certify that the Sarjana Thesis of **CHERY NARASYAH CHIORA ULFA** entitled **"THE POLITENESS IN PROFESSIONAL INTERACTIONS OF THE TWO MAIN CHARACTERS IN EMMA JAMESON'S *ICE BLUE* NOVEL"** has been approved by the thesis advisor for further approval by the Examining Committee.

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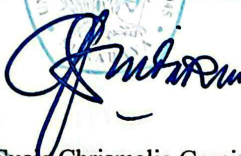
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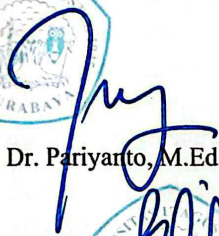
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Certainly, the writing of this thesis is not free from shortcomings, hopefully this thesis can help in evaluating and improving new knowledge, especially in the field of Linguistics and can provide good benefits in the field of education, *amin yarobbal a'lamin*. Final sentence from the researcher, *Wassalamualaikum Warahmatullahi Wabarokatuh*.

Surabaya, 23 June 2025

Chery Narasyah Chiora Ulfa

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ABSTRACT

This study investigates the topic of the politeness principle in the workplace setting. It explores the types, strategies, and factors that influence the use of maxims in conversation. The data source is from *Ice Blue*, a novel by Emma Jameson, which consists of utterances from the two main characters, Hetheridge and Kate. The study adopts Geoffrey Leech's theory of the politeness principle and scales (2014). Using a qualitative descriptive method, the study found about 234 utterances from the two main characters that are indicated to have politeness maxims. Hetheridge has 109 utterances and Kate has 125 utterances. Hetheridge apply 7 maxims, including *Tact*, *Generosity*, *Modesty*, *Approbation*, *Opinion (agreement)*, *Feeling (sympathy)*, *Feeling (reticence)*, *Obligation S to H*, and *Obligation H to S*, but not of sub-maxim *Opinion (Reticence)*. Kate also applies 7 maxims, including *Tact*, *Generosity*, *Modesty*, *Approbation*, *Opinion (agreement)*, *Feeling (sympathy)*, *Feeling (reticence)*, and *Obligation S to H*, but not of sub-maxims *Opinion (Reticence)* and *Obligation H to S*. Hetheridge predominantly uses the *Tact maxim*, maintaining a mitigated tone, and violating it through direct commands. This reflects his superior position in the Vertical Distance Scale and social rights as a superior in the Qualitative Differences Scale. Kate predominantly uses the *Approbation maxim*, maintaining by offering compliments to Hetheridge, reflects her respectful stance in the Vertical Distance Scale as a subordinate, and violates by insulting Jackson, indicating a breakdown in the Vertical Distance due to the harassment, and accusing suspects, reflecting her superior role and social rights in the Qualitative Differences Scale.

Keywords: *Politeness, Scales, Subordinates, Superiors, Work Environment*