



## POLITENESS STRATEGY OF REFUSAL IN *THE ELLEN SHOW*

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### Abstract

This paper is part of research about politeness strategy in refusal done by guests on *The Ellen Show*. This study aimed to find out the types of politeness strategies used in the refusal and the ways the strategies are used by the guests in refusing invitations, offers, and suggestions on the talk show. The qualitative method and library research were applied in gathering the data. The researchers collected transcribed conversations of the guests from eleven most viewed videos of *The Ellen Show*, read them, and analyzed the politeness strategy found in the collected data. As result, the guests used ten politeness strategies in refusal such as solidarity, excuse, promise, showing sympathy and consideration first, explicit and direct expression, expression in a less coercive way, giving hints, being ambiguous, transferring to another topic, and using body language. Positive politeness was used by the guests in refusing the invitation for agreement, gift offer, and unsolicited suggestions; show concern and develop conversation rapport. Negative politeness/bald on record was used in refusing the invitation for acceptance, favor offer, and unsolicited suggestion; show concern. And off record strategies were used in refusing invitation for action, gift offer, favor offer, opportunity offer, solicited suggestion, and unsolicited suggestion; develop conversation rapport. Therefore, the most strategy used by the guests in doing refusal is off record strategies.

**Keywords:** Ellen Show, guests, politeness strategy, refusal.

### INTRODUCTION

Politeness is universal and best expressed as the practical application of good manners or etiquette (Leech, 1993). People will communicate with different people whether with older people, of the same age, or the younger ones. It means that in communication, people have to pay attention to their utterances in order to keep the conversation running well with every kind of person they talk to and they have to have a strategy for being polite to reach a good relationship with the person they talk to. According to Khatib (2006), invitations, offers, and suggestions are a common occurrence in everyday life, particularly in the maintenance of a good relationship. Besides, Chojimah (2015) is quoted by Ghassani (2016) stating that people have difficulties when they want to refuse something. Although people want to reject something, they must consider their language patterns to be in a good form and be polite. However, to build good communication people need to have a politeness strategy.

In the entertainment field, most way of communication is taking place on-air. One of them is through *Talk Show*. Carnel (2012) has stated that *Talk Show* is a television program in which one person or group of people discusses various topics put forth by a *Talk Show* host. Usually, the topic discussed is about hot issues, personal stories, and many more. In *Talk Show*, many guests have come and done a conversation with the host. Moreover, the invitation offers, and suggestions are also involved in the conversation so it makes the show more attractive to be watched. Liang and Min (2013) stated that in a refusal, the speaker to the greater or lesser extent threatens the hearer's face. Hence, there is a need to put the politeness strategy into action. That means that a refusal strategy is needed to be used to maintain a threatening face when people want to refuse invitations, offers, and suggestions.

It is the interest of this research to see politeness strategy in refusal done by guests on *The Ellen Show* since the talk show is taking place on-air and the communication is watched by millions of people, even though the guests do refusal, they also maintain their utterance in refusing something in order to save their dignity as the guests and keep the talk running well. It is like what Liang and Min (2013) have done in finding a concept of politeness strategy in refusal. Furthermore, Ghassani (2016) has done in using the concept in social media, and Ruansyah & Rukmini (2018) study the politeness strategy in *Talk Show*. The study of politeness strategy in *Talk*

*Show* is also important because in the millennial era people often communicate with other people by using media and digital like how the *Talk Show* did. The writers believe that having to know politeness strategy will help people do communication more effectively.

In this study, the writers use the pragmatics approach and politeness strategy in refusal concept as the most appropriate approach to analyze the object of analysis of politeness strategy in refusal. Yule (1996) stated that pragmatics is concerned with the study of meaning as communicated by the speaker and interpreted by a listener. Therefore, it explains that in pragmatics the main concern is not in literal meaning, but it is about what the speaker intends to do with their words. Besides that, pragmatics is in the relationship between language and context (Kuswoyo, 2020; Istiani & Puspita, 2020), Azijah & Gulö, 2020). It includes the study of how the interpretation of language is made depending on the speaker's knowledge, how the speaker understands the utterances, and how the structure of the sentence is influenced by the relationship between speaker and hearer according to Paltridge (2000).

Regarding the concept of politeness strategy in refusal, Liang and Min (2013) stated that refusal strategies agree with Brown and Levinson (1978) in terms of the theory of politeness and face-saving strategies. In the concept of politeness strategy in refusal, there are three kinds of politeness; positive politeness, negative/bald on-record, and off-record strategies. The explanation of the concept will be described below.

### **Positive Politeness**

As Brown and Levinson (1978) stated, positive politeness is characterized by the expression of approval and appreciation of the addressee's personality by making him/her feel part of an in-group. Subheading

#### ***Strategy 1: Claim common ground, solidarity***

By adopting this strategy, the speaker smartly seeks agreement from the speaker. Liang and Han (2005) stated that cooperation and concern for others enjoy much popularity. Frequently, a solidarity strategy will be marked via inclusive terms such as "we" and "let's".

#### ***Strategy 2: Offer of repair/new solution***

According to Liang and Min (2013), when the actual face-threatening action has occurred by refusal, an offer of repair/new solution is appropriate to mitigate the impact.

#### ***Strategy 3: Use excuses***

The excuse removes the implication that one wants to refuse by providing an alternative explanation for one's potentially face-threatening behavior.

#### ***Strategy 4: Promise***

One may also choose (a strategy) to stress his/her cooperation with the speaker by a promise to avoid the potential threat of some FTAs. The promise is such a way to demonstrate the speaker's good intention satisfying the speaker's requests or face wants.

#### ***Strategy 5: Show sympathy and consideration first***

Showing sympathy and consideration at first can be seen as a mitigating device in a refusal, which serves to soften the refusal.

### **Negative Politeness/Bald-on record**

According to Brown and Levinson (1978), negative politeness concentrates on the aspects of the addressee's face wants, which are considered with the desire not to be imposed upon and are characterized by self-effacement and formality. Bald on record refers to that one directly addresses the other as means of expressing one's needs usually by using imperative forms.

#### ***Strategy 6: Explicit and direct expression of refusal***

In choosing an explicit expression of refusal, the speaker explicitly acknowledges that he/she is unwilling to do/accept/comply with the speaker's request.

#### ***Strategy 7: Expression of refusal in a less coercive way***

Politeness embraces a strategy for making the addressee feel good, of being kind and friendly to minimize conflicts.

### **Off-record Strategies**

Liang and Min (2013) explained that the "off-record" strategy, also called hints or non-conventional indirectness addressed to others. However, off-record may or may not get a response from the addressee.

**Strategy 8: Give hints**

In giving hints, the speaker tries to make the speaker understand that she cannot do that activity from their conversation.

**Strategy 9: Be ambiguous**

According to Brown and Levinson (1978), by using what is technically indirectness (ambiguity), the speaker will have given a bow to the speaker’s face and therefore minimize the threats of FTA.

**Strategy 10: Be evasive, transfer to another topic**

The simple way is to stop the speaker’s current topic and transfer to another topic.

**Strategy 11: Use body language**

Sometimes it is not easy to open your mouth to refuse someone when you are face to face. Under such circumstances, body language can be employed as a strategy. Generally, shaking the head means negation. A sudden stop of smiling during the conversation sometimes suggests you do not agree or refuse. Another body language may include frowning, shrugging, vacillating expressions in the eyes, frequently looking at the watch or absence of mind, etc. However, when doing these gestures, one should try to avoid hurting the hearer’s feelings.

**METHOD**

In this analysis, the writers applied library research and qualitative method since the data is concerned with developing an explanation that focuses on description and interpretation (Hancock 2002 in Gulö & Rahmawelly, 2018). Library research is applied to conduct research by collecting the data from videos, books, and journal articles related to the analysis (Afrianto, 2017; Eklesia & Rido, 2020; Fithratullah, 2021; Ivana & Suprayogi, 2020), in this case from Ellen youtube channel. Thus, the object of the study is presented more in words as the form of description rather than numbers. Then, the words, phrases/sentences would be analyzed by politeness strategy analysis from Brown and Levinson’s theory and concept by Liang and Min (2013).

**FINDINGS AND DISCUSSION**

In this part, the writers show the analysis of politeness strategies in refusal of the guests of *The Ellen Show* especially in refusing the invitation, offer, and suggestion. There are eleven politeness strategies in refusal taken from Liang and Min’s (2013) concept based on Brown Levinson’s theory of politeness. In order to reveal those types of politeness strategy and how it is used, the writers analyzed every detail of the conversation that has refusal and relates it with the concept and theory used. Compared to previous studies about pragmatics and other relevant language uses, the findings of this present study are supported (Putra & Qodriani, 2017; Rido, 2020; Sari & Gulö, 2019; Unggul & Gulö, 2017). Language use is crucial not only in communication but also in social relations.

**Politeness Strategy in Refusal**

In this research, politeness strategies that are used by the guests of *The Ellen Show* in refusing the invitation, offer, and suggestion are positive politeness, negative politeness/bald-on record, and off-record. There are 10 strategies used in the politeness strategies in refusal of the guests of *The Ellen Show* with a total of 18 data from 11 episodes of *The Ellen Show*. Regarding the use of politeness strategy, it is shown in the table as follows:

**Table.1 Politeness Strategy in Refusal**

Politeness Strategies	No	Strategies	Data	Percentage
Positive Politeness	1	Claim common ground, solidarity	1	5,6 %
	2	Offer of repair/new solution	0	0
	3	Use excuses	1	5,6 %
	4	Promise	1	5,6 %
	5	Show sympathy and consideration first	1	5,6 %
Negative Politeness/Bald On-record	6	Explicit and direct expression of refusal	3	16,7%
	7	Expression of refusal in a less coercive way	1	5,6 %
	8	Give hints	1	5,6 %

<b>Off-record Strategies</b>	9	Be ambiguous	6	33,3%
	10	Be evasive, transfer to another topic	1	5,6 %
	11	Use body language	2	11,1%
<b>TOTAL</b>			18	100%

From the table, it can be seen that there are 10 strategies used by the guests of *The Ellen Show*. They are Claim common ground solidarity, use excuses, promise, show sympathy and consideration first, have an explicit and direct expression of refusal, express refusal in a less coercive way, give hints, be ambiguous, Be evasive in transfer to another topic and Use body language. The strategy which is used by the guests of *The Ellen Show* in refusing the invitation, offer, and suggestion is Off-record strategies the strategy number 9 – be ambiguous. The descriptions of each strategy are described below.

### Positive Politeness

In this analysis, the writers used the data from transcribing conversations that contain refusals for the invitation, offer, and suggestion done by six guests of *The Ellen Show* from the guests' lists.

#### *Strategy 1: Claim common ground, Solidarity*

##### *Datum 1*

##### The context

Field : Invitation to play 'Burning Question' section  
 Tenor : The relationship between guest and host  
 Mode : Action

*Ellen invites Lady Gaga to play in 'Burning Questions' section of the show but LA had a hesitation in doing it.*

Ellen : Alright. Let's play the game.

LG : I thought we were playing a game the whole time.

##### **Analysis:**

In this conversation, Lady Gaga as the guest used positive politeness strategies with strategy number 1: Claim common ground, Solidarity. The guest's response used the word "we" in the conversation in refusing the invitation. According to the concept, solidarity strategy would be marked by inclusive terms such as "we". It means that the speaker seeks agreement from the hearer by making the hearer feel part of the group. Besides, in the conversation, the category of the invitation used by the host was an invitation for agreement. The invitation done by the host has intended the agreement from the guest for playing the next session. Therefore, the guest used positive politeness strategies; Claim common ground, Solidarity to refuse the invitation for agreement.

#### *Strategy 3: Use excuses*

##### *Datum 2*

##### The context

Field : Offer a box of mice  
 Tenor : The relationship between guest and host  
 Mode : Action

*Ellen offers Smith a box which inside has fake mice and Smith does not like it. How does he refuse it?*

E : I have this em.. all right, that's fake. You're scared of mice?

WS : Ok Yes. I'm Terrified. No, I had a—no, I'm just not

##### **Analysis:**

In this conversation, Will Smith as the guest used positive politeness strategies with strategy number 3: Excuse. WS used excuse strategy from the words *I'm Terrified*. He gave the excuse that he could not accept the box of mice. The excuse removed the implication by providing an alternative explanation. According to the concept, It was a kind of positive politeness strategy. Besides, in the conversation, the category of the offer used by the host was gift offer. It is because the host provided a beautiful box to the guest especially. Therefore, the guest used positive politeness strategies such as; Excuse for refusing the gift offer.

#### **Strategy 4: Promise**

Datum 3

##### The context

Field : Suggestion for overcome the fear of mice

Tenor : The relationship between guest and host

Mode : Action

*Ellen suggests Smith to overcome his fear when Smith scares of mice.*

Ellen : You said fear is not good. There no real mice. I promise you. But overcome that fear.

WS : Ok. I will. I will address it another day.

##### **Analysis:**

In this conversation, Will Smith as the guest used positive politeness strategies with strategy number 4: Promise. From the word *I will address it another day* showed that the speaker used promise strategy to refuse the suggestion. He could not overcome his fear of mice but he promised to overcome it in another day. According to the concept, the promise may be false or real. Even if it was false, the functions are same as the real one. Besides, the category of the suggestion used by the host was unsolicited suggestion in develop conversation rapport. The suggestion came as the development of conversation rapport in the show. Therefore, the guest used positive politeness strategies; Promise to refuse the unsolicited suggestion: Develop a conversation rapport.

#### **Strategy 5: Show sympathy and consideration first**

Datum 4

##### The context

Field : Suggestion not participate in playing 'Would You Rather'

Tenor : The relationship between guest and host

Mode : Action

*Charlie says that he has relationship to someone and Ellen suggests him not to play Would You Rather but Charlie refuses the idea.*

Ellen : So, we're not going to play the game. We were going to play 'would you rather' but that's not fair to the person you're with

CP : Well, I don't know how fair it would be. I think, she is a cool girl. She'd understand.

##### **Analysis:**

In this conversation, Charlie Puth as the guest used positive politeness strategies with the strategy number 5: Show sympathy and consideration first. It could be seen from the words *I don't know how fair it would be* which show the sympathy for the host's suggestion and the words *I think, she is a cool girl. She'd understand* as the consideration to refuse the suggestion from the host. According to the concept, this strategy can be seen as mitigating device in a refusal that serves to soften the refusal. Besides, in the conversation, the category of the suggestion used by the host was unsolicited suggestion to show concern. It can be seen from the suggestion word given by host. The suggestion came voluntarily by the host after knowing the fact that CP is not single. Therefore, the guest used positive politeness strategies; Show Sympathy and Consideration First to refuse the unsolicited suggestion: show concern.

#### **Negative Politeness/Bald On-record**

##### **Strategy 6: Explicit and direct expression of refusal**

Datum 5

##### The context

Field : Invitation to attend the show

Tenor : The relationship between guest and host crew

Mode : Action

*(In this episode, Charlie Puth was telling that he has been invited to come to The Ellen Show to the host). The Ellen show called Charlie Puth to come to the Show for the first time but it's getting refused because he did not believe the number '818' is Ellen's number.*

Ellen : Hey, it's the Ellen Show.  
CP : Heh, Cool! Bye. (hung up the phone).

**Analysis:**

In this conversation, Charlie Puth as the guest used negative politeness/bald on record strategies with the strategy number 6: Explicit and Direct Expression. The word *bye* means that the guest used explicit and direct expression because according to the concept, the word *bye* contains explicitness that he was unwilling to accept with the speaker's invitation. Besides, in the conversation, the category of the invitation used by the host crew was invitation for acceptance. It can be seen from the way the request gone. The request was intended to be accepted by the hearer on phone. Therefore, the guest used negative politeness/bald on record strategies; Explicit and Direct Expression to refuse the invitation for acceptance.

*Datum 6*

The context

Field : Invitation to take a picture in the show  
Tenor : The relationship between guest and host  
Mode : Action

*(In this episode, the host come closer to the guest from the seat to take a picture)* Ellen invites Naomi to take a picture so it will be sent to Michael B. Jordan but Naomi refuses it.

Ellen : We take a picture of you so I can make sure—  
N.O. : No! I cannot.

**Analysis:**

In this conversation, Naomi Osaka as the guest used negative politeness/bald on record strategies with the strategy number 6: Explicit and Direct Expression. It can be seen from the words *No! I cannot*. According to the concept, the word *No* contains explicitness that she was unwilling to accept with the speaker's invitation. Besides, in the conversation, the category of the invitation used by the host was invitation for acceptance. It can be seen from the way the request gone. The request was intended to be accepted by the guest. Therefore, the guest used negative politeness/bald on record strategies; Explicit and Direct Expression to refuse the invitation for acceptance.

*Datum 7*

The context

Field : Offer help for introducing Naomi to her crush  
Tenor : The relationship between guest and host  
Mode : Action

*Ellen offers a help to Naomi to introduce her to Michael B. Jordan by trying to text him but Naomi does not want it. How does she refuse it?*

Ellen : Do you want me to text him right now?  
N.O. : No.

**Analysis:**

In this conversation, Naomi Osaka as the guest used negative politeness/bald on record strategies with the strategy number 6: Explicit and Direct Expression. From that response *No*, the speaker directly refused the invitation from the host. According to the concept, Explicit and direct expression strategy was kinds of negative/bald on record strategies. Besides, the category of the offer used by the host was favor offer. It can be seen from the words *Do you want me to text him right now?* Those words were kinds of favor by the host to the guest for helping the guest get closer to the guest's idol. Therefore, the guest used negative politeness/bald on record strategies; Explicit and Direct Expression.

***Strategy 7: Expression of refusal in a less coercive way***

*Datum 8*

The context

Field : Suggestion to be brave in having male friends  
Tenor : The relationship between guest and host  
Mode : Action

(In previous episode, Ellen was helping Naomi to be close to Michael B. Jordan but she did not even respond to it when Michael wanted to meet her because she was too shy). So Ellen suggests Naomi to be brave to start relationship to a man. How Naomi Osaka refuse it?

Ellen : You gotta like, when somebody puts it out there for you, take it.

N.O. : Is that how you do it?

#### **Analysis:**

In this conversation, Naomi Osaka as the guest used negative politeness/bald on record strategies with the strategy number 7: Expression of refusal in a less coercive way. The words *Is that how you do it* explored as the response to minimize conflicts. According to the concept, expression of refusal in a less coercive way strategy was a kind of negative politeness/bald on record strategy that make the addressee feel good, of being kind and friendly to minimize conflicts. Besides, in the conversation, the category of the suggestion used by the host was unsolicited suggestion to show concern. It can be seen from the suggestion word given by the host. The suggestion came voluntarily by the host after knowing the fact that NO did not take a chance the host had given. Therefore, the guest used negative politeness/bald on record strategies; Expression of Refusal in a Less Coercive Way to refuse the unsolicited suggestion: show concern.

### **Off-record Strategies**

#### **Strategy 8: Give hints**

Datum 9

##### The context

Field : Invitation to see fake mice in Ellen's hand

Tenor : The relationship between guest and host

Mode : Action

(In this episode, Ellen brought some mice to the studio for her guest). Ellen invites Smith to see the fake mice she has on her hand but Smith refuses it.

Ellen : Alright. Here's the thing.

WS : Stop playing. Ellen, stop playing. I really don't do mice. I don't really do.  
I don't even like knowing that's fake.

#### **Analysis:**

In this conversation, Will Smith as the guest used off record strategies with the strategy number 8: Give Hints. He used give hints strategy from the words *I really don't do mice*. According to the concept, this strategy was kind of off record strategy. He tried to make the host understand that he could not see the mice because he was afraid of them. Besides, in the conversation, the category of the invitation used by the host was invitation for action. It can be seen from the way the request went. The request was intended to ask for an action from the guest. Therefore, the guest used off record strategies; Give Hints to refuse the invitation for action.

#### **Strategy 9: Be ambiguous or vague**

Datum 10

##### The context

Field : Invitation to go to haunted house

Tenor : The relationship between guest and host

Mode : Action

(This episode was aired on Halloween day in The Ellen Show studio on October 31<sup>st</sup>). Ellen invites Cardi B to go to haunted house but CB confuses to accept it. How does CB refuse it?

Ellen : Do it. You'll do it, right?

CB : Can I bring my security?

#### **Analysis:**

In this conversation, Cardi B as the guest used off record strategies with the strategy number 9: Be Ambiguous. The words *Can I bring my security* indicates that she had hesitation about the technical event for haunted house. Those words also contain indirectness. According to the concept, she refused the invitation by providing ambiguity. By using ambiguous sentences, the speaker wanted to minimize the threats of FTA because she could not come to the invitation of going to haunted house. Besides, in the conversation, the category of the invitation used by the host was invitation for action. It can be seen from the words *Do it. You'll do it, right?*. Those

words contain request of action to the hearer. Therefore, the guest used off record strategies; Be Ambiguous to refuse the invitation for action.

*Datum 11*

The context

Field : Invitation to guest host the show  
Tenor : The relationship between guest and host  
Mode : Action

*In this episode, Ellen invites Jennifer Aniston to take her seat as the host in Ellen's birthday but JA hesitates to do that so she tries to refuse it.*

Ellen : When do you gonna guest host the show?  
JA : I am dying to guest the show. But you're not here?  
Ellen : Yes. It will be my day off.  
JA : Ok. Can I call you from the set?

**Analysis:**

In this conversation, Jennifer Aniston as the guest used off record strategies with the strategy number 9: Be Ambiguous. The response explained that the guest refused the invitation by indirectness. From the sentence *Can I call you from the set?*, the guest indirectly said that she could not guests host the show if there wasn't Ellen behind the set. According to the concept, the speaker would give a bow to the hearer's face and minimize the threats of FTA. Besides, in the conversation, the category of the invitation used by the host was invitation for action. It can be seen from the words *When do you gonna guest host the show?*. Those words intended the guest to do an action. Therefore, the guest used off record strategies; Be Ambiguous to refuse the invitation for action.

*Datum 12*

The context

Field: Offer to give Cardi B baby's name with 'Ellen'  
Tenor: the relationship between guest and host  
Mode: Action

*(In this episode, Cardi B was coming to The Ellen Show when she was pregnant) Ellen offers her name to be used for naming Cardi B child but Cardi B has found the name. How does she refuse it?*

Ellen : I'll give you \$20.000 if you name it Ellen.  
CB : Can I put it in the middle name?

**Analysis:**

In this conversation, Cardi B as the guest used off record strategies with the strategy number 9: Be Ambiguous. The words *Can I put it in the middle name* indicates that she refused the offer indirectly. According to the concept, by using technically indirectness (ambiguity), the speaker will have given a bow to the hearer's face and wanted to minimize the threats of FTA. Besides, in the conversation, the category of the offer used by the host was gift offer. It can be seen from the way the host gave her name kindly to the guest as a gift. Therefore, the guest used off record strategies; Be Ambiguous to refuse the gift offer.

*Datum 13*

The context

Field : Offer to reveal friendship status on the show  
Tenor : The relationship between guest and host  
Mode : Action

*On the back stage, Jennifer Aniston said to Ellen that she shouldn't say if they are best friend on the show but Ellen still offer to reveal their status.*

Ellen : Why don't you just play along with me and let me be your best friend?  
JA : Well, that's probably the 'coda' in me. Co-dependent? taking care of my friends feelings.

**Analysis:**

In this conversation, Jennifer Aniston as the guest used off record strategies with the strategy number 9: Be Ambiguous. JA used an ambiguous strategy because from her response she refused it by indirectness. According to the concept, the speaker would give a bow to the hearer's face, therefore minimizing the threats of FTA. Besides, in the conversation, the category of the offer used by the host was opportunity offer. It is because



the offer intended to give an opportunity to the guest for changing the guest' mind for revealing if the guest and the host were best friends. Therefore, the guest used off record strategies; Be Ambiguous to refuse the opportunity offered.

Data 14

The context

Field : Suggestion participating in haunted house

Tenor : The relationship between guest and host

Mode : Action

*Ellen suggests Cardi B to participate going to haunted house next year halloween with Andy but Cardi refuse it.*

Elen : Next year, go to haunted house with Andy because you'll have fun.

CB : Who's gonna protect us?

**Analysis:**

In this conversation, Cardi B as the guest used off record strategies with the strategy number 9: Be Ambiguous. The words *who's gonna protect us* indicate that she refused the offer indirectly. According to the concept, the speaker wanted to minimize the threats of FTA because she could not agree to the suggestion of going to haunted house. Besides, in the conversation, the category of the suggestion used by the host was solicited suggestion. It can be seen from the suggestion word given by host. Going to haunted house was part of *The Ellen Show session*. Giving a suggestion to go to haunted house is a host' propose to the guest to participate in it. Therefore, the guest used off record strategies; Be Ambiguous to refuse the solicited suggestion.

Datum 15

The context

Field : Suggestion experiencing acting in movie

Tenor : The relationship between guest and host

Mode : Action

*Ellen suggests Lady Gaga to be on movie to experience acting but Lady Gaga hesitates about it. How does she refuse it?*

Ellen : You've got to go into acting next, right?

LG : Thanks. Well, I—I'm not sure.

**Analysis:**

In this conversation, Lady Gaga as the guest used off record strategies with the strategy number 9: Be Ambiguous. The guest used Be Ambiguous strategy because from her response she refused the suggestion by indirectness. According to the concept, the speaker would give a bow to the hearer's face, therefore minimizing the threats of FTA. Besides, in the conversation, the category of the suggestion used by the host has solicited suggestion. It can be seen from the suggestions word given by the host. Giving suggestion and trying acting was the host's purpose to the guest. Therefore, the guest used off record strategies; Be Ambiguous to refuse the solicited suggestion.

**Strategy 10: Be evasive, transfer to another topic**

Datum 16

The context

Field : Offer question to reveal the relationship status

Tenor : The relationship between guest and host

Mode : Action

*(In this episode, Ellen was showing the kiss scene of Charlie Puth and Meghan Trainor when they were singing in American Music Awards) Ellen offers a question to Charlie Puth about Charlie's relationship status to Meghan Trainor because they were kissing on AMA stage.*

Ellen : I can see where your hand is. She's a good friend.

CP : That's where you put hands when you're friends.

Ellen : Yeah. When you're good friends?

CP : Um, anyway, so, I made, um, this record "Marvin Gaye" was the first.

**Analysis:**

In this conversation, Charlie Puth as the guest used off record strategies with the strategy number 10: Transfer to another topic. The response that CP gave to the host for revealing whether or not he was the only friend with his duet team was not correlated. The words *Um, anyway, so, I made, um, this record "Marvin Gaye"* is absolutely another topic from the current discussion. According to the concept, the simple way to refuse is to stop the speaker's current topic and transfer to another topic. From the response, CP was transferring the current topic to another topic. Besides, in the conversation, the category of the offer used by the host was the favor offer. It is because the offer indicated favor for revealing the guest status. Therefore, the guest used off record strategies; Transfer to another topic to refuse the favor offer.

**Strategy 11: Use body language**

*Datum 17*

The context

Field : Offer a nickname for Lady Gaga  
 Tenor : the relationship between guest and host  
 Mode : Action

*When Lady Gaga come at the show, Ellen offer a nickname to call Lady Gaga but LA does not like it. How does she refuse it?*

Ellen : What if I call you Miss. Lady?  
 LG : (shaking head without smile) Done.

**Analysis:**

In this conversation, Lady Gaga as the guest used off record strategies with the strategy number 11: Body Language. Instead of saying words, she chose to shake her head without a smile to refuse the offer. According to the concept, shaking the head means negation. Body language strategy was kinds of off record strategies. Besides, the category of the offer used by the host was favor offer. It can be seen from the words *What if I call you Miss. Lady?*. Those words were such kind of favor in giving a special nickname. Therefore, the guest used off record strategies; Body Language to refuse the favor offer.

*Datum 18*

The context

Field : Suggestion to post photo in Instagram  
 Tenor : The relationship between guest and host  
 Mode : Action

*After kissing Jennifer on the show, Ellen suggests Jen to upload the kiss scene on Instagram but Jen refuses it.*

Ellen : See, now you can add this to your Instagram.  
 JA : Aaa... (screaming and frowning)

**Analysis:**

In this conversation, Jennifer Aniston as the guest used off record strategies with the strategy number 11: Body Language. It could be seen from her body gestures in the conversation. She was screaming and frowning. According to the concept, frowning is one of the body language strategy. Furthermore, this strategy tried to avoid hurting the hearer's feelings. Besides, the category of the suggestion used by the host was unsolicited suggestion in develop conversation rapport. It can be seen from the suggestion word given by host. The suggestion came as the development of conversation rapport. Therefore, the guest used off record strategies; Body Language to refuse the unsolicited suggestion: Develop conversation rapport.

**The Use of Politeness Strategy in Refusal**

The writers used the data from 18 data analysis above in order to know how politeness strategies are used by the guests of *The Ellen Show* in refusing invitation, offer, and suggestion. It is shown in the table as follows:

**Table.2 The Use of Politeness Strategy in Refusal**

	Positive Politeness	Negative Politeness/Bald on-record	Off-record Strategies
Invitation	The invitation for agreement	Invitation for acceptance	Invitation for action
Offer	Gift offer	Favor offer	Gift offer

			Opportunity offer
			Favor offer
Suggestion	Unsolicited suggestion; develop conversation rapport.	Unsolicited suggestion; show concern	Solicited Suggestion
	Unsolicited suggestion; show concern		Unsolicited suggestion; develop conversation rapport.

From the table, it can be seen that positive politeness was used by the guests in refusing the invitation for agreement, gift offer, and unsolicited suggestion; developing conversation rapport, and showing concern. Negative politeness/bald on record was used in refusing the invitation for acceptance, favor offer, and unsolicited suggestion; show concern. And off record strategies were used in refusing invitation for action, gift offer, favor offer, opportunity offer, solicited suggestion, and unsolicited suggestion; develop conversation rapport. These used of language found and discussed are in line with other findings related to both pragmatics and other relevant topics in linguistic realm (Evayani & Rido, 2019; Lestari & Wahyudin, 2020; Mahendra & Amelia, 2020; Pranoto & Afrilita, 2018).

## CONCLUSION

Finally, based on the evidence obtained from the data analyzed, the writers conclude that the guests of *The Ellen Show* had their own politeness strategy in refusal. Politeness strategies that were used by guests in refusing the invitation, offer, and suggestion was positive politeness, negative politeness/bald on record, and off record strategies.

The strategies of positive politeness were solidarity, excuse, promise, and showing sympathy and consideration first. The strategies of negative politeness/bald on record were explicit & direct expression and expression in a less coercive way. The strategies of off record strategies were giving hints, be ambiguous, transferring to another topic, and using body language. However, in this research, there were 10 strategies that appeared in the analysis.

Positive politeness was used by the guests in refusing the invitation for agreement, gift offer, and unsolicited suggestion; developing conversation rapport, and showing concern. Negative politeness/bald on record was used in refusing the invitation for acceptance, favor offer, and unsolicited suggestion; show concern. And off record strategies were used in refusing invitation for action, gift offer, favor offer, opportunity offer, solicited suggestion, and unsolicited suggestion; develop conversation rapport.

In conclusion, the result of this study showed that the guests had different strategies in refusing the invitation, offer, suggestion, and the most strategies used by the guests in doing refusal is off record strategies with the strategy 9 – be ambiguous.

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