REFERENCES

Aridah, Politeness Phenomena as a Source of Pragmatic Failure in English as a Second Language.


Rebrová, S. and Ondrejová, Zuzana. *Indonesian Business Etiquette, Language and Culture*.


Seidel, J. V. (1998). Qualitative Data Analysis. Qualis Research, Qualis@qualisresearch.com

Silvia R. and Zuzana O. Indonesian Business Etiquette, Language and Culture.


www.wikipedia.com