

REFERENCES

- Amirul, B. 2017. *Politeness strategies used by Javanese and karonese students in classroom discussion*. Published. Thesis. Medan. English Applied Linguistics Study Program. Postgraduate School. State University of Medan.
- Anggraini, D. 2015. *Politeness strategies in teacher student interaction in guidance and counseling*. Published. Thesis. Medan. English Applied Linguistics Study Program. Postgraduate School. State University of Medan.
- Babcock, L and Laschever, S. 2003. *Women Don't Ask Negotiation and the Gender Divide*. United Kingdom: Princeton University Press.
- Bogdan, R. & Biklen, S. 1982. *Qualitative Research for Education*. Boston: Allan and Baccon.
- Brown P. and Lavinson, S. 1987. *Universal in Language Usage. Politeness Phenomenon*. New York Cambridge University.
- Christian, N. 2015. *Politeness strategies used in Siporkas kecamatan Raya Simalungun*. Unpublished. Thesis. Medan. English Applied Linguistics Study Program. Postgraduate School. State University of Medan.
- Cresswell, J. 1998. *Qualitative Inquiry and Research Design*. United States of America: Sage Publications
- Deng, J. 2016. On the Politeness Strategies in Chinese Internet Relay Chat Communication. *Open Journal of Modern Linguistics*, Vol. 6, 293-301
- Dewi, K. 2014. *Politeness strategies used in directive speech acts in classroom interaction*. Published. Thesis. Medan. English Applied Linguistics Study Program. Postgraduate School. State University of Medan.
- Gilmour, R. 1999. *Act Public Service Costumer Standard*. Canberra: Australian Capital Territory Government.
- Kamlasi, I. 2017. The Positive Politeness in Conversations Performed by the Students of English Study Program of Timor University. *METATHESIS*, Vol. 1, No. 2.
- Kariithi. 2016. Politeness Strategies Used by Youth in Their Language Use Francis. *IOSR Journal of Humanities and Social Science*. Vol. 21, 70-72
- Leech, G. 2014. *The Pragmatics of Politeness*. Oxford Studies in Sociolinguistics.

- Miles, Huberman and Saldana. 2004. *Qualitative Data Analysis*. California: Sage Publications
- Mills. 2003. *Gender and Politeness*. Cambridge University.
- Naibaho, J. 2016. *Politeness principles in the 2014 presidential election debate*. Published. Thesis. Medan. English Applied Linguistics Study Program. Postgraduate School. State University of Medan.
- Ningrum, A. 2016. *Politeness strategies of five years old children*. Published. Thesis. Medan. English Applied Linguistics Study Program. Postgraduate School. State University of Medan.
- Putri, R. 2013. *Politeness strategies and gender differences in Javanese indirect speech act*. Published. Thesis. Medan. English Applied Linguistics Study Program. Postgraduate School. State University of Medan.
- Ranjbar, H. 2017. Politeness in a Foreign Language Context: a Case of Extrovert and Introvert EFL learners. *Journal of Applied Linguistics and Language Research*, Vol.4, 234-240
- Retnowaty. 2015. *Politeness Strategies Used by Colter Stevens as the Main Character in Source Code Movie Conference Paper*.
- Schwab, P. 2013. Politeness strategies in firms' answers to customer complaints. *Université Libre de Bruxelles*
- Sumarni. 2016. *Politeness Strategies of Directives Utterances Used by the Host of satu jam Lebih dekat talk show on TV ONE*. Published. Thesis. Medan. English Applied Linguistics Study Program. Postgraduate School. State University of Medan.
- Tirta, R. 2016. *Politeness Strategies of Bank Customer Service Officer at Bank BRI*. Published. Thesis. Medan. English Applied Linguistics Study Program. Postgraduate School. State University of Medan.
- Watts, Richard J. 2005. *Politeness in Language*. Berlin: Mouton de Gruyter.
- Yahsyia, A. 2016. *Politeness strategies used by the Islamic education department administration staff of Islamic University of north Sumatera*. Published. Thesis. Medan. English Applied Linguistics Study Program. Postgraduate School. State University of Medan.