

## ABSTRAK

**Muliadi, Nyoman Rini (2024)**, Strategi Kesantunan yang Digunakan Siswa dan Guru di Lingkungan Sekolah di SMK.

Tesis, Pendidikan Bahasa Inggris, Program Pascasarjana, Universitas Pendidikan Ganesha.

Tesis ini telah disetujui dan diperiksa oleh Pembimbing 1: Prof. Dr. Ni Made Ratminingsih, M.A., dan Pembimbing II: Dr. Ni Putu Era Marsakawati, S.Pd., M.Pd.

Kata Kunci: Interaksi, bahasa, strategi kesopanan, proses belajar-mengajar

Penelitian ini bertujuan untuk mengeksplorasi strategi kesantunan siswa di SMK, bagaimana guru dan siswa menerapkan strategi kesantunan tersebut, dan implikasi strategi kesantunan yang diterapkan terhadap peningkatan karakter baik siswa. Penelitian kualitatif deskriptif diterapkan dalam penelitian ini yang mengeksplorasi fenomena kesantunan dalam proses belajar mengajar. Penelitian ini dilakukan pada siswa dari jurusan perhotelan dan 10 guru diambil sebagai sampel untuk penelitian ini. Sumber masukan utama adalah interaksi guru dan siswa di kelas yang diamati dan dicatat. Sepuluh transkripsi dikumpulkan dari hasil observasi sepuluh guru yang diamati ketika mengajar di Jurusan Perhotelan. Transkrip tersebut kemudian dianalisis dan ditinjau berdasarkan teori kesopanan Brown dan Levinson pada tahun 1987. Penelitian ini menunjukkan bahwa siswa SMK menerapkan beberapa jenis ekspresi seperti memberi salam, berterima kasih, menyapa, meminta maaf, dan mengisi. Beberapa ungkapan atau istilah berasal dari bahasa sehari-hari, yang diterapkan untuk memperhalus interaksi siswa dan guru. Semua ekspresi tersebut dikelompokkan menjadi kesantunan yang positif dan negatif. Hasil penelitian ini dapat dijadikan rekomendasi bagi guru dan siswa untuk mengefektifkan interaksi di kelas maupun di luar kelas.

## ABSTRACT

**Muliadi, Nyoman Rini** (2024), *The Politeness Strategies Used by Students and Teachers in the School Environment in Vocational School.*

Thesis, English Language Education, Postgraduate Program, Ganesha University of Education.

This thesis has been approved and examined by Supervisor 1: Prof. Dr. Ni Made Ratminingsih, M.A., and Supervisor II: Dr. Ni Putu Era Marsakawati, S.Pd., M.Pd.

Keywords: interaction, language, politeness strategies, teaching-learning process

This study has the purpose to explore the politeness strategies of students in a vocational school, how the teachers and students apply the politeness strategies, and the implication of politeness strategies applied to the student's good character improvement. Descriptive qualitative research was applied in this study which explored the phenomena of politeness in the teaching-learning process. This research was done to the students from the hospitality department and 10 teachers were taken as samples for this study. The sources of the primary input were the teachers' and students' interactions in the classrooms which were observed and recorded. Ten transcriptions were collected from the observations of ten teachers observed when they taught in the Tourism Department. These transcriptions then were analyzed and reviewed according to Brown and Levinson's politeness theory in 1987. This research showed that the vocational students applied some types of expressions such as greetings, thanking, addressing, apologizing, and filling. Some expressions or terms were derived from the daily language, which was applied to soften the students' and teachers' interactions. All the expressions were grouped into politeness which is positive and negative. The results of this research could be applied as a recommendation for the teachers and students to make the interaction in the classroom and outside of the classroom effectively.