Politeness And Intercultural Pragmatics Perspective In WhatsApp Group Of Student Boarding House In Yogyakarta

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ABSTRACT

This study examines multicultural communication politeness strategies in online interactions of WhatsApp Group boarding female students in Tamanan, Yogyakarta. This research uses the theory of politeness from Brown & Levinson and intercultural pragmatics from Kecskes. The method used in this research is qualitative. The object of this research is the chat in the WhatsApp Group in 2024-2025. The results show that, first, the dominant politeness strategy is negative politeness with a percentage of 42.86%, positive politeness with a percentage of 31.43%, off record with a percentage of 14.29%, and bald-on record with a percentage of 11.43%. The findings show that speakers always package reprimands, requests, and orders with politeness substrategies such as apologies, the use of the word please, solidarity markers, indirectness, giving reasons, and innuendo. Second, the power factor lies with the boarding owner, so the boarders must be more polite. The distance between the owner and boarders is close, while the distance between boarders is quite close; it is influenced by direct interaction, social status, and gender. Ranking of imposition is always played with greetings, apologies/help, core speech, and reasons. Third, CCG is diverse but still prioritises politeness, thus creating an ECG that regulates new habits. Different egocentrism, but the same style of polite speech, so that it can be accepted together (cooperation). Then, hybrid norms that are inclusive strengthen solidarity and cooperation. Despite coming from different cultural backgrounds, the speakers still prioritise Indonesian society's general politeness, which is indirect, collective, and accommodating to Javanese culture.
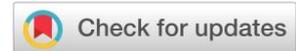
1. Introduction

Language is a communication tool used to convey messages, ideas, and information. In its delivery, speakers not only focus on content and information, but also must pay attention to aspects of norms, rules, values, and politeness (Mojo et al., 2021). For example, in conducting a conversation, one must be careful in choosing the correct sentences and strategies so that the conversation takes place effectively (P, 2023). This is not easy because of differences in age, ethnicity, gender, social status, and other factors that can affect the way messages are conveyed (Rejeki & Azizah, 2019; Weda et al., 2021; Rahman & Weda, 2019). One of the rules governing language or speech is politeness.

Politeness is a significant feature in communication and basically reflects the speaker's social concern about how to interact with others appropriately according to social status and norms (Behzadpoor, 2023). In addition, language politeness is influenced by internal factors in the form of language itself, which can be identified from word selection, and external factors in the form of social situation involvement (Nurhawara et al., 2022). Thus, each community has certain limits and criteria in language politeness rules. In general, language politeness is the use of reasonable and appropriate language. Furthermore, speakers must also pay attention to and consider the right way to convey their messages in communication (Nugrahanto & Hartono, 2020). Therefore, speakers use a politeness strategy to convey messages factors in the form of language itself, which can be identified from word selection, and external factors in the form of social situation involvement (Nurhawara et al., 2022). Thus, each community has certain limits and criteria in language politeness rules.politely. Politeness strategy is a way of minimizing actions that have the potential to damage the target person's public image (Sahib et al., 2022; Sukmawaty et al., 2022; Andini et al., 2021).

Speech interactions that occur in various situations also encourage speakers to be able to use the right strategy. Politeness strategies developed by Brown & Levinson (1987) are divided into four, namely bald-on record, positive politeness, negative politeness, and off record. First, bald-on record is a strategy that is considered the least polite because it is spontaneous, direct, and straightforward. However, under certain conditions, bald-on record can be accepted for reasons of urgency and efficiency (Elisdawati et al., 2018). Second, positive politeness is a strategy used to minimize the threat to the interlocutor's 'face', because positive politeness prioritizes solidarity between speakers and interlocutors (Sadeghoghli & Niroomand, 2016).

Furthermore, negative politeness is a strategy that recognizes the autonomy, freedom of thought, and self-protection of the listener (Yousif Mohammad & Ali Ahmed, 2021). This strategy is a way for speakers to reduce threats to interlocutors by showing respect, apology, or humility (Rustandi, 2018). Negative politeness is almost the same as positive politeness, because both are considered the core of basic politeness as well as the pinnacle of respectful behavior (Fathi, 2024). Finally, off record is a strategy that is considered the most polite, because it is spoken indirectly and implicitly. This strategy can be done by: giving hints, assuming, suppressing, and minimizing.

Politeness strategies need to be considered in various speech situations, including written conversations through online messages. As technology develops, human communication media is getting easier and more practical, one of which is through messaging applications such as *WhatsApp*. Through *WhatsApp*, everyone can convey their messages in writing, verbally, and even in the form of pictures. However, this written interaction tends to have a more limited space for speakers to express things beyond linguistic aspects, so in practice, it often triggers misunderstandings (Budiarti, 2022). This can be seen, for example, in a *WhatsApp* Group (hereafter referred to as WAG) which has many members, so more individuals are the target of speech. Therefore, the limited space and the large number of speech targets require speakers to be more sensitive to the way their messages are delivered.

One WAG that is interesting to observe is the student boarding house residents' WAG. As a communication platform for boarders, this group certainly contains students who come from various regions. One of them is the WAG of female student boarders located in Tamanan, Banguntapan, Yogyakarta. This group consists of 16 members from Lampung, Klaten, Kalimantan, Jambi, Yogyakarta, Brebes, Sulawesi, and other regions. Since the boarders come from different backgrounds, they also have perspectives on politeness that are influenced by their respective cultures. In their daily communication, the boarders use Indonesian, but the way of delivery and word choice still reflect their own distinctiveness. Even so, they still try to pay attention to politeness in speech so that the interlocutor can understand the meaning of the speech and avoid misunderstanding. One of them is by using the right strategy. In addition, the presence of the boarding house owner in WAG further encourages boarders always to be careful and maintain politeness so as not to offend anyone, including the boarding house owner.

Research on Brown & Levinson's politeness strategies in boarders' communication has been conducted by Tahang (2019), who found that age differences between boarders affect the use of politeness strategies and politeness substrategies, such as offers, promises, direct speech, and other. In addition, research on politeness strategies in communication has also been conducted by Husna and Arief (2020) and Monanda et al. (2023), who examined the use of politeness strategies through WhatsApp. The results showed that students tend to use polite language to lecturers because they always pay attention to aspects of politeness (Husna & Arief, 2020; Monanda et al., 2023). In other fields, Normalita (2021), Andriayani et al. (2022), and Fitriana (2025) have studied politeness strategies in the realm of family interaction. The research reveals that politeness strategies are used consistently in family conversations, as well as showing that kinship relationships influence the choice of politeness strategies used (Andriyani et al., 2022; Fitriana, 2025; Normalita, 2021). Meanwhile, research on online communication media has also been conducted by Zahid (2020) and Sanubarianto & Kembaren (2021), who examined positive politeness strategies in commercial advertisements and Facebook. The results show that there are many substrategies used in the digital space (Sanubarianto & Kembaren, 2021; Zahid, 2020)

Although there have been many studies that have examined Brown & Levinson's (1987) politeness strategies in various domains, there is still a void of studies related to multicultural online communication, especially in the female students' boarding house WAG. The gap includes the influence of diverse socio-cultural backgrounds, horizontal relationships in plural communities, and the presence of authoritative figures who influence the style of speech. Therefore, this study offers a theoretical gap by applying an intercultural pragmatics approach that focuses on communication between speakers from different cultural backgrounds, while being more contemporary and relevant for online communication. Kecskes (2014) has the view that politeness is the result of negotiation between speakers and is not seen as a universal rule. This allows the creation of new politeness concepts or norms as a result of multicultural interactions.

This research offers novelty in the form of the application of politeness strategies in micro-communities that are equal, but still have a symbolic hierarchy of authority. Thus, this research opens up space to further examine intercultural politeness strategies. Therefore, the researcher seeks to examine further the politeness strategies used by boarders in WAG by considering socio-cultural aspects and influencing factors in online communication via *WhatsApp*..

2. Methodology

This research uses a qualitative method that is descriptive. This method was chosen because it is able to solve problems by describing the conditions of objects and research subjects factually (Nurhawara et al., 2022). By applying this method, data can be presented in depth and holistically. At the same time, this method allows researchers to see the process that is being observed in the context or location where the research is conducted (Isabella et al., 2022). Thus, this method is considered relevant to examine and describe the language politeness strategies in the WAG of female student boarding house residents in Tamanan.

This study uses objects in the form of written speech of boarders in WAG in the period 2024-2025. The data sources come from the boarding house residents (female students) and the boarding house owner in Tamanan, who have different socio-cultural backgrounds. The data collection technique was conducted through non-participant observation, where the researcher is not directly involved in the observation (Rahmadi, 2011). This technique was chosen because the focus of the research lies on the boarders' utterances in written messages on WAG. Furthermore, all the utterances were then documented through screen capture and transcribed.

The data analysis technique applied in this research refers to the Miles & Huberman model (1994). First, data reduction is done by eliminating data that are not relevant to the criteria and focus of the research. Second, data presentation is done by displaying the selected data in the form of tables according to Brown & Levinson's politeness categories, as well as the intercultural pragmatics approach. Third, conclusion drawing and verification are done by formulating the findings, then re-testing to ensure the validity and consistency of the research results.

3. Result and Discussion

3.1 Finding

The findings of this study show that the boarders and the owner use Brown & Levinson's four politeness strategies in written communication on the boarding house WAG. In addition, they also use various politeness sub-strategies that emphasize the importance of maintaining speech, as well as different degrees of politeness in interacting with all WAG members.
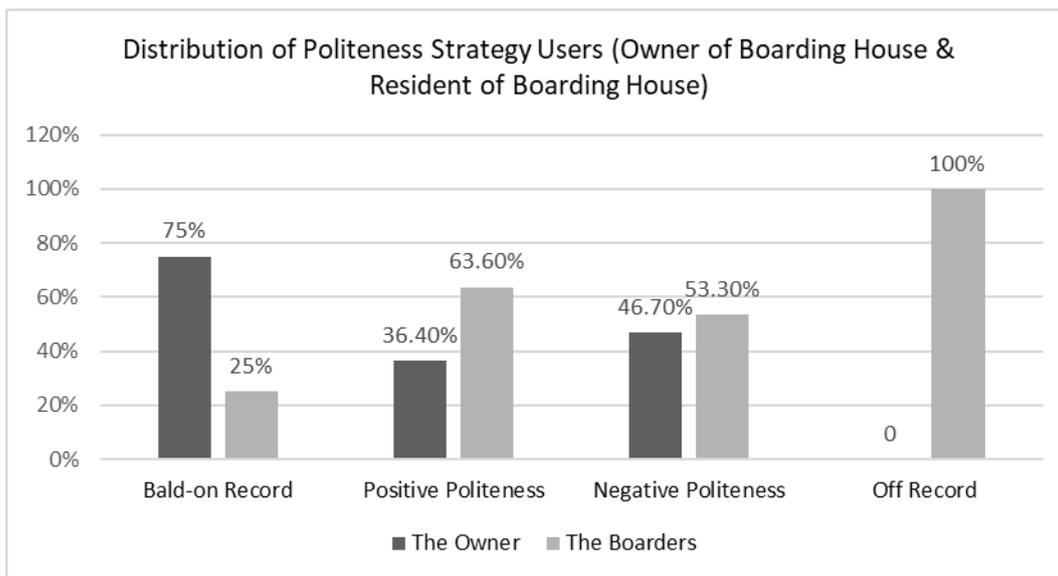
3.1.1 Politeness Strategies

Based on the analysis, this study found that there were 35 utterances from boarders and the owner that used 4 politeness strategies. The politeness strategies are dominated by 15 negative politeness, 11 positive politeness, 5 off record, and 4 bald-on record. This finding also shows that the speakers try to avoid FTA and show respect for the negative and positive face of their interlocutors. The findings are presented in the form of a diagram below:
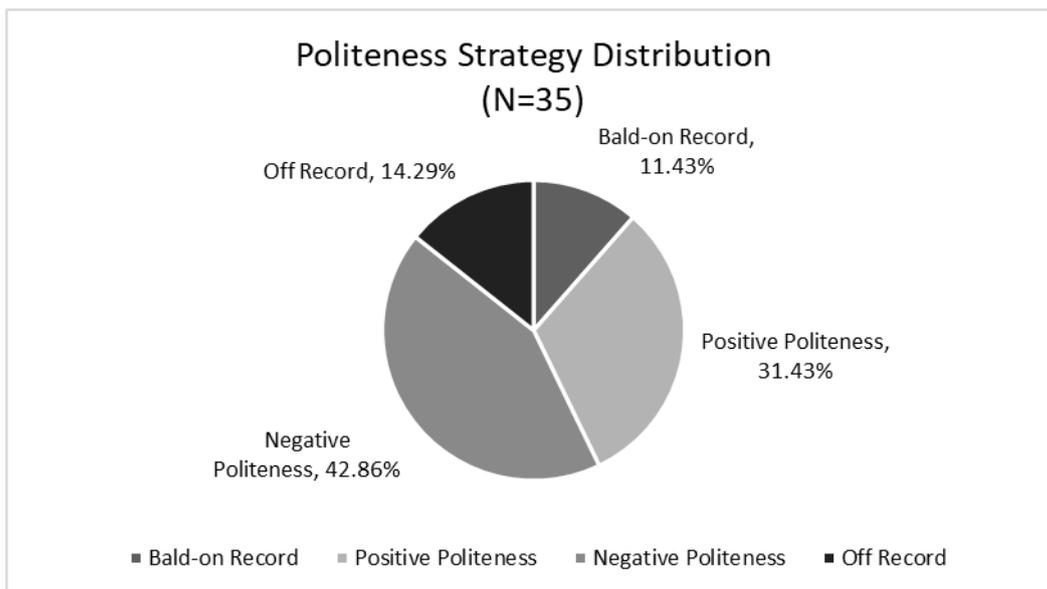
Diagram 1. Politeness Strategy on WAG of Female Student Boarding House Residents in Tamanan

Furthermore, this study also successfully identified the distribution of politeness strategies used by boarders and the owner. This politeness usage indicates that the owner predominantly use bald-on-record and negative politeness strategies. This is because the owner often conveys information directly to avoid ambiguity, while still maintaining politeness towards the boarding house residents. Meanwhile, the boarders predominantly use positive, negative, and off-record politeness. This is because their speech predominantly consists of reprimands or statements. Therefore, they must choose the right strategy to avoid conflict. The findings are presented in the diagram below:

Diagram 2. Politeness Strategy Users on the WAG of Female Student Boarders in Tamanan

a) Bald-on Record

The bald-on record politeness strategy, or what is often called the no-nonsense strategy, is a strategy that is considered the most direct and does not consider aspects of politeness. In the WAG of the female students' boarding house, there are 4 data points containing this strategy, all spoken by the boarding house owner. The speech is realized through straightforward, direct, and informative sentences.

Table 1. Data on bald-on record politeness strategy in the boarding house WAG

No	Data	Time	Context

1	**Ibu kos:** *Asalamualaikum ,sekedar info listrik mau mati dari jm 10 sampai jm 1 terimakasih,info dari pln* (Asalamualaikum, just for information that the electricity will be off from 10 a.m to 1 p.m. thank you, PLN's information)	The owner at 9.25 am. (January 21, 2025)	Speech by the boarding house owner to the boarders via WAG regarding power outages in the area around the boarding house.
2	**Ibu kos:** *Siang mbk wifi sudah bisa dipakai*. (Good afternoon, *mbak*. The wifi can already be used.)	The owner at 1.51 pm (January 7, 2025)	Speech by the owner to the boarders through WAG about the condition of the boarding house's wifi, which had previously been experiencing interference.

The context of the speech was the boarding house owner who was providing information to all boarding house residents. Information is conveyed directly through speech, such as " sekedar info listrik mau mati dari jm 10 sampai jm 1" and "info dari pln". Based on the context, boarding house owner use the bald-on record strategy because their speech is informative, does not contain pressure, orders, burdens, or threats to boarding house residents in WAG. In data (2), for example, the speech " wifi sudah bisa dipakai," which is informative, there is urgency because it is conveyed in response to the complaints of boarding house residents. The information was conveyed directly without additional apologies for the obstacles. This is in accordance with the opinion of Bacha et al. (2021) that bald-on records are carried out most directly, without correction, unambiguous, concise, and straightforward (Bacha et al., 2021).

The selection of this strategy is based on social distancing and power factors. The boarding house owner and the boarding house residents have a close social distance, because most of the boarding house residents have lived there for several years. Therefore, boarding houses do not need small talk to convey information. This is in line with the opinion of Budiarti (2022), who states that closeness in the real world between speakers can reduce the need for excessive politeness strategies (Budiarti, 2022). In addition, the boarding house also has power in the WAG, so it is authorized to provide information and orders directly. As a party with authority, boarding owner tend to use this strategy because of the context that requires straightforward and informative speech, without the need to pay attention to politeness, because the purpose of their speech is not to threaten the 'face' of others. Furthermore, the use of informal words such as "mati", "info", "jm", and "mau" indicates an awareness of social closeness with the residents. This is also in line with the opinion of Budiarti (2022) that the choice of words that tend to be formal reflects the awareness of social distancing (Budiarti, 2022).

b) Positive Politeness

The positive politeness strategy involves an attempt by the speaker to avoid FTA towards the positive face of the interlocutor, as well as avoiding psychological distance (Terada et al, 2021). The findings show that 11 utterances containing positive politeness strategies were spoken by boarders (students) and the boarding owner in WAG.

Tabel 2. Data on positive politeness strategy in the boarding house WAG

No	Data	Time	Context
1	**Boarder:** *Misi mba, aku pinjam ini ya nanti tak kembaliin ke rak piring lagi* (excuse me, Mba. I want to borrow this thing, i will put it back in the dish rack)	A boarder at 4.39 pm (July 3, 2025)	Speech from one of the boarders to all boarders via WAG regarding borrowing items.
2	**Boarder:** *setuju, itu udah berhari-hari ga dibersihin. kalo masak juga tolong mejanya di lap yaa, itu minyak jadi dimana-mana.* (agree, it hasn't been cleaned for days. If you cook too, please wipe the table, the oil is everywhere)	A boarder at 1.25 am. (June 24, 2025)	Speech from one of the boarders to all boarders via WAG regarding kitchen cleanliness.

The context of the speech in **Table 2** is the boarders (students) regarding asking for permission and kitchen cleanliness. In data 1, A shows a positive politeness strategy through the solidarity marker "*misi mba*" and the promise "*nanti tak balikin ke rak piring lagi*". The use of the marker/greeting "*mba*" shows an attitude of familiarity between boarders. This is in line with the opinion of Nurhawara et al. (2022) that positive politeness strategies are used to show familiarity to

the interlocutor, but not to the speaker's close friends (Nurhawara et al., 2022). In addition, the use of names or greetings is also one of the markers of positive politeness (Lestari et al., 2020). The greeting "*mba*" is a form of everyday greeting commonly used in social interactions (Sulistyowati, 2008). In connection with the location of the boarding house in Yogyakarta, the use of these greetings also indicates the speakers' social awareness to adjust to local socio-cultural values.

In data 2, B shows an effort to establish and maintain good relations between speakers in WAG. The positive politeness strategy is realized through agreement or equality of opinion, such as "*setuju, itu udah berhari-hari ga dibersihin*," which indicates recognition of the interlocutor's opinion as well as a marker of solidarity. This is in line with the previous studies that stated that seeking agreement with the interlocutor can fulfill his desire to feel right and have his opinion recognized, and aims to make the interlocutor feel happy and think that his values are recognized (Njuki & Ireri, 2021; Santoso & Indriani, 2021). Reasons, for example, also accompany this speech, "*itu minyak jadi dimana-mana*", which serves to clarify the intention so as not to threaten the interlocutor's "face". In addition, the use of the word "*tolong*" and the particle "*ya*" indicates an attempt to reach an agreement and involve the other interlocutor's participation in the conversation. This strategy aims to create the impression that they are close, accept statements, and minimize FTA (Al-Natour et al., 2024).

From these two data, the social distance between boarding house residents is relatively close. This is motivated by equal status (student), gender (female), and equal age (Hutahaean et al., 2021). Closeness is also reflected in the use of informal and casual language, such as "*misi*", "*kembaliin*", '*ga*', or "*dibersihin*". In addition, the low burden of requests, such as in the utterance "*aku pinjam ini ya*" or "*tolong mejanya di lap yaa*" also creates a relaxed impression. The relationship between the social distance factor and the low burden of requests is what makes politeness strategies tend to be relaxed and low.

a) Negative Politeness

Speakers use the negative politeness strategy to show respect for the freedom and autonomy of the interlocutor. This strategy is generally realized through indirect language, giving choices, or apologies. It aims to prevent the interlocutor from feeling as if forced by the speaker (Eliyana & Susanti, 2023). The findings show that 15 utterances contain negative politeness strategies, both from boarders and the boarding owner in WAG.

Table 3. Data on negative politeness strategies in the boarding house WAG

No	Data	Time	Context
1	**Boarder:** *Assalamualaikum. Mohon maaf sebelumnya, mungkin masalah parkir ini udah beberapa kali di notice ya.* (assalamualaikum. I apologize in advance, maybe this parking problem has been noticed several times.	A boarder at 6.35 pm (July 24, 2025)	Speech from one of the boarders to all boarders via WAG regarding motorcycle parking.
2	**Ibu kos:** *Asalamualaikum mbk kos felia gas udah tk ganti mohon maaf sebelumnya untuk uang gas ditaruh ditempat biasanya terimakasih.* (Asalamualaikum mbk kos felia I have replaced the gas, please apologize in advance for the gas money put in the usual place, thank you)	The owner at 9.29 pm (June 29, 2025)	The boarding house owner notified all boarders via WAG about the purchase of gas.

The context of data 1 shows a request as well as a reprimand from one of the boarders to all other boarders. A begins his speech with an apology, "*Mohon maaf sebelumnya*," before conveying his true intentions. Furthermore, he uses indirect statements and hesitates, for example, "*mungkin masalah parkir ini udah beberapa kali di notice ya*," which indicates that there are rules regarding parking, but it is still often violated. Apologizing, being doubtful, and using indirect sentences are part of the strategy of negative politeness (Meiratnasari et al., 2019). The apology at the beginning of the speech serves to reduce the potential threat to the negative face of the interlocutor. Thus, this indirect approach can maintain harmony while avoiding frontal intimidation. In terms of word choice, the rank of imposition is relatively high because it is a reprimand, so speakers prefer to be careful and hesitate.

In data 2, the boarding house owner conveys information about the purchase of gas. Her utterance begins with a declarative sentence, then is accompanied by an apology, "*mohon maaf sebelumnya*" as an introduction before delivering the request, just like data 1, the use of apology functions to minimize FTA. However, unlike the boarder, the boarding

house owner did not show any hesitation due to her position as the authoritative party. She conveys her request directly, but still maintains face and good relations with the tenants. The greetings "*mbk ks felia*" and "*uang gas ditaruh di tempat biasanya*" also indicate social closeness as well as *common knowledge* between the owner and the residents. Interestingly, although according to Suyono & Andriyanti (2021), lower age can be a factor in the tendency to use negative politeness, this finding shows that even older homemakers still choose negative politeness to maintain interpersonal relationships.

b) Off Record

The off record politeness strategy is a strategy that is considered the politest in speech. This strategy serves to avoid FTA by using indirect and implicit expressions (Terada et al., 2021). The research findings show that there are five utterances containing off record politeness strategies used by boarders in WAG.

Table 4. Off record politeness strategy data on the boarding house WAG

No	Data	Time	Context
1	**Boarder:** *mungkin masalah parkir ini udah beberapa kali di notice ya. Tapi kok masih ada aja yang parkir sembarangan dan mepet" motor lain jadi ga bisa keluar.* (Maybe this parking problem has been noticed several times. But how come there are still those who park carelessly and squeeze other motorbikes so they cannot get out)	A boarder at 6.35 pm (July 24, 2025)	Speech from one of the boarders to all boarders via WAG regarding motorcycle parking.
2	**Boarder**: *Gapapa mba kalau mau minta tapi izin dan jangan diambil semua karena itu punya saya dan masih banyak, walaupun cuma pepaya itu juga saya beli.* (It is okay, mba, if you want to ask, but ask permission and do not take it all because it is mine and there is still a lot of it, even if it is just papaya, I bought it)	A boarder at 12.50 am. (January 15, 2025)	Speech from one of the boarders to all boarders via WAG about missing food.

In Table 4, data 1 shows a speech by one of the boarding house residents to all boarding house residents regarding violations of parking rules. The speaker states that the parking problem has been discussed several times, "beberapa kali di notice", so it is assumed that arbitrary parking violations often occur. The reprimand is conveyed implicitly through the insinuation "tapi kok masih ada aja yang parkir sembarangan dan mepet", which means that there are still boarders who violate the rules. This insinuation is intended so that the perpetrator can interpret the insinuation and realize his behavior. This is in line with Azizah (2024), who explains that speakers let their interlocutors give meaning to what has been said.

3.2 Discussion

Based on the findings, the discussion will focus on the factors that affect politeness in a boarding house as well as an analysis from the perspective of intercultural pragmatics. The findings show that the choice of politeness strategies is not only influenced by the context of communication, but also by cultural background, social relationships, speech goals, and more. Thus, the intercultural pragmatics approach by Kecskes (2014) is used to understand politeness as a process of negotiating meaning between speakers that bring different social norms in the interaction of the boarding house WAG.

3.2.1. Politeness factors in the boarding house WAG

Based on Brown & Levinson (1987), language politeness is closely related to the speaker's efforts to reduce FTA towards the interlocutor. The level of politeness is influenced by factors such as power (P), distance/social distance (D), and ranking of imposition (P). The greater the value of the P, D, and R factors, the higher the degree of politeness and the selection of more complex politeness strategies.

Based on the power factor (P), it was found that the boarding house owner was the authority who had the authority to set rules in the boarding house environment. This is in line with Hanif et al., (2023), which states that participants with power can impose their own plans and evaluate themselves. The difference in power requires boarders to use higher politeness strategies, while boarding owner tend to choose more directive strategies. This can be seen in the data "sekedar info listrik mau mati dari jm 10 sampai jm 1" and "ini gas kemarin habis udah tk belikan" which shows a bald-on record strategy without mitigation. This strategy is acceptable because there is a clear power relationship, so it does not cause FTA.

Nevertheless, the Javanese cultural background that upholds unggah-ungguh encourages boarding house owner to use apologetic expressions or the word still please to maintain social harmony and soften their speech, such as in

"tolong untuk uang gas...", "mohon maaf sebelumnya untuk uang gas...", and "mohon maaf untuk air yg lantai...". This shows that politeness strategies are not only influenced by power, but also by cultural values. In line with Subroto (2019), who states that Javanese people tend to avoid conflict, respect others, and do not want to be arbitrary. Moreover, there is a power asymmetry that can be seen from the border's speech that tends to be formal and appreciative, such as "Waalaikumsalam ibu, nggeh terimakasih", "Walaikumsalam, baik buk", and the use of the pronoun "saya". This pattern indicates a pragmatic awareness that interaction with the authority demands a more polite selection of words and speech forms.

The next factor is distance or social distance (D). The results show that the social relationship between the boarding owner and boarders is relatively close, as indicated by the existence of common knowledge such as "uang gas ditaruh ditempat biasanya" or "mohon mbk sesuai aturan misal ada temen ...". The choice of words used also tends to be casual, such as "okey buk", "siap ibu", "iyaa ibu hehe", "kayanya wifinya lemot ya", or "mbk kos felia gas udah tk ganti". Meanwhile, the relationship between boarders seems quite close due to direct interaction, similarity in social status (students), and the same gender. This is reflected in casual speech, such as "misi mba", "tadi ada ayam masuk ke dapur terus eek", "makasih", and "aku pinjem sebentar buat cas dispenser galon". The use of the greeting "mba/mbak" or "temen-temen" shows awareness as well as a form of respect. Despite coming from different cultural backgrounds, the greeting "mba" also reflects an adaptive attitude towards local socio-cultural values. The new boarders tend to use the pronoun "saya" and more formal language, such as "jangan diambil semua karena itu punya saya dan masih banyak", which shows a higher degree of politeness. In line with Tike & Harmin (2024), the further the social distance between speakers and speech partners, the more polite the speech will be. In addition, although some boarders have personal closeness, vulgar words are not found in WAG interactions. This is in line with Rahardi's (2005) opinion that gender also affects the form of language, where women tend to avoid using vulgar words.

Meanwhile, the factor of ranking of imposition (R) shows that speech that is requesting, reprimanding, or reminding is generally arranged in a long structure, such as greetings, apologies/help, the core of the speech, and some added reasons. This can be seen in the data "assalamualaikum, temen-temen yang di atas minta tolong jangan buang air kebawah ya" and "Assalamualaikum. Mohon maaf sebelumnya, mungkin masalah parkir ini udah beberapa kali di notice ya". This kind of speech is often found in positive politeness, negative politeness, and off record strategies. The choice of words tends to be formal, and the use of the particle "ya" serves to soften the speech and minimize FTA. In addition, speakers tend to use indirect forms to convey their intentions, because requests have the potential to cause FTA. Long and indirect sentence structures can also soften speech. This is in accordance with Leech (in Wijayanti, 2020), who states that the longer the speech, the greater the desire to be polite, and indirect speech is more polite

3.2.2. Intercultural Pragmatics

According to Kecskes (2014), politeness is dynamic. In the perspective of intercultural pragmatics, new politeness can be created through interactions between multicultural speakers that take place in the process of negotiating meaning. This approach includes four main concepts, namely core common ground (CCG), emergent common ground (ECG), egocentrism vs cooperation (EvC), and hybrid norms (HN).

Core common ground (CCG) is an understanding or concept that each speaker brings from their community background. For example, the old boarder's utterance "bagi yg keluar lain kali gerbangnya ditutup lg yaa, soalnya tadi ada ayam masuk ke dapur terus eek sembarangan dan dapur diacak" shows that there are chickens roaming around the boarding house. This speech is addressed to all boarders, especially new boarders, always to close the gate. The particle "ya" and euphemism "eek" are used to soften the speech and avoid FTA. The CCG of the new boarders is that they are not used to closing the gate because in their old boarding house, no chickens were running around. From this interaction, emergent common ground (ECG) is created in the form of a new understanding. All boarders are obliged to close the gate, especially during the day, to prevent chickens from entering. The same thing can be seen in the utterance of the boarding house owner "tolong untuk uang gas ditaruh di dapur 5000 soalnya untuk sekalian ngisi yg kosong biar ada serepnya jadi ngisi 2 tabung sekalian misal uang gas sisa untuk beli berikutnya". The CCG of all boarders is that gas is a shared facility. However, as gas prices rise and supplies are limited, the owner sets a new rule of Rp5000 to be placed in the kitchen. This rule forms an ECG in the form of a joint system, as well as negotiating the use of the remaining money "misal uang gas sisa untuk beli berikutnya". The negative politeness strategy through the expression "tolong untuk uang gas" softens the obligation. In the case of parking, there are utterances such as "Mohon dong kesadarannya sekiranya parkir udah full jangan DIPAKSA BUAT PAKIR DISITU". "tolong motor yg kos felia yg di dalam dan untuk tamu harap diluar ya", and "mungkin masalah parkir ini udah beberapa kali di notice ya. Tapi kok masih ada aja yang parkir sembarangan dan mepet" motor lain". But how come there are still those who park carelessly and squeeze other motorbikes". The CCG of the old

boarding house residents is that they are used to parking their motorbikes neatly in the garage and rarely bring guests to stay overnight. In contrast, new boarders are used to parking their motorbikes next to other motorbikes and often bring friends to stay overnight. So the motorbikes often fill the parking lot and block other motorbikes. Through speech that is softened with "mohon", "mungkin", "ya", and "tolong", ECG is finally created in the form of every boarder must park in the garage, and guest motorbikes are prohibited from parking in the boarding house for the convenience of all boarders.

Egocentrism is the norm or style of speech of each speaker. The tendency of attention is based on the individual's previous experience (Valdeón, 2015). In the boarding house WAG, although the boarders come from different cultures, their speech styles tend to be similar, namely packaging reprimands or requests by using the words "tolong", "mohon", "mungkin", "maaf", "permisi", "kalau bisa", "kalau misal", "ya", euphemisms, and excuses through positive, negative politeness, and off-record strategies. Boarding house owner, as Javanese speakers, show egocentric characteristics typical of local culture through the use of the words monggo", "tak", "mbak", "nggih", "ndak", atau "malah". Meanwhile, the egocentrism of the old boarding house residents can be seen in the habit of closing the gate, parking regularly, cleaning the kitchen after cooking, and not making noise. In contrast, the egocentrism of new boarders more often shows the opposite habits, such as rarely closing the gate, often bringing guests, parking carelessly, not keeping the kitchen clean, and being noisy. These differences in egocentrism often trigger potential conflicts. However, reprimands between residents are always packaged with politeness strategies and logical reasons so that they can be accepted together. This shows a shift from egocentrism to cooperation, which is characterized by the interlocutor's response in the form of "setuju", "bener mba", "oh iyaa maaf mba", or "baik mba". Therefore, politeness acts as a medium of negotiation that enables cooperation and maintains the harmony of multicultural interactions in WAGs.

Hybrids Norm (HN) in the boarding house WAG is characterized by mixed and adaptive communication patterns. That is, they tend to use Indonesian and always avoid direct or harsh reprimands. The adaptive attitude of boarders from outside Java who use Javanese words such as "nggih" and "mba". This phenomenon shows the formation of new norms that do not fully represent the speech styles of individuals or their respective cultures of origin, but are the result of negotiations to create solidarity together.

There are no rigid norms based on the cultural background of each speaker; instead, all WAG members tend to use politeness strategies that are common in Indonesia, which are indirect and avoid harsh reprimands. In line with Subroto's (2019) opinion, in the context of a multicultural society in Indonesia, differences are not emphasized, but instead similarities are prioritized. Since they live in Yogyakarta, the use of simple Javanese language elements functions as a form of accommodation and solidarity, as well as emphasizing that the primary purpose of speech in WAG is to achieve mutual understanding and maintain harmony.

4. Conclusion

Based on the series of research that has been conducted, there are three important findings from this study. First, four politeness strategies were found, which include: 4 bald-on record (11.43%) in the form of direct sentences that are informative and efficient; 11 positive politeness (31.43%) in the form of solidarity markers, equality of opinion, giving promises, giving reasons, and involving listeners. 15 negative politeness (42.86%) in the form of indirect speech, hesitation, apology, and demeaning requests. 5 off record (14.29%) in the form of insinuations and general expressions to reprimand.

Second, the factors that influence politeness include: power (P) owned by the boarding house owner as the authority to regulate the boarding house environment, demanding boarders to be more polite and tend to be appreciative. Distance (D) between the owner and boarders is characterized by common knowledge and casual speech. In contrast, the distance between boarders tends to be quite close, which is characterized by a mixture of formal and casual, the use of greetings, and no vulgar words. Furthermore, the ranking of imposition (R) of requesting, reprimanding, and commanding speech is composed of greetings, apologies/help, the core of the speech, and some added reasons.

Moreover, third, the intercultural pragmatics perspective shows that multicultural conditions in the boarding house WAG create diverse CCGs, but still prioritize politeness so as to create ECGs that regulate new habits for all boarders. Each speaker has their own egocentrism, but has the same style of speech by prioritizing politeness so that it can be accepted together. The use of simple Javanese words illustrates the adaptive and inclusive multicultural side. So, this

multicultural communication shows hybrid norms that are mixed and adaptive (Indonesian & Javanese), and strengthen solidarity and cooperation.

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