An Analysis of Politeness Strategies and Violations of Maxims Expressed by the Characters in "The Incredibles" Movie (2004)

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Abstract: This study aimed to analyze the types of politeness strategies expressed by the characters in The Incredibles movie (2004). Moreover, it also investigated the violations of maxims applied by the characters in expressing the politeness strategies. By conducting descriptive qualitative research, the researcher found that there were 113 politeness strategies expressed based on four categories from Brown and Levinson's theory (1987). The highest frequency was found in using bald on-record strategies. This strategy was dominantly used because it was an action movie that presented many urgent and dangerous situations. Therefore, the characters in this movie frequently used bald on-record to maximize their command or request. It can be concluded that the conditions or situations also significantly influence the use of politeness strategies. Furthermore, the results found that there were 14 violations of maxims behind the politeness strategies used by the characters in The Incredibles movie. It means that the characters in this movie employed several violations of maxims in expressing some politeness strategies. Moreover, the results also showed that the highest violations of maxims happened in expressing off-record strategies. It can be inferred that the violations of maxims are frequently caused by the use off-record strategies because when the speakers expressed off-record politeness strategies, they produce the implied meaning which potentially violate the maxims. Essentially, the results of this research can be a positive input for better understanding about English pragmatics study.

Keywords: Politeness strategies, Violations of maxims, Descriptive qualitative, The Incredibles movie (2004).

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I. INTRODUCTION

According to Siahaan (2008:1), language is a set of rules that plays the very important role in human's life, such as in thinking, communicating ideas, and negotiating with the others. Moreover, Brown (2000:5) point out that language is arbitrary symbols, and the symbols have conventionalized meaning to which they refer. It means that the study of language is not only limited to structures, but also about the operations of meaning. It refers to how the meaning is delivered and interpreted in interactions. Therefore, communicative competence is necessary to be mastered to create successful communication. Brown (2000:246) concludes that communicative competence is the aspect of our competence that enables us to convey and interpret messages and to negotiate meanings interpersonally within specific contexts.

Basically, there are two main branches of linguistics which is focused to study of language meaning namely semantics and pragmatics. Theoretically, semantics can be defined as the study of the "toolkit" for meaning: knowledge encoded in the vocabulary of the language and in its patterns for building more elaborate meanings, up to the level of sentence meanings. Pragmatics is concerned with the use of these tools in meaningful communication. Pragmatics is about the interaction of semantic knowledge with our knowledge of the world, taking into account contexts of use (Griffiths, 2006: 1). Furthermore, Yule (1996:3) elaborates that pragmatics is the study of speaker meaning. This type of study necessarily involves the interpretation of what people mean in a particular context and how the context influences what is said, It requires a consideration of how speakers organize what they want to say in accordance with who they're talking to, where, when, and under what circumstances. In addition, Becker and Markus (2006:161) states that pragmatics examines how speakers understand and communicate more than the literal meaning of words or sentences. The type of meaning studied in pragmatics is known as utterance meaning, meaning in context or meaning in interaction. It can be noted that pragmatics deals with the role of context in determining the meaning. Then, the context itself is considered as the external part of language when the language is used in interactions. Therefore, the context will be influenced by culture and social circumstances.

Since pragmatics refers to the meaning in interaction, it also discuss about the cooperation of speaker and listener in communication by using language. To achieve a successful conversation, the participants should

be cooperative each other. They need to consider the cooperative principles as purposed by Grice (1975). It is divided into maxim of quantity, quality, relation and manner. It is related to the smooth running of conversations. Grice believed that for a conversation to run smoothly, participants must follow certain social conventions. The cooperative principle simply states that make your conversational contribution such as is required, at the stage at which it occurs, by the accepted purpose or direction of the talk exchange in which you are engaged (Grundy, 2000:74). However, there are the possibilities that the speakers make infractions of maxims in cooperative principle based on some reasons. One of the reasons is the speakers employ the politeness strategy in their conversations. Therefore, Cutting (2002:48), concludes that the cooperative principle sometimes conflict with the politeness strategies.

Related to English language teaching and learning, pragmatics competence is important to be taught and learned by English advance learners to develop their communication skill. Pragmatic competence can be defined as the ability to use language appropriately within social contexts (Becker and Markus, 2006:163). By knowing social context in using language which is adapted from native speakers, the students will be able to communicate in English contextually. Moreover, the discussions about cooperative principles and politeness strategies as the field in pragmatics study also importantly should be learned by the students to support their skill in using English contextually, cooperatively and politely in interactions. As stated by Richads and Renandya (2002:67) that language is functional and must be contextualized. Therefore, cross-cultural pragmatics and intercultural pragmatics is essential to be done especially for Indonesian EFL learners who have different social and cultural background with English native speakers. Thus, the researches such as case study or contrastive analysis in order to understand the characteristic of target language is needed to support English pragmatics comprehension. Those were the reasons why this research was important to be conducted.

Actually, there are previous studies which had conducted the relevant research. For the example, Olutayo (2015) investigated the cooperation and politeness in television discourse and Karim (2016) analyzed the cooperative principle and politeness principle in guest complaining at X Hotel in Kuta-Bali. Meanwhile, this research aimed to explore the types of politeness strategies expressed by the characters in a movie. Moreover, it also investigated violations of maxims applied by the characters behind the politeness strategies used. Movie entitled "The Indcredibles" was used as the data source because it presented the empirical data how native speakers used English.

1.1. Research Questions:
Regarding to the discussions above, this research aimed to answer the following research questions:
1) What are the types of politeness strategies expressed by the characters in The Incredibles movie?
2) What is the type of politeness strategy dominantly expressed by the characters in The Incredibles movie?
3) What are the violations of maxims applied by the characters in The Incredibles movie in expressing the politeness strategies?

II. LITERATURE REVIEW
2.1. The Concept of Cooperation
2.1.1. Cooperative Principles
Actually, cooperation refers to the theory that discuss about the basic principles which is required by the language users to create a successful communication. The cooperative principle is a theory developed by Grice in 1975 about the basic assumptions in conversation that each interlocutor attempts to speak properly to construct a successful conversation. Essentially, Grice cited in Yule (1996:37) formulated four maxims in cooperative principles that should be considered by participants in conversation. It can be elaborated as follows:
1) Maxim of quantity
   The speakers should make their contribution as informative as is required (for the current purposes of the exchange).
2) Maxim of quality
   It states that speakers are expected to be sincere, to be saying something that they believe corresponds to reality. They should not say anything that is false or that for which they lack evidence. It means that the speaker should be able to deliver the right information.
3) Maxim of relation
   It is required the speakers can deliver a relevant information.
4) Maxim of manner
   It says that speakers should be brief and orderly in distributing information. They should avoid obscurity and ambiguity.

2.1.2. Observance and Non-observance Maxims
Related to the cooperative principles, observance of maxims happens when the speaker successfully

follows the four maxims to achieve effective communication (Cutting, 2002:34-35). However, there are also the possibilities for the speaker to break cooperative principles above during communications based on several reasons. Any failure to observe a maxim may be referred as non-observance of maxim. When a speaker breaks the maxim, he or she breaks in some ways. Cutting discusses two ways of not observing maxims namely flouting and violating (Cutting, 2002: 36-40).

2.1.3. Violating the Maxims

Especially for violating, Cutting (2002:40) states that when a speaker violates a maxim, he says something that makes the hearer don't know the true meaning of the utterance. Therefore, the hearer only knows the surface meaning of the utterance. Cutting (2002:40) describes the maxim violation and provides some examples as follow.

1) Violation of quantity maxim

When a speaker violates the maxim of quantity, he or she does not provide enough information to the hearer to understand what is being talked about.

Peter   : *Does your dog bite?*
Receptionist   : *No*
Peter   :*(Bends down to stroke it and gets bitten).*
       Ow! You said your dog doesn't bite!
Receptionist   : *That isn't my dog!*
(Cutting, 2002:40)

The receptionist knows that Peter is talking about the dog in front of him or her and not his or her dog at home. However, the receptionist violates the maxim of quantity by not giving enough information to Peter.

2) Violation of quality maxim

The speaker who violates the maxim of quality may deliver the wrong information and not being sincere to the hearer. Thus, lying is a violation of quality maxim. This type of violation can be found in this conversation.

Husband   : *How much did that new dress cost, darling?*
Wife   : *Thirty-five pounds*
(Cutting, 2002:40)

The wife does not observe the cooperative principle in answering her husband's question. She tells him a lie about the price of her new dress. Therefore, she violates the maxim of quality.

3) Violation of relation maxim

If a speaker violates the maxim of relation, he or she will say something that is not relevant with the previous statement. An example of violation of relation maxim is:

Husband   : *How much did that new dress cost, darling?*
Wife   : *I know, let's go out tonight. Now where would you like to go?*
(Cutting, 2002:40)

In this conversation, the wife's answer is not relevant to the question. She does not tell the price to her husband. She only says that she knows the price and then asks her husband to go out with her. Thus, she violates the maxim of relation by shifting the topic of the conversation.

4) Violation of manner maxim

The last type of maxim violation is violation of manner maxim. When a speaker tells an ambiguous statement, he or she can be said to violate the maxim of manner. Moreover, the speaker may also avoid being brief and orderly in delivering his or her message. An example of violation of manner maxim is:

Husband   : *How much did that new dress cost, darling?*
Wife   : *A tiny fraction of my salary, though probably a bigger fraction of the salary of the woman*
       that sold it to me.
(Cutting, 2002:40)

It is clearly seen that the wife's answer is an ambiguous statement. She says everything except what her husband wants to know. She does this to make the topic of the conversation end. Thus, she violates the maxim of manner.

2.2. The Concept of Politeness

Actually, the theory of linguistic politeness firstly was introduced in 1987 by Brown and Levinson. As stated by Brown and Levinson in Cutting (2002:45), they analyzed politeness, and said that in order to enter into social relationships, we have to acknowledge and show an awareness of the face, the public self-image, the sense of self, of the people that we address. They said that it is a universal characteristic across cultures that speakers should respect each other's expectations regarding self-image, take account of their feelings, and avoid face threatening acts (FTAs). Brown and Levinson in Watts (2003:86) assume that every individual has two

types of face, positive and negative. Positive face is defined as the individual's desire that her or his wants be appreciated and approved of in social interaction, whereas negative face is the desire for freedom of action and freedom from imposition. Essentially, there are four politeness strategies proposed by Brown and Levinson (1987) to show people's awareness of other's face. Those are bald on-record, negative politeness, positive politeness, and off-record. It can be elaborated as follows:

1) Bald on-Record

Brown and Levinson in Cutting (2002:46) state that when a speaker expresses a bald on-record politeness strategy, he or she makes an advice, demand, offer or invitation in a direct way. The most direct utterances of bald on-record contain an imperative form without mitigating devices. The speakers usually apply the imperative form when they are talking to their close relatives or friends. The following sentence exemplifies the imperative form of bald on record:

This door handle's falling off. Fix it.
(Cutting, 2002:46)

In this imperative form of bald on-record, if the hearer does not fix the door handle, he or she will be seen as uncooperative by the speaker. Therefore, the imperative form of bald on-record is the most face-threatening type of action in politeness. However, bald on-record can also be applied to save the hearer's face, for example when the speaker wants to offer something to the hearer:

Have some more cake.

The speaker directly offers some more cake to the hearer. The directness of this form makes the hearer feel pleased and socially closed with the speaker.

2) Positive Politeness

As stated by Brown and Levinson in Watts (2003:86), positive face is defined as the individual's desire that his wants be appreciated and approved of in social interaction. Brown and Levinson in Cutting (2002:48) state that the aim of positive politeness strategy is to save the hearers' positive face by expressing intimacy, engaging to friendship, making the hearers feel good, and showing that the speakers have a common purpose with the hearers. Actually, there are many strategies which can be used in applying positive politeness. One of them is by noticing, attending to H (her/his interests, wants, needs, goods). For example:

Jim, you're really good at solving computer problems. I wonder if you could just help me with a little formatting problem I've got.
(Watts, 2003:89)

The speaker knows that Jim is good at solving computer problems. Therefore, when he has a problem in formatting, he asks Jim to help him or her. Before the speaker asks him, he tries to satisfy Jim's.

3) Negative Politeness

As stated by Brown and Levinson in Watts (2003:86), negative face is an individual's need to have an independence of action and imposition. Brown and Levinson in Cutting (2002:46) state that negative politeness focus on negative face, by showing the distance between speakers, and minimizing disrupting on each other subject. Furthermore, Brown and Levinson in Watts (2003:90-91) provide ten strategies of negative politeness. One of those strategies which can be taken as the example is:

The speaker can express his or her pessimistic by using the subjunctive to anticipate a refusal from the hearer.

If you had a little time to spare for me this afternoon, I'd like to talk about my paper.
(Watts, 2003:90)

In this example, the speaker uses subjunctive (had) to give the hearer an option. Therefore, hearer can simply refuse the speaker by saying no.

4) Off-Record

Brown and Levinson in Cutting (2002:45) describes that if you do it off record, you ask for help indirectly, and say, in a voice loud enough for your neighbors to hear. For the example:

"I wonder where on earth that website is. I wish I could remember the address".

It means that off-record is an indirect way of politeness. The utterances are not directly addressed to the hearers. In general the speaker is inviting the hearer to find the implied meaning of the hints.

2.3. The Relationship of Cooperative Maxims and Politeness Strategies

In pragmatics, people can study about cooperative principle and politeness. However, according to Cutting (2002:48), the cooperative principle sometimes conflict with the politeness strategies. If the speakers want to express positive politeness, they may violate cooperative maxims. The following is an example when a speaker expresses a positive politeness strategy and violates the cooperative maxims.

A: *How do I look?*
B: *Good (Thinks: "Awful")*
(Cutting, 2002:49)

It is clearly seen that B applies avoiding disagreement strategy of positive politeness. To save the hearer's positive face, B prefers to tell a white lie than insult A with the reality. B hides his or her true opinion that A does not look good. Thus, B violates the maxim of quality by not being sincere.

III. METHODS

3.1. Type of Research

Actually, the researcher used qualitative approach in conducting the presented research. Vanderstoep and Johnston (2009:310) define a qualitative research as a type of study which creates a descriptive text of the phenomena. Furthermore, they (2009:167) state that the aim of the qualitative research is more descriptive than predictive. They also add that the goal of the qualitative research is to get a deep understanding about the research participants' point of view. This research conducted a descriptive qualitative because the objective of this study was to understand the findings of language phenomena of politeness strategies and cooperative principles. Furthermore, the researcher used the Brown and Levinson (1987) theory about politeness strategy and Grice (1975) theory about cooperative principles as the theoretical framework and for analyzing the data obtained. In this case, the researcher analyzed and described the politeness strategies and the violations of maxim behind the politeness strategies expressed by the characters in The Incredibles movie.

3.2. Data Source

In qualitative research, there is no population as the data sources, but usually called social situation consisting of three elements such as place, actors and activity. Automatically, purposive sampling was applied based on the purpose to analyze the politeness strategies and the violation of maxims. Actually, the data was taken from the movie entitled "The Incredibles". Thus, the data in this research was in the form of spoken text written in the movie script. The movie script was used as the primary data which contained the written utterances and dialogues of the characters in the movie. The secondary data was the movie itself as the supporting data in analysis process.

The Incredibles is a 2004 American computer-animated superhero film written and directed by Brad Bird, produced by Pixar Animation Studios, released by Walt Disney Pictures, and starring the voices of Craig T. Nelson, Holly Hunter, Sarah Vowell, Spencer Fox, Jason Lee, Samuel L. Jackson, and Elizabeth Peña. The film follows the Parrs, a family of superheroes who are forced to live a quiet suburban life while hiding their powers. Mr. Incredible's desire to help people draws the entire family into a confrontation with a vengeful fan-turned-foe and his killer robot.

3.3. Data Collection

The researcher collected the data by using documentation during the process of research to proof the data. Creswell (2009:181) states that these may be public document (e.g., news-papers, minutes of meetings, official reports) or private document (e.g., personal journals and diaries letters, e-mails). In this case, the researcher collected the primary data by copying the script of The Incredibles movie from the website: http://faroutfilms.tv/the-incredibles-2004-script/
Furthermore, the secondary data that was the The Incredibles movie was downloaded from the website: https://nb21.net/the-incredibles-2004/

3.4. Data Analysis

Essentially, the researcher applied several steps to analyze the data. In this research, the steps could be organized as follows:
1) Preparing the data for analysis. For this step, the researcher started it by copying and printing the movie script as the primary data.
2) Analyzing and classifying the types of politeness strategies based on Brown and Levinson (1987) theory.
3) Analyzing and classifying the types of maxim violation in expressing the politeness strategies based on the Grice (1975) theory.
4) Presenting the list of data and describing the results of data analysis.
5) Elaborating the discussion and conclusion.

IV. RESULTS

Actually, the results of this research were elaborated based on the formulated research questions. It could be organized as follows:
1) What are the types of politeness strategies expressed by the characters in The Incredibles movie?
2) What is the type of politeness strategy dominantly expressed by the characters in The Incredibles movie?

Based on the result of data analysis by using Brown and Levinson's politeness strategies (1987), there were several politeness strategies expressed by the characters in The Incredibles movie. It could be seen at the presented table below:

Table 4.1: Politenes Strategies in *The incredibles* Movie

No	Strategies	Frequency	Percentage
1	Bald on-Record	74	65.49%
2	Positive Politeness	18	15.93%
3	Negative Politeness	11	09.73%
4	Off-Record	10	08.85%
	Total	113	100%

The table above showed that there were 113 politeness strategies found in The Incredibles movie based on four categories from Brown and Levinson's theory. The frequency of using bald on-record strategy was 65.49%. For the frequency of using positive politeness strategy was 15.93% and negative politeness was 09.73%. Furthermore, 08.85% was for the frequency of using off-record strategy. Therefore, it could be concluded that the type of politeness strategy which dominantly expressed in The Incredibles movie was bald on-record strategy.

Supporting the result above, there were several examples of politeness strategies expressed by the characters in The Incredibles movie. It could be elaborated as follows:

a) Bald On-Record Strategy

Brown and Levinson in Cutting (2002:46) state that when a speaker expresses a bald on-record politeness strategy, he or she makes an advice, demand, offer or invitation in a direct way. The speakers usually apply the imperative form when they are talking to their close relatives or friends. Below was the example found in The Incredibles movie:

BUDDY (INCREDIBOY) : Hey, hey! Aren't you curious about how I get around so fast?
See? I have these rocket boots—
BOB (MR. INCREDIBLE) : ***Go home, Buddy. Now!***

The conversation above happened in one building when Mr. Incredible tried to fight Voyage as the robber and Buddy disturbed him. The example above showed that Mr. Incredible (Bob) used bald on record strategy to maximize the efficiency of his command to Buddy because they were in urgent condition.

b) Positive Politeness Strategy

Brown and Levinson in Cutting (2002:48) state that the aim of positive politeness strategy is to save the hearers' positive face by expressing intimacy, engaging to friendship, making the hearers feel good, and showing that the speakers have a common purpose with the hearers. For example, the utterance found in The Incredibles movie:

BOB (MR. INCREDIBLE) : ***We need to get back to the mainland.***
HELEN (ELASTIGIRL) : I saw an aircraft hangar on my way in. Straight ahead, I think.

The example above showed that Mr. Incredible (Bob) used positive politeness he used a word *"we"* as the inclusive form to show the awareness of the listener (Helen)'s positive face.

c) Negative Politeness Strategy

Brown and Levinson in Cutting (2002:46) state that negative politeness focus on negative face, by showing the distance between speakers, and minimizing disrupting on each other subject. The example found in The Incredibles movie can be seen as follows:

HELEN : Do you have to read at the table?
BOB : Uh-huh. Yeah.
HELEN : Smaller bites, Dash. Yikes!.
HELEN : ***Bob, could you help Dash cut his meat?***

The example above showed that Helen used negative politeness strategies to show the awareness of Bob's negative face because Bob looked busy for reading something on the dining table.

d) Off-Recod Strategy

Brown and Levinson in Cutting (2002:45) describes that if you do it off record, you ask for help indirectly, and say, in a voice loud enough for your neighbors to hear. The utterances are not directly addressed to the hearers. In general the speaker is inviting the hearer to find the implied meaning of the hints. The example can be seen as follows:

OLD LADY : Mr. lncredible. Um, Mr. Incredible...
BOB (MR. INCREDIBLE) : What is it, ma'am?

OLD LADY   : ***My cat, Squeaker, won't come down.***
[cat meows]

The example above showed that the Old Lady indirectly requested Mr. Incredible (Bob)'s to help her by producing the utterance *"My cat, Squaker, won't come down".* It means she used off-record strategies.

3) What are the violations of maxims applied by the characters in The Incredibles movie in expressing the politeness strategies?

As stated by Cutting (2002:48), the cooperative principle sometimes conflicts with the politeness strategies. If the speakers want to express politeness, they may violate cooperative maxims. In this research, the researcher found several violations of maxim behind the employment of politeness strategies expressed by the characters in The Incredibles movies.

Table 4.2: The Violations of Maxims in Expressing the Politeness Strategies

No	The violations of maxims	Politeness Strategies				Total
		Bald On-Record	Positive Politeness	Negative Politeness	Off-Record	
1	Violations of maxim quantity	3	0	0	0	3
2	Violations of maxim quality	0	0	0	0	0
3	Violations of maxim relation	0	1	0	2	3
4	Violations of maxim manner	1	1	2	4	8
	Total	4	2	2	6	14

The table above showed that there are 14 violations of maxims behind the politeness strategies used by the characters in The Incredibles movie. The highest found in violations of maxim manner. However, there was 0 for the violation of maxim quality in expressing politeness. Moreover, it also showed that the highest violations of maxims happened in expressing off-record strategies. To support the table above, there were several examples which could be elaborated as follows:

a) Violation maxim of relation
    HELEN (ELASTIGIRL)   : Well, we could share, you know.
    BOB (MR. INCREDIBLE)   : ***I work alone.***

The example above showed the off-record a politeness strategy which was expressed by Mr. Incredible which implied that he didn't need any help from Elastigirl and requested her to leave him alone. The utterance used by him described the violation of relation maxim because he expressed the irrelevant answer for Elastigirl's offering to help him.

b) Violation maxim of quantity
    LUCIUS   : I'm just getting a drink.
    POLICE OFFICER   : Alright. You've had your drink. ***Now I want you to...***
    LUCIUS   : I know. I know. Freeze.

The example of bald on-record strategy Expressed by the Police above violated maxim of quantity because he expressed incomplete utterances in commanding Lucious.

c) Violation maxim of manner
    HELEN (ELASTIGIRL)   : Well, I think you need to be more...flexible.
    BOB (MR. INCREDIBLE)   : ***Are you doing anything later?***
    HELEN (ELASTIGIRL)   : I have a previous engagement.
    BOB (MR. INCREDIBLE)   : [whistles]

Based on the example above, Bob intended to invite Helen to go to somewhere with him by saying *"Are you doing anything later?"*. However, he considered Helen's negative face. Therefore, he expressed the negative politeness strategy to invite Helen. Moreover, there was also the violation for maxim of manner behind the politeness strategy used by Bob because there was the potential ambiguity meaning.

V. DISCUSSIONS AND CONCLUSIONS

Actually, this research aimed to answer three formulated research questions. The results revealed that there were 113 politeness strategies found in The Incredibles movie based on four categories from Brown and Levinson's theory. The frequency of using bald on-record strategy was 65.49%. It was a dominant politeness strategy expressed by the characters in The Incredibles movie. For the frequency of using positive politeness

strategy was 15.93% and negative politeness was 9.73%. Furthermore, 8.85% was for the frequency of using off-record strategy.

It can be concluded that the results above proved that all types of politeness strategies based on Brown and Levinson's (1987) theory were successfully found in the Incredibles movie. The highest frequency was found in using bald on-record strategies. This strategy was dominantly used because The Incredibles movie was an action movie that presented many urgent and dangerous conditions or situations. Therefore, the characters in this movie frequently used bald on-record to maximize their command or request. It can be concluded that the conditions or situations also significantly influence the use of politeness strategies.

Furthermore, the results also found that there are 14 violations of maxims behind the politeness strategies used by the characters in The Incredibles movie. The highest found in violations of maxim manner. However, there was 0 for the violation of maxim quality in expressing politeness. It means that the characters in The Incredibles movie employed several violations of maxim in expressing some politeness strategies. This result successfully proved the theory from Cutting (2002:48) which states that the cooperative principle sometimes conflict with the politeness strategies. If the speakers want to express politeness, they may violate cooperative maxims.

Moreover, the results also showed that the highest violations of maxims happened in expressing off-record strategies. Related to off-record, Brown and Levinson in Cutting (2002:45) describe that if you do it off record, you ask for help indirectly, and say, in a voice loud enough for your neighbors to hear. It means that off-record is an indirect way of politeness. The utterances are not directly addressed to the hearers. In general the speaker is inviting the hearer to find the implied meaning of the hints. It can be inferred that the violations of maxims are frequently caused by the use off- record strategies because when the speakers expressed the off-record politeness strategies, they exactly produce the implied meaning which potentially violate the maxims. As the implications of this research to English language learning, the results of this research can be a positive input for better understanding about English pragmatics study. Thus, the EFL learners can use English contextually.

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