



Politeness Strategies Used by Tour Guides in Borobudur Tourism Areas: A Pragmatic Study

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Abstract— This research aims to describe the politeness strategy of the tourism practitioner which is tour guides in Borobudur tourism areas. Thus, in tourism industry tourist act as a guest and tour guides as a host, in which typically tourism practitioners will try to act politely and follow the politeness strategies as possible when they serving to tourist to ensure their satisfaction. The level of satisfaction can be determined by the politeness strategies of their behavior used towards the guests including the politeness strategy of their tourism service language. This research was done in Borobudur tourism areas, the main tourist destination in Magelang, Central Java. People can further strengthen their social relationships and respect each other's self-image by emphasizing polite communication. Through direct conversations with tourists from other countries, unique informal learning results in speech variations in English that are distinct from standard English rules. The purpose of this qualitative, descriptive, and conversational analysis study is to describe the linguistic phenomena pertaining to politeness strategies in the English variation of tour guides. This research method used a qualitative research design. Data collection technique were carried out through field observation, document review. Data analysis technique were based on the Brown and Levinson theory with conversational analysis. The result show that from speech data of positive and negative face. In data positive politeness that found 13 and 15 for negative positive politeness included hedging. The use of grammatical and lingual markers in the speech of tourism practitioners such as the use of the word (maybe, thank you, yes, good, may, like that, that's it ...) become a model of politeness in the language of tourism practitioners in the Borobudur tourism areas.

Keywords— Politeness Strategy; Politeness marker; Conversational Analysis; Tour guides.

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I. INTRODUCTION

Tourism is the second-largest source of income for Indonesia after the oil and gas sector. Based on data from the statistics center of Magelang Regency indicates that visitor data in Borobudur temple has increased in 2022 latest, where the data showed a fairly good increase in that year (BPS kabupaten Magelang). Sawczak (2018), defined pragmatic, refers to the study of languages that are used in context, and focuses on how the speakers of a language can make sense out of the language itself by using connection to the context around them. The language the tourism service providers use during the interaction in these many and varied locations both verbal and non-verbal, plays an important role in satisfying the tourists, a basic goal of the tourism industry anywhere in the world is to provide an enjoyable and positively memorable time to tourists, it can be especially accomplished by tourism industry practitioners who are not only skillful at their services, but also know how to communicate well and use appropriate nuances of politeness. Brown and Levinson's theory (1987) is one of the suggestive and effective theories of politeness which are based on

Grice's (1975) cooperative principles and Goffman's (1967) notion of face. While this research will basically, everyone has their own level of politeness, which can be seen from their daily habits. However, the level of politeness is also at the level of a job, a company, as well as in the world of tourism. So, it's about of why tour guide politeness, thus in tourism industry tourist act like a guest and tour guides as a host, in which typically they will try to act politely and follow the politeness strategies as possible when they erving to tourist. And the second, is about of why tour guides in Borobudur, this research was done in Borobudur tourism areas as the main tourist destination in Magelang, Central Java. People can further strengthen their social relationships and respect each other's self-image by emphasizing polite communication. Through direct conversations with tourists from other countries, unique informal learning results in speech variations in English that are distinct from standard English rules.

Moreover, Haugh (2012) stated in studies of a wide variety of linguistic phenomena that occur in conversational interactions, including 'formulaic language' (verbal expressions that are fixed in form, often non-literal in

meaning with attitudinal nuances, and closely related to communicative-pragmatic contexts, along with idioms, expletives and proverbs). Moreover, with the various reason of the research that has been described with some statement above, this research on politeness strategy has never been carried out and of course it's become very interesting in studying with the object of studying with tour guides at tourism areas which is tour guides is one the face of that tourism attraction in Borobudur temple, Magelang Regency. So, this research refers to finding what politeness strategy is used and the way tour guides use politeness strategies in their delivery to tourists. So, this research refers to finding what politeness strategy is used and the way tour guides use politeness strategies in their delivery to tourists.

II. METHOD

This type of research uses a descriptive qualitative method. In addition, it used that method because the problem is related to describing the strategies and the levels of politeness in Borobudur tourism areas as used by the tourism industry practitioners which is as one of the tour guides in Borobudur tourism areas. The methodology applied in the study is based on the essentials of Politeness Theory (P. Brown and St. Levinson). This research involves the methods of observation and description, in which it takes the data of observation in the latest of May 2023 and take again the data in the middle of June 2023, those all is by recording the conversational between tour guide and the tourist therefore, qualitative research will take place in the natural and involved the interactive and also humanistic. Then this research will be done by taking some important notes based on the behavior and the activities of the tour guides, and the staff as they're the participants, so from the data it make it to the transcribe and analyzed it using Brown and Levinson's Theory which analyzed with conversational analysis.

A. Research Design

This research used a descriptive qualitative research design. This research design investigates and describes the insight, perspective, and understanding of participants to a phenomenon (Creswell, 2003). This would allow the researcher to dig deeper into determining the linguistic politeness strategies revealed by the personnel in accommodating local visitors and what the perceptions that the participants can share to the tourism industry in terms of politeness strategy in general.

B. Research Participant

This research used for tourism practitioners or tourism workers, especially the tour guides in Borobudur tourism areas and the visitors who visited in the Borobudur tourism areas. The tour guide in this research site has as many as two people or two tourism practitioners as tour guides in Borobudur tourism areas.

C. Research Subject

This research focused on the process of the interaction between tour guide and the tourist in Borobudur tourism areas in Magelang Regency, Central Java, where the politeness strategies will be performed by 2 tour guides.

D. Research Instrument

In this research used video or audio recording to collect the data which will record the interaction between tour guides and tourist, interview or conversational analysis to collect the data in real time and naturally during interaction and documentation to make the data in this research.

E. Data Collection

The next step is collecting the data after choosing the participants, subjects and instruments as well. The technique of data collection of qualitative approach that can lead this research to obtain the data collection to data analysis. This research will use documentation as a data collecting technique to explain the procedure of how you get the data. This research will collect the data for 2 months, starting on last of May until July 2023 in Borobudur tourism areas as from the conversation between the tourism practitioner, who are two tour guides and the visitors by recording and taking a picture of the conversation. During the process of taking the data it will be as the natural setting, it means that the visitors didn't know when it will be recorded as for the data. Hence, there are some steps that will be used in this research to collecting the data:

1. First, is doing an observation and fixing the schedule of the research in Borobudur tourism areas.
2. Asking for some tour guides there for the research and explaining it.
3. While recording the conversation between the tour guides and the visitor.
4. Transcribe the data which is formed as a sample of conversation.

F. Data Analysis

The techniques of data analysis lead this research to obtain the data analysis. Then, to describe the politeness strategies of tour guides in Borobudur areas, the data analysis was in using the politeness strategy of tourism services or practitioners. The data will be analyzed using Brown and Levinson's politeness theory, which is the data from the event that was obtained through recordings of conversations between tour guides and tourists. . This research will certainly have data to analyze based on politeness strategies which are:

1. Positive politeness
 2. Negative politeness
- Those, can be described as:
- ❖ Determining the data analysis
 - ❖ Classifying the data which is of course using the strategies of politeness
 - ❖ Analyzing what kinds of politeness that used by tour guides and the factors that influence the tourism practitioners used politeness strategies in conversation/during their work.
 - ❖ Analyzing the way that tour guides in using the politeness strategies in conversation.
 - ❖ Drawing a conclusion to the result of the analysis.

III. FINDING AND DISCUSSION

A. Findings

The research aims to answer the research objectives as mentioned in the introduction. The source of the data that comes from audio recording that consist some conversation between tour guides and the tourist in Borobudur tourism areas. In extracting the themes of this research, I focused on the relevant phrases and clauses that emerged from the transcripts. These were highlighted and utilized into thematic statements This research that examined each dialogue from the data transcript or document analysis. The 13 positive politeness strategies were found five positive politeness strategies as form [1] **PPS1** (Positive Politeness Strategy 1: Paying attention to listener’s interest and needs), [2] **PPS3** (Positive Politeness Strategy 3: Increasing interest to listener), [3] **PPS5** (Positive Politeness Strategy 5: Asking for agreement), [4] **PPS6** (Positive Politeness Strategy 6: Disagreements should be avoided), [5] **PPS8** (Positive Politeness Strategy 8: Joke or humour).

Besides that, from 15 negative politeness strategies that were found two negative politeness strategies as form [1] **NPS2** (Negative Politeness Strategy 2: Hedging or questioning), [2] **NPS6** (Negative Politeness Strategy 6: Making apology).

This research that examined each dialogue from the data transcript or document analysis. The data collecting was analyze by interactive models of analysis. Then, the data that have analyze can present in a table which is showing about the strategy of politeness which is divided into two; positive politeness strategy and negative politeness strategy, and also about hedging itself, it divided into three part; subjectivity marker, performative hedges, and pragmatic idioms.

The data collecting was analyze by interactive models of analysis. Then, the data that have analyze can present in a table which is showing about the strategy of politeness which is divided into two; positive politeness strategy and negative politeness strategy, and also about hedging itself, it divided into three part; subjectivity marker, performative hedges, and pragmatic idioms. Then, the result that show about the politeness strategies used by tour guides to tourist in Borobudur Temple, Magelang Central Java. The data findings can be seen n the following *Table 1 and Table 2*.

TABLE I
THE DATA FINDING OF POLITENESS STRATEGIES USED

No	Strategy	Sub Strategy	Quantity
1	Positive politeness strategy (PPS)	- Paying attention to listener’s interest and needs	3
		- Asking agreement	2
		- Disagreements should be avoided	
		- Humour	6
		- Increasing interest to listener	
1			1
2	Negative politeness strategy (NPS)	- Hedging or questioning	13
		- Making apology	2

	Total	28
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Based on the result data analysis, it was found several of politeness strategies that used by tour guides in Borobudur tourism areas. Which is divided into 2 part of politeness strategies which are positive politeness strategies and negative politeness strategies. Based on the result of data analysis that showing 13 for positive politeness strategy and 15 for negative politeness strategies that used by tour guides in Borobudur tourism areas. And the total of politeness strategies that was used by tour guides in Borobudur areas calculated of 28 total of politeness strategy that was used.

TABLE II
THE DATA FINDINGS OF HEDGING USED

No	Hedging	Sub-Hedging	Quantity
1	Subjectivity marker	I think, I guess, I suppose	2
2	Performative hedges	Request, suggestion, apology, disagreement	7
3	Pragmatic Idioms	Please, kindly, perhaps, or maybe	1
	Total		10

Based on the result data analysis, it was found several of hedging that used by tour guides in Borobudur tourism areas. Which is divided into 3 part of hedging which are subjectivity marker (I think, I guess, I suppose), performative hedges (Request, suggestion, apology, disagreement), pragmatic idioms (Please, kindly, perhaps, or maybe). Then, based on the result data analysis that showing – for subjectivity marker, - for performative hedges, and – for pragmatic idioms. So, through data analysis it was found form each part that the hedging used by tour guides used a various politeness marker from subjectivity marker, performative hedges, and pragmatics idioms. 2 data points on subjectivity marker, 7 points on performative hedges, and 1 point on pragmatic idioms were found in the conversation between tour guides and tourist. The sub-hedging of the performative hedges is the dominant sub-hedging of the politeness marker. The data finding will explained and will be selected from the representative each hedging found.

3.1 Positive Politeness Strategy

3.1.1 PPS1: Paying attention to listener’s interest and need

a. Data 1

- T : What’s is this?
- TG : It’s kind of fruit the name is salak
- T : How much for this?
- TG : It’s 10.000 rupiah for one kilogram
- T : How about this one, did you know?
- TG : I think, It’s same too
- T : Hmm, look great..

This conversation was between a tourist (T) and a tour guide (TG). It was in the context of they were came to one of fruit seller in the tourism areas and the tourist asking to the tour guides as for the information of the price of the fruit, because the seller wasn’t using English language so the tourist didn’t understand. So, it begin in the afternoon above

the hot sun there, with the 4 tourist from Germany and one man tour guide there.

Then the conversation show that T need to pay attention to his need in that condition. Tourist utterance *What's is this?* And the tour guides answer *It's kind of fruit the name is salak*, it's indicate the theory of Brown and Levinson PPS1 (Paying attention to listener's interest and need). So that all conversation above it's indicate to the Positive politeness strategy 1.

PPS1: Paying attention to listener's interest and need

b. Data 2

TG : So, do you want to buy?

T : Yeah, I want 2 kilogram and I think you can help me sir,

TG : Alright, my pleasure

T : Thank you

This conversation was between a tour guide (TG) and tourist (T). It was in the context of the tour guide ask to the tourist about buying something in the market in the tourism areas before they go to outside temple later. So, it begin in the afternoon above the hot sun there, with the 4 tourist from Germany and one man tour guide there. So the tourist ask to the tour guide for buy that and speak to the seller, and the tour guide helping in this situation.

Then, the conversation above that indicate the TG need to pay attention to the tourist interest and needs. Which is tour guide utterance *So, do you want to buy?*, so it's indicate to the theory of Brown and Levinson PPS1 (Positive politeness strategy 1)

c. Data 3

TG : Any questions?

T : Maybe later sir

This conversation was between a tour guide (TG) and tourist (T). It was in the context of the tour guide ask to the tourist about the understanding from tour guide explanation so far to the tourist. It begin in the morning With a cool and soothing atmosphere along with the breeze that blows to and fro past the visitors around the temple and the temple. The conversation above is indicate to the TG need to pay attention to the tourist need and interest. Which is tour guide utterance *any questions?*, so it is related that the TG must know first about the tourist understanding and indicate to positive politeness strategy 1.

3.1.2 PPS5: Asking agreement

Data 4

TG :Any questions?

T :Maybe, later sir

TG :Can we should go up there?

T :Alright, you sure sir I think we should go

This conversation was between a tour guide (TG) and tourist (T). It was in the context of the tour guide ask to the tourist about how about their understanding from his explanation about the place in Borobudur tourism areas. In the situation, the conversation took place in the morning before noon with a fairly crowded atmosphere because many visitors around also visited the temple. Where the tour guide

is very good, friendly and wise in his vulnerable age that is not too old and not too young.

In this strategy that show the tour guide using repetition to get the agreement answer from the tourist. Which in it show in the sentences *any questions?, can we should go up there?* That's mean the TG repeats some of thing with some question to make agreement and then he agree and follow as well.

3.1.3 PPS6: Disagreement should be avoided

a. Data 5

TG : I think we should go and maybe I will explain there

T : so, let's go!

This conversation was took place in the first gate before going up to the temple, which is the tour guide give some explanation and statement to the tourist before they go up there. The conversation took place in the morning, probably around nine o'clock in the morning more or less with tourists who are quite friendly and kind, they are from Europe which when seen like lovers on vacation because they are 2 people one man and one woman. And not forgetting the tour guide who was very enthusiastic and friendly.

In this strategy that show the TG using a statement that can be deliver as well to the listener's. Which is show with the sentence *I think we should go and maybe I will explain there.* It's mean the TG won't take too long and want to use management time so he's say that, and the tourist without any complain they follow as well.

3.1.4 PPS3: Increasing interest to listener

Data 11

TG : Level inside the two paths face to all they have the same position.

This is what we call will of life.

T : Wow

TG : Applause for yourself.

T : Wow, that's cool fine and very nice

TG : Thank you. Applause for all here

T : Thank you.

The conversation in the context of the tour guides explaining of the Buddha statue and the tourist understanding as well as the tour guide explanation as well.

The conversation can be indicate as increasing interest to the tourist. It can see from the utterances from the tour guide in replay of the tour guide explanation such as *Wow, that's cool fine and very nice* so it indicate in PPS3 (increasing interest to listener) as the politeness strategy theory of Brown and Levinson. Then, it can become some achievement for the tour guide itself cause he can make the tourist understand and agree with his statement.

3.1.4 PPS8: Humour

Data 12

TG : But for you, ladies no fear for shopping right? Like my wife

T : Ah, haha that's true.

This conversation was between a tour guide and a tourist in the place it's when the tour guide talking about jokes that most of woman like for doing something like shopping as his

wife, and the tourist was a woman so she laugh for it because she feel it's related for her.

This conversation show the politeness strategy of PPS8 (Humour/jokes). It is indicade for the tour guide make sense of their conversation during the tour guide explanation. In order to gain or raise some attention and making as equal as talking with friend.

3.2 Negative Politeness Strategy

3.2.1 NPS2: Hedging or questioning

a. Data 13

T : Good morning how are you you are a guide?

TG : Yeah..

T : Can you emm can you uh let me into the temple only down yeah if you can take me to Temple I pay you extra you can do that? or

TG : No yeah this is because of that is under the education cultural Department okay and also the prophet company the different department it is for observation certification so it's not possible to go on top of the guide I take you the information center Mr and I take you to the movies

T : Uh no no it's fine no I only want guide if you can take me all the way to up if not it's okay yeah thank you bye.

The conversation that took place on the help center officer of the temple, which over there there's some tour guide were stand by for the tourist if the tourist need guided into the temple for some explanation there. It meaning of the conversation is the tourist ask to one of the tour guide to guide him but it's not possible go to the temple because it's closed.

As the conversation above it is indicate of the negative politeness strategy in NPS2 (Hedging or questioning), because if the utterance from the tourist that ask first to the tour guides and the tour guides can't apply his direction as for his guide in that situation whatever if it's closed or just walking around the temple.

3.2.2 NPS6: Making apology

Data 16

TG : But for you, ladies no fear for shopping right? Like my wife

T : Ah, haha, that's true

TG : Sorry.

The conversation takes place on the side of the temple, it's when the tour guide talking about jokes that most of woman like for doing something like shopping as his wife, and the tourist was a woman so she laugh for it because she feel it's related for her.

It show from the conversation that the tour guide handles politely after he doing jokes with the tourist which is he say *sorry* in the end. In order to avoid misunderstanding to the tourist too much, so he ask forgiveness.

3.3 Hedging

TABLE III
THE DATA ANALYSIS OF HEDGING

No	Hedging sub	Sentence
1	Subjectivity marker (I think, I guess, I suppose)	I think you can help me sir,

2	Performative hedges (Request, suggestion, apology, disagreement)	More than more than 100 Data 1 TG: And maybe if you like to understand both life and the man if you are not in the sixth floor of the temple you can close the eyes for a minute. Data 2 TG: Sorry. And all the Buddha statues that face to, T: uh, Ah okay TG: north from the level until six level ingenuity or wisdom. T: Wow, okay Data 3 If you like to understand about the temple... Data 4 Can we should go up there?
3	Pragmatic idioms (Please, kindly, perhaps, or maybe)	And maybe if you like to understand both life and the man if you are not in the sixth floor of the temple you can close the eyes for a minute.

So, through data analysis it was found form each part that the hedging used by tour guides used a various politeness marker from subjectivity marker, performative hedges, and pragmatics idioms. 2 data points on subjectivity marker, 7 points on performative hedges, and 1 point on pragmatic idioms were found in the conversation between tour guides and tourist. The sub-hedging of the performative hedges is the dominant sub-hedging of the politeness marker. The data finding will explained and will be selected from the representative each hedging found.

3.3.1 Subjectivity Marker: I think, I guess, I suppose

Data 1

TG : *I think* you can help me sir..

This conversation take place in the side of the temple when the tour guides need help to the tourist when they was in the market and the tourist buy something that too much and it look like the tour guide cannot bring those all so he ask to the tourist to help in that situation.

Which there a sentence that from conversation which is *I think you can help me sir..* those sentence included in politeness marker as subjectivity marker. In which, the tour guide considered to be more polite in the utterance but it can given some opportunity to react freely in saving his face.

3.3.2 Performative Hedges: Request, suggestion, apology, disagreement

Data 1

TG: And *maybe if you like to* understand both life and the man *if you are* not in the sixth floor of the temple you can close the eyes for a minute.

This conversation take place in the first gate before going up to the temple, in the morning at 08.30 am in which

is in the street going to the temple. When they talking about what they must prepare before going up to the temple, the tour guide give suggestions to the tourist.

The use of the conversation that was found three performative hedges as suggestion. Then, the use of adverbial phrase *maybe* is used to show the ambiguity that contained with the statements of the TG in giving suggestion to the tourist and it place in the begin.

3.3.4 Pragmatic Idioms: Please, kindly, perhaps or maybe

Data 5

TG : And *maybe* if you like to understand both life and the man if you are not in the sixth floor of the temple you can close the eyes for a minute.

The conversation took place on the temple with the conversation between the tour guide and the tourist.

The use of the conversation that was found three performative hedges as suggestion. Then, the use of adverbial phrase *maybe* is used to show the ambiguity that contained with the statements of the TG in giving suggestion to the tourist and it place in the begin.

3.4 Discussion both positive politeness strategy and negative positive politeness strategy

The disagreement should be avoided in sub strategy of positive politeness strategy. Avoided disagreement was done by the tour guide which was a form of avoiding that could lead to conflict. The agreement that is form of naturally both of the tour guide and the tourist in that situation. Which is the speaker's expected to lead a good conversation as an equal as well. The tour guides also expected that the conversation become as talking to friends, so it become natural. Through the conversation the TG and the T showing and indicate some emotial agreement, surprised, interest to the topic that talking about by the TG, and happy so it can follow as well. Beside that it can increasing both of them in conversation.

Another from positive politeness strategy that was found in the data finding through data analysis, it was found some negative politeness strategy in the conversation both TG and T. Based on the data that was found in the hedging or questions. Which is the most used by the TG in the conversation within he give some information, instruction, explanation with repeating the word or didn't clearer in the statement. So, it can make some ambiguity of the T. then can be the T confused about the TG explaining or give some information. Beside that it can indicate to the bald on record strategy which is give a direct speech without seeing the listener's need. Actually it can become more politely if the TG used indirect speech, in order to gain the conversation more elegant and comfortable conversation.

3.4.1 Discussion about politeness marker of hedges

The performative hedges (Request, suggestion, apology, disagreement) in sub hedges of politeness marker should be the dominant that was found in the conversation between the TG and the T. In which found such as the suggestion, request and apology that was done by the tour guide in the conversation. The suggestion that form as naturally with the TG to the tourist as for the tour guide give

suggestion to the tourist as for the direction to the tourist thinking and do that activity.

Another that, it was found sub hedges which is Subjectivity marker (I think, I guess, I suppose). Based on the data finding and have been analyze that was found two hedges from subjectivity marker which in statement of I think from the tour guides used in the conversation with the tour guides. Besides, it was found sub hedges of politeness marker in the conversation both TG and T. Based on the data that was found in the hedging of subjectivity marker. Which is the most used by the TG in the conversation within he give some information, instruction, and explanation with giving the statement into the word that didn't clearer in the statement that used in the conversation by the tour guides. So, it can make some ambiguity of the T for doing that activity or can be the tourist confused with that tour guides.

Then, the last based on the data finding that was found politeness marker as hedges in sub pragmatics idioms (Please, kindly, perhaps or maybe). Which is the most used by the TG in the conversation within he give some information or explanation with give statement into the word and it didn't clearer in the statement. So, it can make some ambiguity of the T, then can be the T confused about the TG explaining or give some information from the tour guide. Beside that it can Actually, it can become more politely if the TG used indirect speech, in order to gain the conversation more elegant and comfortable conversation.

IV. CONCLUSION

Understanding the visitor in the tourism areas is a crucial to success in the tourism industry. The part of the success in the tourism industry is the interaction between the tourism practitioners which is the tour guides and the visitors which is as a tourist in the term of politeness in the field of pragmatics itself. The purpose of this qualitative, descriptive, and conversational analysis study is to describe the linguistic phenomena pertaining to politeness strategies in the English variation of tour guides. This research method used a qualitative research design. Data collection technique were carried out through field observation, document review. Data analysis technique were based on the Brown and Levinson theory with conversational analysis. The result show that from speech data of positive and negative face. In data positive politeness that found 13 and 15 for negative positive politeness included hedging. The use of grammatical and lingual markers in the speech of tourism practitioners such as the use of the word (maybe, thank you, yes, good, may, like that, that's it ...) become a model of politeness in the language of tourism practitioners in the Borobudur tourism areas. This inspires the guests whether they fulfill their visit on the place of interest, or on the other hand if the travel industry office in the region should utilize some techniques through programs, that will improve the convenience practices of its workers. In this way, the quality of services provided by the tourism management in terms of visitors-and-personnel interaction determines how satisfied tourists are with the location in question. According to Wicks and Roethlein (2009), providing goods and services that produce specific levels of perceived value for the client ensures that the client maintains a positive relationship with the business.

Also, these examinations demonstrated that the significance of contacts among workers and visitors are key consider fulfilling the requirements of the client. The tourism industry employees must have known and understood this. So, there's some suggestion from this research:

1. The utilization of language means a lot to read up for a language understudy. By considering this pragmatic approach, the students will gain a deeper understanding of the study of language.

2. The researcher has only analyzed data from Borobudur tourism areas for this study.

As a result, the analysis of the data only limited results. If the other researchers are interested in investigating the same subject, it is suggested that they gather additional data.

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