**CHAPTER I**

## INTRODUCTION

### The Background of Problem

Politeness is an important aspect of human behavior. It concerns all the attitudes that affect people in their life. They need politeness to interact with each other. People sometimes ignore it, but it's the key to good conversation with other people. They tend to act directly, but make judgments they don't know about the moral values embodied in their behavior. There are many characteristics of politeness, such as friendliness. Hospitality is the act or practice of being friendly. Hospitality brings attention and comfort to others. In addition, honesty makes this character stronger and has a positive impact on contacts. Next, develop a mental discipline in each person, a mental discipline in his personality and attitude. So, politeness includes many traits.

According to Thomas in the journal Amal Ali Alerwi and Amal Alzahrani (2020 : 65) stated about politeness theory is politeness try to formulate a scientific conceptualization for the reasonable notion of politeness. For example to The politeness in Request :

*A : Hello B*

*B : Hey, A! How are you?*

*A : I'm good. B, I bring chocolate brownies, my mother made it by herself. Would you like to taste it, B?*

*B : MasyaAllah, the chocolate brownies look so tasty. I took one piece.*

*Thank you, A.*

These words was change someone to respect one person to the other. The example of politeness in refusing :

*A : Hello B*

*B : Hey, A! How are you?*

*A : I'm good. B, I bring chocolate brownies, my mother made it by herself. Would you like to taste it, B?*

*B : No. Thank you, A. I have a toothache.*

In language studies, politeness refers to the way students speak when speaking to other students or older people such as in a school environment called teachers. But in this case it is related to conversations that have an important meaning asking for help or refusing someone to do something as well. and the researcher was investigate students' politeness. because politeness is the most important and most important thing to be taught to students.

It does not mean that there are no polite students but most students try to be polite or in terms of behavior. The main function of language is as a conversation tool. Because language is a means of conversation; language users must always be there to the cooperative to avoid misunderstandings or conversation principles break down. In social interaction they must pay attention to politeness.

According to Ebswort & Kodama in the journal Azwan (2018 : 2), stated that the refusing of a requesting in english is often stated, for instance: “sorry, I'd love to, but I'm working then so I don't think I can make it. I could do it next week”. The reason for investigating politeness is its importance in Learning English is needed to demonstrate linguistics so that it was make it easier for children to understand to follow it, if the teacher can make any movements in the class, then the child was like it and was be more active, such as asking students to introduce themselves using English or where they come from. This can make students less noisy in class but was feel that it is important. Based on the explanation above,

### The Identification of Problem

Referring to the discussion in the background, several problems can be identified as “students still have low use of politness in conversations with their friends in the school environment and lack of understanding of the use of politicking requesting and refusing, thus making students less polite in conversations with their friends”.

### The Limitation of Problem

As for the limitations of this research, it only focuses on politeness requesting and refusing conversations among students in the school environment (especially in the classroom when learning English)”

### The Formulation of Problem

Based on the background that has been presented, two problem formulations are formulated, namely:

* + 1. How is the student's politeness in requesting in conversation at classroom?
    2. How is the student's politeness in refusing in conversation at classroom?

### The Purpose of Research

In line with the formulation of the problem above, the purpose of this research is :

* + 1. Researchers was to know the politeness in requesting in conversation at classroom.
    2. Researchers was to know the politeness in refusing in conversation at classroom.

### Benefits of Research

Benefits of doing research for:

* + 1. For students, they was understand more about Politeness in Asking and Rejecting in conversation at school environment.
    2. For researchers, this research provides more understanding of politeness in refusing in conversation.
    3. For readers, they was know more about politeness in requesting and refusing in class.

### Basic Assumptions

The basic assumption of this research is knowing several factors that are often used by students in politeness when they have conversations with their friends at school (SMP AL-WASHLIYAH 24 MEDAN).