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A PRAGMATIC ANALYSIS OF POLITENESS STRATEGIES OF REQUEST LETTERS

Nica L. De Vera[1], Jobell B. Jajalla, Phd[2]
[1]ORCID No.: 0009-0007-7323-7964, [2]ORCID No.:0000-0003-2440-212
[1]Researcher, Institute of Teacher Education, Kapalong College of Agriculture, Sciences and Technology, Kapalong, Philippines
[2] Research Coordinator, Ethics Review and Quality Control Unit, Kapalong College of Agriculture, Sciences and Technology, Kapalong, Philippines
Maniki, Kapalong, Davao del Norte, Philippines

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ABSTRACT

This study aimed to unveil and explore the language usage in various contexts as well as the used of politeness in request letters within the Local Government Unit Kapalong. The researcher utilized Speech Acts Theory by Austin and Searle (1959) and Politeness Theory by Brown and Levinson (1978) in analyzing the request letters. Using the discourse analysis approach, the research focused on five categories of illocutionary in speech act and politeness strategies. Fifty one (51) request letters were gathered in Local Government Unit Kapalong. Based on the findings, the researcher found that there are speech acts embedded in the request letters and there are politeness strategies employed in the request letters. Lastly, the findings emphasize the role of speech acts – locutionary, and illocutionary – as fundamental in shaping communication, and highlight how various politeness strategies are employed when making requests in writing. The study reveals the necessity for both educators and students to comprehend these concepts, particularly in the context of writing request letters.

KEYWORDS: *Discourse Analysis, Pragmatic, Speech Act, Politeness Strategies, Request Letters*

INRODUCTION

Pragmatics focuses on how and why people use language in particular ways. In this situation, being considerate means understanding other people's feelings. A wide range of viewpoints and discourse media, such as books and in-person interactions, can be used to study politeness. In this sense, politeness can be examined using the request letters. It is crucial to conduct research on these aspects in order to comprehend the speech used in the contact and evaluate it suitably given the situation, based on the politeness guidelines described in the previous description. They must be used appropriately to prevent the face-threatening act because speakers (writers) and hearers (readers) unintentionally threaten to face one another during a conversation (Fitri, 2022).

In United States, it addresses the topic of a lack of research on request techniques in e-mails written by native English-speaking professionals from diverse industries in the US. The paper investigates how request techniques differ depending on the type of request, gender, social distance, and status. It explores the complexities of the relationship between status and directness in request methods, as well as the role of mitigators in evaluating a request's politeness. Furthermore, the study examines the usage of mitigators in request strategies and highlights that the choice of request strategy does not always determine the politeness of a request (Leopold, 2018).

In the Philippines, sending letters is the most common and traditional way for people to communicate information, form relationships, and settle disputes. The researcher identified the significance of politeness tactics in communication as it stems from pragmatics and manifests in a variety of ways, including language choices for expressing polite requests and writing courteous modifications. The correspondence from the International Corpus of English in the Philippines (ICE-PHI), which included 15 social and 15 commercial letters, was assessed using Bhatia's (1993) framework. The researcher concluded that the writers of both social and business letters were very specific in expressing positive faces (Maas, 2020).

The study has social relevance because, as future educators, we should improve how we talk to each other, build good relationships, talk professionally, and think about what's right when writing letters. Knowing how to be polite in writing is not just a part of good communication skills; it also helps support broader objectives like encouraging understanding between different cultures, practicing ethical communication, and resolving conflicts in a positive way.

In my literature review, I have found related studies such as the study of Tanguan (2022) entitled “Politeness Evaluation of the College Students’ Letters of Request,” which discussed how students are polite and impolite in writing request letters. This study is, in fact, different from my own study, given that this study does correlate students being polite and impolite in

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writing request letters. Another literature review I have found was about "Linguistic Politeness: A Pragmatic Analysis of the Request Letters" study of Basis (2024), wherein it identifies the linguistic elements of the request letters' opening and closing strategies as well as the directness of the head-acts. Recognizing and evaluating the positive and negative politeness techniques employed in letters of request submitted to the Dean of Student Affairs' office by organizations, businesses, and students. However, in the study of Al-Khatib (2021), entitled "The Pragmatics Of Letter-Writing" in which the study delves into the complexities of personal letter-writing, emphasizing the importance of sociocultural understanding in effective communication between different language.

Moreover, there was no study that investigated the pragmatic analysis of politeness strategies for request letters in the Local Government Unit Kapalong. I have not come across any research that directly addresses the concerns of analyzing politeness strategies in requesting letters in the locality.

Purpose of the Study

The purpose of this study was to examine how language was used in various contexts to make statements, ask questions, apologize, describe, and persuade, as well as to examine the politeness strategies used in requesting letters within the Local Government Unit of Kapalong using the theory of speech act and politeness theory, which was the primary focus of this study. By examining the language and strategies utilized in request letters, this study aimed to identify patterns and nuances that contributed to effective communication in the context of municipal office.

This study also was intended to provide some useful insights on the mismatches between the expectations of the letter writer and the interpretation of the letter receiver, which can sometimes lead to misunderstanding and miscommunication. The study aimed to reveal and gather information through discourse method for studying written or spoken language in relation to its social context.

Research Questions

This study particularly sought to answer the following questions as mentioned below:

1. What speech acts are embedded in request letters?
2. What are the politeness strategies employed in writing request letters?

METHODOLOGY

Research Design

This study employed a qualitative research design in the discourse analysis approach, with the goal of analyzing speech act and politeness strategies through request letters sent to the Local Unit Government Kapalong. However, there is a clear difference in their interpretations of what occurs and the degree to which they or others are polite or appropriate during the interaction; their notions of what constitutes politeness or impoliteness are negotiated in conjunction with their overall view of the politeness resources available. The resources are not set, but they consist of linguistic features that have gone unrecorded as being used in polite encounters (Mills, 2015).

As a result, it simply attempted to describe the language phenomenon being investigated in this study. It does not aim to measure variables or investigate relationships using quantitative methods. Discourse analysis is entirely context-dependent because conversation involves situational knowledge in addition to the words spoken. Meaning cannot frequently be extrapolated from an exchange based solely on verbal utterances because there are numerous semantic factors involved in authentic communication (Nordquist, 2020).

Moreover, discourse analysis is concerned with texts of this nature, whether written or spoken, as well as other modes of meaning-making. Discourse analysis is a critical methodological approach in qualitative research that investigates both the content and method of communication, as well as the social and cultural context in which language is used. Discourse analysts examine a text's linguistic content as well as its language use. The goal of discourse analysis is to examine how speech acts are used in politeness strategies in request letters. It investigates how social realities are constructed and comprehended through language, beyond the words spoken or written. It seeks to reveal the cultural, political, and sociological dimensions of communication, whether it is a casual conversation, a novel, a business meeting, or a social media post (Hecker & Kalpokas, 2022).

This study utilized discourse analysis to investigate how language is utilized in request letters within a specific formal context. The focus on pragmatic analysis allows the researchers to determine speech acts employed in request letters.

Research Materials

The researcher's materials for the study consisted of the request letters located at the municipal office of Kapalong. The corpora were gathered from the employees of the municipal office in Kapalong. According to Clarke and Braun (2013), the ideal number of entries for a corpora-based study ranged from 10 to 100. In this case, I, as the researcher, utilized 51 request letters for the study, which were subject to analysis.

The researcher utilized the Speech Act Theory (1959) of Austin and Searle, and the Politeness Theory (1978) of Brown and Levinson to analyze the data. With these theories, the researcher examined the politeness strategies and linguistic features that were found and employed in the request letters. Thus, the researcher also emphasized that using 51 request letters ensured the anonymity of the individuals involved. Pseudonyms were employed in the request letters, substituting real names with the code schemes such as RL1 to RL51 rather than actual names.
In a qualitative study employing a corpus-based approach, these materials were considered corpora, randomly selected since 51 request letters were used as the researcher's materials for the study. Therefore, I, as the researcher, selected 51 request letters to conduct a thorough analysis of the politeness and linguistic features employed in the request letters delivered to the municipal office of Kapalong.

Data Collection

In gathering data for this study, the researcher follows specific steps. Initially, the researcher seeks out a research site with an

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abundance of the desired corpora, which consists of request letters. As such, the municipal office of Kapalong is selected as the primary research site.

After identifying the research site, the researcher asked for an endorsement letter from the Office of the College President of Kapalong College of Agriculture, Sciences, and Technology to conduct the study. Next, a letter of permission is written, addressed to the Vice President of Academic Affairs in the municipality, to ask for the permit to collect research data. After the approval of the letter of permission, the researcher personally went to the municipal office of Kapalong to request copies of the request letters. In selecting the data, the purposive sampling method is utilized to screen the corpora suitable for the research study.

Moreover, it's essential to mention that the names included in the sample letters are censored to maintain confidentiality. Additionally, this study incorporated a quantitative analysis involving the utilization of numerical data and percentages to quantify the instances of request types and strategies. The principal instrument employed is the researcher, and a supplementary tool utilized is a data sheet. The data collected comprises words, phrases, clauses, and sentences extracted from request letters sourced from the municipal office of Kapalong. The data collection technique involves encoding in preparation for the following analysis phase. In the analysis process, the researcher employs Speech Act Theory (1959) of Austin and Searle, analyzes how writers navigate the illocutionary force of their requests and Politeness Theory of Brown and Levinson's (1987) to analyze the politeness strategies used by individuals and the perceived threats to face present in request letters. Following the analysis of the corpus, the findings are systematically arranged and presented to address the research questions.

Data Analysis

This study is specifically designed to analyze speech act and politeness strategies in request letters from individuals that delivered in the municipal office of Kapalong. The researcher aims to contribute different insights to the existing body of research on politeness theory in a broader context by employing pragmatic analysis as the chosen research approach. The pragmatic analysis technique is utilized by categorizing the data initially, followed by an encoding process. The trustworthiness of the data is ensured throughout the analysis stage, and ultimately, conclusions are drawn from the analyzed data.

Moreover, in this study, the researcher employed the Politeness Theory in the analysis to shed light and provide answers to the research questions, which are as follows: (1) what speech acts embedded in request letters? (2) what are the politeness strategies employed in writing request letters? Theoretically, the research outcomes are anticipated to enhance the understanding of pragmatics, particularly in the context of the politeness strategy of requesting. On a practical level, the research aims to contribute to the field of linguistics, specifically in the domain of pragmatics, providing valuable references for conducting related research.

RESULTS

This chapter contains the analysis of Speech Act Theory (1959) of Austin and Searle and Politeness Theory of Brown and Levinson's (1987) that written in request letters. These request letters were collected in the Kapalong Municipal office. The researcher analyzed the request letters in which how the writers (senders) use their languages in a communication result or action. The data that was collected to answer the two research question; first, what speech acts are embedded in request letters? Second, what are the politeness strategies employed in writing request letters? This part of the paper presented the speech act that embedded in request letters as well as the used of politeness strategies employed in writing the request letters.

Research Question 1: What speech acts are embedded in request letters?

In this part delves into what are the speech acts embedded in the request letters. The analysis was viewed upon the Speech Acts of Austin and Searle (1959) who emphasizes how words are used not only to present information but also to carry out actions. However, in this study the researcher used locutionary and illocutionary acts to analyze the request letters.

Locutionary Act and Illocutionary Act

Locutionary act is the fundamental act of creating the words, or sentences that make up an utterance with an emphasis on the literal meaning of the words spoken without taking into account the context or intended implications. This part of communication deals with the phonetic and syntactic components of speech, such as the way words are put together to form phrases. It is mainly focused on the utterance's production and interpretation, regardless of any underlying meanings or intentions. Understanding the locutionary act requires a grasp of semantics which is the study of meaning, since it delves into how language conveys information and the inherent meanings of words. Therefore, it serves as the foundation for more complex speech acts, such as the illocutionary act.

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Table 1
The Speech Acts Embedded In Request Letters

Locutionary Act	Illocutionary Act
"The Purok 4, Pag-asa, Kapalong, Davao del Norte will be conducting its annual celebration of the Araw ng Purok 4 on the 1 Sunday of May, as remembering the founding day of the said purok in unison of the people having different religious sectors living the community." –RL3	Declarative
This is in view of the up-coming celebration of Araw ng Purok 3A, Sitio Tumana, Barangay Pag Asa, Kapalong, and Davao del Norte this coming August 27, 2023. –RL7	
In line with the Indigenous Peoples Month Celebration, me and my IP officer of Purok 34. Tumana, Barangay Pag-asa, Kapalong, Davao del Norte will initiate to hold an IP Festival celebration this coming October 21, 2023, at 9:00 o'clock in the morning with the theme "Kaliburukan Sa Tribu." - RL8	
"The Maniki Foursquare Gospel Church will hold its annual Thanksgiving giving celebration on November 13, 2022." –RL13	
Kapalong College of Technology, Inc. KCTI will hold our intramurals on October 27th and 28th, 2022, with the theme "Developing Students' Potential for Excellence in the New Normal." –RL22	
"We have a series of activities such as ball games, Zumba contests, Macho Gay, and parlor games, which are the highlights of the said event. The essence of this is to strengthen the camaraderie of our members and develop social skills in our community." –RL7	Assertive
"*The Local Government Unit of Kapalong initiated a heating-up of energies towards local government employees, which will be participated in by all and exclusive LGU employees in the municipality of Kapalong."* –RL12	
"This year has been particularly productive, and many great leaps have been made in favor of our fight to finally end the local communist armed conflict while also ensuring inclusive and sustainable cultural, political, and socio-economic growth in our Area of Operations." –RL18	
"This year has been particularly productive, and many great leaps have been made in favor of our fight to finally end the local communist armed conflict while also ensuring inclusive and sustainable cultural, political, and socio-economic growth in our Area of Operations." –RL19	
"In honor of our continued partnership, the 60th Infantry (Mediator) Battalion has been facilitating various local peace engagement programs in Kapalong, Davao del Norte, in order to sustain an environment of peace and security in the area while fostering inclusive growth and development in the unit's area of responsibility." –RL20	
"Dear Ma'am," – RL27	Expressives
"Dear Mayor," –RL45	
"We understand the demands on your time and resources, and we sincerely appreciate any assistance you can provide during this difficult period for our family" –RL37	
"Greetings from your partner in peace and development!" –RL 51	
"We look forward to your generosity and support" –RL51	
"Endorsing your good office the request of 1 unit Jetmatic pump and 5 lengths G.1 pipes for Purok 8, Pag-asa, Kapalong." –RL1	Directives
"We cannot continue without asking your financial support and be one of our sponsors, for the realization of the various materials and other necessities of the above-mentioned activities." –RL5	
"The team would like to solicit in your good end a financial support to purchase our basketball uniform" –RL12	
"This request is in preparation for the rainy season to secure the safety and welfare of our dear students and to ensure that they learn in an environment that is conducive for learning." –RL14	
"We would like to request the PNP or TMO to assist us during parade to ensure a smooth and organized flow of the traffic." –RL22	
"Rest assured, any amount you will extend for this cause will surely be used intended for prizes and other expenses of the said activities." –RL7	Commissives
"If there are any changes in the schedule, I will inform your office immediately." –RL9	
"We believe that this assistance will enable our family members to come together and pay their final respects to our dearly departed aunt" –RL37	
"We are very much hopeful for the favorable action in our sincere request. Your unending support enlivens our constituents in making this celebration a momentous one." –RL38	
"We are confident that your contribution will make a significant impact on our team and our community" –RL45	

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Speech Acts Embedded in the Request Letters.

This study investigated the speech acts embedded in the request letters using the Speech Act Theory, which focuses on locutionary and illocutionary. Speech acts play a vital role in effective communication, as they enable the sender to convey intent, meaning, and desired outcomes in a structured manner. In written communication, in the context of request letters, understanding speech acts is crucial for nurturing clear and respectful interactions, particularly in formal or professional settings. These acts not only simplify the proper delivery of requests but also ensure that the message is interpreted accurately by the recipient. By probing speech acts, this study highlights their significance in enhancing the clarity, politeness, and effectiveness of written communication.

The speech acts used in writing request letters can be analysed on five levels: declarative, assertive, expressive, commissive, and directive. Declarative speech acts are statements that convey about a change in reality, such as announcements or formal declarations. Assertive speech acts express beliefs or convey information, such as claims or descriptions. Expressive speech reveals emotions or attitudes, such as gratitude or apologies, emphasizing the speaker's feelings. Commissive speech acts commit the writer to future action, such as making promises or offers. Lastly, directive speech acts aim to influence the recipient's actions, including requests, commands, or instructions. Thus, these levels provide a framework for understanding the linguistic and pragmatic strategies employed in making effective request letters.

The analysis reveals the findings of this study, which undergo the presence of speech acts in writing request letters. Locutionary acts are considered the easiest speech acts to identify because they can be performed without considering the speech context in the speech situation, on the other hand, the Illocutionary act can be demonstrated by informing, commanding, demanding, warning, undertaking, and so on. Therefore, the result of this study emphasized illocutionary acts, which are the act of doing something with a specific purpose and function. In consonance, declarative acts are types of illocutions that bring into existence by statement. Declarative speech acts, in simple terms, are statements or utterances used following their usual function of conveying information, facts, or declarations. These speech acts aim to represent reality and often result in a direct impact on a situation, such as formal announcements or authoritative declarations (Kone, 2020).

Table 2
What are the politeness strategies employed in writing request letters?

Politeness Strategies	Statement	Analysis
Positive Politeness	*Dear Madam, (RL1)*	The sender employs positive politeness by using in group identity markers strategy. It's formal and keeps a nice tone for the rest of the message. The identity marker used is "Madam" and the sender uses that word to minimize the threat.
	Thank you very much for your favorable action and support. (RL2)	The statement employs expresses gratitude and appreciation towards the recipient. The sender is acknowledging their efforts and showing that they value the recipient's contribution.
	Good day! (RL4)	The sender employs a friendly and polite greeting. Using such greetings shows consideration for the recipient's feelings and helps establish a warm and respectful tone in the conversation. It's a simple yet effective way to convey politeness.
	May we have the honor to request your good heart to avail any amount that to be used for this event. (RL7)	The statement employs positive politeness by appealing to the recipient's generosity and goodwill. It expresses respect which is the "honor" and acknowledges the recipient's kindness which is the "good heart" while making a request.
	It is our hope that this request would merit your favorable consideration and approval. (RL22)	The statement employs positive politeness because it respectfully requests the recipient's favorable consideration and approval. By acknowledging the recipient's role in considering and approving the request, the sender shows admiration and respect.
Negative Politeness	*To make this event success we are sincerely knocking your heart to support us financially for our prizes and foods, (RL8)*	The statement used like "knocking your heart" to appeal to emotions rather than just saying "please help us financially." This indirect approach aims to be polite and not impose too much on the recipient. It's like asking for help in a gentle way, without directly saying it.
	Hoping for your good response and God Speed… (RL16)	Saying "hoping for your good response" suggests a polite expectation of a favorable reply without directly demanding it.
	May this plea merit your kind consideration and approval. (RL17)	The sender tries to be considerate of the recipient time and action, thus conforming to the principles of negative politeness. The phrase "We are looking for a positive response in this matter" contains elements of negative politeness. While the statement

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		expresses a desire for a positive outcome, it does so in a somewhat indirect way.
	We are looking for positive response on this matter. Thank you. *(RL29)*	The phrase "We are looking for a positive response in this matter" contains elements of negative politeness. While the statement expresses a desire for a positive outcome, it does so in a somewhat indirect way.
	Your kind hearted consideration and favorable response will be highly appreciated to those who are less fortunate. *(RL39)*	The sender uses phrases such as "will be highly appreciated" to express gratitude in advance for the hearer's potential response. Additionally, the mention of "those who are less fortunate" appeals to the recipient's empathy, which is another strategy of negative politeness, as it indirectly encourages the recipient to consider the needs of others.
Bald-on Record	*Endorsing your good office the request of 1 unit Jetmatic pump and 5 lengths G.1 pipes* *(RL1)*	The sender is being straightforward, polite, and clear request for assistance and .directly asks for endorsing their request for a specific item (1 unit Jetmatic pump and 5 lengths G.1 pipes) to the recipient's good office.
	The undersigned would like to request one unit Road Grader intended to assist on the on-going operation at Sitio Mangkay of the said project *(RL10)*	The sender is being straightforward, polite, and clear request for assistance and .directly asks for endorsing their request for a specific item (1 unit Jetmatic pump and 5 lengths G.1 pipes) to the recipient's good office.
	Please allow us to utilize Self Loader, the said equipment will assist us in transporting Backhoe from Brgy. Capungagn to P10 (Basa Area), Brgy. Maniki. Should this request be given favorable considerations, *(RL11)*	The sender is directly ask for the use of a Self-Loader to transport a Backhoe, and seeks approval for this assistance.
Off record	*Despite our hope and endeavor to make this celebration a very worthwhile one, we cannot continue without asking your financial support and be one of our sponsors, for the realization of the various materials and other necessities of the above-mentioned activities.* *(RL5)*	The sender politely asks for financial support and sponsorship, highlighting the importance of the celebration. They emphasize their efforts but acknowledge the need for assistance due to financial constraints.
	To employ our very best, the team would like to solicit in your good end a financial support to purchase our basketball uniform. *(RL12)*	The sender indirectly asks for financial support by mentioning their team's need for basketball uniforms, showing their determination to improve and asking for assistance discreetly.
	However, repair for structures like pathways connecting buildings could not be addressed using school MOOE fund due to legality issue and that the limited resources of the current PTA could not suffice to the huge amount needed for the repair. *(RL17)*	The sender explains the financial limitations of the school and PTA, indirectly asking for support to address the repair of pathways connecting buildings.
	I hope this letter finds you in good health and high spirits. I am writing to you today on behalf of my family to seek your assistance during a challenging time for us. *(RL37)*	The sender expresses hope for the recipient's well-being while seeking assistance during a challenging time for their family, indirectly asking for help without directly stating it.

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Research Question 2: What are the politeness strategies employed in writing request letters?

In this part, it delved into the politeness strategies employed in the request letters. The analysis is based on Brown and Levinson's Politeness Theory (1959) in which they emphasizes that there are four strategies, those are the positive politeness, negative politeness, bald-on record, and off-record politeness. Table 2 probes politeness strategies employed in writing the request letters submitted in the Local Government Unit Kapalong. These strategies were found in the context in the request letters, where the senders used strategies to express their request to the recipient.

Politeness Strategies employed in Writing Request Letters

The politeness strategy is to preserve the hearer's dignity by creating an expression that doesn't threaten their face. Politeness strategies are ways to minimize and prevent the Face-Threatening Act (FTA) that happens in communication and are approved by both the hearer and the speaker. In order to communicate requests in a way that maintains social harmony while taking local norms into account and reducing potentially embarrassing behaviors, this study used intentional language and communication choices in the Kapalong municipal hall (Edubirdie, 2022).

Politeness strategies are communication techniques used to demonstrate respect, consideration, and deference in social interactions. These strategies are crucial for managing relationships and ensuring smooth communication, particularly in situations where the social hierarchy or cultural norms require a certain level of formality. The framework of politeness theory, developed by sociolinguists Brown and Stephen Levinson, divides politeness into 4 major strategies: positive politeness and negative politeness, bald-on record, and off-record strategies. Understanding and effectively applying these politeness strategies is essential not only for effective communication but also for fostering positive social interactions across diverse contexts and cultures.

To further explore the nuances of communication, Table 2 presents a detailed analysis of request letters submitted to the Local Government Unit of Kapalong, focusing specifically on the application of politeness strategies. This table highlights the diverse ways in which politeness is employed in the making of requests, illustrating how linguistic choices can mitigate imposition and foster goodwill between the sender and the recipient. As illustrated in Table 2 below, the study categorizes various politeness strategies such as positive politeness, negative politeness, bald-on record, and off-record, detailing how these approaches affect the reception of the requests.

DISCUSSION

This research study has successfully attained its main objectives which were to explore the speech acts and politeness strategies in writing request letters. It has been presented that upon the analysis of data, information has been presented well and explanations have been provided in connection to the inquiry of this undertaking. Building upon the findings and implications of this study, the following recommendations for future research are hereby presented.

Since this study primarily focused on analyzing speech acts and politeness strategies in writing request letters, there are ample opportunities for future research in this area. Future studies could replicate this research with a larger dataset to strengthen or challenge the findings presented in this study. Increasing the number of samples or corpora would provide a broader understanding of the speech acts and politeness strategies employed in request letter writing. This approach would not only help verify the current findings but also offer deeper insights into the nuances of language use in formal written requests.

CONCLUSION

This study provides an in-depth exploration of politeness strategies in writing, particularly in request letters. It focuses on how writers employ various approaches to express their requests politely and considerately, aiming to understand the key factors that contribute to the effectiveness of these strategies, such as individual communication styles and the social context in which the communication occurs. By examining these elements, the research highlights the importance of politeness strategies in promoting positive interactions within both academic and professional settings. The research examines the application of speech acts and politeness strategies in request letters, with particular attention to the sociolinguistic factors that influence these interactions. The study employs Austin and Searle's Speech Act Model and Brown and Levinson's Politeness Theory to provide a framework for understanding the role of language in communication and the management of social relationships. By analyzing request letters, the study identifies the key strategies used by writers to mitigate face-threatening acts and ensure that their requests are appropriately framed within the social context. Future research could expand on these frameworks by investigating the use of politeness strategies in other forms of correspondence, such as business letters, application letters, and complaint letters. The researcher has reached the final remarks regarding the study focused on speech acts and politeness strategies in request letters within the Municipal Office of Kapalong. This study underscores the importance of understanding how language functions in different contexts, specifically when making requests, giving orders, asking questions, or offering promises. The findings emphasize the role of speech acts—locutionary, and illocutionary—as fundamental in shaping communication, and highlight how various politeness strategies are employed when making requests in writing. The study reveals the necessity for both educators and students to comprehend these concepts, particularly in the context of writing request letters. The integration of critical thinking, cultural awareness, and effective communication is essential for crafting appropriate and polite requests. Educators can empower students by helping them navigate real-world communication challenges, improving their ability to use language effectively and confidently. This understanding also encourages students to appreciate the nuances of language across various contexts, ensuring their requests are not only clear but also respectful, avoiding misunderstandings or any unintended offense. Lastly, the study reinforces the significance of researching request letters and the

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various ways politeness is manifested in different cultures. As interactions between individuals from diverse backgrounds become more common, understanding and applying politeness strategies can help avoid misunderstandings and foster positive communication. The research in pragmatics and politeness strategies should continue to explore how we can communicate effectively, ensuring that cultural differences are respected and communication is conducted with mutual understanding.

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