#### **CHAPTER I**

#### **INTRODUCTION**

#### 1.1 Background of the study

Language is a structured communication system between its grammar and its vocabulary. In communication, language is also used to convey human feelings. According to Keraf in smarapradhipa (2005:1), language is divided into two understandings, the first of which is used as a means of communication between human beings by spoken. The second, language is in written form. It is thus inferred that humans could communicate either orally or in written form. Language is also a branch of science that is referred to as linguistics as a means of communication. The language structure studied in linguistics, as follows: phonetics, phonology, morphology, syntax, semantics, and pragmatic.

Pragmatic is a branch of the larguage that studies the relationship between context and meaning. According to Leech (1983: 1), pragmatic is the study of how languages are used in communication. So it can be concluded that pragmatic is the study of how meaning depends not only on the grammar of the speaker and the listener but also on the context of speech. Pragmatic have some branches of studies, one of which is speech acts. Speech act is the study of a utterance not only to give information but also to carry out the action of what is spoken. The speech theory was introduced by Oxford philosopher J.L Austin (1962) on how to use words and was developed further by American philosopher J.L Searle. According

to Austin (1962: 5), all sentences do not just explain or report things but also take action.

There are three distinct types of speech that exist in practice according to Searle (in Rahardi, 2005:35–36), who wrote on the book Speech Act: An Essy in Philosophy of Language; locutionary, illocutionary, or perlocutionary acts. Locutionary act is an act of speaking with real meaning. This sentence can be referred to as the act of saying something. Illocutionary act is a act of doing something with a purpose and particular function, this act of speech can be said to be the act of doing something. And the last one is perlocutionary act is the effect from speaker's utterance to the listener, these acts of speech are called the act of affecting someone to do something. Illocutionary acts (performing the acts in saying something) and it used by the characters along the conversation. In illocutionary act there is directive speech that is used in conversation.

Directive speech act is action used when the speaker asks the listener to do something for her or him. According to Austin (1962), directive speech act is action that causes several effects through the actions of the listener, such as ordering, asking, suggesting, requests and commands. Directive speech act expresses the intention of a speaker that is a desire or a hope, and thus it is actionable by listeners to do something. Directive speech act is a communication with a particular purpose that can have an effect on the listener. As the times grow, people have different ways of delivering messages. Movies are a way for humans to convey a message by used theme of entertainment. Movie is a mass communication media that has a huge impact on the public. That is why movies

play an important role in education, information entertainment, and the impetus of creative work. A movie is said to communicate well, if successfully it delivers an impressive message to the viewer or the viewer. When one is communicating, so that's when speech action occurs.

A movie is a collection of moving images that have been captured for theater or television viewing. A movie depicts a real-world event or recounts a story. Movies, as defined by Hornby (2006:950), are a collection of moving images that are captured with sound and presented in a theater. Stories are portrayed in movies in a variety of genres, including romance, comedy, history, and documentaries. Every movie also has emotional content that can add to the drama of the picture. It's not simply the tale that makes a movie intriguing; the main characters also had a big impact on the plot. It's important to bring a good movie scene because the main character can excite the audience. Speech ats in addition to being found in everyday communication can also be found in a movie. In the movie there is a storyline developed in the form of inter-character dialogue, so it can be seen how a person communicates and expresses acts. This is what makes the movie interesting to analyze. One of the interesting movie for the analysis is Ella Enchanted movie. Judging from the flow of the story, many speech that has been a directive speech act. Ella Enchanted is a fantasy romance comedy musical movie directed by Tommy O'Haver and written by Karen McCullah Lutz and Kirsten Smith. The movie is partially based on Gail Carson Levine's 1997 novel of the same name. The movie, starring Anne Hathaway and Hugh Dancy, challenges the traditional fairy tale genre. Therefore, the directive

speech act in the conversation Ella Enchanted movie chosen as a source of this

research data.

The researcher choose a movie to analyze because it has many utterances

that express the speaker's thoughts or feelings. Movie are not only for entertaining

human but can also be used as media for learning. Movie is a literary work that

reflects condition of everyday human life especially a conversation that happened

in a movie, so that the speech we use in our daily lives can also find in a movie.

Speech act that researcher discussed in this context is directive speech act that can

also be found in a movie. The data source of this study was taken from the movie

entitled Ella Enchanted, this movie has a theme about a girl who has the gift of

obedience given by the fairy, her obedience makes her follow what the people

around her say. Therefore, the conversations used by the characters in this movie

contain many directive utterance, especially in commands, requests, orders, and

suggestions. There is an example of directive speech act that found in this movie,

the researcher briefly explained the analysis below: For the example (The

conversation between Ella and Hattie):

Ella: "Stop the giant land grab! Say no to ogrecide!"

Hattie: Ella! You are embarrassing us! Go home now

Ella: I have to go. I'm sorry.

The conversation above was occurred between Hattie and Ella in the Ella

Enchanted movie. The above conversation indicates one of illocutionary's types of

directive speech act. Hattie's utterance on this was a directly commands Ella to

leave the mall because she did a demo in front of prince charmont by saying "Stop the giant land grab! Say no to ogrecide!" was not to fit with what Hattie and her friends did. This is one example that found in the *Ella Enchanted* movie, which command Ella to do something.

In this case, the researcher analyzed the types and the function of directive speech acts that are used by the characters in this movie. It is hoped that this study will be helpful and can also be a reference to the reader and next researchers who be able to learn more about the type and function of directive speech act found in a movie and thus can give more insight into speech act especially in directive speech act.

# 1. 2 Problems of the Study

Based on the background above, the problems of this study can be identified as follows:

- 1. What types of directive speech acts are found in *Ella Enchanted* movie?
- 2. What are the function of directive speech acts found in *Ella Enchanted* movie?

## 1. 3 Objectives of the Study

Based on the statement of the problems above, the objectives of the study can be shown as follows:

- To find out the types of directive speech acts found in *Ella Enchanted* movie.
- 2. To know the function of directive speech acts found in *Ella Enchanted* movie.

## 1. 4 Limitation of the study

This study were focused on analysing types of directive speech acts and also the function directive speech acts used in *Ella Enchanted* movie. Where this study will use theory Searle (1969) in analyzing the types of directive speech act and theory proposed by Leech (1983) in analyzing the function of the directive speech act.

#### 1.5 Significance of the study

According to the objectives above, the significance of this study can be explained in the following sentences DENPASAR

#### 1.5.1 Theoretical Significance

Theoretically, the results of this study were develop the pragmatic theory, especially for theory of directive speech act. This theory were be important in process of teaching and learning.

## 1.5.2 Practical Significance

The practical significance of this study is it can be used as a source for readers and next researchers, especially in directive speech act. This research can

help readers or next researchers to understand how to analyze literature using the speech act theory, especially the directive speech act. The researcher also gave information on speech act in this study to provide further examples of how to analyze sources using the speech act in particular to the directive speech act.



#### **CHAPTER II**

#### REVIEW OF RELATED LITERATURE, CONCEPTS, AND THEORIES

In this chapter, there are three subchapters: the review of related literature, concepts, and theoretical framework. The first subchapter is the review of related literature of five previous studies. The second subchapter is about the concept and the last subchapter is about the theoretical framework.

#### 2.1 Review of Related Literature

To understand this paper analysis more, there are several undergraduate studies performed earlier correlate to the topic of directive speech acts. This paper had two theses previous works of literature, and three article had been selected to review.

The first thesis of research associated with this study is thesis by Nababan UNMAS DENPAS R
(2021), "Directive Speech Actions in Jumanji - The Next Level Movie A Pragmatic Analysis". The aims of this study were to examine the categories of directive speech acts and their functions. John R. Searle's speech act theory is where the researcher found the idea's foundation. This study used a descriptive qualitative research methodology. The script for the movie Jumanji: The Next Level, which contains words, phrases, clauses, and sentences, served as the research's main source of data. The steps the researcher took to gather information were as follows: reading and observing the dialogue from the script; watching, trying to understand; finding any relevant information that supported this research; searching for all

utterances; collecting data on the various types of directives speech acts; identifying the functions of directives speech acts; and, finally, drawing conclusions. Choosing and organizing the data into the various categories of directive speeches, classifying and identifying the data, analyzing the data, and coming to a conclusion were the steps the researcher used to analyze the data from the movie Jumanji: The Next Level. The results of this study show that there are a total of nine different sorts of guiding speech acts used by the main character. There are three different categories and three different functions. This study will probably help the reader understand pragmatics better, especially when it comes to comprehending directive speech acts.

There were two similarities between recent and previous study, first was the topic analyzed was the speech act. Second lies on the second objective which was to analyze the function of directive speech acts. Meanwhile, there are two differences between these two studies, first is on the first objective where the previous study examine the categories of directive speech acts in the movie, meanwhile recent study find out the types of directive speech act. Second, the data source of previous study used script, meanwhile the data source of recent using movie.

The second research related to this study is a thesis written by Andari entitled "Directive Speech Acts in Sonic the Hedgedog Movie Script (2020) by Josh Miller. Finding out the types and forms of directive speech acts in the Sonic the Hedgedog movie script was the aim of this study. The researcher discovered Yule's idea of directive speech acts. The data for this study were analyzed using a

descriptive qualitative technique. The Sonic the Hedgehog Movie script served as the study's main source of data. The data on utterances was collected by the researcher as script. The researcher collects the data in the manner described below. The researcher begins by downloading the online script for the data sources. The researcher then reads the script to identify the speech act that is directive. Lastly, organize and evaluate the data in accordance with the research topic. The researcher used the following techniques for data analysis: identifying the data, categorizing the data, analyzing the utterances related to the types and forms of directive speech acts, reporting the results, and drawing conclusions from the data analysis related to the types and forms of directive speech acts. This study's findings suggest that there are 82 utterances of directive speech acts. The researcher divided the five categories of directed speech acts into five subcategories: 54 commands, 11 requests, 9 suggestions, 6 warnings, and 2 invitations. In order to categorize the found directed speech acts, the researcher divided them into three groups: 52 data imperative, 10 data interrogative, and 20 data declarative. The researcher concludes that command and imperative is the dominant utterance of directive speech acts.

There are two similarities between recent and previous study, first the topic was analyzing about speech act especially directive speech act. Second lies on the first objective, which was to finding the types of directive speech. There were four differences between these two studies. First, on the second objective the previous study aimed to finding out the forms of directive speech act, meanwhile recent study to identified the function of directive speech act. Third, the previous

study used theory by Yule to answer the first problem of the study, while this study used theory by Searle (1969) and Leech (1983). Last differences, the data source of previous study used script, meanwhile the data source of recent using movie.

The third research related to this study is a article written by Inggris Urbaning Pangestu with entitled "An Analysis of Directive Speech Acts used By Raleigh as A Main Character in Pacific Rim" (2021). The aims of this study was to understand the different types and forms of directive speech acts in the Pacific Rim movie. By using a descriptive methodology, qualitative research was used to analyze this study. The information was gleaned through directive speech acts used in dialogue in the film. The end result emphasizes the dialogue's profound significance. The study's findings were collected, examined, and presented using this research tool. In the Pacific Rim film, there are six different types of directive speech acts: 8 requests, 10 commands, 5 questions 4 suggestions, and 5 warnings were all assigned to the category of advice. Thus, the sum equals 35 in databare.

The similarity between recent and previous study, the data sources were same, used movie as data source. There are two differences between these two studies. First, on the first objective, the previous study aimed to understand the different types of directive speech act, meanwhile recent study to find out the types of directive speech act. Second lies on the second objective, the previous study aimed to understand the different forms of directive speech act that are used in the movie, meanwhile the recent study identified the function of directive speech act.

The forth an article writen by Suryanti, Afriana with entitled "An Analysis" of Directive Speech Acts in Cinderella Movie" (2020). This study aimed to examine the types and frequency of directive speech act used by the characters in the Cinderella film. This study incorporated Searles' theory from 1976, which categorizes directives into groups including challenge, dare, order, command, request, invitation, and advise. The descriptive qualitative approach, which is described in words, phrases, and sentences, was used to analyze this research. The information will be gathered from the movie Cinderella's dialogue. It emphasizes on information presented in the form of written words or descriptions, according Sudaryanto (2015). The non-participatory observational method, along with notetaking procedures, is used by the researcher in this study to collect data. Since the researcher is merely an audience member and not a participant in the film. When gathering utterances related to directive illocutionary speech acts, the researcher takes notes. Since the results and findings are all expressed in words and sentences, or text, the method being used is informal. The Cinderella movie's characters' utterances yielded 52 data points for the researcher's study of the class of directing speech acts. The findings of this study revealed that the Cinderella movie's characters employed all categories of directive speech acts. The findings of this study demonstrated that all categories of directed speech acts were used by the characters in the Cinderella film. The researcher comes to the conclusion that it's crucial for the speaker or the hearer to be in the same environment. Since there is a greater chance of misunderstanding if the hearer is not in the same situation as the speaker. The speaker and hearer are constantly in the same context in the

Cinderella movie, allowing the hearer to understand the speaker's objective. In addition, the Cinderella story depicts a young woman who was mistreated and treated like a servant. Because of this, command, which accounts for 69,2% of all directive speech acts in this movie.

There are two similarities between recent and previous study, first is on the first objective, which was to analyzed the types that used by the characters in the movie. Second, the data sources of both study were same, used movie as data source. There are two differences between these two studies. First is on the second objective, the previous study aimed to examine frequency of directive speech act in the movie, meanwhile the recent study identified the function of directive speech act used by the characters in the movie. Second, the previous study used theory by Searle (1976), while this study used theory by Searle (1969).

The last previous study regarding directive speech act was conducted by UND COLOR TO ENTRY The Types and Power Relation of Directive Speech Act in Classroom Interaction". This article aimed to analyze the performed, types and the ways of directive speech acts related to the lecturer's power. The directive speech actions hypothesis put forth by Searle and Vanderveken in 1985 as well as Fairclough's (1989) theory of power were employed in this study to examine the data. The professors and students of the undergraduate English Education department provided the data for this article. The descriptive qualitative method was utilized in this article. The result of this article showed that the lecturers used five types of directive speech acts such as requesting, suggesting, commanding, advising, and asking question.

There are two similarities between recent and previous study, first was the topic which was analyzing about speech act especially directive speech act. Second lies on the first objective, which was to analyzed the types of directive speech act. There are two differences between these two studies, first is on the objective, the previous study aimed to analyze the performed, types and the ways of directive speech acts, meanwhile the recent study identified the function of directive speech act. Second, the previous study used Searle and Vanderveken in 1985 as well as Fairclough's (1989) theory, meanwhile recent study used theory by Searle (1969) and Leech (1983).

There similarities between the article and this current study include the use of qualitative methodology and Searle's theory. The difference between their study and this study is that their study seeks to identify the directive speech acts used by professors and students, types and the directive speech acts associated to the lecturers' power. Meanwhile, the current study, purpose to identify the typess and functions of directive speech acts.

## 2. 2 Concepts

To avoid any misunderstanding in the study. Below are some concepts drawn from many sources to support this data analysis.

#### 2.2.1 Speech Acts

Speech Acts is a statement made through an action. When we extend an apology, a greeting, a request, a complaint, an invitation, a compliment, or a

refusal, we engage in speech acts. A speech act is an expression that has a purpose in communicating. A speech act may consist of just one word, such as "Sorry!" when making an apology, or it may consist of multiple words or sentences, such as "I'm sorry I forgot your birthday. I simply forgot about it. The speaker admits in this phrase that he has forgotten his friend's birthday. The speaker forgot his friend's birthday and then apologized for it. Speech acts are an important part of communication. An utterance is defined as a spoken act in linguistics based on the speaker's aim and the impact it makes on the listener. In essence, it is the response that the speaker wants to elicit from his or her listeners. Speech acts might be requests, warnings, promises, apologies, greetings, or any number of declarations.

The theory of speech act was first introduced by Oxford philosopher J.L. Austin in "How to Do Things With Words" in 1975, and further expanded by American philosopher J.R. Searle. These analyze three types of speech: locutionary act (making meaningful statements, saying things understood by listeners), illocutionary act (saying things with purpose, such as making information), and perlocutionary acts (saying something that leads one to action). Illocutionary speaking is classified into some types based on their intended use.

Speech acts, according to Yule (1996), are a study of how speakers and hearers utilize language. According to Bach (1979), verbal communication involves both language and action because each action has a message of its own. To sum up, a speech act is an utterance that actually happens, and an act is an activity.

## 2. 2. 2 Directive Speech Acts

A directive speech act is a statement made from one person to another that has the intention of causing the listener to do something for the speaker. Included in these directive speech acts are requests, inquiries, commands, orders, and suggestions. For instance, if two individuals are conversing in a room and one of them says, "It's really nice outside," there are two possible interpretations: either it's a signal that one of their opponents wants to go outdoors, or it's just a statement about the weather.

#### **2.2.3** Movie

A movie is a story captured by a camera as a series of moving images that may be viewed on television or in a movie theater. Hornby (1995, p. 434). Webster's third new international dictionary (1981:1480) defines a movie as "a motion picture considered especially as a source of entertainment or as an art form." We can also witness various aspects of people's lives in the film. Although not every scene in the film is a portrayal of real life, we might interpret it as people's lives. According to Graham (2005:117), a film has advantages as a technique of recording real individuals and historical events, as well as largely values like.

#### 2.2.4 Ella Enchanted

Ella Enchanted is a 2004 fantasy romance comedy movie directed by Tommy O'Haver and written by Karen McCullah Lutz and Kirsten Smith. The movie is partially based on Gail Carson Levine's 1997 novel of the same name. The movie, starring Anne Hathaway and Hugh Dancy. The genre of this movie is traditional fairy tale genre. This movie has a running time of 96 minutes. Ella Enchanted presented the story of Ella being visited by Lucinda, a fairy godmother, and being granted a magical gift that obliged her to obey anything she commanded. She was forced to live with Dame Olga, a vicious woman. Finally, Ella set out with a lovely prince Charmont to find Lucinda and break the enchantment.

#### 2.3 Theories

This study uses Searle (1969) theory and Leech (1983) theory in related study in order for this research to obtain the same perception as the writer and the reader. It's really about the definitions of speech as well as theory. Furthermore, author analyzes the definition of movie. The writer should then look for some similar theories that are relevant to the subject of the investigation.

## 2.3.1 Pragmatics

Pragmatics is the study of meaning transmission and meaning interpretation by speakers, writers, and readers. Pragmatics is a science that deals with language and its users, according to Mey (1994: 3). In accordance with Yule (1996:3), pragmatics is concerned with the following topics: the research of speaker meaning, study of contextual, study of ways to communicate more effectively than through words alone, and study of how relative distance is represented.

This suggests that pragmatic is the study of the meaning of the speaker because it focuses more on the intent of the speaker than on the words or phrases they use. Additionally, it indicates that pragmatic is the contextual study since it examines how the context affects what is said and how individuals perceive what is meant in a given situation. Additionally, because it looks into how listeners could make assumptions about what is said or what the speaker intends to convey, it bears the implication that pragmatics is the study of how more is communicated than is said.

#### 2.3.2 Speech Act

Speech acts can be divided into three categories by Austin (1962:148): locutionary, illocutionary, and perlocutionary. Locutionary is speaking in a way that conveys the real meaning. Illocutionary is the act of saying something and perlocutionary is used to describe speaking activities that have a certain effect or something done from what was said.

## 2.3.2.1 Locutionary Acts

According to JL Austin, the part of an utterance that is the actual item being spoken is known as a locutionary speech act. In other words, the act of creating sounds with meaning might be defined as a locutionary act. Locutionary act, also known as utterance, is the act of making speech meaningful, a stretching of spoken language that preceded silence and was followed by silence or changes of speaker. The sentence that is locutionary is any expression that only contains meaningful statements about objects. For example: "seawater tastes salty."

## 2.3.2.2 Illocutionary Acts

An illocutionary act, according to JL Austin's theory of speech acts, is any utterance in which the speaker performs a specific action. An argument, a question, a pledge, an order, an apology, and so on are examples of such actions. In other words, an illocutionary act is one that is carried out via the act of speaking. For example, "I am completely exhausted." The speaker does not intend to imply that he is genuinely dead, but rather that he is terribly fatigued. Take the significance of the elements of locutionary act and add to its receiver of meaning, the object of speaking, to produce a good example of illocutionary acts.

## 2.3.2.3 Perlocutionary Acts

The third category of speech acts identified by JL Austin is perlocutionary activities. Perlocutionary acts refer to the impression made on the listener rather than being a fundamental component of the act itself that the speaker does. To put it another way, perlocutionary acts are the effects that the speech act produces. Just consider how a speech affects a person in order to provide good examples of perlocutionary activities. The message as having some type of impact on the receiver is what matters, not the message indicated (locutionary) or the message communicated (illocutionary).

#### 2.3.3 Types of Illocutionary Acts

Searle (1979), speech acts can be divided into five categories that describe their roles or illocutionary: assertive, declarative, commissive, directive, and expressive.

#### **2.3.3.1 Assertive**

According to Searle, a assertive speaking act ties the speaker to the veracity of the statement delivered. After stating a fact or an opinion based on the observation, the remarks are made as a result of the speaker having observed specific events. When someone says, "He's handsome," they can be telling the truth or they might just be expressing their own opinion of the person's appearance. Some assertive speech acts verbs, including: the statement states, informing something, reporting, expressing, and explaining.

# **UNMAS DENPASAR**

#### 2.3.3.2 Declarative

Declarative speech is the process through which is made to match reality. The performative sentence used by Austin is a similar speaking performance. Effective declarative performance requires the speaker to have particular contextual privileges that permit additionally contextual declarative performance. For example, when a priest stated," I declare you husband and wife," the man and woman went straight from being single to being married. Priests have the authority to declare marriage in this situation. On the other hand, that statement would not be effective if the speaker was not a priest.

#### 2.3.3.3 Commissive

Speech that commits to future actions is called a commisive act. This types of speech act demonstrates the speaker's future plans for events that will take place at a later time. I'm going to visit the zoo tomorrow is an instance of being compliant. In this case, it was clear that the speaker intended to visit the zoo. So the speaker plans to come to the zoo tomorrow. This act of speaking is often referred to as an English promise.

#### 2.3.3.4 Directive

The speaker wants the listener to do something. Speech acts known as directives are those that speakers employ to persuade listeners to do something. For example; can you, lend me a pen? This statement demonstrates that the speaker indirectly ordered someone else to borrow him a pen by asking them for one. Lend me a pen is a more direct expression of this gesture. These statements are meant to compel the listener to carry out the action that is implied by the statement itself. Asking, ordering, requesting, inviting, advising, and pleading are other names for directives.

#### 2.3.3.5 Expressive

Expressive is the type of speech acts that indicates the speaker's phrase through speech. Expressive speech acts means that the speaker's words convey their feelings. Sorry, I enjoyed it, and thank you, for example. These examples illustrate the speaker's attitude toward certain scenarios. When the speaker finally

broke the glass, they would say "I'm sorry" and then when they received a bowl of noodles and enjoyed it, they would say "I love it" or "thank you," and so on.

## 2.3.4 Types of Directive Speech Acts

Speech act purpose is something is uttered or communicated. According to Searle (1969) one of the five types of speech act functions is the directive, which is used to persuade hearer to do something. They are requests, orders, commands, and suggestions.

## 2.3.4.1 Directive in Request

Request is an action of expressed in ask someone to do something or pleading in a polite or formal way. For example, He requested for permission to taste the cake in the jar.

## 2.3.4.2 Directive in Commands

A command is used to instruct someone in what to perform. This statement functions as a verb and gives instructions. Any English term or statement should have a definite aim in mind to ensure that it is delivered clearly and effectively, so as not to be misunderstood. For example; Before you eating, please wash your hand first.

## 2.3.4.3 Directive in Orders

Order is action when the speakers tell someone to do something. For example, Please give me a bowl of soup.

## 2.3.4.4 Directive in Suggestions

A suggestion is an idea someone proposes. You can accept or reject a suggestion. For example, You'd better bring a jacket because it's cold.

#### 2.3.5 The Function of Directive Speech Acts

The study of pragmatics focuses on how language is used in communication, according Leech (1983: 1). Based on its functions, the illocutionary act serve a variety of purposes in everyday life. Illocutionary acts are divided into four categories by Leech. They are collaborative, convivial, conflictive and competitive.

#### 2.3.5.1 Collaborative

The act behind this conduct is that illocationary goals are distinct from social goals. The purpose to ignore social functions like asserting, reporting, announcing, and instructing.

#### **2.3.5.2** Convivial

Convivial is inherently polite. It implies that being polite is looking for opportunities to be kind. Convivial is the social purpose such as inviting, greeting, thanking and congratulating.

#### 2.3.5.3 Conflictive

The purpose to be in opposition to social goals. Since the terms used in this illocutionary function, Such as threaten, accuse, and reprimand.

# 2.3.5.4 Competitive

This act's objective is to compete with social aims in this role. The purpose to compete with social behaviors including ordering, asking, demanding, and begging. It is meant to inspire the hearer to take some of action. In this act, minimizing the conflict between what the speakers intend and what is good manners is crucial.

