

A Pragmatic Study of Politeness in Charlotte Bronte's Jane Eyre and Agatha Christie's Murder on the Orient Express

By

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الملخص

تعد نظرية التآدب احد الوسائل المهمة في تحليل النص الادبي وخاصة النص الخاص بالروايات حيث يستعمل الروائي لغة مناسبة للشخصيات. لذلك ولغرض اكتشاف معنى جديد والوصول الى تحليل لعبارات التي يستخدمها شخصيات العمل الروائي فان افضل الحلو هو التحليل باستخدام مبادي علم الدلالة بصورة عامه ومبادي نظرية التآدب بصورة خاصة. ان هذه البحث يهدف الى دراسة روايتين انكليزيتين مع الاخذ بعين الاعتبار النظريات الخاصة بنظرية التآدب والتي وضع اسسها كل من براون وليفنسون عام (1987).

لقد اختار الباحث ان تكون كلا الروايتين من تأليف روائيتين وذلك لجعل التركيز يكون على الاستراتيجيات فقط , حيث لو كانت احدى الروايتين من تأليف روائي والثانية من تأليف روائية لأصبح التحليل اكثر صعوبة وأستدعى بعض التوضيحات والتفسيرات التي قد تأخذ حيزا اوسع مما هو مخصص له في الدراسة الحالية. اما زمن الروايتين فقد ارتأى الباحث ان تكون كل رواية من زمن مختلف وذلك لعرفة ان كانت البيئة قد غيرت طريقة المرأة في استخدام استراتيجيات التآدب بفعل مرور الزمن.

ان الصورة النمطية والعامية عن استراتيجيات التآدب هي انها استراتيجيات تستخدم للتخفيف من اي عدوانيه في الكلام او منع اي نوع من الاساءة للمستمع, ولكن الدراسة الحالية قد طورت من التحليل لمعرفة فيما اذا كانت هذه الاستراتيجيات في فعلا تؤدي الوظائف التي نسبت اليها ام ان هناك جانب اخر ووظيفة اخرى تؤديها؟

Abstract

Politeness theory is one of the useful means in interpreting the literary discourse especially fictional discourse where the novelist uses language suitable to the characters moving in the socio-cultural milieu. Therefore, in order to discover a new meaning and eventually arriving at an authentic interpretation of the utterances of the characters, the principles of pragmatics in general and the politeness theory in particular is a novel way of doing so. The present research aims at studying two selected English novels and takes into consideration the politeness strategies as advocated by Brown and Levinson (1987).

The researcher chooses to compare two novels written by two female writers to reduce the options and to make the focus only on strategies. If the two novels were one by a male writer and the other by a female , the analysis would have become more complex and necessitated the provision of explanations and justifications that have no room in this study. The researcher chooses two different time periods to clarify whether the environment has changed the way women deal with these strategies or whether they have retained.

It is known that politeness strategies have been established because they are the best way to address others without injuring feelings or verbal abuse. But are these strategies actually being used for the reasons cited by Brown and Levinson? Can it not be used to achieve goals and objectives other than what is known about?

1. Introduction

According to Brown and Levinson (1987) politeness is universal feature of language use, i.e. it is found in all human communication and each community has its own specific rules of politeness. Therefore, in finding out more about the cultural aspect of any community, studying the politeness techniques and strategies might be one of the efficient ways in doing so.

Since this concept, politeness, occurs in all fields of human life including literary works, therefore, finding out and analyzing politeness in literary works of any society is a useful means of discovering politeness strategies of that society. The two English writers Charlotte Bronte and Agatha Christies carved their niche on the literary map of 19th century and 20th century English writing. Therefore, selecting these two literary works reflects the researcher's desire to answer the following questions:

1. What and what is not politeness?
2. What is weakness and strengths of politeness in literary works?
3. Can FTA achieve some polite goals more than politeness strategies?

4. What are the strategies of politeness that are used in literary works?
5. Are these strategies having any influence on public opinions?
6. How female behave in contrast to different ages?
7. Are female in the 18th more polite than the 20th century female?
8. Do people aware of politeness strategies?
9. Are the varieties of context, power and data having any impact on using these strategies?
Which context includes more politeness strategies?
10. Does politeness be studied semantically or pragmatically?

The current research consists of three sections. In the first section there are the conceptual tools especially Brown and Levinson's model (1987) which will be adopted in the current study. The second section contains the analysis, while the results of this analysis are allocated to the third section.

The current study aims at:

1. Identifying the strategies of politeness that are used by the novelists (Charlotte Bronte and Agatha Christie), for the novels (Charlotte Bronte's *Jane Eyre* and Agatha Christies' *Murder on the Orient Express*).
2. Finding out whether women's use of politeness strategies change through time.
 3. Highlighting the most prominent types of politeness.
 4. Showing the effect of era and culture in using different types of politeness.

The present research hypothesizes that:

- 1- Politeness strategies occur more in the speeches of the characters from the Victorian novel (1847) (Charlotte Bronte's *Jane Eyre*), and that culture has its effect on politeness.
- 2- The characters in both novels use polite expression to hide their real personalities.
- 3- The type of strategies chosen will vary according to the status of the addressees in relation to the addresser.
- 4- More than one strategy can be used in the same sentence.
- 5- Agatha Christie, and because of the influence of the context and the atmosphere of the situation in which her characters occur, will use a lot of politeness strategies in her novel more than Charlotte Bronte.
- 6- The more serious the topic is, the more indirect the strategies will be.

1.5 Limits

The limits of the present study are framed as follows:

1. Identification and analysis of the strategies of politeness used by the characters in the two novels understudy in different contexts and cultures, the attorneys and the broadcasters in different contexts.
2. The study is a pragmatic one.
3. The study investigates politeness theory in two different novels from different era and culture.
4. The adopted model is the taxonomy of Brown and Levinson (1987) Searle's direct and indirect speech acts.

1.6 Value of the Study

The importance of this study arises from the fact that we, as foreign learners during college study of the English language, have little knowledge about literary terms used in English; their structure, style, and vocabulary, so there is a need to know this kind of pragmatic competence, i.e. politeness and the different strategies used by different figures.

Encourage people to use politeness strategies. Also, hopefully this research will encourage those people who are responsible for the educational process to teach children the strategies of politeness from the very beginning stage of their life.

Furthermore, this research will shed lights on understanding a new area which has little research written about it

2. Theoretical and Conceptual Tools

A brief overview of the theories and approaches that are related in one way or another with the present study is introduced in this section.

2.1. Pragmatics

According to Crystal (1997:120), "*Pragmatics studies the factors that govern our choice of language in social interaction and the effects of our choice on others*". The definition of crystal is optimal in the present study for the speaker is influenced by various factors during the talk and at the same time creates effects on the listener which, in turn, determines the type of response the speaker gets from the listener. Other linguists extend their views and link pragmatics to various views like Verschueren (1999:7), who considers pragmatics as "*a general cognitive, social, and cultural perspective on linguistic phenomena in relation to their usage in forms of behavior*".

Moreover, Jacob (2001:6) states that pragmatics studies the use of language in human communication as determined by the conditions of society.

2.1.1. Theories of Pragmatics

Pragmatics covers broad theories and principles such as Speech Acts Theory (1962), Theory of Conversational Implicatures(1975), Politeness Principle(1987), and The Cooperative Principle(1975). The researcher's main focus will be on various dimensions of Politeness Theory.

2.1.1.1. Austin's Typology of Speech Acts.

Austin in his Twelfth Lecture in William James Lectures at Harvard University in 1955 has presented the classification of speech acts. Austin (1962: 151) classifies speech acts into five general classes, which is basically a lexical classification of illocutionary verbs. These classes are the followings:

(I) Verdictives:, the verdictives are illustrated by the giving of a verdict by a jury arbitrator, or umpire, (Austin, 1962:151). Performative verbs are: acquit, convict , understand,(Austin,1962:153).

(II) Exercitives: Austin (1962:151) states that exercitives are the practicing of effects or power rights. An exercitive is an advocacy, a decision, and/or a sentence. Exercitives include the following performative verbs: appoint, warn, advise, plead, dedicate, (Austin,1962:155-156).

(III) Commissives: commissives establish a commitment to a cause of action. What typify commissives is that they are commit the addressee to do something. Performative verbs are: give(my word), promise, undertake, (am) determined (to), embrace,(Austin,1962:157-158).

(IV) Behavitives: Behavitives are, as is illustrated by Austin(1962:152), related to social behavior and attitudes. Performative verbs are : (i) for apologies : apologize, (ii) for greetings: welcome, bid you farewell, (iii) for challenges: dare (iv) for thanks: thank, (v) for attitudes: resent, (don't) mind, (vi) for wishes : bless, curse, and (vii) for sympathy: deplore, commiserate, sympathize,(ibid, 1962:160-161).

(V) Expositives: They are significant in making speakers' utterances appropriate for the course of conversation or argument. In acts of exposition, including the clarifying of usages, the conducting of argument, and the expanding of views are used. Examples are 'I argue', 'I reply', 'I assume', 'I concede', 'I postulate' 'I illustrate', (Austin, 1962:152). Performative verbs are: affirm, deny, state, describe,(Austin, 1962:162).

2.1.1.2. Searle's Typology of Speech Acts

Searle is Austin's student. He builds his theory on Austin's work. Searle classifies of the speech acts according to types of illocutionary acts. Searle, in his essay 'Indirect Speech

Acts' elucidates that actions performed through speech acts have two different kinds of illocutionary acts that he termed as "the primary illocutionary act" and "the secondary illocutionary act", (Searle, 1975:61).

2.1.1.2.1 Direct and Indirect Speech Acts

Direct speech acts involve a direct relationship between structure and function, whereas indirect speech acts have an indirect relationship between structure and function, (Coulmas, 1986:220)

Indirect speech acts are produced by performing direct ones. An indirect speech act performs more than one function whereas a direct speech act has only one function. For example, a declarative, used for making a request, is an indirect speech act. (Nozar: 2004: 208). For example:

(1) You have to wake up early tomorrow.

The example "you have to wake up early tomorrow" performs two concomitant acts, the speaker directly states that the hearer has a duty tomorrow and indirectly 'requests' the hearer to sleep early. Thus, although in English, the standard way to command someone to do something is to use the imperative form, that is not the only way; different structures can be employed to accomplish the same basic functions, (ibid: 2010: 209).

Literal meaning can be forced into indirect speech acts by deleting the tense and the auxiliary markers. For example:

(2) Why are you painting your room blue?

This sentence might be either a question or a critical challenge. But in the following example:

(3) Why paint your room blue?

The sentence is only interpreted as a critical challenge. (Brown and Levinson, 1987:133).

Searle states: "the secondary illocutionary act is literal; the primary illocutionary act is not literal", (Cole and Morgan, 1975:61).

Levinson (1983:270) says:

For an utterance to be an indirect speech act, there must be an inference-trigger, i.e. some indication that the literal meaning and/or literal force is conversationally inadequate in the context and must be 'repaired' by some inference.

2.1.1.3. Grice's Theory of Implicature.

Grice (1913-1988) is regarded as the most gifted philosopher among the American and English philosophers for his essential contribution to philosophy and linguistic philosophy, (Strawson, 1990:153).

Grice introduces the cooperative principle as follows: "Make your conversational contribution such as is required, at the stage at which it occurs, by the accepted purpose or direction of the talk exchange in which you are engaged", (Grice, 1975:26). One might label this the "CO-OPERATIVE PRINCIPLE", (ibid:45). This principle includes the following four Maxims:

(1) The Maxim of Quantity:

- i. Make your contribution as informative as is required (for the current purpose of the exchange).
- ii. Do not make your contribution more informative than is required.

(2) The Maxim of Quality:

- i. Do not say what you believe to be false.
- ii. Do not say that for which you lack adequate evidence.

(3) The Maxim of Relation:

(3a) Be relevant.

(4) The Maxim of Manner:

- i. Avoid obscurity of expression.
- ii. Avoid ambiguity.
- iii. Be brief (avoid unnecessary prolixity).
- iv. Be orderly.

2.2. Politeness

People communicate with each other not only for the purpose of exchanging information, but also for strengthening relations by means of some basic strategies. These strategies are either linguistic or nonlinguistic, and both are named politeness. The concern of the present research is the linguistic politeness.

Richard and Arndt, (2005:22) state politeness is not a static logical concept but a dynamic interpersonal activity that can be observed, described and explained. In functional interactions terms, politeness as a linguistic phenomenon is studied by some scholars such as Lakoff (1973), Leech (1983) and Brown and Levinson (1978-1987). According to Lakoff (1975 :64) "politeness are forms of behavior which have been developed in societies in order to reduce friction in personal interaction". While Leech (1983:104) interprets politeness as kinds of behaviour which aim at "the maintenance

and establishment to comity, and this means that the participants have the ability to communicate and engage in interaction in a relative harmony atmosphere.

2.3. Theories of Politeness

Below are a number of theories of politeness phenomenon concerning Lakoff (1973), Brown and Levinson (1978), and Leech (1983).

2.3.1. Robin T. Lakoff (1973)

Lakoff could be described as the mother of modern politeness theory since she wants to examine it from a pragmatic perspective, (Eelen,2007:3).

According to Hickey (1998:56), Lakoff introduces two rules of pragmatic competence which are:

- 1-Be clear (based on the maxims of cooperative principle of Grice, i.e. quantity, quality, relation, manner).
- 2-Be polite
 - a-Don't impose. (Distance)
 - b-Give options (Deference)

2.3.2. Penelope Brown and Steven C. Levinson (1978-1987)

The basis of Brown and Levinson's theory is the concept of face. The concept of face, as Cameron (2001:79) states, represents the social status of the persons which he wants others to account for. Brown and Levinson suggested two kinds of face:

- i. Negative Face: it is the individual's desire to be free in action, to be independent and not to be imposed by others.
- ii. Positive Face: It refers to the person's desire to be treated equally as a member of the same group, to be liked by others and to be sure that his needs are shared by others (Yule 1996:61-2).

2.3.2.1 Face Threatening Act (FTA)

Cameron (2001:79) states that people may cause damage to the positive or negative face of the speaker or the hearer or both through the interaction with one another. Brown and Levinson (1987:65-8) propose some acts that threaten positive and negative face.

The acts that threaten the addressee's negative face are the following:

- a) Acts that put pressure on the addressee to do or prevent from doing something such as orders and threats.
- b) Acts that show the positive future act towards the hearer with the pressure on the hearer to accept or refuse them such as offers and promises.

- c) Acts that put some pressure on the hearer to fulfill some of speaker's desires such as expressions of anger, hatred, and other strong emotions.

As for the acts that threaten the positive face which indicates the speakers refusal to the hearer's needs:

- a. Acts that include negative appreciation towards hearer's positive face like challenges, disagreements, contempt, and accusation.
- b. Acts of speaker's carelessness towards hearers such as mentioning taboo or bad topics.

Brown and Levinson make another kind of classification which divides acts into two groups as follows:

- 1) Acts that threaten the speaker's negative face such as thanks, excuses, and accepting offers.
- 2) Acts that damage the speaker's positive face like apologies, losing physical control of the speaker body and behavior.

2.3.2.2 Strategies for Doing FTA's

Four strategies are proposed by Brown and Levinson to perform threatening face acts. These strategies are related to the degree of the face threatening act of the person during interacting with others in order to equalize the threat of the other one. The speaker may adopt more or less polite strategy. Thus, these polite strategies can be considered face saving acts.

2.3.2.2.1 Bold on Record

Adopting this strategy, the speaker performs FTA clearly and directly without paying any attention to the hearer's face (Brown and Levinson, 1987:69). There are three suggested possibilities of this strategy:

- Efficiency or urgency
- Suggestion's to hearers interests , requests
- Speaker's power

2.3.2.2.2 Positive Politeness

This strategy is adopted by the speaker to show friendliness, consideration and concern towards the hearer. The speaker and hearer seem to share the same background (Hudson, 1996:114).

Brown and Levinson subdivided this strategy into 15 strategies:

Strategy 1: Notice to hearer: the speaker focuses on the hearer's interests.

Strategy 2: Exaggerated (sympathy with the hearer): the speaker shows exaggerated interests to the hearer's needs

Strategy 3: intensified interest to the hearer: the speaker in this strategy uses some facts and vivid pictures of the past or direct quoted speech by another one.

Strategy 4: Use in-group identity markers: in an attempt to be familiar with the hearer, the speaker use slang, jargon and ellipsis forms.

Strategy 5: Seek- agreement: the speaker chooses topics that get the approval and agreement of the hearer

Strategy 6: Avoid- disagreement: the speaker agrees completely or partially with others by using 'white lies, hedging opinions, etc.

Strategy 7: Presuppose/rise/assert common ground such as gossip, presuppose hearer's values are the same as the speaker's value, and Points of view operation.

Strategy 8: Joke: it means the speaker and the hearer share the same background knowledge

Strategy 9: presupposes the speaker's concern for the hearer's needs: both the speaker and the hearer are concerned with each other's wants

Strategy 10: offer promise: the speaker gives some offers and promises to the hearer which affects the latter's positive face

Strategy 11: be optimistic: the speaker assures the hearer that their wants are the same

Strategy 12: include both the speaker and the hearer in the activity: the speaker shows the hearer that they are both included in an activity by using (we)

Strategy 13: Give or ask for reasons: the speakers make some demands and indirect suggestions to show mutual concern with the hearer.

Strategy 14: assume reciprocity: the reason of cooperation is obvious between the hearer and the speaker

Strategy 15: Give gifts to the hearer (sympathy, goods etc.)

By this strategy the speaker tries to be liked by the hearer.

2.3.2.2.3 Negative Politeness

Brown and Levinson (1987:70) state that by negative politeness the speaker could be formal and must pay attention to the hearer's self-image.

Also, this strategy is subdivided into the following strategies:

Strategy 1: be conveniently indirect: the speaker equalizes between his desire to be on record and the concern to the hearer's freedom of action.

Strategy 2: question, hedge

Strategy 3: be pessimistic: the speaker expresses his suspicions of whether the hearer believes him or not.

Strategy 4: minimize the imposition: the speaker makes sure that the FTA of his imposition will be minimized.

Strategy 5: give deference: the speaker either humbles himself or raises the hearer

Strategy 6: apologize

Strategy 7: impersonalize the speaker and the hearer: The speaker avoids any impinge on the hearer by using some techniques like: imperatives, performatives, impersonal verbs ,passive voices, using indefinite instead of I ,we., pluralizing of I you, reference terms and points of view distancing.

Strategy 8: state the FTA as a general rule: when the speaker is obliged to impinge on the hearer, he may state the FTA as an instance of some rules.

Strategy 9: nominalize: the speaker employs degrees of nouniness to show formality.

Strategy 10: go on record as incurring a debt or as not indebting the hearer. The speaker expresses his indebtedness to the hearer or exclaims any indebtedness of hearer.

2.3.2.2.4. Off Record

Being ambiguous, the speaker according to this strategy doing the FTA indirectly in order not to be responsible for doing any FTA, and lies the responsibility of interpreting his speech on the hearer. (Brown and Levinson 1987:69). This strategy includes the following strategies:

Strategy 1: Give hints. This strategy imposes on the speaker to be irrelevant and the hearer has to find out the suitable interpretation.

Strategy 2: Give association clues. The speaker is irrelevant but at the same time gives some clues to the hearer.

Strategy 3: Presuppose. The speaker is relevant to the context but he is irrelevant at the level of presupposition at the relevant maxim.

Strategy 4: Understate. This strategy violates the quality maxim when the speaker says less than required to generate implicatures (Brown and Levinson 1987:217).

Strategy 5: Overstate. It is opposite to the previous strategy, it is violating the quantity maxim, the speaker says more than is required.

Strategy 6: Use tautologies: Tautology is the frequent use of words or words that have similar meanings. It expresses the same thing or idea or to be said two or more times, (Whitney,2019:6200). By violating quantity maxim, the speaker leaves the hearer with non-informative utterances to interpret.

As for the next four strategies, violating the quality maxim is involved as follows:

Strategy 7: Use contradictions. It involves violating the maxim of quality when the speaker presents two things which contradict each other. The hearer concludes that the speaker does not tell the truth, therefore, the hearer will find a reconciling interpretation, (ibid:221).

Strategy 8: Be ironic. By using some clues which are prosodic, the speaker says the opposite to his intended meaning.

Strategy 9: Use metaphors. metaphor is describing something in terms of the characteristics of something regardless of whether those characteristics are of animate or inanimate thing, (ibid:222).

Strategy 10: Use rhetorical question. The speakers ask some questions like excuses and criticism, without expecting to get answers; he just wants the hearer to provide him with the information.

Strategy 11: Be ambiguous. The speaker uses metaphor for ambiguity in purpose.

Strategy 12: Be vague. In making euphemism or criticism, the speaker violates the manner maxim and hence the FTA will be vague.

Strategy 13: Over-generalize. The speaker generalize the fact making the object of face threatening off record or even on record as in some proverbs.

Strategy 14: Displace H . It is addressing FTA to someone who will know that he is the target, and, at the same time, will not be threaten and is free to do what he is asked to do or not, (ibid:226).

Strategy 15: Be incomplete, use ellipsis. Just like rhetorical question, the speaker leaves the FTA half-done with an implicature hanging in the air, (ibid:227).

2.3.3. The Politeness Principle (PP)

Politeness principles are considered by Leech (1983) as equal to Grice's maxims but proposed rules for good behavior. Leech (1983:32) defines Politeness principles in negative and positive ways and proposes six maxims which are formed in pairs

- i. Tact Maxim: the speaker must use minimizers for reducing the implied cost to the hearer, and on the other hand, the speaker has to offer optionality to lessen the effect of a request.
- ii. Generosity Maxim: offers and invitations are done as directly as possible, therefore , this maxim implies cost to the speaker and benefit to the hearer (Leech, 1983:133)
- iii. Approbation Maxim: As Leech (1983:135) states, it is a flattery maxim in which the speaker lessens any criticism or unfavorable comment to the hearer.
- iv. Modesty Maxim: the speaker dispraises his own self.

- v. Agreement Maxim: trying to equalize the opinions the speaker employs a mutual reconciliation.
- vi. Sympathy Maxim: the speaker congratulates, commiserates as well as employs euphemism to lessen any embarrassment to the hearer. (Cutting, 2003:50).

2.4. Review of Previous Studies

The following are some of the studies that have been mentioned to make a comparison with the current work.

Hataab(2014) focuses on the politeness strategies used by the interviewer of BBC World's "Hard Talk" programme; adopting Brown and Levinson model(1987), while Yadav (2008) conducts a study to analyze the politeness strategies utilized by characters in Pride and Prejudice. The researcher uses Brown and Levinson's theory together with Grice's maxims to analyze the politeness aspects.

The third study is Esmaeel (2016), who investigates the politeness and impoliteness which are utilized in the trail of President Clinton as a case study using Brown and Levinson(1987) and Culpeper model. It also, investigates the politeness and impoliteness strategies utilized in legal cases and showing their impact on particular situations and setting.

Kamila (2015) conducts a study to analyze the politeness and impoliteness strategies utilized by characters in Jack The Giant Slayer Film. Leech theory is used to analyze the politeness and impoliteness aspects. And finally, Hamed (2014) conducts a study to investigate the use of politeness and impoliteness used by British and Egyptian participants in sports talk show. The study aims to investigate the relationship between cultural differences, and the situational contexts of sports –talk show and the use of politeness and impoliteness strategies in spoken British English and spoken Egyptian Arabic.

The present study shares with the studies mentioned above some aspects such as the model and the literary data but what distinguishes it is the following :

- The researcher chooses to compare two different times by analyzing two narratives.
- The researcher has used an eclectic model which is Brown and Levinson (1987) with Searle model (1975).
- The researcher wants to discover the other face of politeness strategies by analyzing in depth the politeness strategies that were used indirectly as face threatening acts.

2.5. Data Collection

The researcher selects two English novels as a data for the analysis. The first is Charlotte Bronte's *Jane Eyre* (1847), and the second is Agatha Christie's *Murder on the Orient Express* (1930).

2.5.1. Charlotte Bronte

Charlotte Bronte, was one of three novelist Bronte sisters. Bronte was born in 1816. She grew up in a gloomy parsonage in the remote English village of Hawthorne. Charlotte and her sisters studied in a boarding school in bad conditions. The grim institution found its way into her masterpiece *Jane Eyre* (1847),(Keefe,1979:17).

In 1846, Charlotte and her sisters had secretly been writing verse. They believed that women writers were judged too softly. As a result, they adopted a pseudonym Charlotte's *Jane Eyre* which was published in 1847 under the name *Currer Bell*. Charlotte died at the age of 38 during pregnancy shortly after the marriage. (ibid: 43)

2.5.2. Jane Eyre

Jane Eyre is a novel about an orphan girl forced by force majeure to live in a boarding school in miserable conditions. Jane Eyre graduated to become a teacher and a nanny for a girl named Adele living with her stepson Mr. Rochester. Jane falls in love with Mr. Rochester and on the day of her marriage she discovers that he is married to another mad woman. Jane escapes away and discovers that she is the sole heir of her uncle and meets her cousins. After a few days, Jane decides to check on Mr. Rochester and goes to him to discover that his crazy wife has burned the house and committed suicide, leaving Mr. Rochester helpless and sick. Jane decided to take care of Mr. Rochester and accepts to marry him to live together happily. (Kulatunga, 2014:1-5)

2.5.3. Agatha Christie

Agatha Christie is the world's best known mystery writer. She is the most widely published author of all time in any language. Her writing career spanned more than half a century, during which she wrote 79 novels and short story collections, as well as 14 plays, one of which, "The Mousetrap", is the longest-running play in history. Two of the characters she created, the brilliant little Belgian Hercule Poirot and the irrepressible and relentless Miss Marple, went on to become world-famous detectives. (Cunningham , 2017).

According to (Aldridge,2016:1)

"The name Agatha Christie has connotations far beyond her authorship of many novels, plays and short stories. I am writing this introduction some 125 years after Christies' birth, and nearly 40 years since her death, and yet there is no sign of her appeal diminishing with new attempts to bring her stories to a general audience continuing to appear."

2.5.4. Plot Overview

Agatha Christie's famous novel 'Murderer on The Orient Express' was written in 1932. Murder on the Orient Express is undoubtedly one of Agatha Christie's greatest mystery novels, (Zemboy, 2008:87).

Detective Poirot boards the Orient Express in Istanbul to discover that Mr. Ratchett, one of the passengers and the man who occupy the compartment next to Poirot's, is murdered the first night of the trip.

Poirot discovered that the dead man was behind the tragedy of the Armstrong family that occurred five years ago in America. The 12 foreign travelers have all been involved in killing of Rachit to avenge him for killing little Daisy, as they all have a close relationship with the Armstrong family. Proving his humanity before practicing his extraordinary skills, Poirot decides to declare that the killer will be considered anonymous,(ibid,2008 :88).

3. The Analysis

In this chapter an attempt has been made to provide an in-depth analysis of the utterances of the characters of Charlotte Bronte's *Jane Eyre* and Agatha Christie's *Murderer on the Orient Express*. Brown and Levinson' politeness strategies and Searle's directness and indirectness are applied for the analysis. As there are direct and indirect speech acts (see page 5), directness and indirectness rules might be applied successfully to politeness strategies where there are direct relation between the strategy and its function, and other strategies which have another function indirectly.

After analyzing the strategies in the two novels, a comparison between the two novels in terms of the frequency of politeness strategies, in terms of whether politeness strategies have been directly or indirectly used, and the frequency of face threatening acts, and also of whether these FTA are direct or indirect, will be presented.

Given that Charlotte Bronte's *Jane Eyre* is longer than Agatha Christie's *Murder on the Orient Express*; it is obvious that the number of utterances analyzed in the first novel is

more than the number of utterances in the second, but despite that, it is noticed that the number of politeness strategies constitutes the same percentage which is (97, 2%) in the both data, and the number of FTA constitutes (2, 8%) in both novels as is shown in table (4.1)

	Total Number of Utterance	Politeness Strategies	Percentage	FTA	Percentage
Data1	7513	7303	97,2%	210	2,8%
Data2	4480	4353	97,2%	127	2,8%

Table (4.1.) The Frequencies and Percentages of Politeness Strategies, and FTA in Data (1) and (2)

It has been noted that both the negative politeness strategy and on-record politeness strategy have been used in somehow approximate percentages in both novels, which is (42, 5%) in data1 and (41, 8%) in data 2.

As for positive politeness strategy, it is obvious that it has been used more widely in data2, with percentage of (34, 9%) than in data1, with (20, 8%) percentage.

Off –record strategy has been used in data 1, with (20, 8%) more than in data2 with a percentage of (8, 4%).

	Negative Politeness Strategies	Positive Politeness Strategies	On-Record Politeness Strategies	Off-Record Politeness Strategies	Total
Frequency of Politeness Strategies in Data One	3094	1525	1159	1525	7303
Percentage	42,5%	20,8%	15,9%	20,8%	100%
Frequency of Politeness Strategies in Data Two	1821	1522	649	361	4353
Percentage	41,8%	34,9%	14,9%	8,4%	100%

Table (4.2) The Frequencies and Percentages of Politeness Strategies, and in Data (1)and (2)

As for the direct and indirect use of politeness strategies, *give deference* and *indirect conveniently* strategies from the negative strategies have been excluded from direct and indirect distinction since *give deference* strategy is used completely directly, and *indirect conveniently* strategy is an indirect strategy originally. From positive politeness strategies, both *use in-group identity markers* and *include both S and H in the activity* have also been excluded from direct and indirect distinction, since both are used directly without indirect implication.

After analysis, it has been found out that the indirectness in the second data ,Agatha Christie's *Murder on the Orient Express*, constitutes 36,1% , which is more than the indirectness in data one , Charlotte Bronte's *Jane Eyre*, which constitutes 33,6% of the total number of direct and indirect utterances. These results are included in the following table:

	Total	Direct	Percentage	Indirect	Percentage
Data 1	6646	4251	63,9%	2395	36,1%
Data2	3413	2266	66,4%	1147	33,6%

Table (4.3) The Frequencies and Percentages of Direct and Indirect Politeness Strategies, in Data (1)and (2)

When viewing politeness strategies that have been used in a direct way, it has been noted that in data 1 only *off-record* strategy constitutes a percentage of (21, 1%) which is larger than its counterpart in data2, which is of (7, 3%) percentage. Negative, positive, and on-record politeness strategies have been used directly in data 2, with percentages of (41, 3%), (29%), and (22, 4) respectively, more than negative, positive, and on-record politeness strategies which have been used in data 1with percentages (35, 9%), (24, 3), and (18, 7%) respectively.

Direct Use of Politeness Strategies					
	Negative Politeness Strategies	Positive Politeness Strategies	On-Record Politeness Strategies	Off-Record Politeness Strategies	Total
Frequency of Politeness Strategies in Data One	1525	1033	794	899	4251

Percentage	35,9%	24,3%	18,7%	21,1%	100%
Frequency of Politeness Strategies in Data Two	934	659	506	167	2266
Percentage	41,3%	29%	22,4	7,3%	100

Table (4.4) The Frequencies and Percentages of Direct Politeness Strategies, in Data (1)and (2)

As for the politeness strategies that have been used indirectly, negative and positive politeness strategies in data2 occur with (42,5%),(28%) percentages respectively, which are larger than the percentages of negative and positive politeness strategies which have been used indirectly in data 1 which are (38,9%),and (19,7%) respectively. On-record and off-record politeness strategies which have been used indirectly in data1 have been occurred with (15, 2%), and (26, 2%) percentages respectively, which are larger than the percentages of on and off-record politeness strategies that have been used indirectly in data2.

Indirect Use of Politeness Strategies					
	Negative Politeness Strategies	Positive Politeness Strategies	On-record Politeness Strategies	Off-Record Politeness Strategies	Total
Frequency of Politeness Strategies in Data One	933	471	365	626	2395
Percentage	38,9%	19,7%	15,2%	26,2%	100%
Frequency of Politeness Strategies in Data Two	488	322	143	194	1147
Percentage	42,5%	28%	12,6%	16,9%	100

Table (4.5) The Frequencies and Percentages of Indirect Politeness strategies, in data (1)and (2)

FTA, have been analyzed and calculated because they are part of the theory in general.

	Acts Threaten the Addressee's Positive Face	Acts Damage the Speaker's Positive Face	Acts Threaten the Addressee's Negative Face	Acts Threaten the Speaker's Negative Face	
Data1	62%	16,2%	14,3%	7,1%	100%
Data2	57,5%	21,3%	8,6%	12,6%	100%

Table (4.6) The Frequencies and Percentages of Indirect Politeness Strategies, in Data (1)and (2)

FTA is also classified into direct and indirect because it has been observed that FTAs, were used indirectly to achieve goals far from damaging the addressee's face and closer to influencing him. In table (4.1), it is shown that FTAs occur with (2, 8%) percentage in both data. As for direct and direct FTA, it is found out that FTAs, in data 2, occur indirectly with (33, 1%) percentage which is larger than the percentage of indirect FTAs in data1 which is (18, 1%).

	Total	Direct FTA	Percentage	Indirect FTA	Percentage
FTA in Data 1	210	172	81,9%	38	18,1%
FTA in Data 2	127	85	66,9%	42	33,1%

Table (4.7) The Frequencies and Percentages of Direct and Indirect FTA in Data (1)and (2)

In data1, acts that threaten the addressee's negative face, and acts that threaten the addressee's positive face occur with (14,3%) and (62,4%) respectively, for both, which are larger than the same acts in data2, which are (8,6%) and (57,5%) respectively for both. On the other hand, it is noticed that in data 2, acts that threaten speaker's negative face and acts that threaten the speaker's positive face occur with (12, 6%) and (21, 3%) percentages respectively for both, which are, in turn, in data2, the acts that threaten the speakers negative and positive face occur with (7, 1%) and (16, 2%) respectively, for both, which are smaller than those in data1.

	Acts Threaten	Acts Threatens	Acts Threaten	Acts	
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	Addressee's Negative Face	Addressee's Positive Face	Speaker's Negative Face	Threatens Speaker's Positive Face	
FTA in Data 1	30	131	15	34	210
Percentage	14,3%	62,4	7,1%	16,2%	100%
FTA in Data 2	11	73	16	27	127
Percentage	8,6%	57,5%	12,6%	21,3%	100%

Table (4.8) The Frequencies and Percentages of FTA in Data (1) and (2)

4. Conclusion

The present study has led to the following conclusions:

- 1- The researcher chooses two novels with live characters in their everyday life as data to analyze and between them he makes a comparison. Through analyzing Charlotte Bronte's Jane Eyre and Agatha Christie's Murder on the Orient Express, it has been found that the nature of human being, his psychological state and the circumstances under which the incidents happen, might make it difficult to find any character's speech with only one strategy. Multiple strategies are commonly found in one sentence. This result corresponds with hypothesis number (4) in 1.3.
- 2- In both data, the percentages of politeness strategies are equal despite the difference of the total number of the analyzed utterances between data1 and data2. This result does not correspond with the hypothesis number (1) in 1.3.
- 3- That means that although the two novelists; Charlotte Bronte and Agatha Christi, are from different times, but they adhered to the rules of politeness in writing their novels. This result does not correspond with the hypothesis number (5) in 1.3.
- 4- When comparing the results of the politeness strategy analysis for both data, it is observed that the negative politeness strategies have been used almost equally in both novels. Given that the optimal strategy of politeness is negative politeness strategy (see page), then it is concluded that there is no difference between both times in terms of commitment to the conduct of dialogue. Despite the social differences, the difficult circumstances and the tension that prevailed in the atmosphere of the two novels, the characters of the two novels did not differ much in using this strategy, and if they differ, it is a little difference which is not worth mentioning.
- 5- On-record politeness strategy is used almost equally in both novels. In Charlotte Bronte's Jane Eyre, the social differences among most of its characters have made this strategy ideal for dealing, ordering and interrogation. In Agatha Christie's Murder on the Orient Express, it is a police novel with a rapidly evolving story. Detective Poirot begins

- to question all her characters, so it is the most appropriate strategy for such an environment.
- 6- In data2, positive politeness strategy has been used more widely than in data1. Although Charlotte Bronte's Jane Eyre involves characters and events with closer social relations, closer links, and more intimate relationships than Agatha Christie's Murder on the Orient Express, but it seems that 20th-century personalities, where the spirit of humility and equality prevails the atmosphere more than in data 1, have been more intimate and friendlier than 18th-century characters
 - 7- In data 1, off-record politeness strategy has been used more widely than in data2. Although the Context in the second novel encourages the use of this strategy more where ambiguity and evasion of the manifestation of facts in any way, but its use frequently in the first novel where serious social relations shows the truth of the characters of this period of time, where they prefer allusions, twisting and turn over the outspoken speech. it is clear when it is noticed that in data 1 the percentages of tautology and overstate are more larger than those in data2. It seems that the second novel is governed by the context, because the character's low use of this strategy may be attributed to the fact that the investigative atmosphere does not allow such strategies, the investigator demands a clear and explicit answer, or that the modern man began to avoid such time and effort consuming strategies. This result supports the hypothesis number (3) in 1.3.
 - 8- All the found politeness strategies may perform the same goals attributed to them, unless the context has the last word in explaining whether these utterances are polite or not. Therefore, and through analyzing the two data ,it has been found out that all politeness strategies have been used directly; where they have direct relation with their functions, and indirectly where they achieve functions which have nothing to do with their real functions.
 - 9- In data 1, indirectness is found out to be used more than in data2 which does not correspond with the hypothesis number (6) in 1.3.
 - 10- Despite the fact that in data 1 the indirectness is found out to be larger than the percentage of indirectness in data2. But negative and positive politeness strategies have been used indirectly in data 2 more widely than in data1. Therefore, in (3) it has been mentioned that both ages uses negative politeness strategy, but in fact it has been used indirectly in data2 for the presence of people in the center of authority and decision in Agatha Christie's Murder on the Orient Express has made the characters of the novel use

negative politeness strategy to achieve goals other than being formal and independent. In (5) positive politeness strategy is said to be used with more percentage than in data1, but in fact it is also used indirectly more than in data1 for purposes other than being friendly. So,

11- Agatha Christi's Murder on the Orient Express includes characters from different social levels, all these figures live under the same circumstances and are under investigation without discrimination, but the majority chose to speak positively for the reasons in (5), but using this strategy may help deliver a particular message that could not achieve the same goal if it is sent by using another strategy.

12- Off politeness strategy has been used indirectly in data 1 more than in data2 for the tautology and overstate has been used indirectly to express feelings of hatred, love, and even FTA.

13- In data 1, on-record politeness strategy has been used indirectly more than in data2. It is obvious that the situation in data 2, where there is the detective and his fellows investigating the passengers, determines that using this strategy could not be other than direct. But in data 1, where with the contradicted relations, feelings, and events, on-record strategy might be interpreted differently, so, it is used indirectly.

14- In both data, the percentages of FTA are equal.

15- In data1, acts that threaten the addressee's positive face are used more than in data2. These acts involve accusations and expressing feelings of hatred and contempt, the thing that is not allowed freely to the characters in data 2 where most of the scenes are in fact investigating the passengers who are obliged to adhere to specific rules under such circumstances.

16-it is also noticed that in data1, the acts that threaten the addressee's negative face are used more than in data2. This is because acts like order are regarded as on-record strategy not FTA in data2 where the passengers are under investigation whatever their social levels are.

17-in data 2, acts that threaten the speaker's positive face is used more than in data1 for admitting guilt and confession characterizes the passengers through the investigation.

18- acts like thanks and excuses which damage the speakers negative face is used in data2 more than in data1 either because of the hard time the characters have been in, or because modern man is more humble and more flexible than those in the previous ages.

19-it has been found out that according to the context, FTA might also be interpreted as direct and indirect. Direct FTA is any linguistic act which damage the speaker's or

addressee's negative or positive face, whereas indirect FTA is the same acts but are used to achieve purposes which have nothing to do with damaging or threatening faces by all means.

20- Indirect FTA might be used to achieve goals of positive, on and off-record politeness strategies. But through analyzing the two novels, no indirect FTA is found out to achieve the goals of negative politeness strategy.

21-in data2, approximately half of the FTA has been used indirectly, whereas in data 1 indirect FTA constitutes 18% of the overall FTA. Accordingly, it is larger in data 1 than in data2. In turn this means that the context in data2 where the atmosphere of fear and stress, the character uses FTA for purposes of defense rather than attack and damaging faces.

22-the previous nineteen results lead to more general conclusions which are:

23- Politeness is what the context, the situation, the relation between the speaker and the listener determine. What might look as polite utterance could be interpreted as not in different situation, by different speaker and in different context. It is pragmatically interpreted not semantically.

24- Politeness strategies strength in literature is represented by its flexibility. These strategies are not only used for the purposes identified by Brown, but their indirect use makes them a tool for other purposes that may amount to FTA. Therefore, it is easy to address different social topics without the need to resort to some terms that may scratch public modesty. By using these strategies, the author can freely write on sensitive and bolder topics without being criticized or facing charges of offending certain people or countries.

25-It is clear that these strategies have an effective and influential role in conveying the image of events and personalities to the reader. But these strategies may turn into a tool to weaken literary work and turn it into a boring work, especially the tautology and overstate strategies if they are overused.

26- Politeness strategies might be used by the characters to hide their real personalities, aims and intentions which support the hypothesis number (2) in

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