

**THE PRAGMATIC ANALYSIS OF COOPERATIVE
PRINCIPLE IN THE CONVERSATION BETWEEN
THE EMPLOYEES AND THE GUESTS IN HARRIS
RESORT WATERFRONT**

THESIS



**By:
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**ENGLISH DEPARTMENT
FACULTY OF SOCIAL AND HUMANITIES
PUTERA BATAM UNIVERSITY
YEAR 2018**

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**Submitted in Partial Fulfillment of the Requirements for the Degree of
Sarjana Sastra**



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Yang membuat pernyataan,

Teguh Purwanto

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DECLARATION OF THE THESIS ORIGINALITY

I, Teguh Purwanto, NPM No. 121210061, herewith declare that the thesis entitled:

THE PRAGMATIC ANALYSIS OF COOPERATIVE PRINCIPLE IN THE CONVERSATION BETWEEN THE EMPLOYEES AND THE GUESTS IN HARRIS RESORT WATERFRONT

Is the real work of myself and I realize that thesis has never been published in other media before, partially or entirely, in the name of mine or others.

Batam, 16th, Februari, 2018

Teguh purwanto
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ABSTRAK

Penelitian ini membahas tentang penerapan prinsip kerjasama atau maksim yang terjadi antara pekerja dan tamu di Harris Resort Waterfront. Tujuan dari penelitian ini adalah (1) untuk mengetahui jenis-jenis maksim apa saja yang digunakan dalam percakapan antara pekerja dan tamu di Harris Resort Waterfront (2) Untuk mengetahui jenis maksim apa saja yang lebih dominan dipakai dalam percakapan antara pekerja dan tamu di Harris Resort Waterfront. Penelitian ini menggunakan metode deskriptif, dan untuk mendukung tingkat dominan, peneliti menggunakan teori persentasi. Data dari penelitian ini adalah percakapan langsung antara pekerja dan tamu. Pada pengumpulan data, penelitian ini menggunakan observasi dan dokumentasi. Sedangkan pada penganalisaan data penelitian ini menggunakan teori maksim atau prinsip kerja sama dari Grice. Meliputi: maksim hubungan, maksim kuantitas, maksim kualitas, dan maksim pelaksana. Penggunaan pada maksim hubungan meraih tingkat tertinggi (46%), peringkat kedua adalah maksim kuantitas (29%), tingkat ketiga adalah maksim pelaksana (14%), dan tingkat terendah adalah maksim kualitas (11%). Dari penelitian yang telah dilakukan dapat disimpulkan bahwa: penggunaan “cooperative prinsip” atau maksim dapan terjadi di instansi hotel ataupun penginapan. Ini disebabkan karena pembicara dan penyimak menggunakan Bahasa yang sama, namun tidak menutup kemungkinan setiap pelaku maxim melanggar atau mengabaikan ketentuan maksim-maksim yang telah ditentukan oleh Grice. Penyimak juga akan mendapatkan atau melakukan reaksi atau respon terhadap apa yang telah diterima.

Kata kunci: *pragmatic, penggunaan maksim, percakapan pekerja dan tamu, Harris Resort waterfront.*

ABSTRACT

This research is discussing about application of cooperative principle or maxim which is happened between the employee and the guest in Harris Resort Waterfront. The objective of this research is (1) to know what kinds of maxims are used between the employee and the guest in Harris Resort Waterfront. (2) to know what kind of maxims are more dominant used in the conversation between the employee and the guest in Harris Resort Waterfront. This research uses descriptive method. And for supporting degree of dominant the researcher uses percentage theory. The data of this research is the direct conversation between the employee and the guest. In collecting the data this research uses observation and documentation. While in analyzing the data this research uses theory of maxim or cooperative principle from Grice. Include: maxim of relation, maxim of quantity, maxim of quality, maxim of manner. Usage maxim of relation reached the highest level (46%), the second is maxim of quantity (29%), the third is maxim of manner (14%), and the lowest level is maxim of quantity (11%). From the research which is done, it can be concluded that: the usage of “cooperative principle” could be happened in the hotel or inn. It is because of speaker and listener used the same language. But it is possible if every player obeying or ignored the rule of maxims which is decided by Grice. The listener is also going to do reaction or respond to what the listener get.

Keywords: *pragmatic, usage of maxims, the conversation between the employee and the guest, Harris Resort Waterfront.*

MOTTO AND DEDICATION

MOTTO

- No body perfect, but everybody can try to be perfect.

DEDICATION

This thesis is dedicated to my beloved parents who never stop loving and praying for me. I also dedicate the thesis to my two sisters who always support me anytime.

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Praise and grateful be to Allah SWT, because of the bless, love, guidance from Allah SWT finally researcher can complete this research entitled The Pragmatic Analysis of Cooperative Principle in The conversation between the Guest and the Employee in Harris Resort Waterfront. The researcher would like to say thanks to his beloved parents who have praying and supporting all of his positive activities. And the researcher would like to express a great gratitude to the researcher's advisor Ms. Nurma Dhona Handayani, S.Pd., M.Pd. for guiding the researcher until finish the research.

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