

## ABSTRACT

Maula, Farah Hibatul. 20882011A225887. *Characteristics of Politeness Principles of Praise and Sympathy in the Novel "Hati Suhita" by Khilma Anis from a Pragmatic Perspective*. Supervisor I; Siti Arifah, M.Pd, Supervisor II; E.A.A Nurhayati, M.Hum. Thesis, Indonesian Language and Literature Education Study Program, STKIP PGRI Sumenep, 2024.

*Politeness is a person's manners when speaking, they must use good and polite words, and pay attention to where, with whom, when and the purpose of our conversation. Politeness is very important in interacting with other people both orally and in writing so that good relationships are always maintained. Thus, this research aims to describe forms of politeness in language, namely, the maxims of praise and sympathy in the novel Hati Suhita by Khilma Anis.*

*The method used in this research is a qualitative descriptive method using a pragmatic approach. The data used in this research are fragments of character dialogue in the form of sentences in the novel Hati Suhita in written form. Data collection in this research was carried out using the observation method with basic techniques, free and competent listening techniques and advanced techniques, note-taking techniques. Next, these terms were analyzed using the matching method with the determining element selection (PUP) technique.*

*The research results found in this research are utterances in the form of sentences in the novel Hati Suhita by Khilma Anis which contain language politeness maxims which are analyzed using Leech's theory. The maxims found are the maxim of praise and the maxim of sympathy. There are 27 data that comply with the language politeness maxim in the novel Hati Suhita, 15 data were found to comply with the maxim of praise, and 12 data were found to comply with the maxim of sympathy.*

**Keywords:** *Pragmatics, politeness, characteristics, novel Hati Suhita*