

REFERENCES

- Austin, J. L. (1975). *How to Do Things with Words: Second Edition*. Harvard University Press.
- Beebe, L. M., Takahashi, T., & Uliss-Weltz, R. (1990). Pragmatic Transfer in ESL Refusals. In R. Scarcella, E. Andersen, & S. D. Krashen, *Development of Communicative Competence in a Second Language* (pp. 55-73). New York: Newbury House.
- Brown, G., & Yule, G. (1983). *Discourse Analysis*. Cambridge: Cambridge University Press.
- Brown, P., & Levinson, S. (1987). *Politeness Some Universals in Language Usage*. Cambridge: Cambridge University Press.
- Bryman, A. (2012). *Social Research Methods*. Oxford: Oxford University Press.
- Crabtree, B., & Miller, W. (1999). *Doing Qualitative Research* (2nd ed.). London: Sage.
- Cruse, A. (2006). *A Glossary of Semantics and Pragmatics*. Edinburgh: Edinburgh University Press Ltd.
- Cutting, J. (2002). *Pragmatics and Discourse: A resource book for students*. Florence, KY, USA: Routledge.
- Daniel, N. (2020). *7 Data Collection Methods for Qualitative and Quantitative Data*. Retrieved from kyleads.com: <https://www.kyleads.com/blog/data-collection-methods/>
- Dawson, C. (2001). *Practical research method: A user-friendly guide to mastering research*. Oxford: How To Books Ltd.
- De Fonseca, M. (2000). *Oral Communication Fundamentals and Strategic Practice*. Mexico City, Mexico: Editorial Pearson Education.
- Eisenhardt, K. M. (1989). Building Theories from Case Study Research. *The Academy of Management Review*, Vol. 14 No. 4, 532-550.
- Félix-Brasdefer, J. C. (2008). *Politeness in Mexico and the United States*. Philadelphia: John Benjamins Publishing Company.
- Flor, A. M., & Juan, E. U. (2010). *Speech Act Performance: Theoretical, Empirical and Methodological Issues*. Netherlands: John Benjamins Pub. Company.

- Gass, S. M., & Houck, N. (1999). *Interlanguage Refusals: A Cross Cultural Study of Japanese-English*. Berlin: Mouton de Gruyter.
- Given, L. M. (Ed.). (2008). *The SAGE Encyclopedia of Qualitative Research Methods*. United Kingdom: SAGE Publications.
- ISAAC, S., & Michael, W. B. (1981). *Handbook in Research and Evaluation*. San Diego: EdITS Publishers.
- Kaplan, A. M. (2012). If you love something, let it go mobile: Mobile marketing and mobile social media 4x4. In *Business Horizons* (pp. 129–139).
- Kietzmann, J. H., & Hermkens, K. (2011). Social media? Get serious! Understanding the functional building blocks of social media. In *Business Horizons* (pp. 241–251).
- Loglia, J. M., & Bowers, C. A. (2016). Chapter 3 - Emoticons in Business Communication: Is the :) Worth it? In *Emotions, Technology, and Design*. Elsevier Academic Press.
- McManis, e. a. (1987). *Language Files: Material for An Introduction to Language*. Ohio: Advocate Publishing Group.
- Merriam-Webster. (n.d.). *Social media*. Retrieved November 03, 2022, from Merriam-Webster.com dictionary: <https://www.merriam-webster.com/dictionary/social%20media>
- Nabilah, W. E. (2018). *Bentuk-Bentuk Penolakan Verbal Dalam Bahasa Indonesia Mahasiswa ASEAN Studies*.
- Obar, J. A., & Wildman, S. (2015). Social media definition and the governance challenge: An introduction to the special issue. In *Telecommunications Policy* (pp. 745-750).
- Perriman, I. (2007). Giving refusals in Saudi Arabic with reference to American English.
- Rohm, A. J., & Swaminathan, V. (2004). A typology of online shoppers based on shopping motivations. *Journal of Business Research. Marketing on the web – behavioral, strategy and practices and public policy*, 748-757.
- Rosa, R. N. (2010). *Refusal Strategies Used by Male and Female Sellers at Pasar Raya Padang*.
- Sattar, H. Q., Lah, S. C., & Suleiman, R. R. (2011, September). Refusal Strategies In English By Malay University Students. *GEMA Online™ Journal of Language Studies*, 11 (3).

- Schejter, A., & Tirosh, N. (2015). Seek the meek, seek the just: Social media and social justice. In *Telecommunications Policy* (pp. 796–803).
- Searle, J. R. (1969). *Speech Acts: An Essay in the Philosophy of Language*. Cambridge: Cambridge University Press.
- Searle, J. R. (1975). Indirect Speech Acts. In P. Cole and J. Morgan (Eds.). *Syntax and Semantics, Vol. 3: Speech Acts*, 59– 82.
- Searle, J. R. (1981). *Expression and Meaning: Studies in the Theory of Speech Acts*. USA: Cambridge University Press.
- Stilwell Peccei, J. (1999). *Pragmatics*. London: Routledge.
- The Alibaba phenomenon*. (2013, March 23rd). Retrieved from The Economics: <https://www.economist.com/leaders/2013/03/23/the-alibaba-phenomenon>
- Thomas, J. (1995). *Meaning in Interaction*. London: Longman.
- Widya, & Agustiana, E. (2021). *Refusal Strategies Used by Javanese in Communicating: A Pragmatics Study*.
- Yang, J. (2008). *How to Say 'No' in Chinese: A Pragmatic Study of Refusal Strategies in Five TV Series*. Ohio: The Ohio State University.
- Yin, R. K. (2014). *Case study research. Design and methods*, (5th ed.). London, Thousand Oaks: Sage Publications.
- Yule, G. (1996). *Pragmatics*. Oxford: Oxford University Press.



APPENDICES

ando-LEGO SALE 📌
@bolehmasandoo

Hello, can I get the hogwarts castle with discount?
Dec 19, 2022, 10:34 AM

Hi, thank you for reaching out to our dms! unfortunately, Harry Potter Hogwarts Castle is currently not available with a discount
Dec 19, 2022, 10:39 AM

Isn't it still on discount in your pinned tweet?
Dec 19, 2022, 10:44 AM

I'm sorry but the discount period just ended one hour ago, now it's back to it's normal price
Dec 19, 2022, 10:46 AM

Well can I get it for 200k less?
Dec 19, 2022, 10:47 AM

I'm sorry, the price is now back to normal
Dec 19, 2022, 10:48 AM

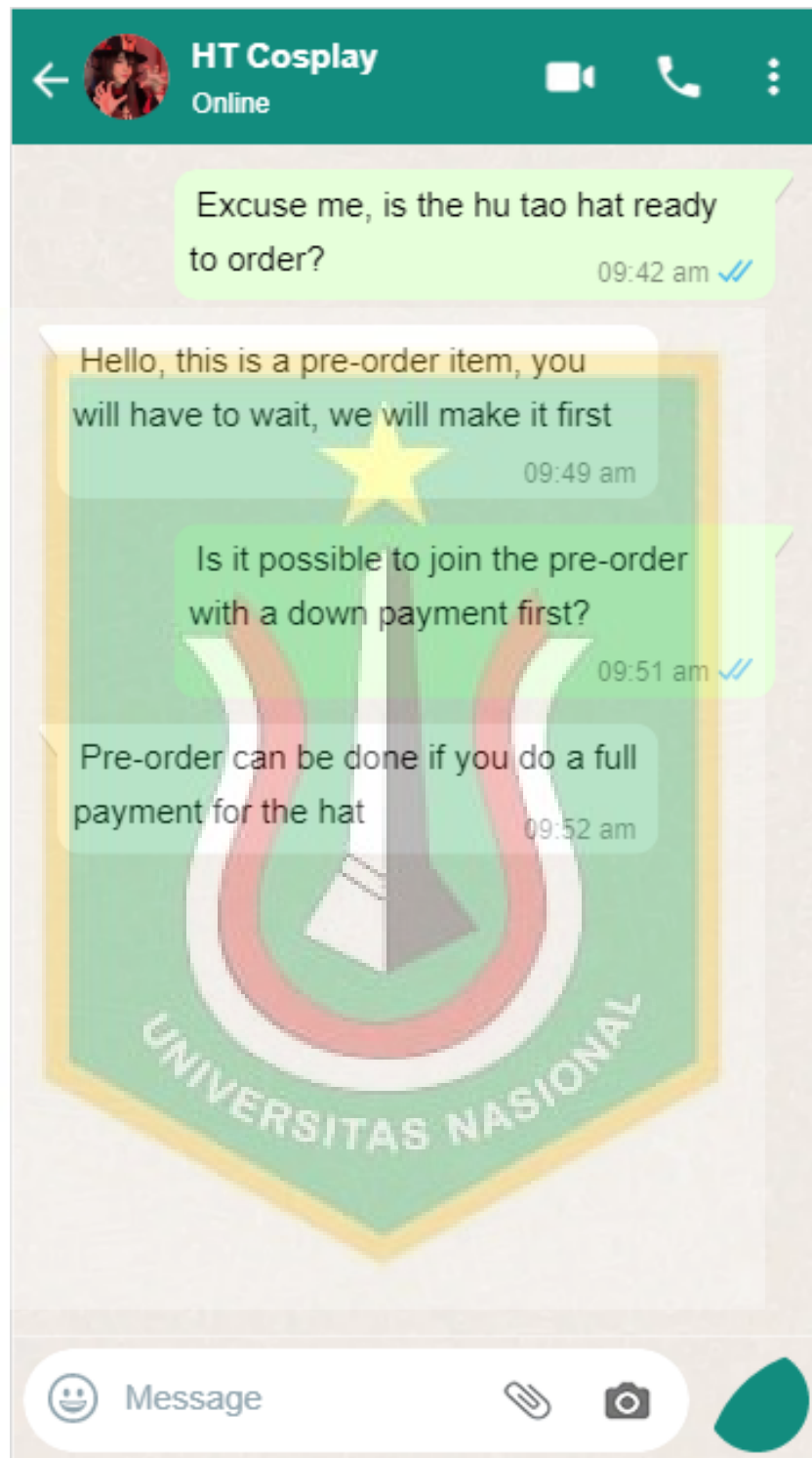
100k less?
Dec 19, 2022, 10:49 AM

I'm really sorry, the price can't be changed
Dec 19, 2022, 10:51 AM

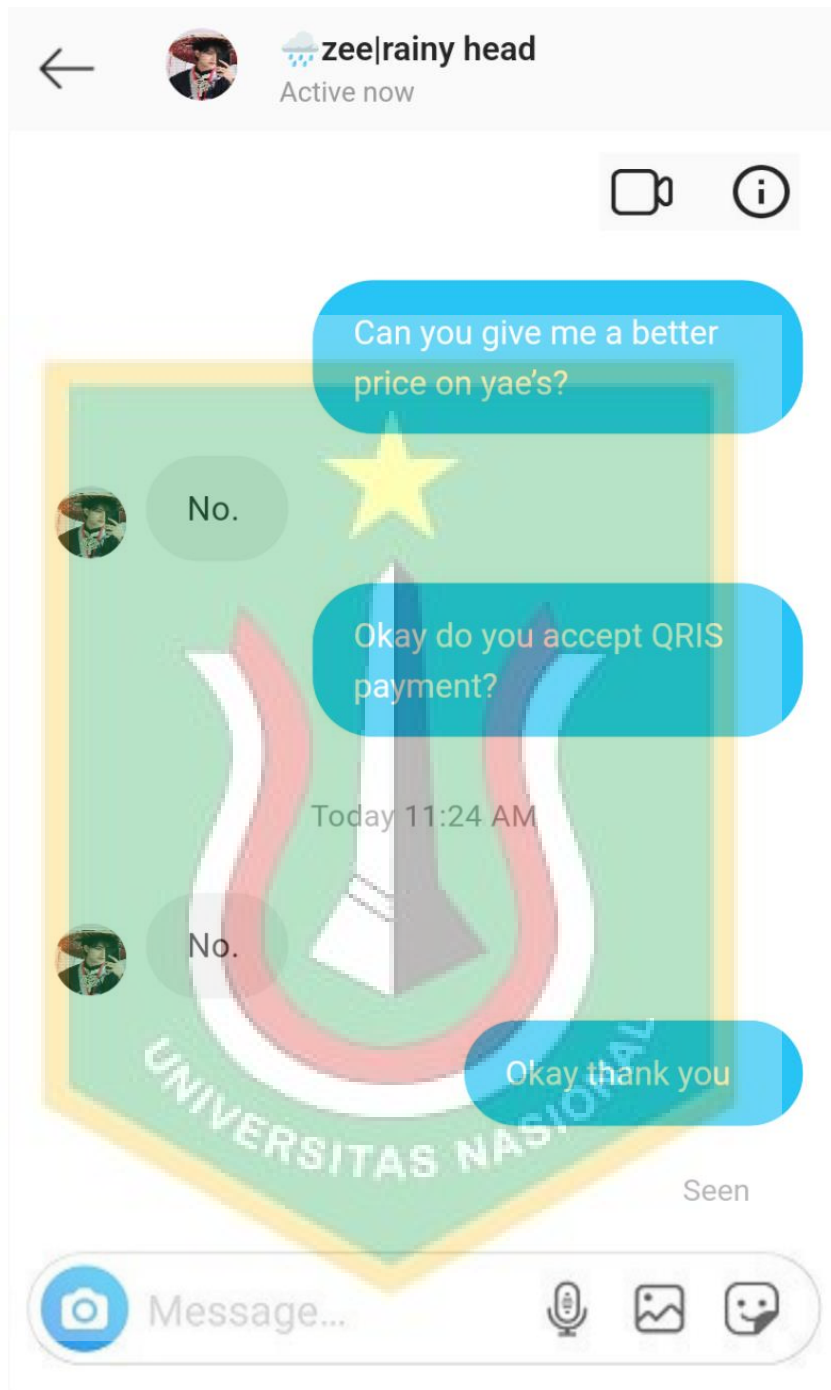
Start a new message



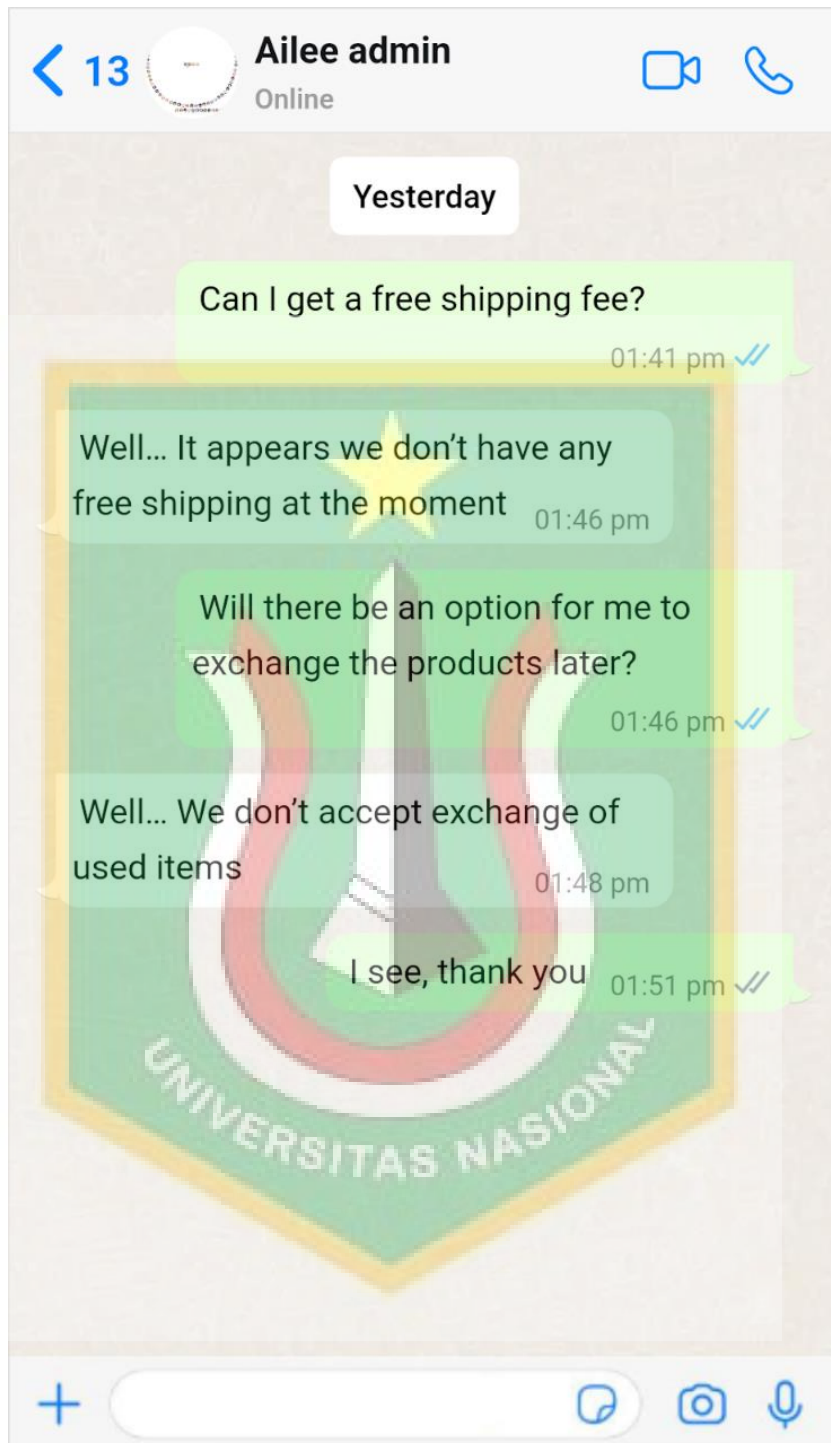
Datum 1



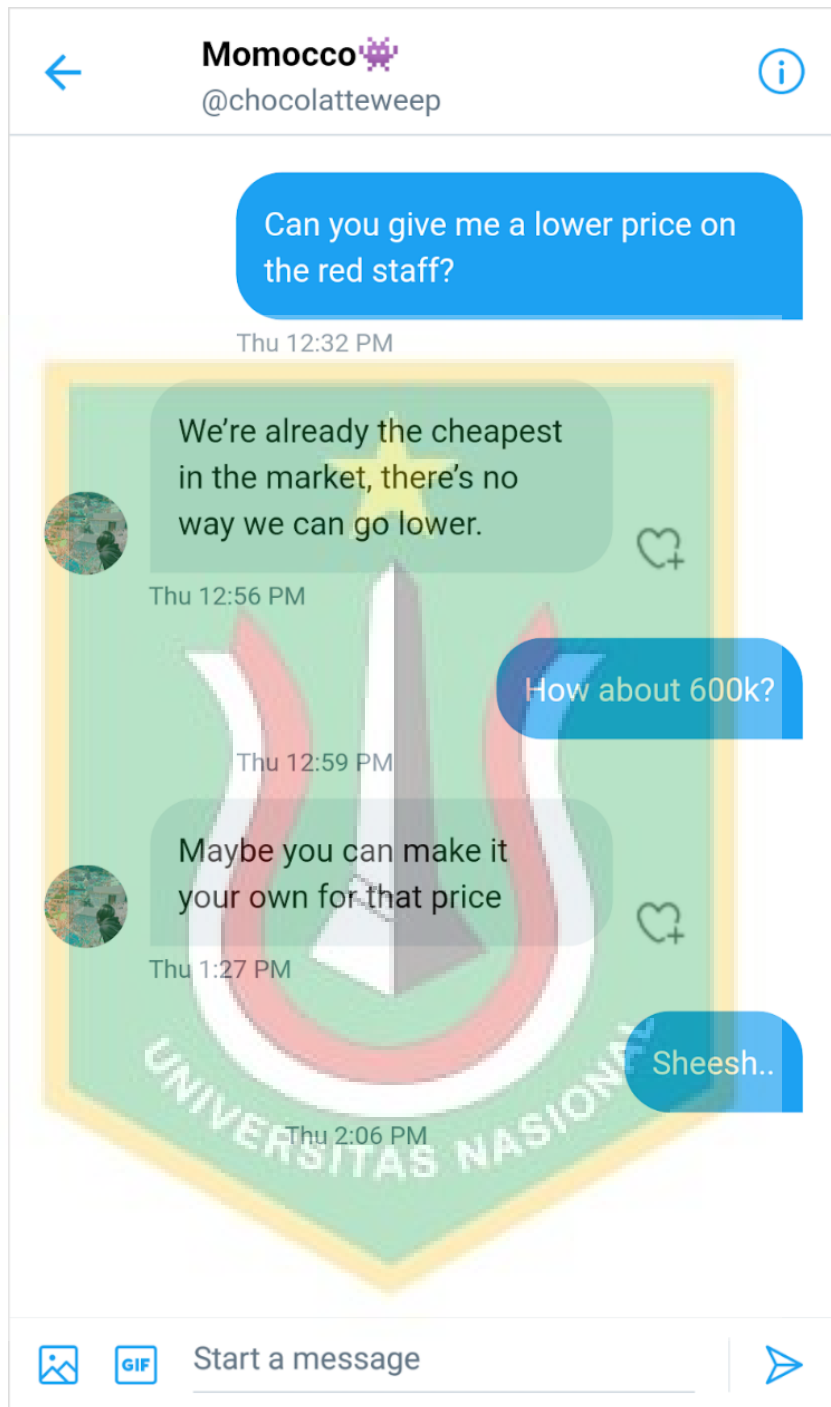
Datum 2



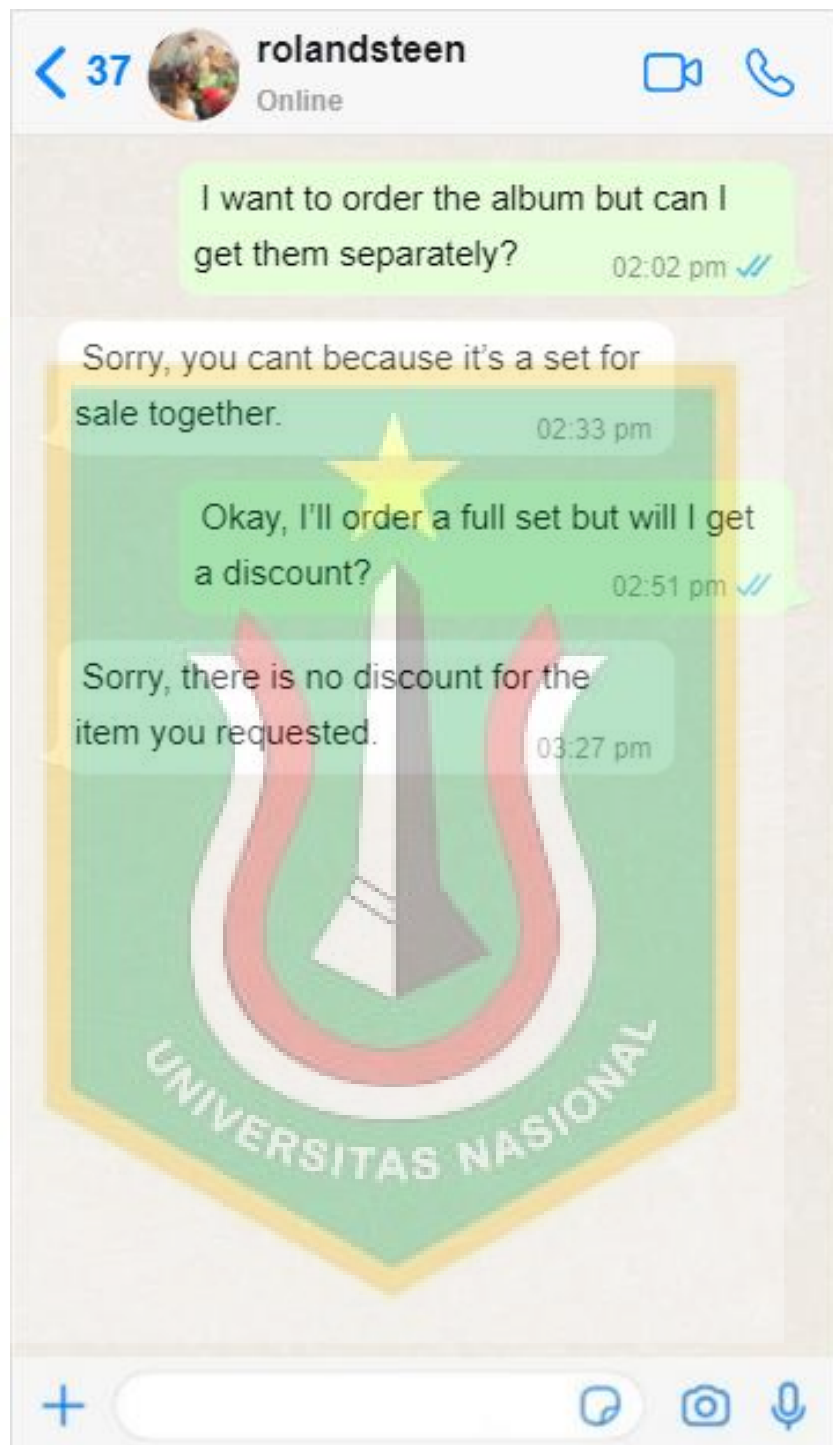
Datum 3



Datum 4



Datum 5

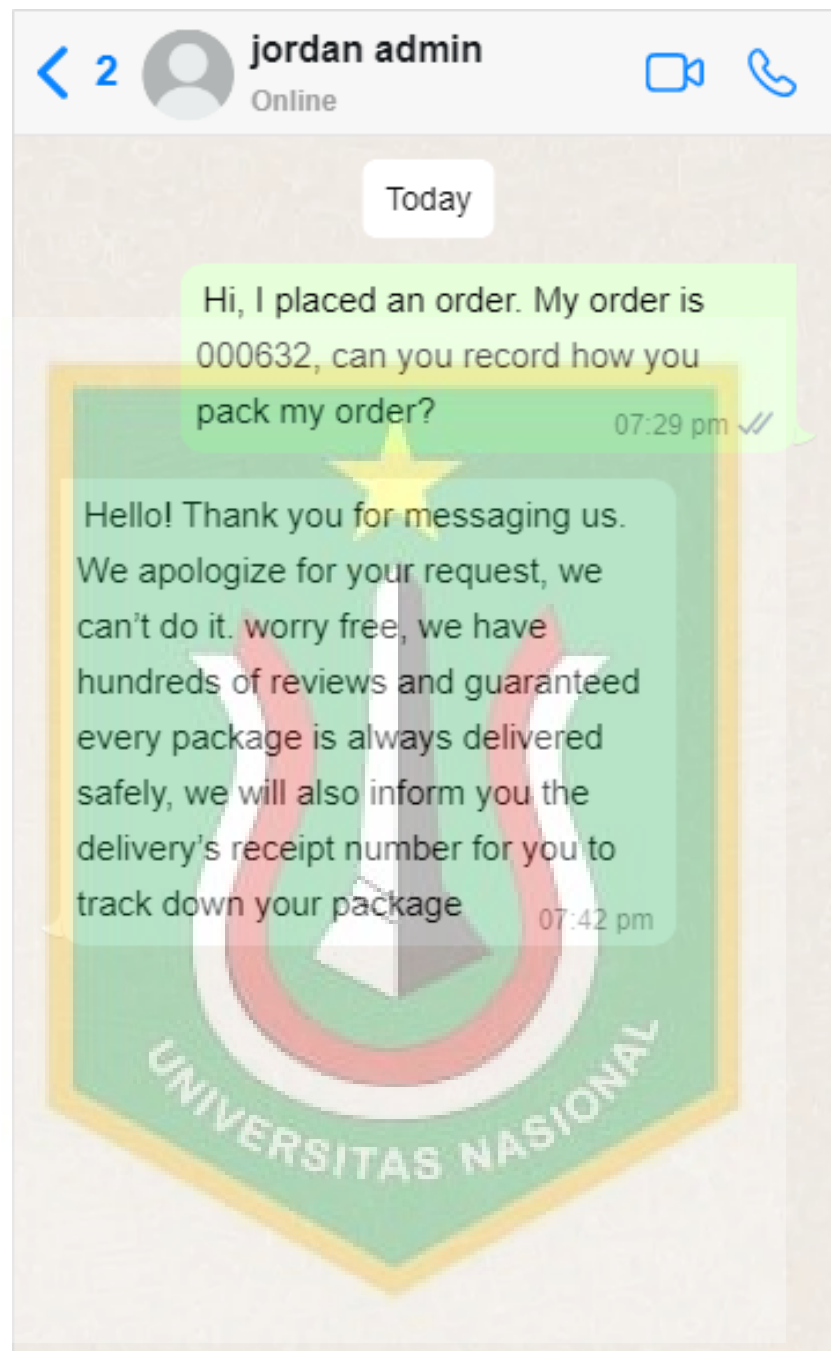


Datum 6



Datum 7

UNIVERSITAS NASIONAL



Datum 8

 **Kunn-chans** 

Hello, is this one ready to order now? 

Hi, unfortunately this particular palette is currently out of stock. However, we expect to receive a shipment from our warehouse by 2 days and we are happy to reserve you when the stock is ready. If that seems like a long time for you to wait, perhaps you might try ESQA's palette 

Can I get that with a discount? 

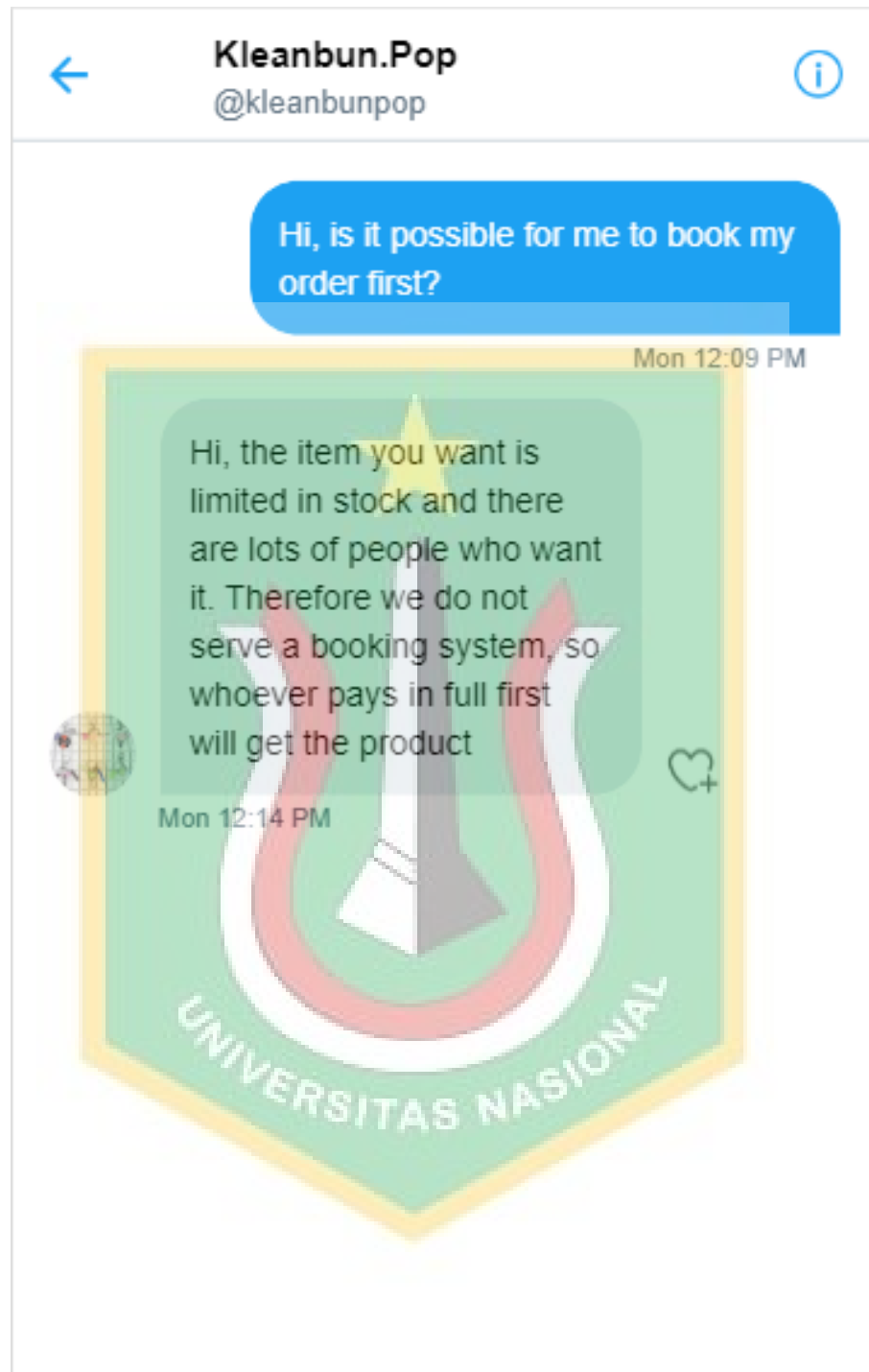
Unfortunately, there's no discount sale at the moment. However if you are interested in ESQA's products with lower price range, we can offer you with the X DARBOTZ. It's a smaller palette but the colors are similar.

Datum 9

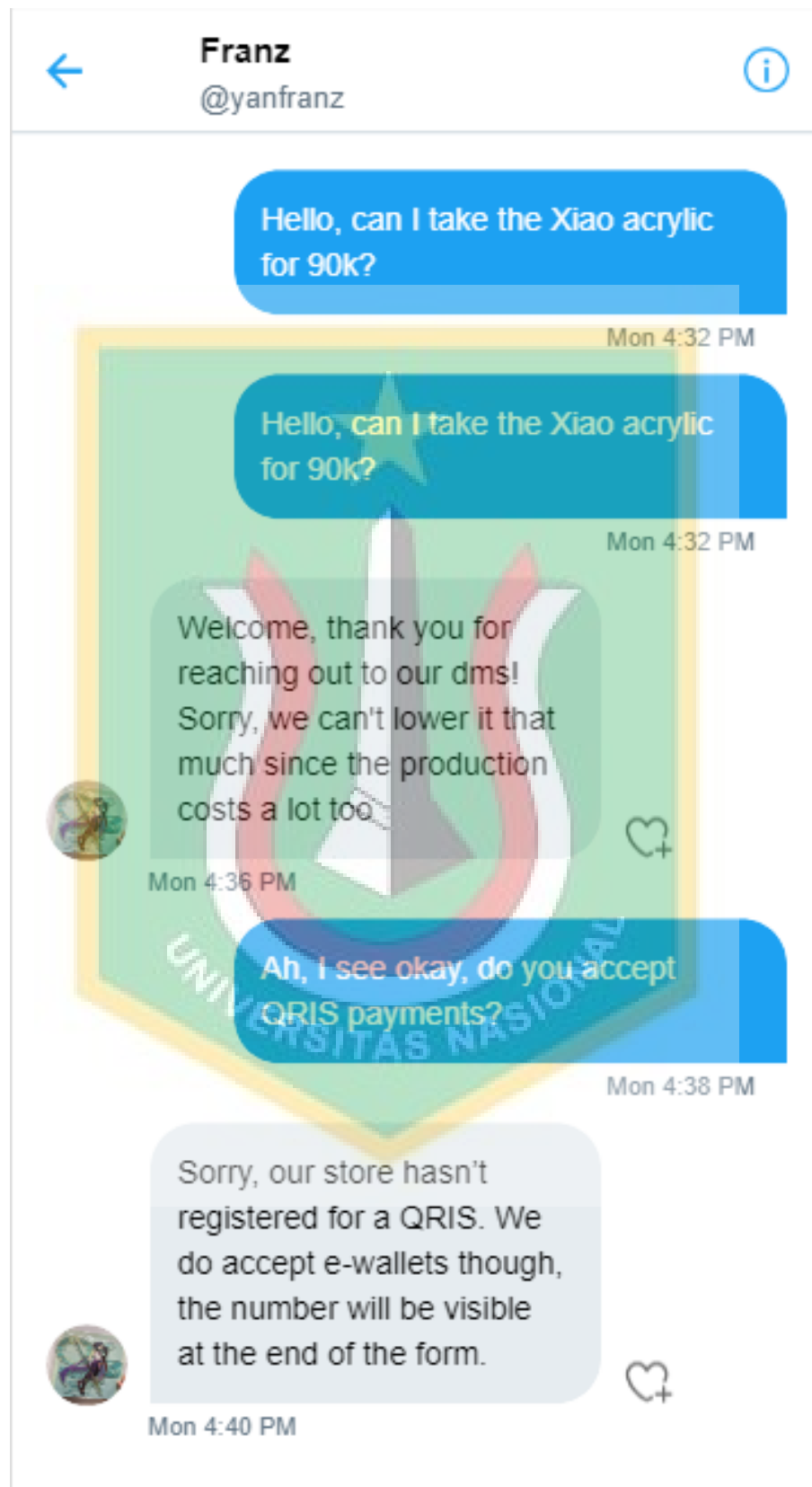


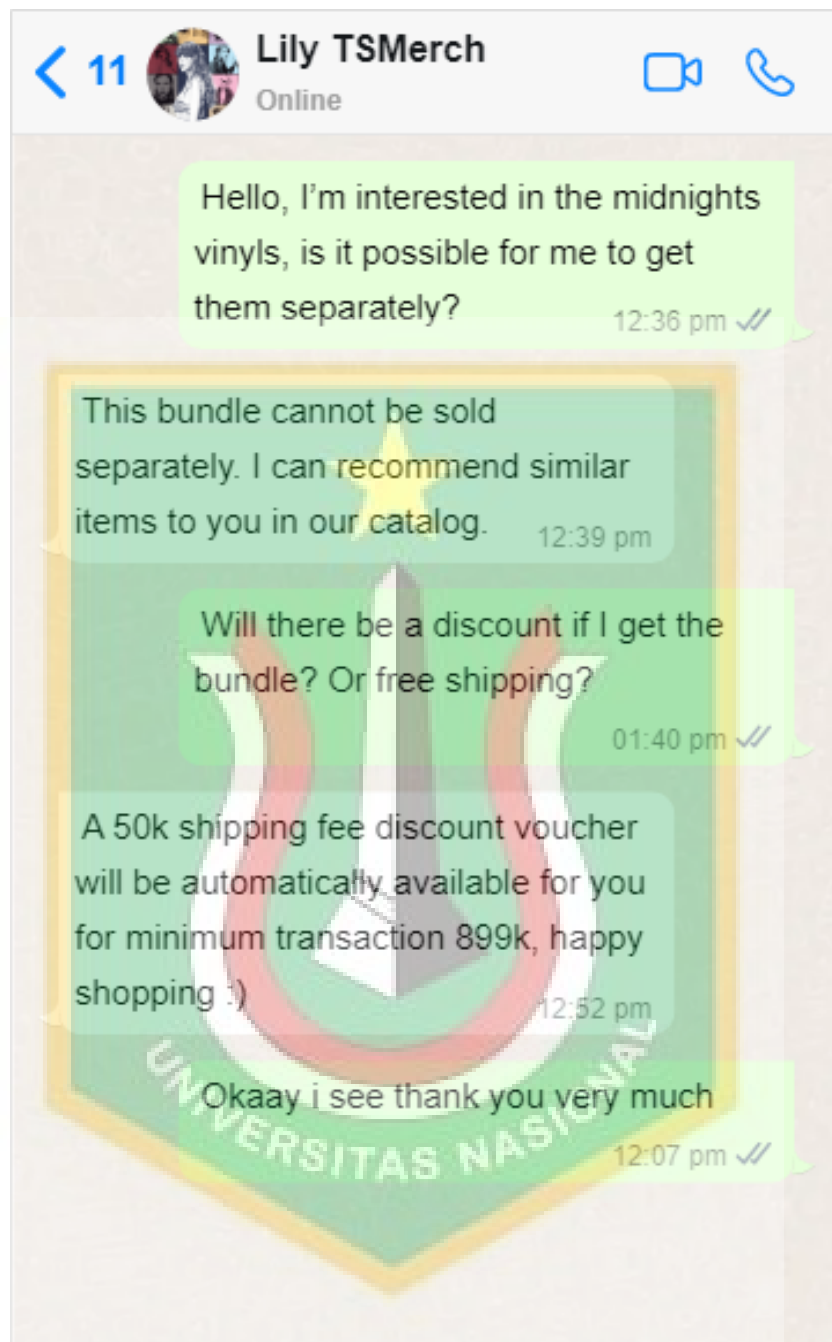


Datum 10

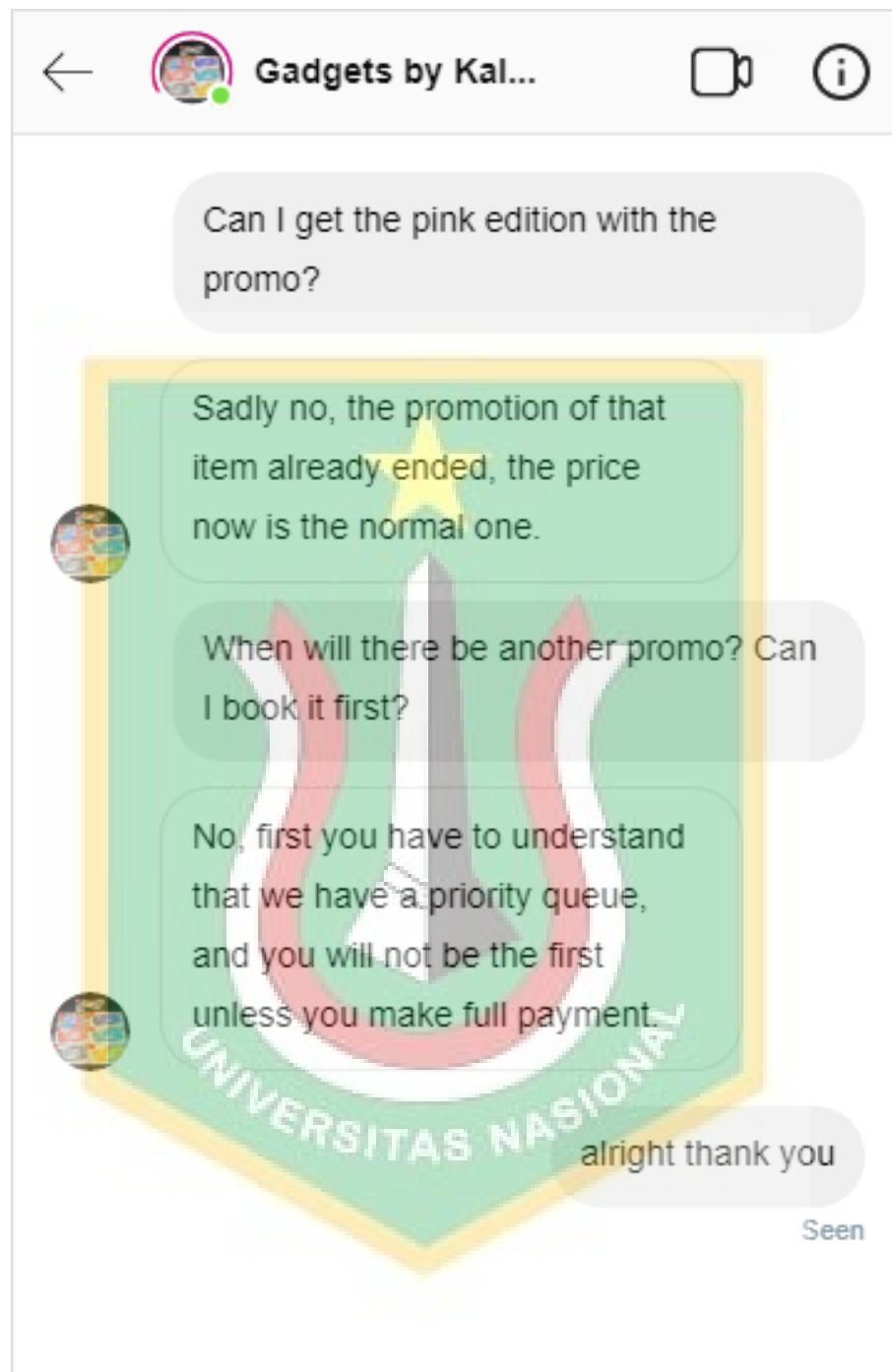


Datum 11

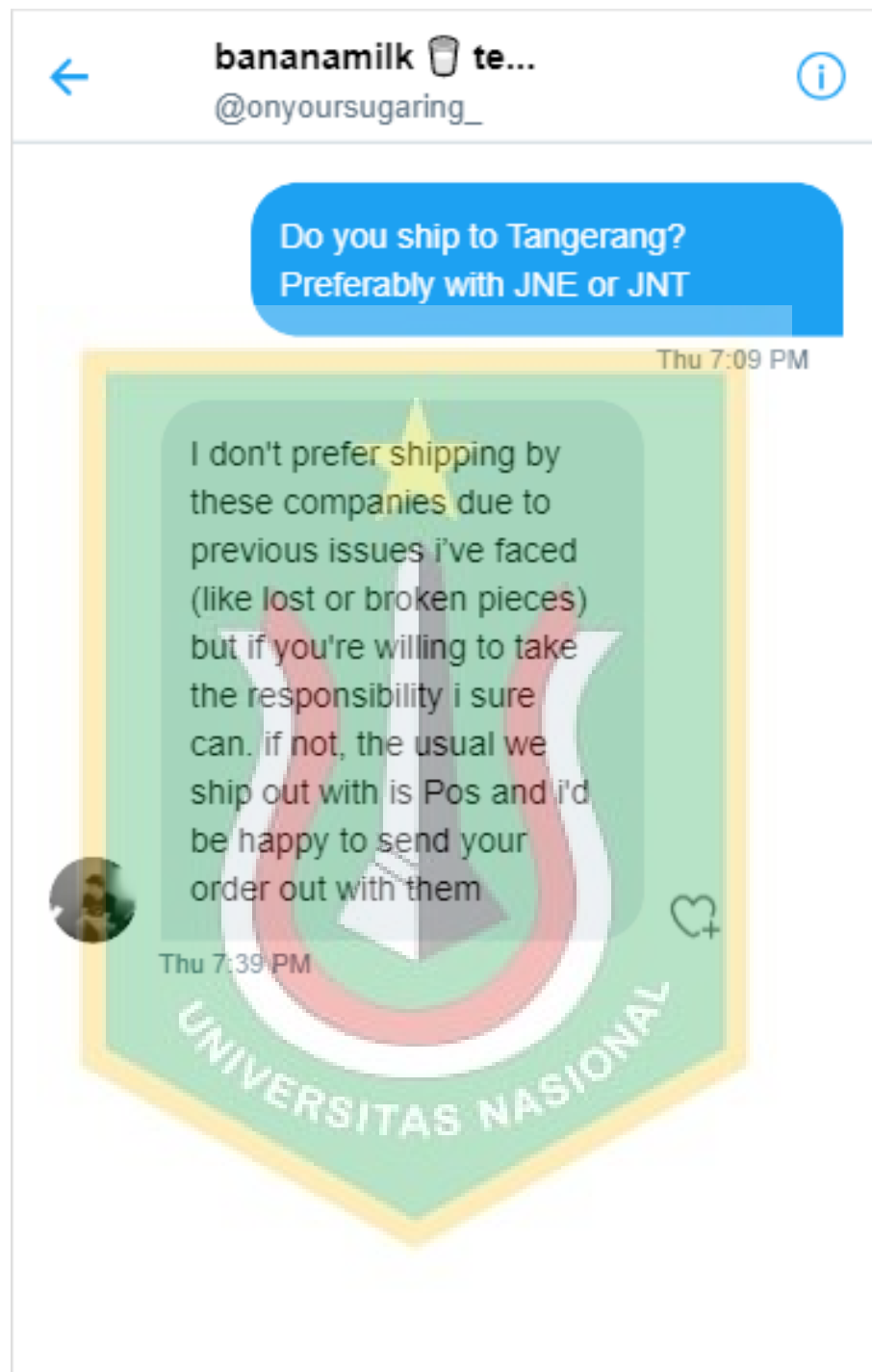




Datum 13



Datum 14



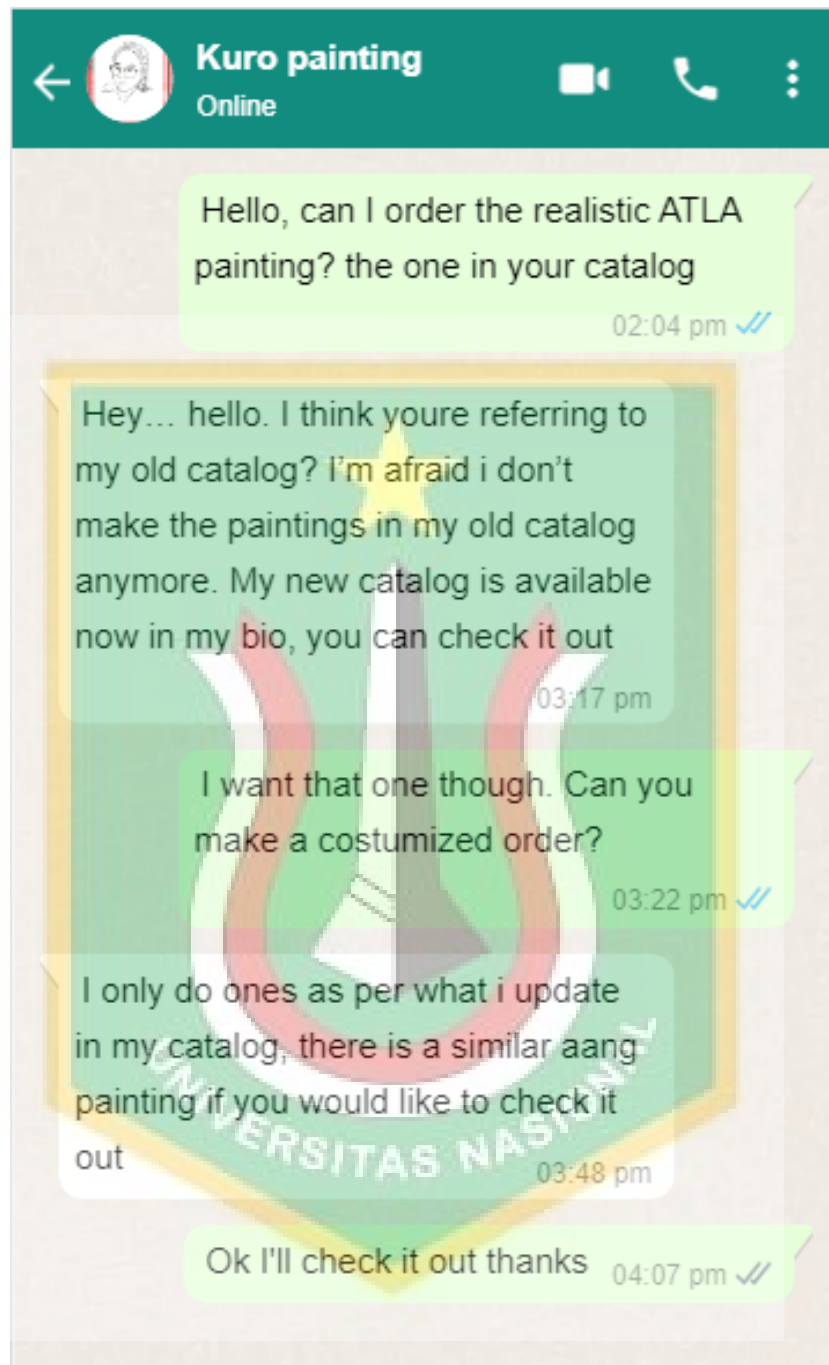
Datum 15



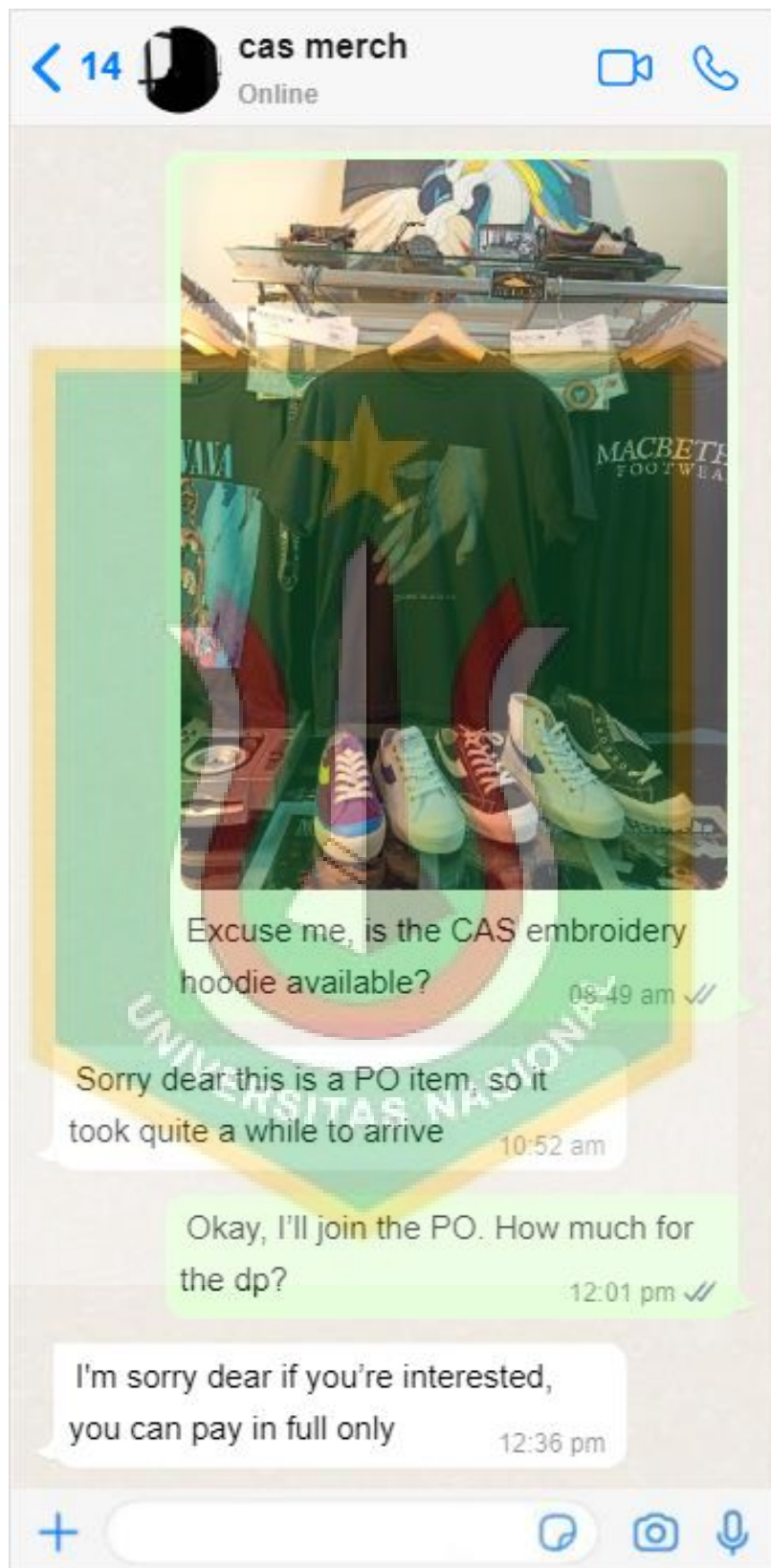
Datum 16



Datum 17



Datum 18



Datum 19



Datum 20

lucy superior er...
@sparkinqlucy

Hi, I'm interested in ordering the shrek hat. Is it ready to order now?

2h

Hi, dear thank you for your interest. But our products are hand-made, so they're not ready-to-wear. If you'd like to, we can discuss about your likings and take your measurements before proceeding to the payment after your hat is ready later.

1h

Okay, do you accept QRIS payment?

1h

We usually do but unfortunately, we encountered some problems with our QRIS, you may transfer through banks or ewallet for now until our QRIS is fixed dear

3m

Start a new message

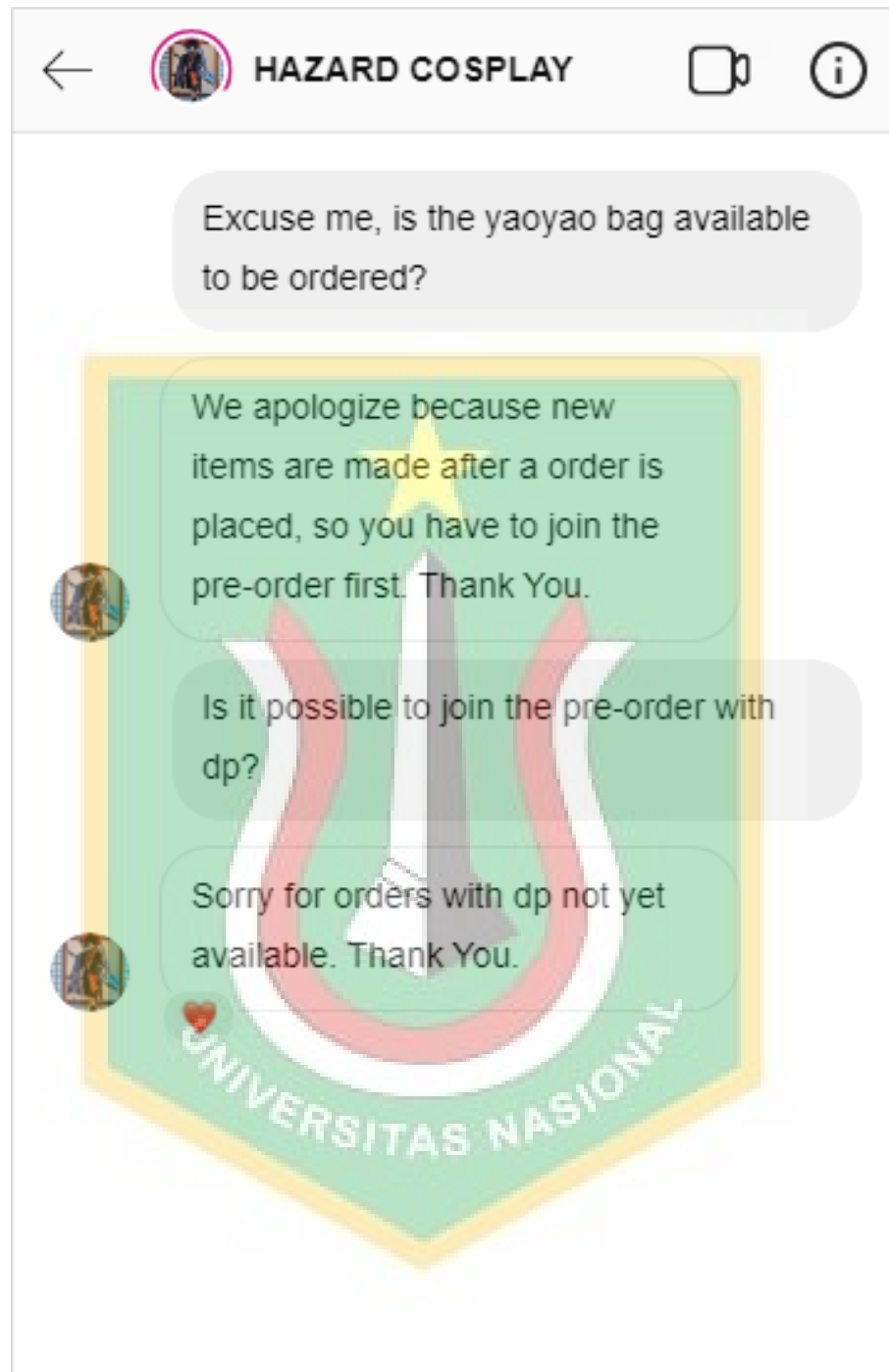
Datum 21



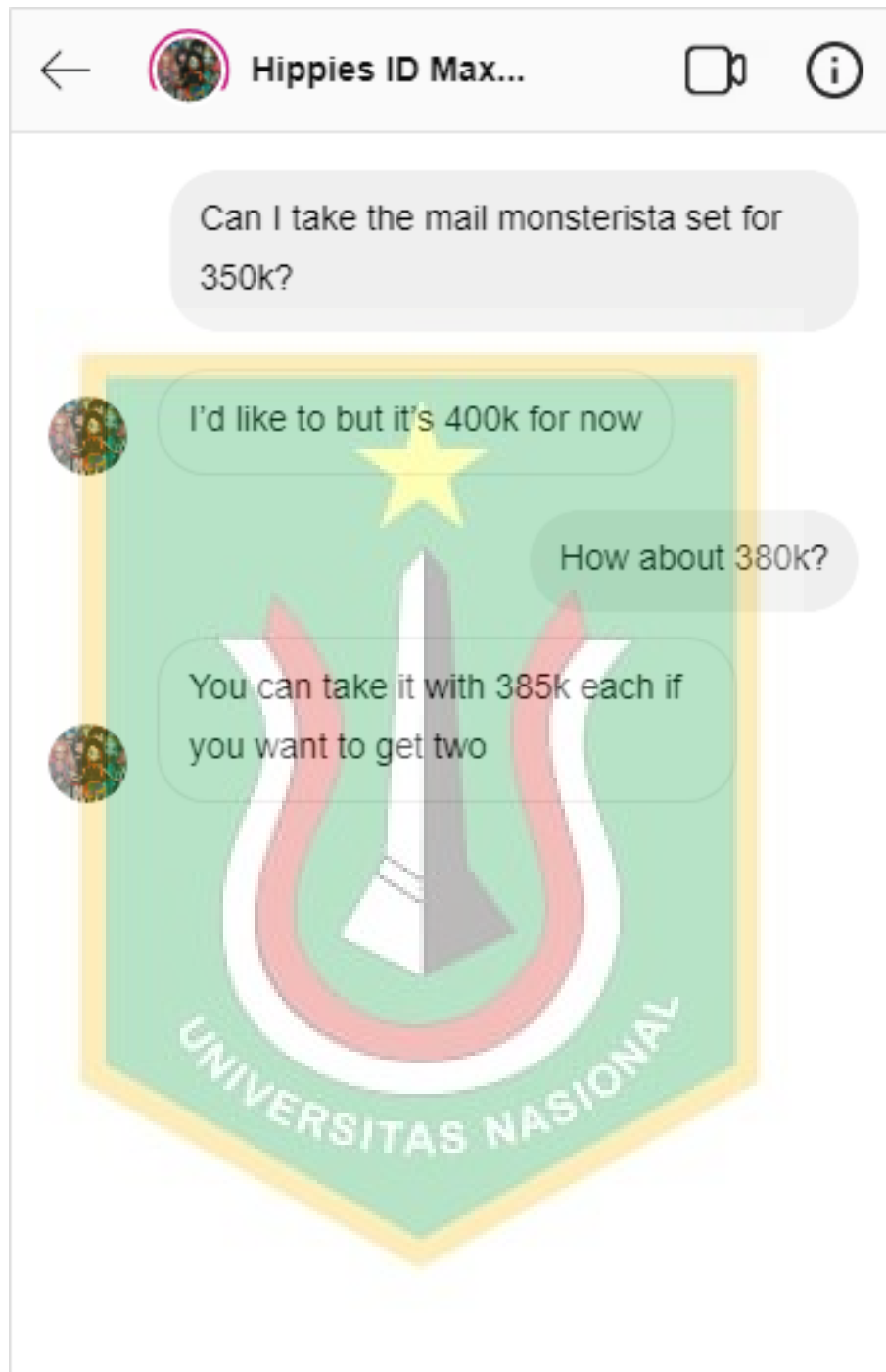
Datum 22



Datum 23



Datum 24



Datum 25

CURRICULUM VITAE

PERSONAL DATA

Name : Veronica Agustin
Place and Date of Birth : Tangerang, 29 August 2001
Sex : Female
Religion : Islam
Nationality : Indonesia
Address : Link. Gudang RT01/RW03, Jombang, Cilegon,
Banten
Phone Number : 081219628770
Email : veronicaagn13@gmail.com



Skripsi Veronica

ORIGINALITY REPORT

29%
SIMILARITY INDEX

26%
INTERNET SOURCES

11%
PUBLICATIONS

18%
STUDENT PAPERS

PRIMARY SOURCES

1	www.slideshare.net Internet Source	4%
2	ejournal.unp.ac.id Internet Source	3%
3	digilib.uinsgd.ac.id Internet Source	3%
4	digilib.uinsby.ac.id Internet Source	2%
5	Submitted to Badan Pengembangan dan Pembinaan Bahasa Kementerian Pendidikan dan Kebudayaan Student Paper	1%
6	journalarticle.ukm.my Internet Source	1%
7	en.wikipedia.org Internet Source	1%
8	Submitted to Waltham Forest College Student Paper	1%

Submitted to Fiji National University