A SOCIOLINGUISTIC ANALYSIS OF CROSS-CULTURAL COMMUNICATION STYLE CHOICE AS REFLECTED IN THE SCRIPT OF *CRASH*

A THESIS

Presented as Partial Fulfillment of the Requirements of the Attainment
of the *SarjanaSastra* Degree in English Language and Literature

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APPROVAL SHEET

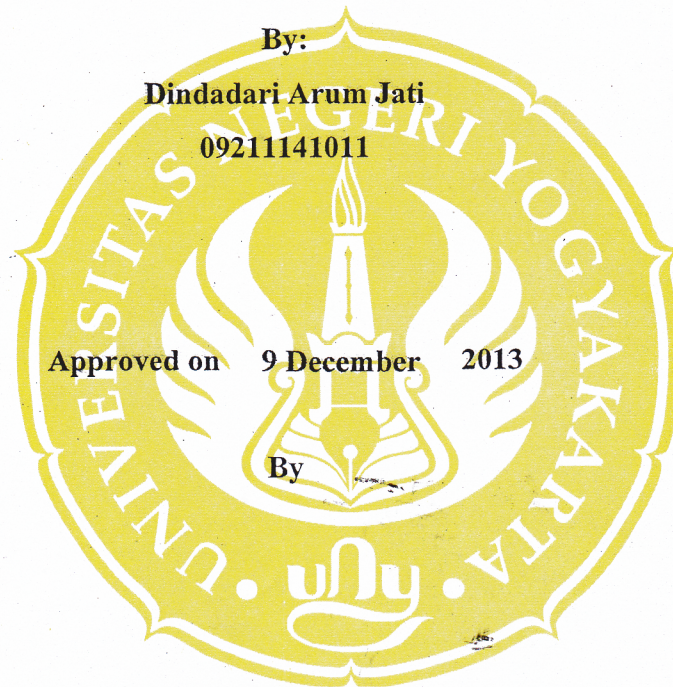## A SOCIOLINGUISTIC ANALYSIS OF CROSS-CULTURAL COMMUNICATION STYLE CHOICE AS REFLECTED IN THE SCRIPT OF *CRASH*

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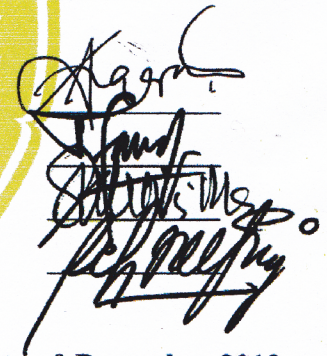
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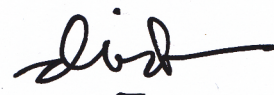Fakultas   : Bahasa dan Seni
Judul   : AN ANALYSIS OF CROSS-CULTURAL COMMUNICATION
                STYLE CHOICE AS REFLECTED IN THE SCRIPT OF *CRASH*

Menyatakan bahwa karya ilmiah ini adalah hasil karya sendiri dan sepanjang pengetahuan saya tidak berisi materi yang dipublikasikan atau ditulis orang lain atau telah digunakan sebagai persyaratan pada bagian-bagian tertentu yang saya ambil sebagai acuan dengan mengikuti tata cara dan etika penulisan karya ilmiah yang lazin

Apabila terbukti pernyataan ini tidak benar, hal itu sepenuhnya menjadi tanggung jawab saya.

Yogyakarta, 9 Desember 2013

Penulis,

Dindadari Arum Jati

iv

MOTTO

Before you start anything, learn how to finish it. (Proverb)

The man who removes a mountain begins by carrying away small stones.
(Proverb)

A dream doesn't become reality through magic; it takes sweat,
determination and hard work. (Proverb)

Raise yourself into a Katniss Everdeen, not a Bella Swan.

Life is not about waiting for the storm to pass, but about
dancing beneath the raindrops.

Happiness is not a goal; it is the way of life.

DEDICATIONS

This thesis is genuinely dedicated to:

My beloved Father and Mother

(Ir. DjokoSutono and Dra. Dayang Noor AdiaEkoSiwi)

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All praises to Allah SWT, the Almighty and the most merciful for all blessing and miracles, without the miracle the writer would never have finished her thesis. Finally, with hard work and prayers, she finished this thesis.

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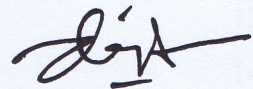
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December 16th, 2013

The Researcher,

Dindadari Arum Jati

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A SOCIOLINGUISTIC ANALYSIS OF CROSS-CULTURAL COMMUNICATION STYLE CHOICE AS REFLECTED IN THE SCRIPT OF *CRASH*

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ABSTRACT

This research is a sociolinguistic study of cross cultural communication style choice in multicultural society in Los Angeles as reflected in the script of *Crash*. The objectives of the study are: 1. Figure out the cross cultural communication style choice which occurs in the movie, 2. identifying the strategy of cross cultural communication style choice which occurs in the movie.

This research uses a descriptive qualitative research design. The data sources of the research are the script and original VCDs of *Crash*. It is applied three triangulation methods to check and establish validity in the research i.e. data triangulation, theory triangulation, and investigator triangulation.

The findings of this research show that there are 68 data from 175 cross cultural communication style choice phenomena uttered by the characters in *Crash*. For the style it is divided into nine forms from four types (Direct-Indirect Type, Elaborate-Exacting-Succinct Type, Personal-Contextual Type and Instrumental-Affective Type) i.e. Direct Style, Indirect Style, Elaborate Style, Exacting Style, Succinct Style, Personal Style, Contextual Style, Instrumental Style and Affective Style. For the strategy it is divided into 18 points, i.e. overt expression and assert self face needs, Saving face and implicit/ambiguous, flashy and embellished language, not less or more than it is needed, concise statement, understatement and silence, first personal pronoun and informal, personal pronoun and formal, sender based and goal outcome based and receiver oriented and process oriented.

The data shows that the White people tend to use Direct, Elaborate, Personal, and Instrumental Style. The Black people use Indirect, Elaborate, Personal and Affective Style. Hispanic people tend to use an Indirect, Elaborate, Personal and Affective Style. Asian people use Indirect, Elaborate, Contextual and Instrumental Style.While Arabian use Direct, Exacting, Personal and Instrumental Style. For the most often occurs strategy are overt expression, implicit/ambiguous, flashy and embellished language, not less or more than it is needed, concise statement, first person pronoun, personal pronoun, influence/persuade, and receiver oriented strategy.

It is good for the English Lecturers, Linguistics Students and Further Researcher to go deeper with this research since cross cultural communicationly discuss generally in books or classes. Moreover, cross cultural communication is really close to us that need to be explores more to minimize the misunderstanding.

Keywords: cross-cultural communication style choice, sociolinguistics, cross cultural, cross cultural communication, Crash.

CHAPTER I

INTRODUCTION

A. Research Background

Since a long time ago, language has became one of an important part in humans' life and by the existence of it people can communicate to one another. To be able to conduct a successful communication there should be at least two participants; they are a speaker and a hearer. This case in linguistic is known as minimal requirements of performing communication. In relation to the discussion of communication, Mey (1993: 185) states that people communicate with others as a tool to express several things, such as to show their authorities, make some changes, and build relationship with others.

When people engage in communication, it is not always to the same race, group and the same background. As stated by Samovar and Porter (1991 : 1), there are less people that live in a local, regional or even national societal order and the interrelated, interdependent global community now characterize the world. Thus, people need to get in touch with someone who has a different background, such as a different race and culture. This condition is known as an intercultural communication. Neulip (2009: 21) defines the term intercultural communication as a communication which happens between two different cultures. Samovar and Porter (1991:11) add that intercultural communication happens when a person from a certain culture interacts with a

person from another culture who has different perceptions and symbol systems.

Since the symbol systems which occur in intercultural communication are different, it will significantly affect the styles which are used by the language's users. This fact is an interesting phenomenon to be studied. Thus, in this research the researcher will focus on the discussion of style choice, especially the one which is related to cross cultural communication. Neulip (2009: 214) explains that the discussion of cross-cultural communication cannot be separated from the discussion of intercultural communication because it is the comparison of the things that feature the intercultural communication itself, such as style and word choice. According to Gudykunst and Ting-Toomey (in Neulip, 2009: 225), cross cultural communication style choice can be divided into four types. They are direct-indirect style, elaborate-exacting-succinct style, personal-contextual style and instrumental-affective style.

Since cross-cultural communication in this globalization era become more frequently occurs in society, the researcher is really interested in the cross-cultural communication style choice which exists in multicultural societies. The cross cultural communication style choice phenomenon can be seen in a movie entitled *Crash.* This movie, which was directed by Paul Haggis and published in 2005, reflects the real condition of multicultural phenomena in America. To analyze the object of the study, the researcher uses

Gudykunst and Ting-Toomey's theory (in Neulip, 2009) that divides the style choice into four categories.

Furthermore in this study, the researcher also tries to analyze the strategies of cross cultural communication style choice in *Crash*. Instead of comparing one culture to another or even stereotyping it, this research tries to look for the unique sides of cultures. In fact, this uniqueness can unify the society, especially in multicultural society like America.

In conclusion, in this research, the researcher uses sociolinguistics as the theory to do the analysis. The reason is because this research discusses about language and its relation to the culture of the language's users.

B. Identification of Research Problems

Gudykunst and Ting-Toomey (in Neulip, 2009: 225) divide the communication style choice in multicultural society into four types, namely direct-indirect style (DIS), elaborate-exacting-succinct style (EESS), personal-contextual style (PCS) and instrumental-affective style (IAS).

According to Gudykunst and Ting-Toomey (in Neulip, 2009: 225) each style has its own features. The first style that they discuss is DIS. The style which can be classified into DIS can be differentiated by its directness in delivering the message. Secondly, EESS distinguishes the style based on the quality and the quantity of the message transmitted. Thirdly, PCS categorizes the style based on the situation, context and intimacy of the participants, and

the last type, IAS classifying the style based on the orientation, goal and process of the conversation itself. Gudykunst and Ting-Toomey (in Neulip, 2009: 225) also add that it is possible for one culture to have more than one characteristic from the four types. It means that one culture can have the combination of DIS, EESS, PCS and IAS or just two or three of them.

Then, to ease the researcher's attempt to categorize the data into those four styles which are based on the theory of Gudykunst and Ting-Toomey (in Neulip, 2009), she classified those styles and the strategies related to them into this following grid:

Table 1: **The Types of Cross Cultural Communication Style Choice and The Strategies**

NO.	THE STRATEGIES	DIS		EESS			PCS		IAS	
		D	Id	El	Ex	S	P	C	Is	A
1.	Overt expression	✓								
2.	Assert self-face needs	✓								
3.	Clear message	✓								
4.	Saving face		✓							
5.	Implicit / Ambiguous		✓							
6.	Rhetorical question		✓							
7.	Flashy & Embellished			✓						
8.	Not less or more				✓					
9.	Concise statement					✓				
10.	First person pronoun						✓			
11.	Informal						✓			
12.	Word choice							✓		

No.										
13.	Varies across situation							✓		
14.	Sender based								✓	
15.	Goal outcome based								✓	
16.	Persuade / Influence								✓	
17.	Receiver oriented									✓
18.	Process oriented									✓

Basically, the table above will help the researcher to classify the types and the strategies used by the characters in the movie that takes place in a multicultural society, Los Angeles, America.

Since the setting of the movie is in a multicultural society, obviously, the characters are from different races that speak different languages. Those differences will affect their style of communication. Thus, it is important to know the style that really reflects the culture to avoid misunderstanding.

In this research, firstly, the researcher will identify the type of the styles that are divided into four types and secondly, she will describe the strategies used in the dialogue of the script by using the theory of Gudykunst and Ting-Toomey (in Neulip, 2009).

In the section below, the researcher will give the explanation of the style and strategies of cross-cultural communication style choice in *Crash*. The first is direct style. The strategies from the direct style are overt expression of intention, assert self-face needs, clear message, low context and individualistic culture. The second is indirect style. The indirect style's

strategies are saving face, implicit or ambiguous meaning, rhetorical question, high context and collectivistic culture.

The next style that Gudykunst and Ting-Toomey explain are elaborate-exacting-succinct Style; they stated that the elaborate style is indicated by the flashy and embellished language, the exacting style is indicated by the information that is transmitted not less or more than it is needed, while succinct style is marked by the concise statement, understatement and silence.

Related to the discussion of personal-contextual style, they explain that the personal style has several strategies, such as the use of first person pronoun, informal language, and the consistent across culture. Then for the contextual style, the strategies are the use of the personal pronoun and usually the topic being discussed varies across culture.

Then, the last style is instrumental-affective style. The instrumental style are indicated by the sender based, goal outcome and the occurrence of influence or persuasive language, while affective style is an affective type that usually indicated by the occurrence of the receiver oriented and process oriented.

C. Research Focus

Crash, which was published in 2005, reflects the multicultural society in Los Angeles, America. America is the country that is made up of immigrant population. Thus, its diversity comes from the steady stream of immigrants who come from different ethnic and cultural background. This condition has made the cross-cultural communication into a common phenomenon found in this country. Sometimes, misunderstanding cannot be avoided because of the lack of understanding between its citizens. The understanding itself can be created if the participants of the cross-cultural communication have a background of knowledge about the other participants' style of choice.

Based on the background of the study, the problem of cross-cultural communication style choice and its strategies found in *Crash* will be investigated with the theories of sociolinguistics. Those theories attempt to answer the cross cultural communication style choice phenomenon.

In this research, firstly, the researcher would like to identify the types of cross-cultural communication style choice which is occurred in the movie entitled *Crash*. Secondly, the researcher wants to discuss the strategies of the cross-cultural communication style choice that occurs in the movie. The two objectives will be analyzed based on the theory from Gudykunst and Ting-Toomey that was published in Neulip's book entitled *Intercultural Communication* (2009).

D. The Objectives of The Study

The objectives of the problem of the research are:

1. to identify the types of cross-cultural communication style choice in the movie;

2. to describe the strategies of cross-cultural communication style choice uttered in the movie

E. The significances of the Research

The result of the research is expected to give some contributions, both theoretically and practically:

1. Theoretically, the research findings of the study are expected to enrich and give an additional reference to the other researchers in sociolinguistics.

2. Practically, the research findings may be useful for the following parties:

   a. The student of English Language and Literature study program; the researcher is expected to give some contributions to sociolinguistics in general.

   b. The English lecturer of English Language and Literature: The research can be an additional input to the teaching of sociolinguistics especially on the use of language in cross cultural communication style choice and its strategies and to give a clear description of the types of the style that choose and the strategy that reflect to the types choose itself.

c. The other researcher: This research can be a motivation to conduct other research in linguistics concerning in cross cultural communication

d. The readers: The research is expected to give more understanding to the readers about cross cultural style choice which arises in a multicultural society. It also gives broader knowledge of the cross-cultural communication style choice.

CHAPTER II

THEORITICAL FRAME WORK

A. Theoretical Review

1. Sociolinguistics

Palini (500 BC) is believed by many linguists as a pioneer of the sociolinguistics. In his work entitled "Astadhayayai", a book that contains the stylistics of language, trigger the thought of sociolinguistic. In the 19th century, Boulevard, Hassling, and Van Name (1869 to 1897) for the first time started the research on deepening European dialects and contexts that produce a mixture of languages.

The development of the study of sociolinguistic advanced when De Saussure (1857-1913) argued that language is a social fact that exists in society. In his theory, Saussure mentioned two popular terms, namely "langue" and "parole", but this kind of term cannot attract the attention of scholars from the United States linguist, such as Franz Boas, Edward Sapir, and Leonard Bloomfield who did some study of language and culture.

Sociolinguistics term was used for the first time by Harver Currie in 1952. Currie did not see the linguistics here can solve the analysis of social reality. A year later, Weinreich (1953) wrote 'language in Contact' which was followed by several other major works in this field led to the study of sociolinguistics. It became more stable and attracted the attention of society.

According to Holmes (2001: 1), sociolinguistics is concerned with the relationship between language and the context in which it is used. Based on her theory, by studying sociolinguistics people can see that basically language cannot be separated from social interaction. She also adds that there are social contexts which exist in this kind of interaction. In line with Holmes, Wardhaugh (2006: 13) states that sociolinguistics is the study of the relationship between language and society. It focuses on how social structure influences the language which is used by the speakers and how the varieties of language and patterns of use related with social attributes. He (2006: 15) also explains that sociolinguistics research is a work which aims to make a better understanding of the human language's nature by studying language in its social context.

Then, sociolinguistics is also defined by Trudgill (2003:123) as a term that is used to describe all areas of the study between language and society. He also states that it is closely related to social sciences, such as social psychology, anthropology, human geography, sociology and ethno-methodology.

From all opinions given by those sociolinguists above, sociolinguistics can be best described as a study which deals with the language and society that closely related to the other social sciences field that will really influence each others has a goal to make a better understanding of the human language's nature.

2. **Intercultural Communication**

When people discuss intercultural communication, they cannot separate it with the discussion of culture and multicultural society. The word "culture" itself can be defined variously. According to Kuntjoroningrat (1997: 127), culture is any aspects of ideas, communications, or behaviors of group of people which give them a distinctive identity and which are used to organize their internal sense of cohesion and membership. Another expert who attempts to define culture is Samovar et. al. (1998: 50) who state that the definition of culture is the deposit of experience, knowledge, values, beliefs, meanings, attitudes, religions, hierarchies, roles, timing, concept of universe, spatial membership and material objects acquired by a group of people in the course of generation through individual and group striving.

In speaking of a multicultural society, Hornby (1995: 764) states that multicultural is a word that is used by people to describe a certain state, which includes the existence of people from several different races, religions, language or national tradition. Thus, multicultural society can be best defined as a society where people from different background live together in a certain place. He also adds that in a multicultural society people can find several different cultures and ethnicity which have their own system of values and attitudes, beliefs and norms.

Therefore, if there is a multicultural society, then intercultural communication becomes a necessity. Neulip (2009: 21) defines the term

intercultural communication as a communication which happens between two different cultures, whether it is verbal or nonverbal symbol. The example for the verbal symbol is like the languages used whether it is spoken or written languages. While the nonverbal one is like the norm, religions and beliefs that exist in a culture as well. It is in line with Liliweri (2003: 9) who defines intercultural communication as the exchange of messages that are transmitted in spoken or written form between two people from two different cultural backgrounds.

Neulip (2009: 26) also adds that when someone has to communicate with other person who has a different background, he or she will face a lot of uncertainty. The uncertainty itself is triggered by the different culture, values, habits, behavior, and dress and so on. The uncertainty itself will influence the intercultural communication doer who sometimes does not know what to say or do in such circumstances. Discussing about the uncertainty in the intercultural communication, Liliweri (2003: 19) argues that the aim of intercultural communication is to decrease the level of uncertainty about others. Basically the uncertainty itself comes from the different background of the participants and the different style that they used. Intercultural communication triggers some uncertainty, but actually the main purpose of intercultural communication itself is to make the uncertainty itself solved by knowing and understanding each other's cultural background and differences.

3. Cross-Cultural Communication Style Choice

Gudykunst and Ting-Tomey (in Neulip, 225: 2009) argue that as members of a certain society, people have to learn their own language because it can show their own cultural background. Moreover, people with a different cultural background seen to have a predominant manner, fashion, or style in which they use their language. Then, Gudykunst and Ting-Toomey propose four verbal cross-cultural communication types that have been identified by intercultural theorist. Those types are: direct-indirect type, elaborate-succinct type, personal-contextual type, and instrumental-affective type. Then each of the categories has its own styles and each style has its own strategies. It will be explained further in the section below. The example of the first style (DIT), which can be divided into direct style (D) and Indirect style (Id), are:

> **A***: Close the window, please.*
> **B***: You are closer to the window.*

(N/2009/227/001)

The first utterance is a clear example of how the speaker tries to ask the hearer to close the window directly, or in linguistics it is usually called as overt expression and assert self-face needs. If someone utters the first utterance, there should be a person who will have to close the window immediately. That is why the first utterance is called as D, directly uttered the meaning of what he or she want to convey.

Then, the second utterance is the example of Id. This utterance can be included in to the indirect (Id) style because the second speaker does not

directly reject the first speaker's requests. The second speaker declines the request implicitly; this kind of case in linguistics is known as saving face which is indirectly reject the request by implicitly answer it.

After the discussion of DIT, here is the example and the explanation for the second type EEST, which can be divided into three styles. They are Elaborate (El), Exacting (Ex) and Succinct (S). The below example of El is taken from the movie script:

> **Rick**: *You're seriously jealous of Karen??*
> **Jean**: *Hardly. I'd just like to see you get through a meal without calling her, or someone else at your office.*
>
> (CC/C/013)

From the quotation above, it can be concluded that the conversation is quite violating the maxim of quantity. It is enough for Jean to answer "No, I am not jealous" instead of uttering the reason why she is complaining to Rick. It is clearly seen that Jean's utterance is rather flashy and embellished.

The example of the Ex is:

> **Anthony**: *What the f*** was that? (As Anthony stomps on the brakes)*
> **Peter**: *Holy s***, we run over a Chinaman!*
>
> (CC/C/028)

Based on the theory of Gudykunst and Ting-Toomey (in Neulip, 2009: 228), Ex is the respond of an utterance that not less or more than it is needed. From the above dialogue Peter's utterance is a respond to the situation happen at that time. Thus, Peter's utterance can be categorized as the Ex style. Then

the dialogue below is the S style that becomes the last style in EEST, and the below example is taken from the movie script:

> **Officer Johnson**: *Yeah. Name is Conklin. He's a Narc out of Whilshire. You want to talk to him?*
> **Graham**: *Not Yet.*
>
> (CC/C/014)

The dialogue which becomes the example of S is Graham's brief utterance. This style is quite similar to the Ex because the succinctness and the exactness merely the same. However, the S is more concise then the Ex.

The third type of cross-cultural communication style choice is PCT. An example of this style is given by Neulip (2009: 229):

> **Jim**: *I always prefer restaurant like this, kinda casual but good food. I come here a lot. Do you go out to eat much in Japan?*
> **Akira**: *Japanese restaurant are nice, too.*
> **Jim**: *Yeah, but do you go out to eat much?*
> **Akira**: *Sure, Japanese people like restaurant.*
>
> (N/2009/231/005)

It is clearly seen from the above example that Jim is using a personal style in approaching Akira; however, Akira uses contextual style by giving general answers. In the dialogue above, Jim seems to try to be more friendly with Akira by using the personal pronoun, but Akira keeps using the general answers and carefully choosing the words to respect Jim. Thus, Jim's utterances represent P style and Akira's represent C style.

Then the last type is IAT, which is based on the orientation of the utterance; this type is sender based and receiver oriented. The example of this type is taken from the movie script:

> *Jean*: I want the locks changed again in the morning
> *Rick*: Honey, don't you go bed. Did you check on James?
> *Jean*: of course I checked on James, I've checked him every five minutes since we've been home, don't patronize me! I want this locks changed again in the morning.
> *Rick*: Shhh, it's okay. You just need to lie down.
>
> (CC/C/033)

The conversation above is between Jean and Rick. Jean's utterances is the example of the Is style. It is clear from Jean's utterances that urge Rick to change the lock (sender based utterances), on the other hand, Rick's utterances become the example of the A style because through his utterances he asks Jean to take a rest (receiver oriented).

The above quotation also can be used as an example to show that different styles can occur in the same time in utterances:

> *Rick*: Honey, don't you go bed. Did you check on James?
> *Jean*: of course I checked on James, I've checked him every five minutes since we've been home, don't patronize me! I want this locks changed again in the morning.
>
> (CC/C/034)

It is clear that Jean excessively responds to Rick's question. Actually it is enough for Jean to answer only "Of course I checked on James" or "Yes I did" instead of explaining that she checked James every five minutes.

4. Cultural Background and Stereotypes

This section discusses about the cultural background and people's stereotypes. Those two subjects are really important to be learnt because intercultural communication itself triggers a lot of uncertainty that caused by

the different culture, values, habits, behavior, and dress and so on. Thus, by having a deeper understanding of those subjects, it will really help the researcher to conduct the research while investigating the utterances that are uttered by the characters in the movie that have various cultural backgrounds. It is important to be remembered that someone's behavior usually highly depend on the cultural background which he or she has. For example, the silent response of the Japanese people and the black people would bring a different meaning. The point of politeness will become really relative here; since the meaning of polite in each culture will be a bit different. In this research, the researcher will analyze those kinds of differences by using the theory of Gudykunst and Ting-Toomey (in Neulip, 2009).

In this research, there are several cultural backgrounds related to races that mostly occurred. They are White, Black, Hispanic, Arabian or Middle Eastern, and Asians. In the below part, the researcher tries to present the cultural backgrounds and some stereotypes related to each of the ethnic groups that exist in the data of this research.

a. **White People**

According to Smedley in "Stereotype of White Culture" (2012), there are numerous stereotypes of white people including the positive and negative ones. The positive stereotypes of white people are smart, rich (with big houses) and have better jobs.

Not only a positive stereotypes, but there are also myriad negative stereotypes of white people. Based on Shipler's article entitled "Stereotypes and Symbolism: Image can Hurt" (2003), white people tend to be more assertive, cold, dishonest, evil, greedy, lack of athleticism, lack of rhythm, lusting for power, racist, untrustworthy, and unclean. Furthermore, white people are portrayed as trailer trash, rednecks, very proper, and always think they are right.

The negative perspectives above of the whites as a group of racist exploiters starts when some non-whites use the term "honkies" during the last quarter of the century which then had led to a hardening of racial tension by both groups. It is rooted from the American civil rights movements of the 1950s and 1960s which showed that non-white American ethnic groups were being considered as inferior human beings by the white majority and that they had also become the victim of social and economic victimization.

b. Black People

Many sources describe and give stereotypes to black people. They are described as aggressive, musical, powerless, flashy, athletic and religious. There are still a lot of stereotypes of black people that are affected by the history. According to Davis in his article "Popular Art and Racism: Embedding Racial Stereotypes in the American Mindset"(2004),

Many white Americans see the blackness synonymous with silliness, deprivation, and ignorance as their enslavement in the colonies in the 1620's.

Most of white American believed that all Africans and their descendants were racially inferior to the whites. By 1900, there were racist brand names which are given to the black people, such as *Niggerhead*. other bad stereotypes that stick into black men are being criminals, stealing cars, breaking in homes, being in pimp, shrinking family responsibilities and hustling. Furthermore, black people are usually associated to the drug selling, prostitution, high crime, early pregnancies, low test scores, lower paying jobs, and little effort into the beautification of the communities.

c. Arabians or Middle Easterners

The stereotype of the Middle East are including big sandy desert with lots of camels, men in turban and long white robes, women in black with their faces covered, men waving long curved swords, harems with scantily clad women serving one man, husbands with four wives, rich oil sheikhs and terrorists.

Furthermore, in Global Connections the Middle East Website (2002) the common Western perception about Middle East is that Arab is stereotyped as Muslim. Most people consider "Arab" and "Muslim" refer

to the same people. The confusion between these two terms may stem from the fact that Arabic is the primary language of the Islamic faith. In addition, Shaneen (2005), who conducted a research on Arabs and Muslims, states that Islam, which is closely related to Arabs, is often equated with the holy war which is known as *Jihad*, hatred, fanaticism, violence, intolerance, and the low appreciation of women.

Basically, stereotypes of Arab are varied and changed as the time flows. The stereotypes are rooted from anti-Arab stereotypes from European history, as far back, as the initial confrontation between Islam and Christianity.

d. Hispanics

According to Ochoa (1998: 7) Hispanic refers to a person who descends from Spanish ancestors or comes from one of many cultures in the world that is originated from Spain. The term comes from *Hispania*, the Latin word for Spain used by ancient Romans, who conquered that region in the second century B.C.

There are some positive and negative stereotypes of the Hispanic people. Jackson stated in her research, entitled "Stereotypes, Emotions, Behaviors, and Overall Attitudes, Toward Hispanics by Anglos" (1995) that the positive characteristics of Hispanics are having strong family, tradition-loving, being religious, having national greatness, delaying

pleasure to achieve success, being optimistic, being athletic, business-wise, dependable, independent, self-discipline, organized, efficient, intelligent, sophisticated, good-looking, well-adjusted, progressive, patriotic, industrious, prosperous, knowledgeable, and prompt. Moreover, they were seen as placing greater value on salvation and religious or mystical experience.

However, there are also the negative stereotypes of Hispanics. Hispanics are characterized as lazy and financially independence, less productive, ambitious, dirty/smelly, noisy, and criminally inclined. Additionally, Hispanics are also seen as people who are less conservative, materialistic, competitive, self-centered, individualistic, and as more old-fashioned.

e. Asian

According to Kim and Yeh (2002), there were 268.000 new Asian immigrants coming to the United States in 1995. Atkinson, et al. (in Kim and Yeh, 2002) also explain that in 1980 and 1990 the population of Asian American doubled, and it will increase again between 1990 and 2020. They then add that as racial group, Asian American, represent 29 distinct ethnic categories.

The stereotypes of Asians are influenced by the society's media, literature, theater and other creative expression in which some of them

reflect the dominant Eurocentric perspectives rather than their actual custom and behaviors. However, these stereotypes have very real effects for Asians and Asian Americans in daily interactions, current event, and governmental legislation. Asians have experienced discrimination and become the victim of hate crimes related to their racial stereotypes. Some others may experience stereotype threat which makes them less likely become successful in doing activities in which Asians are stereotyped to perform poorly.

Kim and Yeh (2002) argue that there are several stereotypes that are tied to Asian. Asian stereotyped as submissive, humble, passive, quite, compliant, obedient, stoic, devious, sneaky, sly, tent to hang out in groups, stay with their own race, condescend to other races, racist, not willing to mesh with American culture, try to be like Americans, and want to be Caucasians.

5. The Summary of *Crash*

Crash is an urban drama about racial and social tensions in Los Angeles. It portrays the real life in Los Angeles, U.S.A. *Crash* was released on 6 May 2005, and was a box-office success in the late spring of 2005. Based on www.rogerebert.com, the film had a budget of $6, 5 million (plus $1 million in financing). It won three Oscars for Best Picture, Best Original

Screen Play, and Best Editing of 2005 at the 78th Academy Awards. (Roger Ebert, 2005)

The film was directed by Paul Haggis. Sarah Miller and Randy Miller are the co-producers of the movie. The major characters of *Crash* are Detective Graham which is played by Don Cheadle; Jean played by Sandra Bullock; Ria played by Jenifer Esposito; and Rick Cabot played by Brendan Fraser. The minor characters are Dawg, Anthony, Christine, Sergeant Jack Ryan, Officer Hansen, Peter, Flanagan, Lt. Dixon, Karen, Daniel, Cameron, Park, the gun store owner, Farhad, and Dorri.

The story of *Crash* happens only within 36 hours. It portrays the life of Los Angeles multicultural groups that inhabit in the city of Los Angeles. The different background between its citizens creates many problems. The film itself is a series of different scenes related to cultural different background, each of which forms a tiny piece of puzzle that slowly gets joined together until it forms a whole in the end of the film.

The story began with a monologue by Graham, a black detective. It is continued by another scene; it was a conflict between Ria, a Mexican, and Kim lee, a Korean, in a car accident. They blame each other about the suddenly-stopping car that causes one of them to hit another car. Then, it continued to a car-hijacking of a white couple's car (named Rick and Jane) by two black men named Anthony and Peter. It happened just because Jane's extreme fear to two black men whom she and her husband met on the street.

She associated them to crime which made the two black men is offended and hijacked his husband's car.

In the last part of the story before the closing scene, there's a scene of Officer Hansen killing Peter, a black man in a car because he thought that black people always bring guns. Thus, when Peter was showing St Christopher cop statue from his pocket, he immediately shot him. Finally detective Graham realizes that the man who died was Peter, his own lost brother but when he met him, he died. In the end, still, the story continued with the conflict between black people and white people which are involved in a car accident.

6. **Los Angeles as the Setting of the Film**

The setting of the film is in Los Angeles. Los Angeles (often abbreviated as L.A.) itself is the largest city in the state of California by population and the second most populous city in the United States, North America.

According to Twain (2010), Los Angeles is one of the world's centers of culture, science, technology, international trade, and higher education. There are several public colleges and universities in the city, including the University of California, Los Angeles (UCLA). The good educational system makes a lot of people interested to live there and this causes the multiethnic population in Los Angeles. In United Stated, Los Angeles becomes the one

without a majority citizen city. Twain also states that based on 2010 cencus, that the Los Angeles' people come from 140 different countries and they speak 86 different languages, with the percentage of citizen composition with Hispanic or Latino 48,5%, White, non Hispanic 28,7%, Asian, Pacific islander 11,4%, African American 9,6%, American Indian or others 1,8%.

7. Previous Study

In comparison to the researches previously done, this is a fact that this research is not the first research which has been done. A number of researches were done under sociolinguistics studies with cross cultural communication as the main issue to be discussed. However, this research is different because it has its own issues, theory and methodology.

The first research that related to this study is done by Rosiana Kristanti entitled as *An Analysis of Stereotypes in Multicultural Society in Los Angeles as Reflected in the Script of "Crash"* (2009). The research is discussing more about how people in Los Angeles really stereotype others, especially for the black and the other immigrants like Hispanic and Asian. She distinguished each stereotype by the linguistic feature that a culture chooses while directing a communication with the others. Then she also analyzed which stereotype fit into one culture and which culture that usually stereotyping others. The result of the research implies that most stereotypes are in the form of a simple concept that is noun. Furthermore, it also implies that the racial issues are the

most revealed problem in the movie that become the data source, and become the important issue as they have the highest portion. The complexity of the factors of the emergence of stereotypes makes stereotypes difficult to be removed and changed.

Another investigation was led by Intan Permana Sukma entitled as *Politeness Strategy in Intercultural Communication Reflected in Edward Zwick's The Last Samurai* (2011). The research discusses about the politeness strategy that used by the characters in cross-cultural communication. The politeness strategies that dominant used by each culture and which culture that usually uses the politeness strategy to communicate with others are analyzed there. The politeness strategy found in the data is also classified into several types. Then the result of the research show that Americans tend to use negative politeness, Japanese and British people tend to use positive politeness.

Then, the closely similar to this current research was conducted by Peter B. Smith from University of Sussex, UK, A journal that is entitled as *Acquiescent Response Bias as an Aspect of Cultural Communication Style*. In his journal, he discussed a lot about uncertainty that usually becomes a result the cross-cultural communication. He tries to emphasize that the bias response is included to the acquiescent that have a substantive cultural meaning. In the end of his journal he also suggested that the acquiescent should not be eliminated and should be included to the cultural dynamic.

Meanwhile, this research focuses on cross-cultural communication style choice. This research portrays how people who live in a multicultural society choose their own style in directing a conversation with others that has a different cultural background. For this reason, this study is more worth discussing compared to the previous studies since it discusses and explores more about the style used while directing cross-cultural communication in a multicultural society.

8. Conceptual Framework

This research analyses the verbal language phenomena, which is cross cultural communication style choice happened in a multicultural society in the movie entitled *Crash*. Since cross-cultural communication in this globalization era become more frequently occurs in society, the researcher is really interested in the cross-cultural communication style choice which exists in multicultural societies. Besides, the fact that this research can enrich the teaching materials in linguistics fields, this research also can increase our awareness of the wrong stereotypes that are usually stick to cultures for decades.

The researcher uses Neulip and Liliweri's concept of intercultural communication. Those two researchers define it as a communication which happened between two different cultures, whether it is verbal or nonverbal

symbol or the exchange of messages that are transmitted in spoken or written form between two people from two different cultural backgrounds.

Furthermore, the types and strategies of cross cultural communication style choice are investigated by using the Gudykunst and Ting-Toomey's theory that propose four verbal cross-cultural communication styles that have been identified by intercultural theorist. Those styles are: direct-indirect style, elaborate-succinct style, personal-contextual style, and instrumental-affective style. Then each of the categories has its own strategies.

As the source of data, the researcher uses *Crash* because this movie discusses the life of Los Angeles' people who live in a multicultural society. In analyzing the script of *Crash,* the researcher uses Sudaryanto's technique that suggests the documentation method to collect the data from the data source. Finally, the analytical construct diagram is drawn to outline the theory that covers the topics.

B. Analytical Construct

DATA
(Style Uttered by Characters in *Crash*)
↓
Sociolinguistics
↓
Language and Culture
↓
Intercultural Communication
↓
Cross-Cultural Communication
Style Choice

Style		Strategy

Direct-Indirect Type
- Direct → overt expression of intention, assert self-face needs
- Indirect → saving face, implicit/ambiguous, rhetorical question

Elaborate-Exacting-Succinct Type
- Elaborate → flashy & embellished language
- Exacting → not less or more than its needed
- Succinct → concise statement, understatement, silence

Personal-Contextual Type
- Personal → first-person pronoun, informal
- Contextual → personal pronoun, formal

Instrumental-Affective Type
- Instrumental → goal outcome based persuade/influence
- Affective → receiver oriented, process oriented

CHAPTER III

RESEARCH METHODS

A. Type of Study

As stated by Vanderstoep and Johnston (2009: 167) the aims of a qualitative research is more descriptive than predictive. They also add that the goal of a qualitative research is to understand, in depth, the research participants' point of view. In line with Vanderstoep and Johnson, Wiersma and Jurs (2009: 241) argue that a qualitative research is included in a thick description which is interpretive. They also explain that interpretive in thick description is the research where the researcher interpret the data richly. Meanwhile, this research used a qualitative descriptive approach, since the goal of this study was to understand the findings of language phenomena of cross-cultural communication style choice deeply. Then the research's findings tend to be more descriptive.

In this research, the phenomena or situations being described analytically are cross-cultural communication style choices in multicultural society in Los Angeles in the script of *Crash*. Using the descriptive qualitative approach, this research is aimed at identifying the cross-cultural communication style choice which indicates the strategy of its type itself and describing the meaning of the utterances based on the cultural background of the speaker that take place in a multicultural society, Los Angeles as reflected in the script of *Crash*. Hopefully, it can finally answer the objectives of this study.

B. Form, Context and Data Source

This research was done based on the data taken from a movie, entitled *Crash*. As stated by Lofland and Lofland (in Moleong 2001: 112), the main data of a qualitative research are language and action. Thus, the data in this research were in the form of a written text based on the movie script, such as words, clauses, phrases, and utterances which were uttered by the characters in *Crash.*

There were two data sources in this research. The primary source was the movie itself, while the script of the movie became the secondary data source. The secondary data source was taken from http://www.script-o-rama.com (accessed on 21 of March 2013). From the website, the researcher got the whole movie script of the movie, including the dialogues and the depiction of the situation and the action done by the characters.

As previously mentioned, the data were taken from the characters' dialogues in the movie. To do this, the researcher watched the movie then checked the accuracy of the dialogues by reading the script. After watching the whole movie and reading the whole script, the researcher began to take the data as the theory used. To help the researcher to filter the data and to answer the questions, she also read books, journals, articles which were related to the movie and the theory.

C. Research Instrument

As Sugiyono (2008: 222) states that in a qualitative research, the researcher is the research instrument or the tool herself. In line with Sugiyono, Moleong (1993: 103) argues that in qualitative research, the researcher plays an important role as the designer, the collector, the reporter, the interpreter and the analyst of the data findings. In this research, the main instrument was the researcher herself. First, she collected, classified and analyzed the data. Second, she made the interpretations. Third, she concluded the research and finally she reported the result.

The other instrument of this research was data sheet which were used to note the linguistic phenomena found in the form of utterances spoken by the characters in *Crash* movie. The data sheet help the researcher to classified, analyzed, and interpret the data. The model of the data sheet is as follows:

Table 2: **Data Sheet of Cross Cultural Communication Style Choice as Reflected in the Script of *Crash*.**

No	Code	Data	Cross-cultural Communication Style									Strategy	Cultural Background	Meaning
			D	Id	El	Ex	S	P	C	In	A			
2	CC/ C/ 002	Cop : I need to see your registration and insurance. **Kim : Why? Not my faults! Her fault! She do this**	✓		✓					✓		Directly blame another suspected, talking too much, influence the cop to blame the other suspected	Kim : Asian Cop: White	Kim won't be accused as the suspected. Then she tries to blame others.

Description:
D	: Direct	Ex	: Exacting	C	: Contextual
Id	: Indirect	S	: Succinct	In	: Instrumental
El	: Elaborate	P	: Personal	A	: Affective

CC   : Cross Cultural Communication Style Choice
C   : *Crash* movie

D. Data Collecting Techniques

The data collection techniques in this research used the divining manual technique, *simak* and *catat* from Sudaryanto. Based on Sudaryanto (1993: 132) *simak* is the method used in the language research phenomena by listening carefully to the usage of the language on the object of the research. While *catat* is the method of the note-taking which made after the data are enough to be used as research data. Based on the theory, the researcher did the nine steps of collecting the data in this research:

1. downloading the movie and the script;

2. checking the movie carefully in order to achieve a deep comprehension;

3. parting down the movie into several scenes and acts;

4. reading the transcript of the movie repeatedly as required to determine utterances that would be taken to the data sheet;

5. checking the note taking the accuracy of the transcription as well as the context of the utterances;

6. selecting the data from *Crash* movie which were in accordance with the objectives of the research;

7. refitting the collected data by the researcher herself;

8. checking the data collected to the person whom expert to the field;

9. recording the data into the data sheet.

.

E. Data Analysis

After collecting the data completely from the movie, the data was analyzed. In this research, there were some activities that the researcher had to do to be able to analyze the data correctly. Firstly, the context of the situation in the conversation which used the type of cross-cultural communication style choice and the strategies of it found in *Crash* are analyzed.

Secondly, the data were classified based on the types and the strategies of the cross-cultural communication style choice. Next, the data was described based on the cultural background of the participant and the meaning that the speakers tried to transmit to the hearer. To determine the meaning of the utterances spoke by the characters correctly, thus the researcher also paid a close attention to the cultural background of the characters.

F. Trustworthiness

The researcher conducted triangulation in gaining trustworthiness. Guion et. al. (2002: 1) stated that in a qualitative research the researchers have to use triangulation method to check and establish validity in their researches. From the theory above, it can be conclude that trustworthiness is a technique which is applied to check the validity of the data by employing the elements outside of the data and it is

functioned as the checker and the evaluator of the data. Thus, it is useful to increase the research findings and recheck its validity.

Based on Guion et. al. (2002: 2) triangulation is divided into several categories, such as data triangulation, theory triangulation, investigator triangulation, environmental triangulation, advantage triangulation, disadvantage triangulation and methodological triangulation. Since the form and the analyzing technique of the research did not use the surveys and interviews technique, the researcher in this study only used the data triangulation, theory triangulation, and investigator triangulation which were fit into the study. Guion et. al (2002: 2) explain further that data triangulation is the way to increase the validity of the data by comparing with the different sources of information. While the theory of triangulation used to validate the data findings by using more than one theory. Then the investigator triangulation is the way to make the data trustworthy by obtaining supervisor agreement.

In doing the triangulation, the researcher had a routine consultation with her two thesis supervisors: RA Rahmi Dipayanti Andayani, M.Pd as the first supervisor and Nandy Intan Kurnia, S.S, M.Hum as the second supervisor. The researcher also asked some of her classmates who have the same academic background as the researcher to check the completion of the theories and the findings in the data sheet. They are Dyah Ayu Puspitaningrum, Qolidina Noviani and Yolanda Cynthia Putri.

CHAPTER IV

FINDINGS AND DISCUSSIONS

A. Findings

In this chapter, the researcher shows and explains the findings exhaustively. The findings of this research are presented in the form of a chart which is completed with its percentage and the description of each culture with its own style that had been investigated and validated by the researcher.

From the analysis, the researcher found 68 cross cultural communication phenomena in the movie entitled *Crash* and those phenomena are classified into nine styles from the four types of cross cultural communication style choice based on Gudykunst and Ting-Toomey's theory (in Neulip: 2009). In this findings, the researcher only discusses five major races that frequently occur in the movie, such as White, Black, Hispanic, Asian and Arabian. In this chapter, the researcher shows that based on the theory used in this research, in a cross cultural communication, each culture has its own style.

The researcher describes one by one the differences between cultures by showing the dominant style that is used. Besides, in the discussion's section, the researcher scrutinizes the findings why there are differences in each culture and tries to find the reason based on the cultural background and stereotype theory that are attached in the chapter II.

1. **Cross Cultural Communication Style Choice**

Here is the percentage from the whole collected data; the table shows the frequency of each type that are classified into four categories: Direct-Indirect Type is for the directness of an utterance, while Elaborate-Exacting-Succinct Type is for the quantity of it, then the usage of pronoun represented in the Personal-Contextual Type and Instrumental-Affective style tend to show the urge of the participants.

Table 3: **The Frequency of Cross Cultural Communication Style Choice**

No.	Style	Percentage (%)
1.	Direct (D)	16,5
2.	Indirect (Id)	21
3.	Elaborate (El)	14
4.	Exacting (Ex)	10
5.	Succinct (S)	7,5
6.	Personal (P)	13
7.	Contextual (C)	4,5
8.	Instrumental (In)	9
9.	Affective (A)	4,5
TOTAL		**100**

Figure 1: **The Frequency of Cross Cultural Communication Style Choice**
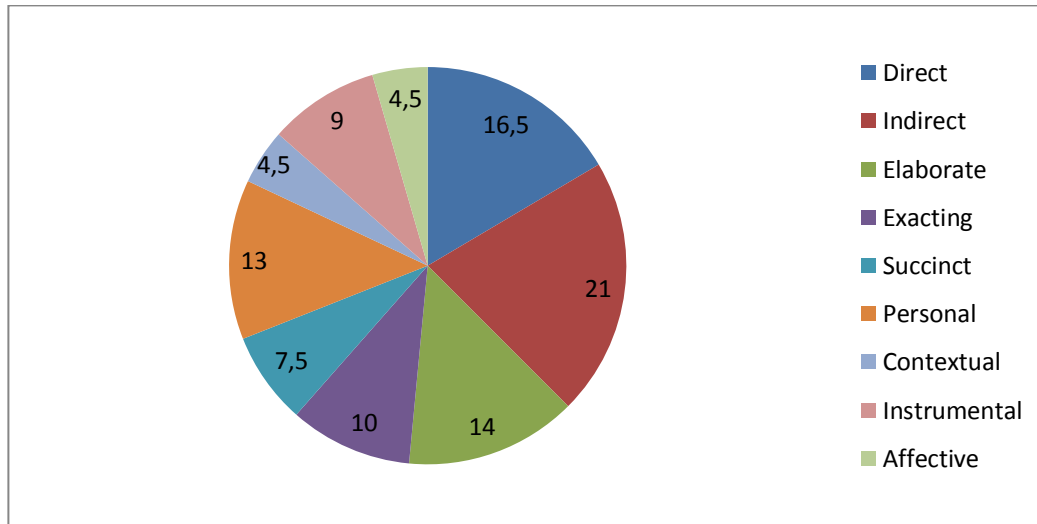
From the pie diagram above, it is clear that the first most-often used style is Indirect Style. Its percentage is 21% from the whole usage in the collected data. Then the second most-often used is Direct style that got 16,5% from the whole collected data. Direct-Indirect type frequently occurs in the data because almost all of the data clearly show the directness of the meaning of the utterance. Thus, Direct-Indirect Type has got the greatest number from the collected data.

The Indirect style becomes the greatest one because most of the dialogues in the movie, especially in the collected data, tend to be more implicit and ambiguous. Some of them also appear in a form of politeness (saving face) to respect each other, moreover, while directing the cross cultural communication. This style occurs in the movie 37 times directed by any cultures

that dominating the movie from 175 cross cultural communication phenomena in the movie.

Based on the findings, the cultures that tend to use the Indirect style are Black, Asian and Hispanic people. Those three cultures use the Indirect style based on the collected data because in their culture, they believe that not being overt is more polite. Even not all of the data collected from the movie show that the indirect style is used for the politeness consideration.

Direct Style becomes the second greatest style that is used in the movie. This style is mostly used by White people and Arabian. Become the opposite of the Indirect style, the direct style users believe that to give a clear information in an overt expression is more polite than expressing it ambiguously or even implicitly. However, this style can also be used when the speaker wants to blame or insult others. This style occurs in the movie 29 times out of 175 cross cultural communication phenomena.

Following the direct style, as the third most often appearing phenomenon, there are Contextual Style and Affective Style. From the total 100% its percentage is 4,5%. Contextual Style is mostly used by the Asian people. They believe while expressing the utterance with the personal pronoun like "He" and "She" or even mentioning their race in general is more polite. However, in some cases it is used for the racial insulting. This style is in the third rank style because this style mostly used only by Asian, in the movie, the Asian had a small part of dialogue.

Finally, the Affective Style also happens the least often with the same percentage with the previous style which is 4,5%. Affective Style is mostly used by the Black people and Hispanic. Affective Style is the style of directing a cross cultural communication with the receiver and process oriented. Black people and Hispanic tend to care more to the others than them shelves while directing a communication, especially in a cross cultural communication.

This Style also becomes the least style in this research because Affective style is depends on the situation and context. While Affective and Instrumental style will clearly appears while it is in a debate or a long conversation with a same topic. Unfortunately, those kinds of situation are rarely occurred in the movie. Then that is why Instrumental Style also only got 9% from all of the collected data. This style only occurs in the movie eight times from 175 cross cultural communication phenomena.

This is the explanation from the pie diagram above. It shows that the greatest style used by the characters is Indirect Style of which the percentage is 21% from all of the collected data. The explanation above also shows that the least style used are Contextual and Affective Style which only got 4,5% of each. This style also only occurs eight times in the movie from 175 cross cultural communication phenomena.

a. **Direct-Indirect Type**

Direct-Indirect Type is the type that categorize each utterance depends on its own meaning. The meaning is uttered clearly, in an overt

expression (direct) or by saying the rhetorical question, ambiguousness, or even the assert of self face needs (indirect).

Here are the first findings that show the result of direct-indirect type used by each culture while directing a cross cultural communication:

Table 4: **Cross Cultural Communication Style Choice: Direct-Indirect Type**

Cultural Background	Direct (D) (%)	Indirect (Id) (%)	TOTAL (%)	Dominant Style
White	**57**	43	100	Direct
Black	33	**67**	100	Indirect
Hispanic	45	**55**	100	Indirect
Asian	20	**80**	100	Indirect
Arabian	**67**	33	100	Direct

Figure 2: **Cross Cultural Communication Style Choice: Direct-Indirect Type**
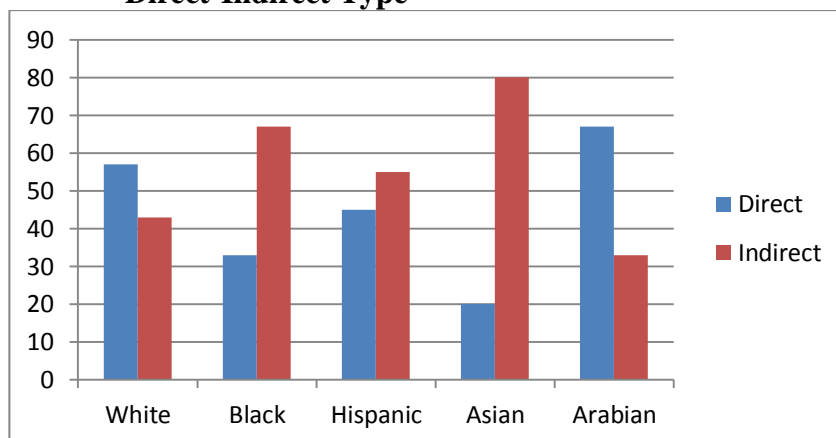
From the above table and bar diagram, it can be concluded that a direct style tend to be used by White and Arabian while having a cross cultural communication. For the first style that is chosen by the White and Arabian people, there is direct (D) style from Direct-Indirect type with the percentage of **57%** for the White and **76%** for the Arabian which is obtained from the comparison between the direct and indirect style. Direct Style which is directed by the White people occurs eight times in the movie.

Then, the direct style that is directed by the Arabian occurs four times in the movie or 76% which comes from the comparison of the Direct style and the Indirect style's collected data that only occurs two times in the movie.

Thus, based on the percentage, it is clear that the Arabian uses a Direct style more often than the White. However, related to the occurrence in the movie, the White is higher than the Arabian.

The trigger of the White people who tend to carry out a direct style than any other culture is because of the stereotype that is mentioned in Shipler's article (2003) that White people is more assertive.

Aside from the White and Arabian people, there are still Black, Hispanic and Asian that tend to use Indirect Style rather than the direct one. Black has **67%** for using an Indirect Style more often in the movie than a direct style which only got 33%. Hispanic got **55%** for an Indirect

style that they choose and Asian got the highest percentage for the Indirect style that they choose, which is for **80%**. The table shows that Black, Hispanic and Asian tend to choose an Indirect Style while directing the cross cultural communication.

The Black people got 67% from the 14 occurrence compares with a direct style that they use in the movie while directing the cross cultural communication. While Hispanic which is got 55% from 11 occurrence of an indirect style that they use and the Asian got the highest percentage, which is 80%, from four occurrence compares to the Asian that use the direct style in the movie as well.

b. Elaborate-Exacting-Succinct Type

Elaborate-Exacting-Succinct Type can be concluded as the type that scrutinizes the quantity of the utterance of the dialogue. The quantity shows the density of the utterance of the participants used while directing the communication, especially in the cross cultural communication.

In this section there are three types that become the tool to investigate the movie. There are Elaborate style, the one that appears in participants that use the flashy and embellished language. Then the Exacting style that appears when the speaker who gives sufficient information and the last is Succinct style that is used by a speaker who gives a respond to somebody's utterance by giving a concise statement, understatement or even silent.

Here are the findings that show the result of Elaborate-Exacting-Succinct Type use by each culture while directing a cross cultural communication as seen in the movie:

Table 5: **Cross Cultural Communication Style Choice: Elaborate-Exacting-Succinct Type**

Cultural Background	Elaborate (El) (%)	Exacting (Ex) (%)	Succinct (S) (%)	TOTAL (%)	Dominant Style
White	**46**	27	27	100	Elaborate
Black	**40**	30	30	100	Elaborate
Hispanic	**50**	43	7	100	Elaborate
Asian	**80**	0	20	100	Elaborate
Arabian	25	**50**	25	100	Exacting

Figure 3: **Cross Cultural Communication Style Choice: Elaborate-Exacting-Succinct Type**
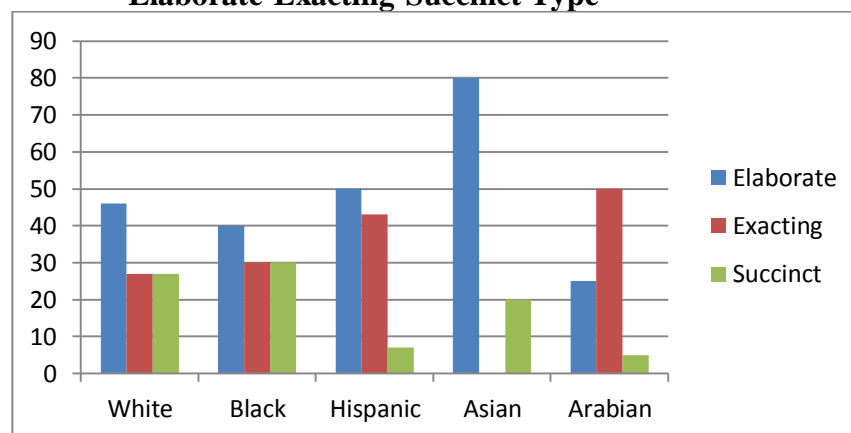
From the table and the bar diagram above, it can be concluded that Elaborate is the style that commonly used by most of cultures. The White

people got **46%** for the usage of Elaborate style which occurred in the movie. Black got **40%** for it, Hispanic **50%** and Asian got the biggest percentage of it, that is **80%** for the usage of Elaborate style in the movie.

The White got 46% for Elaborating style compared to the other three styles (Elaborate, Exacting and Succinct Style), which is five occurrences. While Exacting and Succinct Style only occurs three times for each style in the movie.

Then, the Black got 40% in directing the Elaborate Style compared to three other styles. It occurs eight times, while Exacting and Succinct Style only occur six times of each style found in the movie.

The Hispanic's percentage is 50% for the usage of Elaborate style compares with the Exacting and Succinct style. It occurs seven times, while Exacting occurs six times and succinct only occurs one time.

As previously mentioned, the Asian got the highest percentage, that is 80% for the usage of Elaborate style. It occurs four times, while succinct only occurs once, and Asian never uses Exacting style in the whole movie.

Based on the percentage, the Asian got the highest percentage. However, for the occurrence in the movie, there is Black that uses Elaborate style 14 times. The Black people oftenly uses this style because they are associated to ignore things. While commonly a lot of people think that smart people tend to speak a lot, which break the stereotype about the ignorance,

since the Black usually talk a lot and they also have their own slang language.

The table above also shows that the Arabians tend to use Exacting style than any other style (Elaborate and succinct). It is 50% and it occurs two times, while Elaborate and Succinct style only once. Actually the frequency of the Arabian use the Elaborate-Exacting-Succinct style is really minimum because the Arabians only occur in specific scenes like the Asian.

For the Exacting Style, the Asian people got 0% of occurrence in the movie. It happens because of several reasons. Beside the Asian got a very small part in the script, it is also because they tend to use the Elaborate or Succinct Style. They tend to explain more, keep silent or only answer in a concise statement.

The table above also shows that no cultural background that tend to likely use succinct style as their style while directing cross cultural communication. Although there is no cultural background that tend to use the Succinct Style, but all of them use it for once or twice. From the percentage, the Black people use the Succinct Style 30% after the usage of Elaborate style that got 40%. Besides the Elaborate style, the Black people also tend to use a Succinct Style which occurs six times in the movie. Just like the Asian, the Black people tend to explain more or just give a silent respond or only give a concise statement while directing a cross cultural communication.

c. Personal-Contextual Type

A personal-Contextual Type is a type that classified its style based on the pronoun used by the participants. It is clear that pronoun divided into two categories, the first-person pronoun and the personal pronoun. First-person pronoun consist of "I", "me" and "You". While personal pronoun consist of "He", "She", "It" or even the other names that reflect the person that is mentioned.

Then, this type can be categorized its style into Personal style and Contextual style. Personal Style tends to use the first-person pronoun and informal language. While the Contextual style tends to use the personal pronoun and usually varies across culture.

Here are the findings that show the result of Personal-Contextual Type use by each culture while directing a cross cultural communication:

Table 6: **Cross Cultural Communication Style Choice:**
         Personal-Contextual Type

Cultural Background	Personal (P) (%)	Contextual (C) (%)	TOTAL (%)	Dominant Style
White	**87.5**	12.5	100	Personal
Black	**87.5**	12.5	100	Personal
Hispanic	**86**	14	100	Personal
Asian	0	**100**	100	Contextual
Arabian	**75**	25	100	Personal

Figure 4: **Cross Cultural Communication Style Choice:**
          Personal-Contextual Type
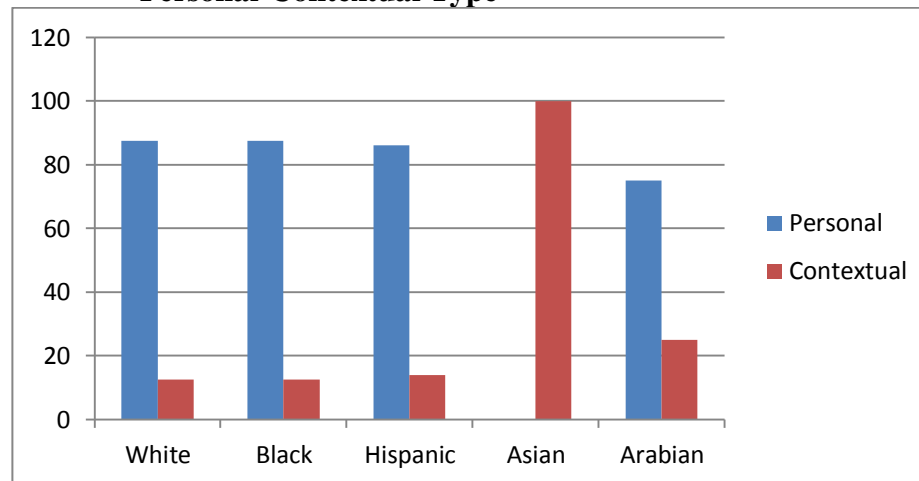
From the table and bar diagram above, it can be concluded that a Personal Style becomes a dominating style while directing a cross cultural communication. The White, Black, Hispanic and Arabian people got a large number for the Personal Style. The percentage of the White for the

usage of Personal Style in the movie is 87.5%. It is clear that it occurs seven times from eight Personal-Contextual Type occurrences in the movie. Similarly, the Black also got 87.5% for the usage of Personal Style in the movie. It occurs seven times from the eight Personal-Contextual Type phenomena that they do in the movie.

87.5% is the biggest number for the Personal-Contextual application in the movie. Black and White tend to use the Personal Style because they tend to have a liberal culture and tend to speak informal to the others, moreover while they are involved in a cross cultural communication.

The Hispanic also uses the Personal Style more often than the Arabian in the data collected. The Hispanic's percentage for the usage of Personal style is 86% and the occurrence is six times. While the Arabian got 75% for the Personal Style usage, and it occurs three times in the movie.

On the other hand, the usage of Personal Style cannot be found in the Asian utterances. It is because the Asian only get the small portion of dialogue in the movie and it is also because the Asian thinks that to call someone with "he" or "she" or only mentioning their race is more polite. However, in some cases they use it, they use it to insult other people.

All of the cultures found in the movie use the Contextual Style, but the Asian is more likely to use this style while directing a cross cultural communication. The White and the Black people use the Contextual Style as much as 12.5%. It occurs only once in the movie. While the Hispanic

got 14% also in other word, there are only seven phenomena found in the movie. So does the Arabian that got 25% from the four occurrences.

Thus, based on the data above, it is clearly seen that the Asian people tend to use the Contextual Style which got 100% of the usage in the movie. The occurrence of the Contextual Style is four times in the movie and there is no Asian who uses the Personal Style (0%).

d. Instrumental-Affective Type

Instrumental-Affective Type is a type that classified its style depend on its orientation of the utterance. The first style that is called as the Instrumental Style is usually come in a conversation that is sender based, goal outcome based, and the most strategy used by people to direct this style is for persuading their influence to the other participants, especially while directing a cross cultural communication.

The second style is an Affective Style that is more receiver and process oriented. This Style is the style which is very concerned in the affectivity of the other participants. The user of this style usually is a kind of caring and patient person, since they are concerned in the other participant of the conversation's urge.

Here are the findings that show the result of Instrumental-Contextual Type use by each culture while directing a cross cultural communication:

Table 7: **Cross Cultural Communication Style Choice:**
Instrumental-Affective Type

Cultural Background	Instrumental (In) (%)	Affective (A) (%)	TOTAL (%)	Dominant Style
White	**86**	14	100	Instrumental
Black	40	**60**	100	Affective
Hispanic	43	**57**	100	Affective
Asian	**100**	0	100	Instrumental
Arabian	**100**	0	100	Instrumental

Figure 5: **Cross Cultural Communication Style Choice:**
Instrumental-Affective Type
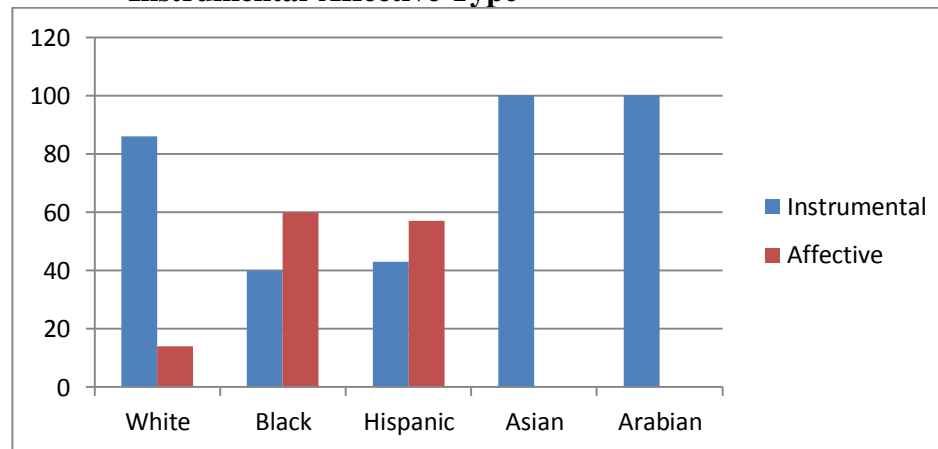
From the above table and bar diagram it can be concluded that the most style that is chosen by the five cultures selected is Instrumental Style. The culture that tends to use Instrumental Style is White as **86%** with the frequency of occurrence is six times from seven Instrumental-Affective Type phenomena in the movie, while the Asian and Arabian got **100%** for

the usage of Instrumental style with the frequency of occurrence two times for Asian and three times for Arabian.

Instrumental Style is closely related to the selfish urge while directing a cross cultural communication. As the culture of the White that is mentioned in the article entitled, "Stereotypes and Symbolism" (2003) is tend to be assertive and lusting of power, that is why here in the data collected, the White is proven to be more selfish than the others.

Different from the White, the Asian and Arabian that also choose the Instrumental style as their style while directing the cross cultural communication is just because they are too stubborn and always want to force people to do their will no matter what. That is why in the data collected, the Asian and Arabian only use Instrumental Style while communicating with others, especially while directing a cross cultural communication.

On the other hand, for the Affective Style there are Black and Hispanic people who tend to use the Affective Style. The Black got 60%, the three occurrences from five Instrumental-Affective Type phenomena in the movie. While the Hispanic got 57%, four occurrences from seven Instrumental-Affective Type phenomena in the movie.

An Affective style is a style that emphasized common interests above personal interest. The Hispanic people found in this research choose the

Affective style, because as stated in the Jackson's article (1995) the Hispanic people tend to be prompt and care.

From Table 4, Table 5, Table 6 and Table 7 it can be concluded that based on the movie each culture has its own consideration in choosing the style.

e. Cross Cultural Communication Style Choice of White People

Based on Table 4, Table 5, Table 6 and Table 7 the White people tend to choose a Direct Style for their directness in transmit a message to the other participants of the conversation that occurs eight times of Direct Style usage from 14 Direct-Indirect Type occurrences in the movie. Then it got 57% for the occurrence of Direct Style.

For the quantity of utterances or Elaborate-Exacting-Succinct Type, the White tends to choose Elaborate Style more than the other styles which got 46% in the percentage. The White people use the Elaborate Style that found in the movie five times from 11 total Elaborate-Exacting-Succinct Type occurrences.

For the pronoun usually used, the White is more informal and casual in conversation, and it is proven by the seven times occurrence of Personal Style from the total of eight Personal-Contextual Type occurrence in the movie. Those number shows White use Personal Style as much as 87,5% based on the data collected.

Then for the last style that tends to be used by the White is the Instrumental Style. In this case, the Instrumental Style got 86% or six occurrences in the movie. The use of the Instrumental Style occurs six times from the seven total Instrumental-Affective style from data collected.

For the conclusion, it is clear that the White people tend to use Direct (57%), Elaborate (40%), Personal (87,5%), and Instrumental Style (86%) while directing a cross cultural communication based on the data collected from the movie.

f.   Cross Cultural Communication Style Choice of Black People

As the conclusion of Tables 4, 5, 6 and 7, the Black people tend to choose Indirect style that is recorded as much as 67% of the usage in the movie. They use Indirect Style based on the data collected occurs 14 times from 21 total of Direct-Indirect Type occurrence.

For the quantity of the utterances of the Elaborate-Exacting-Succinct Type, the Black people tend to choose the Elaborate Style which got 40% and occurs eight times from the 20 total of Elaborate-Exacting-Succinct Type occurrences. Beside the use of the Elaborate style, the Black also tend to choose Personal Style for the pronoun usage choice. Personal Style that is used by the Black in the movie occurs seven times which got 87,5% when it is compared to the Contextual style that only occurs once.

For the last style that is choosen by the Black people while directing a cross cultural communication is Affective Style that got 60% of occurrences. It only occurs three times from five total Instrumental-Affective Type occurrences that are recorded in the data collected.

In short, the Black people use Indirect Style (67%), Elaborate Style (40%), Personal Style (87.5%) and Affective Style (60%) while directing a cross cultural communication based on the data collected from the movie.

g. Cross Cultural Communication Style Choice of Hispanics

Like the other cultural background that are concluded from tables 4,5,6 and 7, Hispanic people tend to choose Indirect Style for the directness of their language while directing a cross cultural communication. They use Indirect Style recorded 11 times from the collected data that represent the 55% in the table 4.

While for the quantity of the utterances that they usually use while directing a cross cultural communication is similar to the White and Black people. They oftenly use the Elaborate Style and it is used in the movie recorded as much as seven times occurrence from the total of 14 Elaborate-Exacting-Succinct Type occurrence in the movie.

Furthermore, the Hispanic people tend to use Personal Style while directing a cross cultural communication that is reflected from the six occurrences from the seven total Personal-Contextual Type occurrences in

the movie. For the last type that is used by the Hispanic people is an Affective Style that occurs four times from the seven total occurrence in the movie as presented by 57% in the table.

In conclusion, the Hispanic people tend to use an Indirect Style as much as 55%, Elaborate Style (50%), Personal Style (86%) and for the last style that they oftenly choose while directing a cross cultural communication is Affective Style (57%).

h. Cross Cultural Communication Style Choice of Asian

Based on Tables 4,5,6, and 7, the first style that is selected by the Asian is Indirect style, which got 80% and it is reflected from four occurrences of the Indirect Style that is used by the Asian in the movie. Then, the second style is the Elaborate Style that also got 80%, four occurrences from the five total Elaborate-Exacting-Succinct Type occurrences in the movie.

Furthermore, the Asian also tend to choose a contextual Style for directing a cross cultural communication that proven by 100% data which show that the Asian use contextual style for four times and zero for the Personal Style. The last style that is used by the Asian is an Instrumental Style. It occurs two times in the data collected and zero for the Personal Style.

In conclusion, the Asian people use Indirect Style (80%), Elaborate Style (80%), Contextual Style (100%) and Instrumental Style (100%) while directing a cross cultural communication in the movie.

i. Cross Cultural Communication Style Choice of Arabian

As the conclusion of Tables 4,5,6 and 7 Arabian also choose to use four kind of style just like the other cultural backgrounds. For the first style, they tend to use a direct style like White as presented in 67% occurrence of Direct-Indirect Type. It occurs four times from the six total occurrences.

The second most often style that the Arabian choose is an Exacting Style. The occurrence of Exacting Style is two times in the data collected that represent the 50% that recorded in the Table 5. They also choose to use a Personal Style that occurs three times from the total of four occurrences of the Personal-Contextual Type in the movie (75%).

The last style that is chosen by the Arabian is an Instrumental Style that occurs three times in the movie from the total of three occurrences of the Instrumental-Affective Type. Then it can be concluded that the Arabian use Direct Style (67%), Exacting Style (50%), Personal Style (75%) and Instrumental Style (100%) while directing a cross cultural communication in the movie.

2. **Cross Cultural Communication Strategies**

The strategies of cross cultural communication style choice come in various ways. There are an optional strategies like the strategies from Direct, Indirect, Succinct, Personal, Contextual, Instrumental and Affective Style. Then there is only one strategy that that can reach the style, like for Elaborate and Exacting Style.

For the Direct style that is only used by the White and Arabian people based on the data collected from the movie, as stated by Gudykunst and Ting-Toomey, it has two strategies; they are **overt expression** and **assert self-face need**. Then for the Indirect Style, it also has three strategies. Those strategies are **saving face**, **implicit/ambiguous language** and **rhetorical question**.

For the quantity indicator, there is Elaborate-Exacting-Succinct Type that has its own strategies. For the first style, Elaborate, it only has one strategy that is **flashy and embellished language**. Then the second style that is Exacting Style, also only has one strategy, that is **not less or more than it is needed** (Information). Then the last style is Succinct which has three strategies, they are **concise statement**, **understatement**, and **silence**.

Then for the Personal-Contextual Type, There is Personal Style that has two strategies. Those strategies are the usage of **first person pronoun** and **informal language**. While for the Contextual Style, it has two strategies, namely, the usage of **personal pronoun** and **formal language**.

The last type is Instrumental-Affective Type which can be divided into two style that are Instrumental and Affective Style. For Instrumental Style there are three strategies, those are **sender based**, **goal outcome based** and **persuade/influence**. Then for the last type of this type is Affective Style which only has two strategies, those are **receiver oriented** and **process oriented**.

From the data collected, there are findings for the strategies of a cross cultural communication style that is recorded in this thesis. There are 18 of strategies which the researcher analyzed, which consist of two strategies from Direct, Indirect Personal, Contextual, Instrumental and Affective Style, three strategies from Succinct and one from Elaborate and Exacting.

Here is the table that shows the finding of the usage of the strategies of a cross cultural communication style:

Table 8**: The Strategies of Cross Cultural Communication Style Choice**

No.	Style	Strategy	Data Found	Percentage (%)
1.	Direct	Overt expression	**20**	12
2.		Assert self-face needs	9	5
3.	Indirect	Saving face	5	3
4.		Implicit/ambiguous	**27**	**15**
		Rhetorical question	5	3

5.	Elaborate	Flashy/Embellished language	**25**	14
6.	Exacting	Not less or more than it is needed	**17**	10
7.	Succinct	Concise statement	**7**	4
8.		Understatement	5	3
9.		Silence	0	**0**
10.	Personal	First-person pronoun	**13**	7
11.		Informal	10	6
12.	Contextual	Personal pronoun	**6**	3,5
13.		Formal	2	1
14.	Instrumental	Influence/persuade	**9**	5
15.		Goal outcome based	7	4
16.	Affective	Receiver oriented	**8**	4,5
17.		Process oriented	0	**0**
	TOTAL		175	100

From the above table it is clear that the greatest percentage found in **Implicit/ambiguous strategy** in Indirect Style as much as **15%** and **27 occurrences** in the movie. Indirect Style, especially the one which is directed with the implicit/ambiguous strategy, becomes the most frequent

strategy and style that appear in the movie while directing a cross cultural communication. It is because talking implicitly or ambiguously is more polite believed by some cultures. Most characters do not directly utter the urge but they try to make the others not to feel as if they are dictated by the others for the politeness importance.

Then, there are also two strategies that got 0% which means that those strategies cannot be found in the movie. Those are **silence strategy** from the Succinct Style and **process oriented strategy** from the Affective Style. The silence strategy is actually found in the movie, but the participants cannot fulfill the cross cultural communication requirements, thus the researcher eliminates it. The process oriented strategy cannot be found in the movie because almost all of the cross cultural communication found is in a rapid conversation and there is no one which can be indicated as the one who does the process oriented strategy.

For each of the styles, the researcher found that there are some dominating strategies which are frequently used by the cross cultural communication participants in the movie. In a Direct style, the most frequently used strategy is **overt expression strategy**. It occurs 20 times (12%) as seen in the table above. The overt expression strategy is the most used strategy of Direct Style because there is only a little percentage found in the movie of assert self-face needs while directing the direct style in cross cultural communication.

For the Elaborate and Exacting Style there are only one strategy for each of style. Then it is clear that the flashy and embellished language is 100% used to direct the Elaborate Style and not less or more than it is needed statement strategy is for Exacting style as well.

For the Succinct Style there are three strategies that are used. There are concise statement strategy that got seven times occurrences in the movie (4%), understatement strategy which occurs five times in the movie (3%), while the silence strategy does not exist in the movie. The Succinct Style users tend to use concise statements while directing the style because some of the data found are also implicit or just a simple overt expression answering a question.

Then the Personal Style has two strategies; those are first-person pronoun usage strategy and informal language strategy. The dominating strategy is first-person pronoun usage with 13 occurrences from the movie. This strategy tends to be used because almost all of the speakers, while communicating to each other, whether cross cultural or not, use the first-person pronoun. While the usage of informal language occurs 10 times in the movie.

For the Contextual Style there are also two strategies that the speaker use. Those are personal pronoun and formal language. The Contextual Style users tend to use the first strategy (personal pronoun) than the second

one because personal pronoun is commonly used in a daily conversation, whether it is cross cultural communication or not.

Then in Instrumental Style there are also two strategies that the speakers use. Those are influence/persuade strategy and goal outcome based strategy. The users of Instrumental Style tend to use sender based strategy while directing the style. This strategy occurs nine times from 16 total Instrumental Style occurrences in the movie.

The last style of this research is Affective Style. This style also has two strategies. The first strategy is receiver oriented and the second is process oriented. It is clear that all of the data found use the first strategy (eight occurrences from eight total Affective Style occurrences) because almost all of the cross cultural communication found is in a rapid conversation and there is no one who can be indicated as one who does the process oriented strategy.

B. Discussions

1. Cross Cultural Communication Style Choice of White People

From the findings above, there are two findings that should be discussed in this research. The first finding is the cross cultural communication style choice and the second is the strategy used while directing a cross cultural communication.

For the first finding, it is found that White people tend to use Direct (57%), Elaborate (40%), Personal (87,5%), and Instrumental Style (86%) while directing a cross cultural communication based on the data collected from the movie. Here is the example of the direct style that is chosen by the white people as shown in the dialogue below:

> *Shaniqua*   *: And I told you the clinic is only open after hours for*
> *emergencies*
> **Ryan**   **: This is an emergency.**

<div align="right">(CC/C/017)</div>

The example of direct style above is from Ryan while having a cross cultural communication with Shaniqua, a black clinic receptionist. It shows that Ryan chooses the direct style to respond to Shaniqua's utterance. Ryan said his urge to enter the clinic and he claims that his urge is emergency. Then Ryan just directly utters his utterance to Shaniqua that his coming to the clinic is an emergency, without giving an implicit meaning. That is why this kind of dialogues is called and included to the Direct Style.

The White also tends to use Elaborate Style while directing a cross cultural communication in the movie. Here is the example of the Elaborate Style that is recorded in the data collected.

> *Rick*   *: Honey, why don't you go to bed. Did you check on James?*
> **Jean**   **: Of course I checked on James, I've checked him every five**
> **minutes since we've been home, don't patronize me! I want**
> **the lock changed again in the morning.**

<div align="right">(CC/C/032)</div>

This dialogue happens in a living room of a rich family (Rick and Jean) and the husband (Rick) and wife (Jean) were arguing about the lock. In the dialogue, Jean's utterances are classified to Elaborate (El) style because she just talking too much and give unnecessary information. For example she says "don't patronize me" and also when she discussing about the lock changing topic to Rick that is not related to Rick's question. Actually, it is enough for Jean to answer "Of course I checked on James." Instead of the frequency she checked on James (every five minutes) and the other unnecessary information uttered by Jean to respond to Rick's question.

The other style that is mostly used by the white people is Personal style (P) that got **87,5%** of the data collected from the movie. The style that usually used among the people that have a close relation to each other like friends, family, husband and wife even in a cross cultural communication. This style mostly occurred in when the white people involved in a conversation just like in the below example:

Christine : Are you going to get me out?
Ryan   : Yeah, I'm gonna get you out.

<div align="right">(CC/C/059)</div>

The setting of this dialogue is in a car accident. Christine as the victim traps in a car and Ryan as a Cop that tries to help her out from the upside down car. Ryan's utterance is categorized as a personal style

because the usage of an informal language which is reflected in the use of the word "yeah" and "gonna" that are used by Ryan in answer Christine's question. More over, it is also use the first personal pronoun like "I" to point to him and "you" that refers to Christine.

Then, the last style that the white people often used is Instrumental (In) style that got **86%** from the data collected which is obtained from the comparison to the affective style that is only used by the white people for 14% as the minimum frequency. This style is known as the selfish style because of the sender and goal outcome based, and usually used to persuade the other participant of the conversation or even to influence them. The example of the data can be seen in the below dialogue:

> **Ryan   : Step onto the sidewalk, please, sir.**
> Cameron : I haven't been drinking.
> **Ryan   : Then we shouldn't have a problem**
> Christine : He doesn't drink. He's a Buddhist for Christ's sake.
>
> <div align="right">(CC/C/024)</div>

The setting of this dialogue is in a street while Christine and Cameron on their way home from the party that they attended. Suddenly, Ryan, as the cop, stops them and asks for their registration and inspects them. In this dialogue, Ryan's utterances classified into instrumental style because of the force from his utterance and the sender and goal outcome based. Ryan (White) tries to make the black couple (Cameron and Christine) get out of the car and inspect them even though they do nothing wrong (they are not even drunk).

In short, based on the findings, the White people tend to use simple statement and to the point while uttering their urge to the other participant while directing a cross cultural communication. In an informal situation, they tend to give a long answer and usually direct the conversation. Moreover, they also tend to persuade and influence the other participant of the cross cultural communication, as they feel more superior to the other race.

2. Cross Cultural Communication Style Choice of Black People

To make the findings of cross cultural communication style choice of Black people clearer, here is the explanation of the findings that created from the data collected. The findings shows that the Black people use Indirect Style (67%), Elaborate Style (40%), Personal Style (87.5%) and Affective Style (60%) while directing a cross cultural communication based on the data collected from the movie.

Here is the explanation for the findings of the cross cultural communication style choice of the Black people. For the first Style that is chosen by the Black people is Indirect Style. Different from the White people that more direct while uttering an idea, the Black tend to do it implicitly like in the example below:

Detective Carr : You got a smoke?
Graham   : Quit

(CC/C/ 005)

This dialogue has a setting in a snowy evening in the side of the road while they are on duty. In this dialogue, Graham's utterance is indirect style because by saying "Quit", Graham informs Detective Carr that he has no cigarettes. He answers the question implicitly. Actually rather than saying "Quit", he can answer it by "No" or the other direct answer, but this black man tends to use Indirect Style to answer the Detective Carr's question.

After Indirect style which got 67% for the usage in the movie, the Black people also tend to use Elaborate Style (40%). Elaborate Style is the style which expresses the excessive utterance while directing a conversation, especially in a cross cultural communication. Here is the example of Black people that use the Elaborate Style in the movie:

> *Ryan   : This is an emergency*
> **Shaniqua : Mr. Ryan, your father has been to the clinic three times in the last month. He's being treated for a urinary tract infection about your HMO plan; you can make an appointment to come in from ten to four, Monday through Friday.**
>
> (CC/C/018)

This dialogue is taking place in a clinic, on an evening. Shaniqua is a receptionist in a clinic where Ryan's father is treated. She tries to make Ryan calms down and let him knows that his father already comes. She implicitly tries to make Ryan to stop his action. It is classified as an elaborate style because Shaniqua excessively responds to Ryan's utterance. Actually it is okay for Shaniqua to say that Ryan just simply

cannot enter in the clinic rather than to talk too much to respond to Ryan's utterance.

After the discussion of the Elaborate style, the Black people also tend to use Personal Style, the style that is commonly and widely used by almost all of the culture. Personal style is usually indicated by the usage of informal language or the usage of first-person pronoun. Here is the example of Black people who use Personal Style in the movie:

> *Anthony : You see any white people in there waiting an hour and*
> *thirty two minutes for a plate of spaghetti? Huh? And*
> *how many cups of coffee did we get?*
> **Peter   : You don't drink coffee and I didn't want any.**
> <div align="right">(C/CC/010)</div>

This conversation takes place in the side road outside the café where Anthony and Peter have just left. They discuss about the injustice treatment that they got from the café's waitress. Then this dialogue happened. Peter's utterance is also called as Personal style because the usage of personal pronoun that indicates the intimacy between them. The personal pronoun indicated from the usage of "You" which refers to Anthony and the usage of "I" which refers to Peter himself.

After the Personal Style, the Black people also tend to use Affective Style. The last style that indicated by the usage of receiver oriented strategy and process oriented strategy. They use affective style in the movie as much as 60%. It is represented by the three occurrences from the

total of five occurrences. Here is the example from the data collected that shows the Black people use Affective Style.

> *Ryan   : What do you think we should do?*
> **Cameron : We're sorry. We'd appreciate it if you just give us a warning.**
>
> (CC/C/027)

This conversation happens in the side of the road when Cameron and his wife are suddenly stopped by Ryan as a Cop that wants to see his registration letters and driving license. Cameron's utterance can be classified into an affective style because he just tries to make win-win solution and tries to make everything clear as soon as possible without offending Ryan as a cop.

3. Cross Cultural Communication Style Choice of Hispanics

From the finding, it is clear that Hispanic people tend to use Indirect Style (55%) that occurs 11 times from 20 times total of Direct-Indirect Type. Then they also tend to use Elaborate Style (50%) which occurs seven times from 14 times total. Then Personal Style (86%) and Affective Style (57%) are also becoming the styles that are frequently used by them in the movie.

For the first rank of style that the Hispanic oftenly used is Indirect. Similar to the Black people, they tend to use Indirect Style that express the

urge implicitly. Here is the example of Hispanic while using the Indirect Style as seen in the movie.

> *Farhad   : Are you insult at me?*
> *Dirk   : **Am I making insult at you? That's the closest you get to English?***
>
> (CC/C/007)

This dialogue is the sequel of the conversation that placed above this conversation. Dirk in this conversation tries to insult Farhad by offending Farhad's English ability. Then the insult is categorized as the indirect style because the usage of the rhetorical question. Indirect Style sometimes can bring bad effects like in this case, especially the one which is related to the rhetorical question.

Besides of the use of Indirect Style, they also tend to use Elaborate Style that got 50% in the findings. Elaborate Style occurs seven times from 14 occurrences. Here is the example of Hispanic while using the Elaborate Style in the movie:

> *Bruce   : Iraqi. Saddam Khahum.*
> *Rick   : **Saddam? You want me to pin a medal on an Iraqi named Saddam?? Are you out of your f***ing mind?***
>
> (CC/C/037)

Rick's utterances also can be classified as an elaborate style because he just really over reacted to Bruce's utterance related to the name (Saddam Khahum). Actually he tries to ask whether the man is an Iraqi or a black people. It is to convince that the person whose name is Saddam Khahum is not always an Iraqi. He does not want to give stereotype to the man and

tries to suggest Bruce to think like him implicitly and the utterances looks like little bit excessively.

The third style that is used by Hispanic is Personal Style that got 86% from the findings. This style used by Hispanic and occurs is the movie six times from the seven total occurrence of Personal-Contextual Type. Here is the example of Personal Style that is used by Hispanic in the movie.

> Anthony : *You're saying there's a Chinaman under this truck?*
> **Peter   : What do you not understand? There's a Chinaman stuck under the goddamn truck!**
> <div align="right">(CC/C/029)</div>

This conversation happens in a truck when Anthony and Peter have just run over a man which they assume as a Chinese that actually a Korean. They are really panic and try to solve the problem but they just stuck there with the victim. This case included as Personal Style because they use first-person pronoun such as "you". More over they use slang language that make the utterance become more informal.

The last style that the Hispanic people use is Affective Style. In fact, this style is oftenly used by the Black and Hispanic people as the data collected and the finding shows. The Affective style which is used by Hispanic occurs four times from the seven total occurrences. Here is the example from the data collected:

> *Jean* : *I want the locks changed again in the morning.*
> **Rick** : **Honey, why don't you go to bed. Did you check on James?**
> *Jane* : *Of course I checked on James, I've checked him every five minutes since we've been home, don't patronize me! I want the lock changed again in the morning.*
> **Rick** : **Shhh, it's okay. You just need to lie down**

<div align="right">(CC/C/034)</div>

In this dialogue, Rick tries to ask Jean to calm down. He tries to change the topic and tries to make Jean relax. Then this case can be classified as an affective style because Rick tries to not overwhelm by Jean's tension to change the lock in the morning, but as a matter of fact his statement makes Jean feels more stressful.

4. **Cross Cultural Communication Style Choice of Asian**

Here is the explanation related to the cross cultural communication style choice of Asian which is occurred in the movie. Based on the data collected and from the Tables 4,5,6, and 7, the Asian tend to use Indirect Style (80%), Elaborate (80%), Contextual Style (100%), and Instrumental Style (100%).

Here is the example and explanation of the cross cultural communication style choice of the Asian. The first often used style is Indirect Style. This style implicitly expresses the urge of the speaker. Indirect Style that is used by the Asian occurs four times from the five total occurrences. Here is the example of it:

> *Nurse   : Do you speak English?*
> **Kim Lee   : I am speak English, you stupid cow! My husband name Choi Jin Gui!**
>
> (CC/C/051)

In this dialogue, Kim Lee uses an indirect style because by saying "My husband name Choi Jin Gui" she wants the Nurse to know that she is searching for her husband, named Choi Jin Gui. The conversation takes place in a hospital and in a urgent situation. Kim Lee looks really panic and the nurse also feels the same.

The second style that is used by Asian is Elaborate Style. This style come in an excessive utterance and information. This style occurs four time from five total occurrence of Elaborate-Exacting-Succinct Type. Here is the example of the usage of Elaborate language by Asian in the movie:

> *Dorri   : So you're saying it is his fault?*
> **Ken Ho : The insurance company is calling it negligence. They're not covering any of this.**
>
> (CC/C/056)

This case also can be classified as an elaborate style because Ken Ho talks too much, even he does not really answer Dorri's question. Ken Ho's utterance also can be called as an Indirect style because he answers Dorri's question implicitly. He implicitly blames that the loss is Farhad's (he) faults. This conversation takes place in Farhad's shop that has just been robbed.

The third style which is oftenly used by the Asian is a Contextual Style. This kind of style usually comes in a formal situation and it uses personal pronouns like "he" or "she". Contextual Style that used by the Asian in the movie occurs four times from five total occurrence. Here is the example of the utterance that counts as a Contextual Style and directed by Asian:

> Cop   : I need to see your registration and insurance.
> **Kim   : Why? Not my faults! Her fault! She do this**
>
> (CC/C/002)

This conversation takes place in a street and Kim Lee had an accident there and the cop just simply tries to ask her registration but she refuse to be blamed. Then this dialogue can be classified as a to Contextual Style because Kim Lee uses the personal pronoun that refers to a person who stands in front of her.

The last style that is used by the Asian is Instrumental Style. This style comes in a sender based strategy and goal outcome based strategy. It occurs twice from the total of two occurrences (100%). Here is the example of the usage of the Instrumental Style by Asian in the movie while directing a cross cultural communication:

> Cop   : Ma'am, wait on your vehicle.
> **Kim   : Stop in the middle of street! Mexican! No know how to drive! She blake too fast!**
>
> (CC/C/003)

This dialogue is the sequel of the example of the Contextual Style above. It is count as the contextual style because Kim uses "Mexican" as the personal pronoun that makes the context of her intention is more generalized. Moreover, Kim uses the pronoun "She" that refers to Ria which at that time standing right in front of Kim.

5. **Cross Cultural Communication Style Choice of Arabian**

Based on the findings found in the table 4,5,6 and 7, it is clear that Arabian people tend to use Direct Style like White people. The direct style is 67%. On the second rank there is Exacting Style (50%), the third rank is Personal Style (75%), and the last one is Instrumental Style (100%). Those percentages are the result of the comparison between its styles. Arabian is the only cultural background that uses Exacting Style. For the other kind of style, it is mostly similar to White.

The first style that is frequently used by the Arabian people in the movie is Direct Style. It occurs four times from the total of six occurrences. Here is the example and explanation of the phenomena in the movie.

> *Dirk   : And what kind of ammunition do you want?*
> **Dorri   : Whatever fits.**
>
> (CC/C/008)

This dialogue happens in an armory and Dorri wants to buy bullets for her gun. She just answers sufficiently because she just wants to do it as fast as she can. In this case Dorri's utterance can be included as a direct style

because she gives a clear message and overt expression of intention by saying "whatever fits" to Dirk.

The style which is in the second place is Exacting Style. The Arabian people is the only one who tend to use it. Here is the example of it:

Ken Ho : Has your father read his policy?
Dorri   : He doesn't read English

(CC/C/054)

Dorri's utterance can be included as an exacting style because she just gives a respond to Ken Ho's question. Although it is an implicit statement but it is easy for anybody to know the implied meaning of Dorri's utterance. In this case, Dorri's utterance is also counted as an indirect style because when he says "He doesn't read English", it implies that her father has not read the policy yet because he cannot use English well.

The third and the last styles that is used by the Arabian are Personal and Instrumental Style. The Personal Style occurs three times from four total occurrences. Then for the Instrumental Style that is used by the Arabian in the movie occurs three times from the total of three occurrences. The example of the Personal and Instrumental Style can be seen in the below section:

> Daniel : Excuse me?
> **Farhad : I want go home, how long?**
> Daniel : I replaced the lock but you got a real problem with that door.
> **Farhad : You fix the lock.**
> Daniel : I replaced the lock, but the door is bent, you gotta fix the door.
> **Farhad : Fix the lock!**
> Daniel : Listen to me, you need a new door
>
>   (CC/C/039)

In this dialogue Farhad says his intention in a clear message to make Daniel understand that he wants the lock fix, but he has a really bad tempered, then he does not want to hear Daniel's suggestion and just wants Daniel to fix the lock and the door will be just fine. This dialogue also can be called as a personal style because the usage of the informal language. This case happens for several reason, firstly, because Farhad cannot speak English well and secondly they just in a casual condition, so they can use an informal language. Moreover, Farhad's utterances can also be classified as an instrumental style because by expressing these utterances, he wants to force Daniel to obey his instruction. Thus, it also means that he is really selfish.

6. Cross Cultural Communication Style Choice's Strategy

Like what is clearly shown in table 8, the phenomena of the strategy of cross cultural communication style choice is 18 points. Those strategies are **overt expression** and **assert self-face needs strategy** from the Direct

Style, **saving face**, **ambiguous/implicit** and **rhetorical question strategy** from the Indirect Style, **flashy and embellished language strategy** from the Elaborate Style, **not less or more than it is needed strategy** from the Exacting Style, **concise statement**, **understatement** and **silence strategy** from the Succinct Style, **first-person pronoun** and **informal language strategy** from the Personal Style, **personal pronoun** and **formal language strategy** from the Contextual Style, **sender based** and **goal outcome based strategy** from the Instrumental Style, **receiver oriented** and **process oriented strategy** from the Affective Style.

Based on the data collected, the most common strategy used in a cross cultural communication are: **overt expression strategy** which occurs 20 from the total of 29 occurrences which a strategy from Direct style. After that there is an **implicit/ambiguous strategy** which occurs 27 times from the total of 37 occurrences from Indirect Style. Then there is **concise statement strategy** which occurs seven times from the total 12 occurrences from Succinct Style. There is also a **first person pronoun strategy** which occurs 13 times from the total of 23 occurrences from Persona Style. From Contextual Style, there is a **personal pronoun strategy** which occurs six times from the total of eight occurrences. From Instrumental Style, there is a **sender based strategy** which occurs nine times from the total of 16 occurrences and the last strategy is from Affective style, there is a **receiver**

oriented strategy which occurs eight times from the total of eight occurrences.

For the Elaborate and Exacting Style, there is only one strategy that follows the style. Then, it is clear that only **Flashy and embellished language strategy** that will dominates Elaborate Style and **not less or more than it is needed strategy** that will dominating Exacting Style all over the phenomena found.

Here is the example and the explanation of the strategies which are mostly used by the people in the movie. The first strategy which is mostly used is overt expression strategy from the Direct Style:

> *Farhad : I need door? How much?*
> ***Daniel : I don't know, you gotta call someone who sells doors.***
> (CC/C/040)

In this dialogue, Daniel's utterance can be categorized as a direct style because he just simply answers what Farhad asked, even though Daniel cannot give a correct answer. He does not know how to answer Farhad's questions and he just simply answer it honestly to Farhad. All this explanations makes it clear that Daniel uses overt expression strategy to answer Farhad's question.

The second frequently used strategy is implicit/ambiguous strategy from Indirect language that occurs 27 times from 37 total occurrence of Indirect style. Here is the example and the explanation of the strategy:

> *Ryan   : What does my father do about sleeping tonight?*
> **Shaniqua : I don't know. I'm not a doctor**
>
> <div align="right">(CC/C/020)</div>

It is right that Shaniqua does not know about Ryan's father, but her answer to Ryan's question is definitely using an indirect style because she tries to defend herself since Ryan is still trying to give Shaniqua a really bad time. By answering Ryan's question in that way, then it is really clear that the strategy used by Shaniqua is implicit/ambiguous language.

The third strategy commonly used by the characters in the movie is concise statement strategy from Succinct Style. Succinct Style has three strategies, those are concise statement, understatement and silence strategy, but the most one which is used by the characters are the concise statement strategy, then here is the example and the explanation of it:

> *Detective Carr   : You got a smoke?*
> **Graham   : Quit**
>
> <div align="right">(CC/C/005)</div>

This dialogue is the example for the cross cultural communication style choice of Black people in using Indirect Style. Besides, it is an indirect style, it is also called as a succinct style because Graham's answer is too short and included as a concise statement strategy. It is less and almost not answering Detective Carr's question.

The fourth strategy that is commonly used by the characters in the movie is from the Personal Style; this is a first-person pronoun strategy. Here is the example of it which recorded in the data collected:

> *Peter   : Why you being a jerk? Driving the car.*
> *Hansen : I gotta better idea, why don't you get out right now?*
> *Peter   : Fine. You want me to show you? I'll show you*
> <div align="right">(CC/C/011)</div>

This dialogue can be classified as a personal style because of the first person pronoun that he used that is reflected in the usage of "I" that refers to Peter himself and "you" that refers to Hansen. Besides, the first person pronoun strategy actually in Peter's utterances count an informal language strategy that is reflected from the usage of a word "jerk".

The fifth strategy commonly used by the characters in the movie is personal pronoun strategy from the Contextual Style. Personal pronoun strategy is the strategy that comes in utterances which use the personal pronoun like "She" and "He" or even the other kinds of calling which refers to someone. The example and explanation can be seen in the below section:

> *Cop   : Ma'am, wait on your vehicle.*
> *Kim   : Stop in the middle of street! Mexican! No know how to drive! She blake too fast!*
> <div align="right">(CC/C/003)</div>

The above explanation can be counted as the contextual style because Kim uses "Mexican" as the personal pronoun that makes the context of her intention is more generalized. Moreover, Kim also called Ria that stand right in front of her with the word "She", then it is clear that Kim's utterance is counted in personal pronoun strategy.

Then, the sixth strategy that is commonly used by the characters in the movie is influence/persuade strategy from Instrumental Style. This strategy is the strategy that occurs in an utterance in a form of selfish attitude by placing a personal interest as a priority. Here is the example of it as recorded in the data found:

> Peter   : *Why you being a jerk? Driving the car.*
> **Hansen : I gotta better idea, why don't you get out right now?**
> Peter   : *Fine. You want me to show you? I'll show you*
>
> (CC/C/012)

Hansen uses Instrumental style because he tries to make Peter come out of his car by persuading Peter with rhetorical question. That is why it is use the influence/persuading strategy. Moreover, Peter's utterance also count in influence/persuade strategy because they persuade each other.

The last strategy found in the movie is receiver oriented. This strategy is from Affective Style usually used to express care to the other participants. Here is the example of this strategy that is used by the characters in the movie:

> Jean : *I want the locks changed again in the morning.*
> **Rick : Honey, why don't you go to bed. Did you check on James?**
> Jean : *Of course I checked on James, I've checked him every five minute since we've been home, don't patronize me! I want the lock changed again in the morning.*
> **Rick : Shhh, it's okay. You just need to lie down.**
>
> (CC/C/034)

In this dialogue, Rick tries to ask Jean to calm down. He tries to change the topic and tries to make Jean relax. This case can be classified as an affective style because Rick shows his affection to Jean by trying to make her feel relax, but as a matter of fact his statement makes Jean feel more stressful. This kind of form is the example of receiver oriented strategy.

CHAPTER V

CONCLUSIONS, IMPLICATIONS AND SUGGESTIONS

A. **Conclusions**

Based on the findings and the discussion in Chapter IV, some conclusions can be drawn related to the formulation of the problems and the objectives of the study as stated in Chapter I. The conclusions are formulated as follows:

1. There are four types of cross cultural communication which are divided into nine styles and 18 strategies. There are Direct-Indirect Type (Direct Style and Indirect Style), Elaborate-Exacting-Succinct Type (Elaborate Style, Exacting Style, Succinct Style), Personal-Contextual Type (Personal Style and Contextual Style), Instrumental-Affective Type (Instrumental Style and Affective Style).

2. There are 68 data analyzed in this research. Indirect Style occurs 37 times out of the total of 66 occurrences of Direct-Indirect Type. In the second most often appearing style, there is Elaborate Style which appears 25 times (14%). After that, Personal Style ranks the third by appearing only 23 times (13%). Finally, Instrumental Style happens the least of often, since it only occurs 16 times out of the total of 24 occurrences of Instrumental-Affective Type.

3. White people use Direct Style as much as 57%, Elaborate Style 40%, Personal Style 87.5%, and Instrumental Style 86% while directing a cross cultural communication based on the data collected from the movie. While the Black people use Indirect Style (67%), Elaborate Style (40%), Personal Style (87.5%) and Affective Style (60%) while directing a cross cultural communication based on the data collected from the movie. The Hispanic people use Indirect Style (55%) that occurs 11 times out of the total of 20 occurrences of Direct-Indirect Type. Then they also tend to use Elaborate Style (50%) which occurs seven times. After that, Personal Style (86%) and Affective Style (57%) are also frequently used by them in the movie. While the Asian people use Indirect Style as much as 80%, Elaborate Style (80%), Contextual Style (100%), and Instrumental Style (100%). Similar to the White People, Arabian tend to use Direct Style (67%), Exacting Style (50%), Personal Style (75%), and Instrumental Style (100%).

4. Based on the theory of Gudykunst and Ting-Toomey (in Neulip, 2009), there are 18 strategies which are exist in the theory of cross cultural communication. The first most often appearing strategies is overt expression of the Direct Style (20 times out of the total of 29 occurrences). The second is implicit/ambiguous language of the

Indirect Style (27 times out of the total of 37 occurrences). The third is concise statement of the Succinct Style (4%). In the fourth, there is the first person pronoun usage which is related to the Personal Style (7%). After that, there is the usage of personal pronoun which is related to the Contextual Style (3.5%). The next is sender based from the Instrumental Style (5%). Finally, receiver oriented from Affective Style (eight occurrences from eight).

B. Implications

1. Based on the Findings and the discussion in the previous chapter, The White people tend to use direct style because it is related to their own nature, which is in line with the theory of Smedley (2012) in his article entitled "Stereotypes and Symbolism: Image can Hurt". He describe them as people who are assertive and lust of power. Thus, they tend to use a direct style while directing a cross cultural communication. Moreover, they also tend to use Elaborate style because they usually claim themselves as smart people and in their culture a smart person tend to be talkative and they try to reflect the smart image within themselves by directing the Elaborate Style while they are in a cross cultural communication. Then, for the pronoun that they usually use, they tend to use the first person pronoun as the major pronoun they

uttered. Related to the last style that they tend to use is Instrumental Style. They use instrumental style because as stated by Smedley (2012), the white people are greedy and lusting of power then it is really reflected in their choice of style when they are involved in a cross cultural communication by using the Instrumental Style.

2. Related to the discussion of the Black People, it is clear that they tend to use Indirect Style, Elaborate Style, Personal Style, and Affective Style. They use Indirect Style for the politeness urgencies. However, in some part of the movie they use the Indirect Style to insult the other participants of cross cultural communication. The second most often used style that the Black people usually choose is Elaborate Style; they choose this style because they try to look smart by being talkative as they stereotyped as a dumb (low test score), silliness, deprivation, and ignorance (Davis' article, 2004). The third highest style is Personal Style. The personal style is really stuck into the Black people's image because of the usage of the informal term or usually called as "slank" language. Then the least appears style used by the Black people is Affective Style. They use this style because they are portrayed as having more patience more than the White, the Asian and the Arabian people. They tend to have a higher level of

affection compare to the other participants that are involved in a cross cultural communication.

3. Similar to the Black people, the Hispanic people tend to use Indirect Style because of the politeness importance. It is in line with Jackson's statement (1995) that they usually try to be polite while directing cross cultural communication itself. Then the second most appearing style is Elaborate. As they are commonly stereotyped as intelligent people (Jackson, 1995), they try to look smart in the society by being talkative as it is seen in the movie. Then they also use the Personal Style by using the personal pronoun frequently while having a cross cultural communication. The last style is Affective style. As they are immigrants in America (especially in Los Angeles), similar to the Black people, they try to be humble to the other cross cultural communication participants.

4. Speaking of Asian, they tend to use Indirect Style, Elaborate Style, Contextual Style and Instrumental Style. They tend to use the Indirect Style because they try to be polite while talk to people that come from different cultural backgrounds. They use Elaborate Style when they try to arose their smart image as they are stereotyped as clever yet sneaky people in the society, especially in Los Angeles. Then, they use the contextual style while directing a

cross cultural communication because as Kim and Yeh describe them (2002) as submissive and humble people. Finally, the last style that are used by the Asian choose is Instrumental Style. This style really fits to the stereotype that Kim and Yeh (2002) explain in their article, that they are described as sneaky and sly people who want to persuade the other participants to follow their ideas.

5. While the Arabian or the Middle Easterner tend to use several types. They are Direct Style, Exacting Style, Personal Style and Instrumental Style. They use the same directness style with the White people while having a cross cultural communication. They use direct style because there are only a few people of Arabian that speak English fluently. Thus, they just try to talk what they really want to utter while directing a cross cultural communication. Then, the second style is Exacting Style; different from the others, the Arabian tend to use exacting because they think delivering their idea is the main point of communication as it is reflected in the movie. The third style is Personal Style; they use it because they usually use the pronoun "I" that refers to themselves and "You" which refers to the others participants of the cross cultural communication.

C. Suggestions

Paying attention towards the conclusion that are derived, the researcher proposed some suggestions for some parties. They are as follows:

1. **English Lecturers**

   Since the materials of intercultural communication and cross cultural communication really limited discussed in classes and books, it is a good stuff to enrich English Department's subject, especially for the Linguistics under the Sociolinguistics study. The research related to the multicultural society is really important to minimize the occurrence of misunderstanding or other bad possibilities that might occur while directing a cross cultural communication in a real situation.

2. **Linguistics Students**

   Since the material about cross cultural communication and intercultural communication is only discussed generally, whether in the class or in the hand books, then it is a great chance to widen the cross cultural communication's subject by investigating the other aspect which is closely related to it like the styles and the strategies that are usually used by any cultures. Sincerely, this research can go deeper if there is no limit time to finish up the

research. Thus, it is important for the linguistic students to acknowledge the language phenomena especially the cross cultural communication

3. Future Researchers

The phenomena of multicultural society are really common in nowadays era. Thus, the cross cultural communication style choice is worth to be investigated. Since there are only few books that discuss about the style used by cultures, it is good chances for the other researchers to do a further study which concern in a cross cultural communication especially in the style they choose to enrich the knowledge and the field of linguistics itself. Besides, it is important to be learned to avoid or minimize the occurrence of misunderstanding and the other bad possibilities while directing a cross cultural communication.

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APPENDIX

Appendix: A Sociolinguistic Analysis of Cross Cultural Communication Style Choice as Reflected in the Script of *Crash*

Note:

D	: Direct	Ex	: Exacting	C	: Contextual	DIT	: Direct-Indirect	EEST	: Elaborate-Exacting-Succinct
Id	: Indirect	S	: Succinct	In	: Instrumental	IAT	: Instrumental-Affective		
El	: Elaborate	P	: Personal	A	: Affective	PCT	: Personal-Contextual		

No	Code	Data	Cross-cultural Communication Style									Strategy	Cultural Background	Meaning
			DIT		EEST			PCT		IAT				
			D	Id	El	Ex	S	P	C	In	A			
1	CC/C/001	Ria : I think he mighta hit his head **Cop : You don't think that's true?**		✓		✓		✓				Rhetorical question, asking what should be asked, using first person pronoun	Ria : Hispanic Cop : White	It is categorized as the indirect style because of the respond of the cop that seems not sure with Ria's utterance. Then this data also can be categorized in Exacting style because the cop just exactly asks rhetorically. Moreover, it is also counted as personal style because of the usage of first person pronoun.
2	CC/C/002	Cop : I need to see your registration and insurance. **Kim : Why? Not my faults! Her fault! She do this**	✓		✓				✓	✓		Overt expression of intention, flashy, try to influence the cop, personal pronoun usage (she)	Cop :White Kim :Asian	It is categorized as direct style because Kim clearly defends herself. She thinks that the Cop blames her for the accident, then this case also can be included to the elaborate style because Kim's utterance to the Cop is flashy and does

No	Code	Data	Cross-cultural Communication Style									Strategy	Cultural Background	Meaning
			DIT		EEST			PCT		IAT				
			D	Id	El	Ex	S	P	C	In	A			
														not fit to respond the Cop's request to show her registration and insurance. This case also include to the instrumental style because of her utterance is goal outcome based to make her free from suspicion.
3	CC/C/003	Cop : Ma'am, wait on your vehicle. **Kim : Stop in the middle of street! Mexican! No know how to drive! She blake too fast!**		✓	✓				✓	✓		Implicit, embellished language, the usage of personal pronoun, persuading	Cop : White Kim : Asian	Is using indirect style because of the implicit meaning of her intention. Then this case also can be categorized as elaborate style because she is talking too much in embellished language. This is also count as the contextual style because she uses "Mexican" as the personal pronoun that makes the context of her intention is more generalized.
4	CC/C/004	Detective Carr : You Okay? **Graham : Freezing**	✓			✓						Overt expression of intention, clear message, not less or more information.	Detective Carr : White Graham :Black	It is categorized as direct style because of the clear message that is uttered by Graham to answer Detective Carr question, more over his answer is not less or

No	Code	Data	D	Id	El	Ex	S	P	C	In	A	Strategy	Cultural Background	Meaning
														more than it is needed.
5	CC/C/005	Detective Carr : You got a smoke? **Graham : Quit**		✓			✓					Implicit, concise statement	Detective Carr : White Graham : Black	It is indirect style because by saying "Quit", Graham informs Detective Carr that he has no cigarettes. He answers the question implicitly. Then it is also called as succinct style because his answer is too short and included as a concise statement
6	CC/C/006	Farhad : You don't use that tone of voice with me. (In Farsi) **Dirk : Yo Osama, plan the Jihad on your own time; what do you want?**		✓	✓							Rhetorical question and embellished language	Farhad:Arabian Dirk :Hispanic	Dirk's utterance can be included as indirect statement because he responds Farhad's utterance that is uttered in Farsi with something improper and impolite by mocking Frahad and calls him "Osama". This case also can be called as Elaborate style because Dirk talk too much to respond Farhad's utterance.
7	CC/C/007	Farhad : Are you insult at me? Dirk : **Am I making insult at you? That's the closest you get to English?**		✓	✓							Rhetorical question and embellished language	Farhad:Arabian Dirk : Hispanic	This dialogue is the sequel of the conversation above. Dirk in this conversation tries to

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														insult Farhad by offend Farhad's ability to use English. Then the insult is categorized as the indirect style because the usage of the rhetorical question. Then it is also called as elaborate style because Dirk talks too much than it is needed.
8	CC/C/008	Dirk : And what kind of ammunition do you want? **Dorri : Whatever fits.**	✓			✓						Clear message, talk not less or more than it is needed	Dirk :Hispanic Dorri :Arabian	In this case Dorri's utterance can be included as direct style because the clear message and overt expression of intention by saying "whatever fits" to Dirk. Then it is also can be called as exacting style because he answers Dirk's question briefly. The question-answer section in this dialogue runs well without maxim violation.
9	CC/C/009	Dorri : I'll take the ones in the red box. **Dirk : Do you know what those are?**		✓			✓					Rhetorical question, implicit, understatement	Dirk :Hispanic Dorri :Arabian	In this dialogue Dirk is using indirect style because of his rhetorical question to Dorri, he tries to say implicitly that the one in the red box is really harmful. Then it is also

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														called as succinct style because Dirk a bit underestimates Dorri's ability in buying those kinds of bullets.
10	CC/C/010	Anthony : You see any white people in there waiting an hour and thirty two minutes for a plate of spaghetti? Huh? And how many cups of coffee did we get? **Peter : You don't drink coffee and I didn't want any.**		✓	✓			✓				Implicit, saving face, flashy, first person pronoun usage	Anthony: Black Peter: Hispanic	Peter's utterance can be classified into indirect style because of the implied meaning of his intention. He tries to make Anthony to stop the racist discussion that they have. Then it is also included to elaborate style because Peter gives many statement to respond Anthony's question. More over it is also called as Personal style because the usage of personal pronoun and an informal language that indicates the intimacy between them.
11	CC/C/011	**Peter : Why you being a jerk? Driving the car.** Hansen : I gotta better idea, why don't you get out right now? **Peter : Fine. You want me to show you? I'll show you**	✓					✓		✓		Assert self-face need, overt expression intention, informal, first person pronoun, goal outcome based, persuade	Peter: Black Hansen: White	In this case, Peter's utterances are really clear that he use the direct style. He tries to ask Hansen to continue driving. Then this case also can be called as personal style because of the informal

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12	CC/C/012	Peter : Why you being a jerk? Driving the car. **Hansen : I gotta better idea, why don't you get out right now?** Peter : Fine. You want me to show you? I'll show you		✓				✓		✓		Rhetorical question, informal, first person pronoun, goal outcome based,	Peter: Black Hansen: White	The setting of this case is in Hansen's car. Hansen feels no longer uncomfortable with Peter's behavior and he tries to ask Peter out of his car by uttering the rhetorical question that implied as the indirect style. Then it is also included to the personal style because Hansen uses the informal language and he also uses the instrumental style because of his goal is to make Peter out of his car by using the rhetorical question.
13	CC/C/013	Rick : You're seriously jealous of Karen? **Jean : Hardly. I'd just like to see you get through a meal without calling her, or someone else at**	✓		✓			✓				Overt expression of intention, flashy and embellished language,	Rick: Hispanic Jean: White	The setting of this case is in dining room and in dinner time. Jean tries to ask Rick to put his cell phone down

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		your office.										informal, first person pronoun.		while having a dinner with her, this overt expression can be included as the direct style. Then it is also can be called as elaborate style because of Jean's utterances that more than it is needed. She answers Rick's question flashily. Then it is also included as personal style because the language use between husband and wife that normally informal.
14	CC/C/014	Johnson : Yeah. Name is Conklin. He's a Narc out of Wilshire. You want to talk to him? **Graham : Not Yet**	✓				✓					Clear message, concise statement.	Johnson :White Graham :Black	In this case, Graham answer Johnson's question directly because he does not want to make the situation more complicated. Then this case also called as the succinct style because of the concise statement that Graham used to answer the question. There is no information why he does not want to talk to Conklin yet and that is why it is called as the succinct style.

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15	CC/C/015	Johnson : Mercedes takes a shot at him. Detective Conklin returns fire, one shot. Mercedes hits the wall, driver opens the door and falls out dead. **Ria : I got the Mercedes**	✓			✓			✓			Clear message, not less or more than it is needed, personal pronoun.	Johnson :White Ria :Hispanic	Ria is usingdirect style because she utter her thought in a clear message. Moreover, it is also called as exacting style because of the precise respond from Ria to Johnson's utterance about the Mercedes. Then this case can be called as contextual style because Johnson uses the personal pronoun like "him".
16	CC/C/016	Graham : Anyone see who shot first? **Johnson : They just heard two bangs** Graham : Find me a witness.		✓			✓					Ambiguous and implicit, high context, understatement	Graham :Black Johnson :White	In this dialogue, it is really clear that Johnson does not answer Graham's question. He implicitly answer it by saying "They just heard two bangs." Then this can be included as indirect style. Moreover it is also can be called as succinct style because Johnson's respond seems to be the understatement of Graham's question. Basically he does not really answer it but making a clueless respond of the

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														question.
17	CC/C/017	Shaniqua : And I told you the clinic is only open after hours for emergencies **Ryan : This is an emergency**	✓							✓		Overt expression of intention, persuade, goal outcome based	Shaniqua:Black Ryan : White	Ryan tries to persuade Shaniqua to let him enters the clinic directly by using the overt expression of intention. He says "this is an emergency" based on his point of view. Then this case also can be called as an instrumental style because it is clear that Ryan's utterance is really sender based.
18	CC/C/018	Ryan : This is an emergency **Shaniqua : Mr. Ryan, your father has been to the clinic three times in the last month. He's being treated for a urinary tract infection about your HMO plan; you can make an appointment to come in from ten to four, Monday through Friday.**		✓	✓					✓		Saving face, flashy, receiver oriented	Ryan :White Shaniqua:Black	Shaniqua is a receptionist in a clinic where Ryan's father is treated. She just tries to make Ryan calms down and let him knows that his father is already comes. She implicitly tries to make Ryan to stop his action. Then that is why this case is included as indirect style. Then it is also classified as an elaborate style because Shaniqua excessively responds to Ryan's

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														utterance. Moreover, it is also called as affective style because as a good receptionist Shaniqua is trying not to have a quarrel with her patient, then she just tries her best to calming Ryan down.
19	CC/C/019	Shaniqua : Mr. Ryan, your father has been to the clinic three times I the last month. He's being treated for a urinary tract infection about your HMO plan, you can make an appointment to come in from ten to four, Monday through Friday. **Ryan : What does my father do about sleeping tonight?** Shaniqua : I don't know. I'm not a doctor	✓							✓		Assert self-face needs, goal outcome based	Ryan :White Shaniqua:Black	Ryan is using a direct style because Ryan he formulates a clear message by trying to ask Shaniqua about his father. Then it is also classified as instrumental style because Ryan still forces Shaniqua to let him enters the clinic to see his father.
20	CC/C/020	Ryan : What does my father do about sleeping tonight? **Shaniqua : I don't know. I'm not a doctor**		✓			✓					Implicit, ambiguous, understatement	Ryan : White Shaniqua:Black	It is right that Shaniqua does not know about Ryan's father, but her answer to Ryan's question is definitely using an indirect style because she tries to defend herself because Ryan is still trying to give Shaniqua a really bad time. Then it is also can be seen as succinct style because

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														it is clear that Shaniqua understating Ryan's question about his father by saying "I'm not a doctor". Of course Ryan knows it well that Shaniqua is a receptionist and not a doctor. She says the utterance because of her anger.
21	CC/C/021	Shaniqua : I don't know. I'm not a doctor **Ryan : I want to speak to your supervisor**		✓			✓			✓		Saving face, implicit, understatement, sender based	Ryan:White Shaniqua:Black	Ryan's utterance can be included as indirect style. By saying the utterance, Ryan is trying to show his anger and wants to talk to Shaniqua's supervisor and inform that Shaniqua is performance has dissatisfied him. Then it is also classified as the succinct style because he underestimating Shaniqua's ability. It is also included as the instrumental style because Ryan still persuades Shaniqua even harder by saying the utterance.

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22	CC/C/022	Ryan : I want to speak to your supervisor **Shaniqua : I am my supervisor**	✓			✓		✓				Clear message, not less or more information, first person pronoun	Ryan: White Shaniqua: Black	Shaniqua says that she's the supervisor to Ryan directly to make him understand that Shaniqua prohibit Ryan to enter the clinic because it is the procedure. Then it is also called as exacting style because Shaniqua is respond to Ryan's utterance is not less or more than it is needed. Then it is also count as the personal style because the informal language that are used by both of the participant.
23	CC/C/023	Ryan : Step onto the sidewalk, please, sir. **Cameron : I haven't been drinking.**		✓		✓		✓		✓		Saving face, concise statement and understatement, persuade	Ryan: White Cameron:Black	In this dialogue, Cameron responds to Ryan's direction to make Ryan understand that he does not do anything wrong while driving his car. It is also can be included as the succinct style because Cameron rather violates the maxim and even though he understands Ryan's direction. More over Cameron's utterance also

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														classified into instrumental style because he tries to persuade Ryan to let him go because he is not drunk.
24	CC/C/024	**Ryan** : **Step onto the sidewalk, please, sir.** Cameron : I haven't been drinking. **Ryan** : **Then we shouldn't have a problem** Christine : He doesn't drink. He's a Buddhist for Christ's sake.		✓						✓		Implicit, goal outcome based, sender based.	Ryan: White Cameron:Black	In this dialogue Ryan is using an indirect style. Ryan tries to tease Cameron and Christine in their way home from party just because they are black. Then Ryan's instruction to Cameron to step to the sidewalk is included as the indirect style, then it is also count as instrumental style because Ryan's instruction is really selfish and sender based.
25	CC/C/025	Ryan : Then we shouldn't have a problem **Christine : He doesn't drink. He's a Buddhist for Christ's sake.**		✓	✓				✓			Saving face, embellished language, personal pronoun	Ryan: White Christine:Black	Christine is implicitly tries to make Ryan believes that Cameron is not drunk while driving the car. That is why it is included as indirect style. Then it is also count as Elaborate style because Christine's utterances does not answer anyone question,

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														Ryan's utterance is for Cameron and Christine just has an embellished language. More over Christine's utterances also included as to Contextual style because of the usage of personal pronoun like "he".
26	CC/C/026	Ryan : Do you have any guns or knives on you, anything I'm going to get stuck with? **Christine : I'm wearing a cocktail dress, what do you think?**		✓	✓			✓				Rhetoric question, first person pronoun, flashy	Ryan: White Christine:Black	In this dialogue Christine's utterance can be called as indirect because the question does not need to be answered and everyone there knows that Christine is wearing a cocktail dress. She just tries to answer Ryan's question implicitly that she does not bring any knives or something harmful. It is also an Elaborate style because Christine gives too many information to Ryan. Moreover, Christine also uses personal style because the usage of the first-person pronoun to answer Ryan's question informally.

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27	CC/C/027	Ryan : What do you think we should do? **Cameron : We're sorry. We'd appreciate it if you just give us a warning.**		✓	✓						✓	Saving face, embellished language, receiver oriented	Ryan: White Cameron:Black	In this dialogue, Cameron uses indirect style because he expresses his sorry because he just wants to get off of Ryan as soon as possible and he does not want to create another trouble that can make him and Christine linger there any longer. Then, it is also counted as an elaborate style because Cameron uses flashy statement and does not give a direct answer to Ryan's question. Moreover, Cameron's utterance can be classified into affective style because he just tries to make win-win solution of those troubles and tries to make everything clear as soon as possible.
28	CC/C/028	Anthony : What the fuck was that? **Peter : Holy shit, we run over a Chinaman!**	✓			✓		✓				Overt expression of intention, enough information, informal, first person pronoun	Anthony: Black Peter: Hispanic	In this dialogue, Peter's utterance can be counted as as direct style because of his overt expression answering Anthony's question. Then the utterance also can be

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														included as exacting style because of his exact answer to Anthony's question. Moreover, Peter uses a personal style because of the informal language that he uses and the first person pronoun that exist in the utterance as well.
29	CC/C/029	Anthony : You're saying there's a Chinaman under this truck? **Peter : What do you not understand? There's a Chinaman stuck under the goddamn truck!**		✓	✓			✓				Rhetorical question, embellished language, first-person pronoun	Anthony: Black Peter: Hispanic	Peter uses an indirect style because he tries to convince Anthony that they have just crashed over the Chinaman implicitly. Then it is also called as elaborate style because Peter says too much to make Anthony believe in him that they have just crashed over a Chinaman. In this dialogue, Peter uses personal style because the usage of informal or profanity in his statement as well.
30	CC/C/030	Choi : Help me. **Anthony : Shut up! I'm trying to think! Fuck-fuck-fuck! Okay, come on, get back in the truck.**	✓		✓			✓				Overt expression of intention, flashy language, informal	Choi: Asian Anthony: Black	Anthony's utterance can be included as a direct style because it is clear that Anthony is willing to help Choi as the victim, even he has

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														to say so much profanity but in the end he helps Choi. Not only direct style, but it is also can be classified as the elaborate style because of the embellished language that unnecessary said. Then Anthony's utterance also can be called as a personal style because the informal language and the first-person pronoun that Anthony uses to respond to Choi's utterance.
31	CC/C/031	Jean　: How much longer are you going to be? **Daniel : This is the last door**		✓		✓						Ambiguous, enough information	Jean: White Daniel:Hispanic	Daniel is using an indirect style because his answer is not directly answers Jean's question about "how long he will finish his work", instead of answering he says that "this is the last door". Pragmatically, Daniel's answer can be assumed that his work will finish immediately. Daniel's answer also can be classified as exacting style because his exact answer to

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														Jean's question. Even though he does not really answer what exactly Jean asked, but it is enough for Jean to know that his work will be finished immediately.
32	CC/C/032	Rick : Honey, why don't you go to bed. Did you check on James? **Jean : Of course I checked on James, I've checked him every five minutes since we've been home, don't patronize me! I want the lock changed again in the morning.**		✓	✓			✓				Implicit, saving face, flashy and embellished language, first person pronoun	Rick: Hispanic Jean: White	In this dialogue, Jean's utterances can be included as indirect style because Jean answer Rick's question clearly. Then, it is also classified as Elaborate style because she talks too much and give unnecessary information. For example like she says "don't patronize me" and also her desire to change the lock are not related to Rick's question. This case also can be included as personal style because the dialogue is using an informal style which strengthens the intimacy's atmosphere between husband and wife.

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33	CC/C/033	**Jean : I want the locks changed again in the morning.** Rick : Honey, why don't you go to bed. Did you check on James? **Jean : Of course I checked on James, I've checked him every five minutes since we've been home, don't patronize me! I want the lock changed again in the morning.** Rick : Shhh, it's okay. You just need to lie down.	✓							✓		Overt expression intention, persuade and influence	Rick: Hispanic Jean: White	It is clear that Jean directly tries to persuade Rick to agree with her that the lock have to be changed in the morning. She gives a tension in every utterance that Rick has to change the lock. The direct style reflected from the directness of her expression and the instrumental style reflected from her effort to influence Rick to change the lock in the morning.
34	CC/C/034	Jean : I want the locks changed again in the morning. **Rick : Honey, why don't you go to bed. Did you check on James?** Jane : Of course I checked on James, I've checked him every five minutes since we've been home, don't patronize me! I want the lock changed again in the morning. **Rick : Shhh, it's okay. You just need to lie down.**		✓							✓	Saving face, implicit, receiver oriented	Rick: Hispanic Jean: White	In this dialogue, Rick tries to ask Jean to calm down. He tries to change the topic and tries to make Jean relax. Then that is why his utterance is called as indirect style. Then this case also can be classified as affective style because Rick tries to not overwhelm by Jean's tension to change the lock in the morning, but as a matter of fact his statement makes Jean feels more stressful.

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35	CC/C/035	Bruce : Do you have to say they were black? **Rick : You're right, Bruce, I should have told my own cops that I couldn't quite make out the color of two men standing less than a foot from me. Give yourself a raise.**	✓		✓							Assert self face needs, flashy and embellished language	Bruce: Black Rick: Hispanic	In this dialogue, Rick's utterances can be classified as a direct language because he says directly what he had to say to the cops about the two men. He answers Bruce's question directly without making an ambiguous statement. Then, it is also included as an Elaborate style because Rick is giving too much informsation about his reason.
36	CC/C/036	Bruce : He's a Iraqi. Rick : He's Iraqi? He looked black. **Bruce : Iraqi. Saddam Khahum.**	✓			✓						Clear message, enough information	Bruce: Black Rick: Hispanic	In this dialogue, Bruce is using a direct style because his utterance can answer Ricks question to convince that the man they discussed is Iraqi because his name is Saddam Khahum and he is not black like Rick's guess. The above dialogue also can be called as Exacting style because it is enough for Bruce to answer Rick's question directly. He gives Rick's the

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														information that not less or more than it is needed.
37	CC/C/037	Bruce : Iraqi. Saddam Khahum. Rick : **Saddam? You want me to pin a medal on an Iraqi named Saddam?? Are you out of your fucking mind?**		✓	✓							Rhetorical question, flashy and embellished language	Bruce: Black Rick: Hispanic	In this case, Rick's questions can be included as an indirect style because when he tries to ask whether the men is Iraqi or black is to convince that the person who named Saddam Khahum is not always an Iraqi. He tries not to give stereotype the man and tries to suggest Bruce to think like him implicitly. Then Rick's utterances also can be classified as an elaborate style because he just really over reacted to Bruce's utterance about the name.
38	CC/C/038	**Daniel : Excuse me?** Farhad : I want go home, how long? **Daniel : I replaced the lock but you got a real problem with that door.** Farhad : You fix the lock. **Daniel : I replaced the lock, but the door is bent, you gotta fix the door.**	✓					✓			✓	Overt expression intention, first person pronoun, informal, receiver oriented	Daniel:Hispanic Farhad:Arabian	In this dialogue, Daniel's utterances can be classified as direct style because he tries to transfer his message clearly to Farhad that he already fixes the lock but there's something more

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		Farhad : Fix the lock! **Daniel : Listen to me, you need a new door**												important than that, but Farhad just won't to hear about it. Daniel tries to let Farhad knows that he has to change the door because his door is bent and cannot be fixed by him. It is also called as a personal style because the usage of the first person pronoun and the informal language between them. Moreover it is also classified into affective style because Daniel's utterances is a receiver oriented. He just wants Farhad to know that his door is bent and cannot be fixed by changing the lock.
39	CC/C/039	Daniel : Excuse me? **Farhad : I want go home, how long?** Daniel : I replaced the lock but you got a real problem with that door. **Farhad : You fix the lock.** Daniel : I replaced the lock, but the door is bent, you gotta fix the door. **Farhad : Fix the lock!** Daniel : Listen to me, you need a new door	✓					✓		✓		Overt expression intention, clear message, informal, goal outcome based	Daniel: Hispanic Farhad: Arabian	In this dialogue Farhad uses a direct style because Farhad just say his intention in a clear message to make Daniel understand that he wants the lock fix, but he just really bad tempered, then he won't hear Daniel's suggestion and just

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														wants Daniel to fix the lock and the door will be just fine. This dialogue also can be called as a personal style because the usage of the informal language. This case happens for several reason, firstly, because Farhad cannot speak English well and secondly they just in a casual condition, so they can use an informal language. Moreover, Farhad's utterances can also be classified as an instrumental style because his utterances is really force Daniel it shows that he is really selfish.
40	CC/C040	Farhad : I need door? How much? **Daniel : I don't know, you gotta call someone who sells doors.**	✓			✓						Clear message, enough information	Daniel: Hispanic Farhad: Arabian	In this dialogue, Daniel's utterance can be categorized as a direct style because he just simply answer what Farhad asked even though Daniel cannot give a correct answer. He does not know and he just simply saying it

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														honestly to Farhad. Then it is also included as exacting style because he just tries to answer Farhad question as good as he can.
41	CC/C/041	Farhad : You try and cheat me, right? You have friend who fix door? **Daniel : I don't have a friend who fixes doors.**	✓			✓						Overt expression intention, not less or more than it is needed	Daniel: Hispanic Farhad: Arabian	In this dialogue, Daniel's utterance can be included as a direct style because Daniel just utters his utterance directly and without implicit meaning. He said that he does not know because he really does not know. Then it is also called as exacting style because Daniel just tries to answer Farhad's question by giving information based what he knows. He just tries to make Farhad understand that he needs a door smith to fix his door.
42	CC/C/042	**Daniel : Listen, just pay for the lock, I won't charge you for the time.** Farhad : You no fix but I pay? You think I'm stupid. You cheat, you fix the lock! **Daniel : I'd really appreciate it if you'd stop calling me**		✓							✓	Implicit, saving face, receiver oriented	Daniel: Hispanic Farhad: Arabian	Daniel's utterance can be classified as an indirect style because Daniel implicitly tries to end the conversation as fast as possible. Implicitly he also tries to make Farhad know

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		names. Farhad : You no fix the fucking lock! **Daniel : I replaced the lock! You gotta fix the door!** Farhad : Fucking cheat! You fucking cheat! **Daniel : Fine. Don't pay. Have a good night.**													that he is not cheating on him. Then in this case Daniel's utterances can be included as an affective style because he really cares to Farhad's needs and he do not influenced by Farhad's emotion.
43	CC/C/043	Daniel : Listen, just pay for the lock, I won't charge you for the time. **Farhad : You no fix but I pay? You think I'm stupid. You cheat, you fix the lock!** Daniel : I'd really appreciate it if you'd stop calling me names. **Farhad : You no fix the fucking lock!** Daniel : I replaced the lock! You gotta fix the door! **Farhad : Fucking cheat! You fucking cheat!** Daniel : Fine. Don't pay. Have a good night.	✓					✓		✓		Overt expression of intention, first person pronoun	Daniel: Hispanic Farhad: Arabian	In this dialogue, Farhad uses a direct style because he gives Daniel the direct expression about his feeling. Then this kind of case also can be classified as a personal style because of the informal language and the first person pronoun that they use in their conversation. Moreover Farhad's utterances can be included as a instrumental style because it is clear that Farhad just concerned with his own need and never tries listen to Daniel about hiring the door smith to fix his door.

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44	CC/C/044	Graham : Oh, come on. I woulda said Mexican but it wouldn't have pissed her off as much. **Ria : That's funny, 'cause if my mother knew I was sleeping with a black man, she'd never speak to me again.**		✓	✓							Implicit, flashy and embellished language	Graham: Black Ria: Hispanic	In this case, Ria's utterances implies that she feels harassed and offended by Graham's utterances that mention about their race to her mother in the phone just before the dialogue happens. Then this case also can be included as an elaborate style because of Ria gives too much respond Graham's utterances about race that offends her so much.
45	CC/C/045	Jean : Are these dishes clean or dirty? **Maria : All clean.**	✓			✓						Clear message, overt expression of intention	Jean: White Maria: Hispanic	In this case, Maria's utterance is count as a direct style because she just says what really is. She say "All clean" because she knows it is better that the dishes in the cabinets is all really clean because she washes them before Jean asked her. Moreover the utterance also included as exacting style because her utterance just really fit to Jean's question about the dishes. Then that is why the researcher classified

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														Maria's utterance to exacting style.
46	CC/C/046	Rick : He just shot the guy? Did they know each other, this some kind of grudge thing? **Karen : Not as far as we can call.**		✓		✓						Implicit, not less or more than it is needed	Rick: Hispanic Karen: Black	In this dialogue, Karen's utterance can be classified as an indirect style because Karen implicitly tries to tell Rick that his guessing can be right if they have more witnesses or evidences. Then, it is also included as exacting style because Karen just answer Rick's question based on what she knows.
47	CC/C/047	Rick : You think it was racially motivated? **Karen : A dozen people heard the shots, no one saw anything.**		✓		✓						Implicit, not less or more than just it is needed	Rick: Hispanic Karen: Black	Karen uses an indirect style because she answers Rick's question implicitly. She just tries to make Rick think rationally. Then this utterance also can be called as an exacting style because the answer from Karen to Rick is really fit to the question, even though it is implicitly answered but it is still fit into Rick's question.

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48	CC/C/048	Shaniqua : Mr. Ryan my name is Shaniqua Johnson. I believe we spoke last night. **Ryan : Yeah, I wanted to apologize for that crack. I haven't been sleeping a lot. My father is in a lot of pain.**	✓		✓			✓				Overt expression of intention, flashy and embellished language, first person pronoun	Shaniqua: Black Ryan: White	In this case of dialogue, Ryan's utterance can be classified as an direct style because there is no such implicit language in Ryan's utterance in responding to Shaniqua's utterance and he just expresses his problem to her. Then it is also an elaborate style because Ryan talks too much, especially in the beginning of a conversation. Then it is also classified as a personal style because the usage of an informal language and the first person pronoun as well.
49	CC/C/049	Ryan : Yeah, I wanted to apologize for that crack. I haven't been sleeping a lot. My father is in a lot of pain. **Shaniqua : I'm sorry to hear that**		✓			✓					Saving face, concise statement	Shaniqua: Black Ryan: White	In this case of dialogue, Shaniqua's utterance is an indirect style because she says "I'm sorry to hear that." It is an indirect expression of Shaniqua because she just heard the bad news about Ryan and his father, instead of following Ryan's conversation. Then,

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														Shaniqua's utterance also can be classified as a succinct style because that it does really fit to Ryan's utterance it too, even concise and less more than what the speaker has expected.
50	CC/C/050	Nurse : Can I help you? **Kim Lee : Choi Jin Gui! Choi Jin Gui!**		✓			✓		✓			High context, concise statement, personal pronoun (varies across culture)	Nurse: White Kim Lee: Asian	In this kind of case, Kim Lee's utterance is an indirect style because Kim Lee does not directly answer Nurse's question, She just mentions her husband's name and does not talking in English to ask the nurse where his husband is treated. Moreover, Kim Lee also talks in a contextual style because she only mentions her husband's name where the contextual style is varies across culture, and she decided to change the personal pronoun to his husband's name.

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51	CC/C/051	Nurse : Do you speak English? **Kim Lee : I am speak English, you stupid cow! My husband name Choi Jin Gui!**		✓	✓							Saving face, flashy and embellished language	Nurse: White Kim Lee: Asian	In this dialogue, Kim Lee uses an indirect style because by saying "My husband name Choi Jin Gui" she wants the Nurse know that she is searching for her husband name Choi Jin Gui, Moreover it is classified as an elaborate style because Kim Lee seems talking too much than it is needed as her responds to the Nurse's question.
52	CC/C/052	Maria : You want to sit up? **Jean : You want to hear something funny? You're the best friend I have.**		✓			✓					Rhetorical question, implicit, concise statement.	Maria: Hispanic Jean: White	In this dialogue, Jean uses an indirect style because she implicitly tries to let Maria knows that she just realized that the only friend she had in the house is only her maid, Maria. It also can be included as a succinct style because Jean's utterances is in a concise statement and she does not answer Maria's question and just change the topic to express what she really feels.

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53	CC/C/053	Peter : Holy shit, we run over a Chinaman! **Anthony : You're saying there's a Chinaman under this truck?**		✓	✓			✓				Rhetorical question, implicit, flashy and embellished language, informal	Peter: Hispanic Anthony: Black	In this case, Anthony's utterance is using an indirect style because he does not actually try to ask question to Peter. His statement is the expression that he feels very shock and he does not believe that he just run over a Chinaman. Then it is also classified as an elaborate style because Anthony gives too much respond to Peter's utterance that actually needs more action than his panic respond. Then because they are a close friend and it is really common that they use informal language in daily conversation, it is also count as a personal style as well.
54	CC/C/054	Ken Ho : Has your father read his policy? **Dorri : He doesn't read English**		✓		✓			✓			Implicit, not less or more than it is needed, personal pronoun	Ken Ho: Asian Dorri: Arabian	In this case, Dorri's utterance is counted as an indirect style because when he says "He doesn't read English", it implies that her father has not read the policy yet because he cannot use English

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														well. Then, Dorri's utterance also can be included as an exacting style because she just gives a respond to Ken Ho's question. Although it is an implicit statement, but it is really everybody there must be easy to know the implied meaning of Dorri's utterance. Then, when Dorri says "he" that refers to her father, it shows that this utterance is using a contextual style.
55	CC/C/055	Ken Ho : Mr. Golzari, you told me you called the locksmith. Farhad : Yes, I tell him fix. Ken Ho : But They said their man told you that you needed to replace the door, and you didn't do so. **Dorri : So you're saying it is his fault?**		✓	✓			✓				Rhetorical question, flashy and embellished language, informal	Ken Ho: Asian Farhad: Arabian Dorri: Arabian	In this dialogue, Dorri uses an indirect style because she asks Ken Ho because she cannot believe that Ken Ho, the insurance employee, said that the robbery is Farhad's fault. This utterance also can be counted as an elaborate style she talks to Ken Ho while Ken Ho is talking to his father, and she talks too much. Then, this utterance is included as a personal style. The

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														usage of the informal language shows that.
56	CC/C/056	Dorri : So you're saying it is his fault? **Ken Ho : The insurance company is calling it negligence. They're not covering any of this.**		✓	✓				✓			Implicit, saving face, flashy and embellished language, personal pronoun	Dorri: Arabian Ken Ho: Asian	Ken Ho's utterances can be included as an indirect style because Ken Ho does not say the truth that it is Farhad's fault, he just explains that the assurance company will not be responsible for those kinds of reasons of loss. Then this case also can be classified as an elaborate style because he talks too much, even he does not really answer Dorri's question. Then the last feature of Ken Ho's utterance is contextual because he uses the personal pronoun and he also uses the high context about the assurance policy to answer Dorri's question.
57	CC/C/057	Ryan : LADY! I'm trying to help you! **Christine : Fuck you! Not you! Not you! Somebody else! Not**	✓				✓					Overt expression of intention, understatement	Ryan: White Christine: Black	In this dialogue, Christine utterance is included as a direct message because she

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		You!												just says what she really wants to say. She won't be helped by Ryan because in the previous day, Christine had a bad day caused by Ryan. Then it is also called as a succinct style because she does not give enough information.
58	CC/C/058	Ryan : Are you hurt? Anything broken? **Christine : I don't think so.**	✓			✓		✓				Assert self-face needs, not less or more than it is needed, first person pronoun	Ryan: White Christine: Black	In this case, Christine's utterance is a direct style because she just simply answers Ryan's question, although it is not really clear that she is hurt or not, but the answer is enough and it is why this utterance also classified as an exacting style. The enough statement and the exact answer make it really fits to an exacting style as well. Then it is also called as a personal style because the usage of first person pronoun and the informal language.

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59	CC/C/059	Christine : Are you going to get me out? **Ryan : Yeah, I'm gonna get you out.**	✓			✓		✓				Clear message, not less or more than it is needed, informal	Ryan: White Christine: Black	This dialogue is between Christine and Ryan in the setting of the car accident and Christine is trapped in her car and Ryan tries to get her out. Then Ryan's utterance is included as a direct style because it just an answer to Christine's question. Then it is also classified as an exacting style because Ryan answers the question by giving sufficient information. Then it is also included as a personal style because the usage of informal language which is reflected in the word "gonna" that is used by Ryan when he answers Christine's question.
60	CC/C/060	Flanagan : Who knows about the money? **Graham : You're kidding me, right?**		✓	✓			✓				Rhetorical question, embellished language, first person pronoun	Flanagan: White Graham: Black	Graham's utterance is an indirect style because he does not answer Flanagan's question. Implicitly he tries to convince that Flanagan's question is unnecessary to be answered. Then it is

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														also called as an Elaborate style because Graham actually can answer Flanagan's question by saying "him" or "no one" instead of giving the rhetorical question like in the dialogue. Moreover, it is also classified as a personal style because the usage of the informal language and the first person pronoun.
61	CC/C/061	Graham : You're kidding me, right? **Flanagan : There are only two people in this room.**		✓	✓				✓			Implicit, flashy language, high context	Flanagan: White Graham: Black	Flanagan uses an to indirect style because he does not really answer Graham's question. Instead of giving the answer, implicitly accuses Graham as the suspect. Then it is also classified as the elaborate style because Flanagan gives too many answer to answer Graham's question. Moreover Flanagan's utterance also included as a personal style because the usage of the first person pronoun.

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62	CC/C/062	Flanagan : Fucking black people, huh? **Graham : I'm sorry?**		✓			✓					Rhetorical question, understatement	Flanagan: White Graham: Black	In this case, Graham implicitly tries to express his disappointment because Flanagan suspects him as the thief, then that is why his utterance classified as an indirect style. Moreover, his utterance can also be included as a succinct style because Graham does not answer Flanagan's question. When he says instead of saying "I'm sorry?" it seems that like he does not hear what Flanagan said.
63	CC/C/063	**Officer Hill : Lie face down on the ground, spread your arms and legs.** Cameron : No, you lie face down on the ground, you spread your arms and legs. **Officer Hill : Sir, I need you to lie down on the ground.** Cameron : And I need on the ground.	✓							✓		Clear message, overt expression of intention, influence	Officer Hill: Hispanic Cameron: Black	In this dialogue, Officer Hill uses a direct style because it is a common instruction that is used by a police officer to a man who brings a gun. Then Officer Hill's instruction also can be classified as an instrumental style because his utterance is to make Cameron obeys his instruction.

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64	CC/C/064	Officer Hill : Lie face down on the ground, spread your arms and legs. **Cameron : No, you lie face down on the ground, you spread your arms and legs.** Officer Hill : Sir, I need you to lie down on the ground. **Cameron : And I need you on the ground.**		✓						✓		Rhetorical question, influence	Officer Hill: Hispanic Cameron: Black	In this long dialogue, Cameron uses an indirect style because he just copied Officer Hill's utterances and he just implicitly tries to say that he won't do what Officer Hill instructed to him and he wants to make Officer Hill to do that. Moreover, Cameron's utterances are classified to instrumental style because Cameron just simply copied Officer's Hill's utterances that already classified as instrumental style.

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65	CC/C/065	Officer Hill : Officer Hansen, step away now! **Hansen : He's a friend of mine, ok?! He's a fucking friend of mine! He is not armed and he is not gonna shoot me or anybody else! So give me two fucking second here!**			✓			✓		✓		Flashy and embellished language, informal, influence	Officer Hill: Hispanic Hansen: White	In this dialogue, Hansen is using an elaborate style because he talks too much, even he tries to say that Cameron is his friend and he tries to persuade Officer Hill to calm down and do not shot Cameron and that is why this case also can be called as an Instrumental style. It is also clear that their dialogue is an informal language For example they use the words "fucking" and "gonna".
66	CC/C/066	Cameron : You want to do something to me? I'm right here. **Hansen : I am trying to fucking help you.**	✓			✓		✓			✓	Clear message, not less or more than it is needed, informal, receiver oriented	Cameron: Black Hansen: White	For this kind of case, Hansen's utterance is included as a direct style because it is counted as an over expression without implicit meaning. Then it is also classified as an exacting style because Hansen only responds to Cameron's question. Furthermore, this case also can be included as a personal style because the usage of the informal

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														language and both of them use the first person pronoun. Then it is also counted as an affective style because Hansen's utterance shows that he concerns with Cameron's condition or usually called as receiver oriented.
67	CC/C/067	Hansen : I am trying to fucking help you. **Cameron : Did I ask your help?**		✓			✓	✓				Rhetorical question, concise statement, first person pronoun	Cameron: Black Hansen: White	Cameron in this dialogue uses an indirect style because it is really clear that Cameron's question does not need a pragmatical answer because it happens to him. Cameron is arrested by polices. Then his question also classified as a succinct style because it is rather underestimate Hansesn's utterance. Moreover, it is also counted as a personal style because of the usage of first person pronoun.

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68	CC/C/068	Daniel : I don't know what you're talking about, it's not my house, I don't have that kind of money. **Farhad : You lie! Give me everything!**	✓				✓			✓		Clear message, overt expression of intention, sender based	Daniel: Hispanic Farhad: Arabian	In this case, Farhad's utterance is categorized as a direct style because without any implicit meaning he just utters what is in his mind. Then, it is also counted as a succinct style because Farhad just gives the concise statement, even an understatement to Daniel. Moreover, it is called as instrumental style because Farhad's utterance contains the goal outcome based that will benefits his own self.