

## TABLE OF CONTENTS

<b>APPROVAL PAGE .....</b>	<b>i</b>
<b>LEGALIZATION PAGE .....</b>	<b>ii</b>
<b>CERTIFICATE OF AUTHORSHIP.....</b>	<b>iii</b>
<b>PREFACE .....</b>	<b>iv</b>
<b>ACKNOWLEDGEMENT.....</b>	<b>v</b>
<b>MOTTO .....</b>	<b>vii</b>
<b>ABSTRACT .....</b>	<b>viii</b>
<b>ABSTRAK .....</b>	<b>ix</b>
<b>TABLE OF CONTENTS.....</b>	<b>x</b>
<b>LIST OF TABLES .....</b>	<b>xiii</b>
<b>CHAPTER I.....</b>	<b>1</b>
1.1    Research Background .....	1
1.2    Problem Statements .....	5
1.3    Research Purposes .....	5
1.4    Research Significances .....	5
1.5    Previous Studies.....	6
1.6    Definition of Key Terms.....	7
<b>CHAPTER II .....</b>	<b>9</b>
2.1    Pragmatics.....	9
2.2    Context.....	11
2.3    Speech Act .....	14
2.3.1    Locutionary Act.....	15
2.3.2    Illocutionary Act .....	16
2.3.3    Perlocutionary Act.....	18
2.4    Types of Illocutionary Act.....	20
2.4.1    Representative .....	20
2.4.2    Expressive .....	21
2.4.3    Directive .....	22
2.4.4    Commissive .....	23
2.4.5    Declarations.....	23

2.5	The Concept of Face .....	25
2.6	Impoliteness .....	26
2.7	Impoliteness Strategies .....	29
2.7.1	Bald on Record Impoliteness .....	30
2.7.2	Positive Impoliteness.....	30
2.7.3	Negative Impoliteness .....	32
2.7.4	Sarcasm or Mock Politeness .....	33
2.7.5	Withhold Politeness.....	34
2.8	Hate Speech .....	34
2.8.1	Race.....	36
2.8.2	Behavior .....	36
2.8.3	Physical .....	37
2.8.4	Sexual Orientation.....	37
2.8.5	Class .....	38
2.8.6	Gender .....	38
2.8.7	Ethnicity .....	39
2.8.8	Disability .....	39
2.8.9	Religion .....	40
2.9	The Relationship Between Hate Speech and Impoliteness.....	40
<b>CHAPTER III</b>	.....	<b>42</b>
3.1	Research Design .....	42
3.2	Source of Data .....	43
3.3	Sample of Data.....	45
3.4	Technique of Collecting Data .....	46
3.5	Technique of Analyzing Data .....	47
3.6	Organization of Writing.....	48
<b>CHAPTER IV</b>	.....	<b>49</b>
4.1	Types of Illocutionary Act and Types of Hate Speech on Selena Gomez's Instagram Comments.....	49
4.1.1	Types of Illocutionary Act on Hate Speech in Selena Gomez's Instagram Comments .....	49
4.1.2	Types of Hate Speech in Selena Gomez's Instagram Comments.....	70

4.2	Impoliteness Strategies on Hate Speech in Selena Gomez's Instagram Comments .....	90
4.2.1	Bald on Record Impoliteness .....	92
4.2.2	Positive Impoliteness.....	95
4.2.3	Negative Impoliteness .....	100
4.2.4	Sarcasm or Mock Politeness .....	105
4.2.5	Withhold Politeness.....	108
<b>CHAPTER V</b>	.....	<b>110</b>
5.1	Conclusion .....	110
5.2	Suggestion.....	111
<b>REFERENCES</b>	.....	<b>113</b>
<b>APPENDIX</b>		

