

**PHATIC SPEECH ACTS IN THE TELEVISION SERIES
9-1-1: LONE STAR**



BY:

JESSICA AGATHA PARAMITA TIONO

NIM : 1433021005

**ENGLISH STUDY PROGRAM (MADIUN CAMPUS)
FACULTY OF COMMUNICATION SCIENCE
WIDYA MANDALA SURABAYA CATHOLIC UNIVERSITY**

2025

**PHATIC SPEECH ACTS IN THE TELEVISION SERIES
9-1-1: LONE STAR**



**A Thesis Presented to the English Language Program (Madiun Campus),
Faculty of Communication Science
Widya Mandala Surabaya Catholic University
as a Partial Fullfilment of the Requirements for the Sarjana Degree
in English Language**

BY:

JESSICA AGATHA PARAMITA TIONO

NIM : 1433021005

**ENGLISH STUDY PROGRAM (MADIUN CAMPUS)
FACULTY OF COMMUNICATION SCIENCE
WIDYA MANDALA SURABAYA CATHOLIC UNIVERSITY**

2025

**STATEMENT OF ORIGINALITY AND APPROVAL OF PUBLICATION
OF SCIENTIFIC MANUSCRIPT**

For the sake of scientific development, as a student of Widya Mandala Surabaya Catholic University, Madiun Campus:

I, the undersigned below:

Name : Jessica Agatha Paramita Tiono

Student Number : 1433021005

Thesis Title : Phatic Speech Acts in the Television Series *9-1-1*:

Lone Star

Declare that this thesis is my ORIGINAL work of my own. If it is proven under convincing plagiarism, I am willing to accept any consequences given by the Faculty of Communication Science, Widya Mandala Surabaya Catholic University.

I also agree that this manuscript published/displayed on the internet or other media (digital library of Widya Mandala Surabaya Catholic University) for the academic purpose restricted in accordance with the Copyright Law.

Hereby, this statement of originality and approval of scientific manuscript is made truthfully.

Madiun,

The writer,



(Jessica Agatha Paramita Tiono)

APPROVAL SHEET I

This thesis has been defended before the Board of Thesis Examiners of the Faculty of Communication Science, Widya Mandala Surabaya Catholic University, and is accepted as a partial fulfillment of the requirements for the Sarjana Degree in the English Language.

Acknowledgement by,

Dean of Faculty of Communication Science



Dr. Finsensus Yuli Purnama, S.Sos., M.Med.Kom

NIDN. 0719078401

The Board of Thesis Examiners :

Chairperson : Dr. Yuli Widiani, S.S., M.Hum. (.....)

NIDN. 0717077102

Member 1 : Priska Meilasari, S.S., M.Hum. (.....)

NIDN. 0704059201

Member 2 : Rr. Arielia Yustisiana, S.S., M.Hum. (.....)

NIDN. 0701097701

APPROVAL SHEET II

THESIS

PHATIC SPEECH ACTS IN THE TELEVISION SERIES *9-1-1: LONE STAR*

By

Jessica Agatha Paramita Tiono

NIM: 1433021005

This thesis has been approved to be examined before the Board of Thesis Examiners.

Thesis Supervisor: Dr. Yuli Widiani, S.S., M. Hum.


(.....)

Madiun, 17 Jul 2025

DEDICATION

With deep gratitude, profound respect, and heartfelt love, I dedicate this thesis
to:

The Almighty Jesus Christ

My beloved parents who give me support and motivation.

My beloved younger sister.

All of my dear lecturers and supervisor.

All of my lovely friends.

My Alma Mater

MOTTO

"Your worth isn't defined by your past, but by God's eternal choice."

(Jessica Agatha Paramita Tiono)

"According as he hath chosen us in him before the foundation of the world, that
we should be holy and without blame before him in love:"

Ephesians 1:4 (KJV)

"Holiness is not the luxury of the few; it is a simple duty for you and for me."

(Mother Teresa)

ACKNOWLEDGEMENT

First of all, I would like to praise my God, Jesus Christ, for His endless grace, wisdom, and strength that have sustained me throughout this journey. Without His guidance and blessings, the completion of this research would not have been possible.

Then, I want to sincerely thank Dr. Yuli Widiana, M.Hum., my thesis advisor, for giving me the chance to do this research and for her amazing advice during the whole process. She has genuinely impressed me with her commitment, wisdom, honesty, and drive. In addition to helping me formulate and properly deliver this thesis, she also imparted valuable academic values to me during the process. It has been an honor and a joy to work and learn under her guidance. I am really grateful for all that she has given me, especially her companionship, empathy, and good sense of humor.

My sincere gratitude also goes out to my respected lecturers, Dr. Dwi Aji Prajoko, M.Hum., Christina Maya Iriana Sari, S.S., M.Hum., Rr. Arielia Yustisiana, S.S., M.Hum., Priska Meilasari, S.S., M.Hum., and Fransisca Dian Juanita, S.S., M.Pd., for their exceptional expertise, support, and direction during my study. I would also especially want to thank Rina Feriana, S.AB., and Chatarina Dwi Yuni Astuti for helping me with academic administration during my study. For the facilities, services, and many chances to take part in academic and organizational activities at the university level, I am also very grateful to my beloved Alma Mater, Widya Mandala Surabaya Catholic University, Madiun Campus.

I am profoundly grateful to my beloved parents for their unwavering support, constant prayers, genuine love, care, and dedication to my education. I also feel incredibly fortunate to have my dear younger sister, whose presence has been a strong motivation for me to complete my college journey swiftly, along with the continuous encouragement from my extended family.

Lastly, I would like to express my heartfelt thanks to my dear close friends, Daniswara, Maria Belinda, Azaziah, and Benedictus, along with my church community, GBDI Discord community, my classmates from the class of 2021, and all the other friends whose names I cannot mention individually. I truly appreciate your support and collaboration throughout my study.

ABSTRACT

JESSICA AGATHA PARAMITA TIONO (2025). PHATIC SPEECH ACTS IN THE TELEVISION SERIES 9-1-1: LONE STAR

Surabaya: English Language Program, Faculty of Communication Science, Widya Mandala Surabaya Catholic University

Phatic utterances are a culturally associated technique for establishing, starting, or concluding effective conversation. Phatic speech acts are crucial in *9-1-1: Lone Star* because they support communication in the high-stakes, high-stress setting of the performance, preserve psychological balance, and improve team togetherness.

The objectives to be achieved in this research are: (1) to describe the types of phatic utterances found in the television series entitled *9-1-1: Lone Star*, and (2) to analyze the functions of phatic utterances found in the television series entitled *9-1-1: Lone Star*.

The data on phatic speech acts were taken from the conversations of the characters of *9-1-1: Lone Star* by employing a qualitative descriptive method. The observation technique was utilized to collect the data. The study examines how these utterances facilitate social connection and emotional support in high-stress situations, drawing on Kreidler's and Jumanto's frameworks.

The findings of the research are the 3 types of phatic speech acts, consisting of (1) Comforting, (2) Encouraging, and (3) Social Bonding. The functions of phatic speech acts are: (1) Breaking the Silence, (2) Starting a Conversation, (3) Making Small Talk, (4) Keeping Talking, (5) Expressing Solidarity, (6) Creating Harmony, (7) Creating Comfort, (8) Expressing Empathy, (9) Expressing Friendship, (10) Expressing Respect, and (11) Expressing Politeness. The predominant phatic speech act is social bonding, which includes humor, teasing, and casual remarks. In high-pressure job environments, social bonding helps to foster interpersonal relationships, reduce stress, and increase trust. On the contrary, the encouraging type is less frequent and typically appears as brief motivational remarks which are often expressed through teamwork than direct speech. Creating Harmony is the most often used function since it promotes composure and cooperation under pressure. Expressing Solidarity, Friendship, and Respect are the least prevalent since they are frequently demonstrated by actions rather than words in hectic, emergency situations.

Phatic speech acts in this study identified 3 types and 11 functions, highlighting their role in maintaining relationships, expressing emotions, and supporting social interaction. The findings show that phatic speech acts foster empathy, connection, and respect, making them essential for effective and polite communication in daily life.

Key words: Speech Acts, phatic, communication, pragmatics

ABSTRAK

JESSICA AGATHA PARAMITA TIONO (2025). PHATIC SPEECH ACTS IN THE TELEVISION SERIES 9-1-1: LONE STAR

Surabaya: Program Studi Bahasa Inggris, Fakultas Ilmu Komunikasi, Universitas Katolik Widya Mandala Surabaya

Tindak Tutur Fatis adalah teknik yang terkait dengan budaya untuk memulai, membangun, atau mengakhiri percakapan secara efektif. Tindak tutur fatis sangat penting dalam *9-1-1: Lone Star* karena mendukung komunikasi dalam situasi yang penuh tekanan dan berisiko tinggi, menjaga keseimbangan psikologis, serta meningkatkan kebersamaan tim.

Tujuan yang ingin dicapai dalam penelitian ini adalah: (1) Mendeskripsikan jenis-jenis tindak tutur fatis yang ditemukan dalam serial televisi berjudul *9-1-1: Lone Star*, dan (2) Menganalisis fungsi-fungsi tindak tutur fatis yang ditemukan dalam serial televisi berjudul *9-1-1: Lone Star*.

Data tindak tutur fatis diambil dari percakapan antar karakter dalam *9-1-1: Lone Star* dengan menggunakan metode deskriptif kualitatif. Teknik observasi digunakan untuk mengumpulkan data. Penelitian ini mengkaji bagaimana ujaran-ujaran tersebut memfasilitasi koneksi sosial dan dukungan emosional dalam situasi yang penuh tekanan, dengan mengacu pada kerangka teori dari Kreidler dan Jumanto.

Penelitian ini menemukan bahwa terdapat tiga jenis tindak tutur fatis, yaitu: (1) Memberikan Kenyamanan, (2) Memberikan Dorongan Semangat, dan (3) Menjalin Ikatan Sosial. Fungsi-fungsi dari tindak tutur fatis yang diidentifikasi meliputi: (1) Mengawali komunikasi dari keheningan, (2) Memulai pembicaraan, (3) Melakukan basa-basi, (4) Menjaga kelangsungan komunikasi, (5) Menunjukkan solidaritas, (6) Membangun suasana harmonis, (7) Memberikan rasa nyaman, (8) Menyatakan empati, (9) Menunjukkan persahabatan, (10) Menunjukkan rasa hormat, dan (11) Menunjukkan kesopanan. Jenis yang paling sering muncul adalah tindak tutur untuk menjalin ikatan sosial, yang biasanya berbentuk humor, gurauan, atau komentar santai. Tindak tutur fatis yang paling dominan adalah membangun ikatan sosial, seperti humor, candaan, dan komentar santai. Dalam lingkungan kerja yang penuh tekanan, hal ini membantu menjalin hubungan, mengurangi stres, dan meningkatkan kepercayaan. Sebaliknya, jenis yang memberikan dorongan semangat lebih jarang muncul dan biasanya berbentuk motivasi singkat yang lebih sering terlihat melalui kerja tim daripada ucapan langsung. Fungsi yang paling sering digunakan adalah menciptakan keharmonisan karena membantu menjaga ketenangan dan kerja sama. Sementara itu, solidaritas, persahabatan, dan rasa hormat jarang diungkapkan secara verbal, karena lebih sering ditunjukkan lewat tindakan dalam situasi darurat yang sibuk.

Tindak tutur fatis dalam penelitian ini mengidentifikasi 3 jenis dan 11 fungsi, yang menyoroti perannya dalam menjaga hubungan, mengekspresikan emosi, dan mendukung interaksi sosial. Temuan menunjukkan bahwa tindak tutur fatis membangun empati, keterhubungan, dan rasa hormat, sehingga menjadikannya elemen penting dalam komunikasi yang efektif dan sopan dalam kehidupan sehari-hari.

Kata Kunci: tindak tutur, fatis, komunikasi, pragmatik

TABLE OF CONTENTS

COVER	i
STATEMENT OF THE PROBLEM	ii
APPROVAL SHEET I.....	iii
APPROVAL SHEET II	iv
DEDICATION.....	v
MOTTO	vi
ACKNOWLEDGEMENT	vii
ABSTRACT	ix
ABSTRAK	x
TABLE OF CONTENTS.....	xi
LIST OF TABLES	xiv
CHAPTER I INTRODUCTION.....	1
1.1 Research Background	1
1.2 Statement of the Problem.....	3
1.3 Objectives of the Study.....	4
1.4 Scope of the Problems	4
1.5 Significance of the Study	4
CHAPTER II UNDERLYING THEORIES.....	6
2.1 Pragmatics.....	6
2.2 Speech Acts.....	7
2.2.1 Assertive Speech Acts.....	9
2.2.2 Performative Speech Acts.....	9
2.2.3 Verdictive Speech Acts.....	10
2.2.4 Expressive Speech Acts.....	10
2.2.5 Directive Speech Acts.....	10
2.2.6 Commissive Speech Acts.....	11
2.2.7 Phatic Speech Acts	11
2.3 Phatic Speech Acts.....	12
2.3.1 Breaking the Silence.....	13
2.3.2 Starting a Conversation	13
2.3.3 Making Small Talk.....	14

2.3.4	Making Gossip	15
2.3.5	Keeping Talking	15
2.3.6	Expressing Solidarity	16
2.3.7	Creating Harmony	17
2.3.8	Creating Comfort	18
2.3.9	Expressing Empathy	18
2.3.10	Expressing Friendship	19
2.3.11	Expressing Respect	20
2.3.12	Expressing Politeness.....	21
CHAPTER III RESEARCH METHODOLOGY		22
3.1	Research Design	22
3.2	Data Forms and Sources	23
3.3	Data Collection Techniques	24
3.4	Data Analysis Techniques	26
CHAPTER IV FINDINGS AND DISCUSSION		27
4.1	Types of Phatic Speech Acts	27
4.1.1	Comforting.....	27
4.1.2	Encouraging.....	29
4.1.3	Social Bonding	30
4.2	Functions of Phatic Speech Act	33
4.2.1	Breaking the Silence.....	33
4.2.2	Starting a Conversation	35
4.2.3	Making Small Talk.....	36
4.2.4	Keeping Talking	38
4.2.5	Expressing Solidarity	40
4.2.6	Creating Harmony	41
4.2.7	Creating Comfort	42
4.2.8	Expressing Empathy	43
4.2.9	Expressing Friendship	45
4.2.10	Expressing Respect	46
4.2.11	Expressing Politeness.....	47
4.3	Discussion	48
CHAPTER V CONCLUSION		58
5.1	Conclusion	58

5.2	Suggestion.....	59
BIBLIOGRAPHY		60
LIST OF DATA.....		62

LIST OF TABLES

Table 4.1 Types of Phatic Speech Acts.....	49
Table 4.2 Functions of Phatic Speech Acts.....	52