

DAFTAR PUSTAKA

- Adegibite, W., & Odebunmi,A.(2006). Discourse Tact In Doctor-Patient Interaction in English: An analysis of Diagnosis in Medical Communication in Nigeria. *Nordic Journal of African Studies*.15(4): 499-519.
- Al-Shlool, S. (2016). (Im)Politeness and Gender in the Arabic Discourse of Social Media Network Websites: Facebook as a Norm. *International Journal of Linguistics*. 8(3). 31-58.
- Allan, K., & Jaszczołt, M.K. (2012). The cambridge handbook of pragmatics. *Series cambridge handbook in language and linguistic*. Cambridge: Cambridge University Press.
- Anderson, W. (1999). *Doctoring Doctors*, *British Medical Journal*. 319 (31 Juli). [Online] tersedia di <http://bmj.bmjjournals.com/> (diakses pada 27 Mei 2016).
- Arianto. (2011). Komunikasi kesehatan (*Komunikasi antara dokter dan pasien*).Unpublished. Palu: Jurusan Komunikasi Fakultas Ilmu Sosial dan Ilmu Pemerintahan Universitas Tadulako.
- Arwani. (2003). *Komunikasi dalam keperawatan*. Buku Kedokteran EGC: Jakarta.
- Austin, J.L. (1975). *How to do things with words*. (2nd edn. By J.O. Urmson & Marina Sbisa. Oxford: Oxford University).
- Aziz, E. A. (2000). *Refusing in Indonesian: Strategis and Politeness Implication*. Unpublished Ph.D. Thesis. Departement of Linguistics, Monash University.
- Bach, K. & R.M. Harnish. (1979). *Linguistic communication and speech acts*. Cambridge: Cambridge University Press.
- Beebe, S.A., Susan J.Beebe & Mark V.Redmond. (1996) *Interpersonal Communication: Relating to Others*. Needham Heights.
- Berry, D. (2007). *Health Communication: Theory and Practice*. McGraw-Hill Education, New York, NY.

- Blakemore, R. (1992). *Understanding utterances: An Introduction to Pragmatics*. Oxford: Blackwell.
- Blum-Kulka, S., J. House & G. Kasper (eds.). (1993). *Interlanguage Pragmatics*. Norwood, NJ: Ablex.
- Brown P., dan Levinson, SC. (1987). *Politeness Some Universals in Language Usage*. Cambridge: Cambridge University Press.
- Bublitz, W., & Norrick, N.R. (2011). *Handbook of Pragmatics*. Germany: De Gruyter Mouton.
- Cerny, M. (2007). Sociolinguistic and Pragmatic Aspects of Doctor-Patient Communication. Ostrava: Ostravská Univerzita. (online) tersedia: is.muni.cz/th/82342/ff-D-Ap.doc. [diakses 18 Juni 2016]
- Cohen, A.D. (1996). ‘*Speech acts*’. Dalam N. H. Hornberger & S. L. McKay. *Sociolinguistics and Language Teaching*. Cambridge: CUP.
- Cordella, M. (2004). Dynamic consultation. A discourse analytical study of doctor-patient communication. Philadelphia: John Benjamins Publishing Company.
- Cummings, L. (2005). *Pragmatics: A Multidisciplinary Perspective*. New Jersey: Lawrence Erlbaum Associates.
- Cutrone, P. (2011). Politeness and Face Theory: Implication for the Backchannel Style of Japanese L1/L2 Speakers. *Language Studies Working Papers*. (3). 51-57.
- Darmayanti, N., Jatmika, N., & Yubiliana, G. (2014). *Strategi Kebahasaan dalam Praktik Hipnodontik: Suatu Kajian Pragmolistika*. Jurnal Kebahasaan. Bandung: UNPAD.
- DeVito, A. J. (2001). *Antarpersonal Communication: Messages Building Interpersonals Skills*. Routledge: London.
- Djauzi, Samsuridjal., dan Supartondo. (2004). *Komunikasi dan Empati: Dalam Hubungan Dokter-Pasien*. Jakarta: Fakultas Kedokteran Universitas Indonesia.

- Downey, G.L., Dumit,J. &Trawek, S. (1997). *Corridor Talk in G.L Downey & J.Dumit: Anthropological Interventions in Science.* p.245. [Online] (diakses pada 28 Mei 2016).
- Edwards, R.J. & Hugman, B. (1997). *The Challenge of Effectively Communicating Risk-Benefit Information.* Hove.
- Eriyanto. 2007. *Teknik Sampling.* Yogyakarta: Lukis Pelangi Aksara
- Finnegan, Edward, dkk. (1992). *Language: Its Structure and Use.* Sydney: Hartcourt Brace Jovanovich, Publishers.
- Geis, M.L. (1995). *Speech Acts and Conversational Interaction.* Cambridge: Cambridge University Press.
- Gil, J,M (2012). *Face-Threatening Acts and Face-Invading Speech Acts: An Interpretation of Politeness Phenomena.* [Online] tersedia di [Http://dx.doi.org/10.5296/ijl.V4i2.1858](http://dx.doi.org/10.5296/ijl.V4i2.1858). (diakses pada Februari 2015).
- Grice, H.P. (1975). *Logic and conversation.* In Cole, P., & Morgan, J. (eds) *Syntax and Semantics 3: Speech Acts.* New York: Academic Press. 41-43.
- Grundy, P. (2000). *Doing Pragmatics.* Britain: Redwoods.
- Gulo, W. 2002. *Metodologi Penelitian.* Jakarta: Gramedia Widiasarana Indonesia.
- Gunarso, D. S. 1995. *Psikologi perawatan.* Jakarta: PT BPK Gunung Mulia
- Heritage, J., Clayman, S. (2010). *Talk in Action, Interaction, Identities, and Institution.* Blackwell: A John Wiley & Sons, Ltd., Publication.
- Holtgraves, T. (2008). Convesation, Speech Acts, and Memory. *Memory and Cognition.* 36 (2). 361-374.
- Iedema, R., Long, D., Forsyth, R. & Lee, B.B. (2006). Visiblising Clinical Work Communication in the contemporary Hospital. *Health Sociology Review.* 15 (2),156-68.
- Imbeau, L.M. (2009). *Do They Walk Like They Talk: Speech and Action in Policy Process.* Canada: Springer.
- Januar, P. (2001). *Pengaruh Ciri Perseorangan Pasien terhadap Interaksi dengan Tenaga kesehatan Gigi, kepuasan dan Ketaatan berobat pada perawatan gigi di puskesmas.* Unpublished. Surabaya: Fakultas Kedokteran Gigi Universitas Airlangga.

- Kaplan, H. I & Sadock, B. J. 1997. *Sinopsts psikiatri. (Synopsr's of psychiatry)* terjemahan oleh Widjaya Kusuma. Jakarta: Bina Aksara
- Konsil Kedokteran Indonesia. (2006). *Standar Kompetensi Dokter Gigi Spesialis.* Kolegium Konsil Kedokteran Indonesia: Jakarta.
- Konsil Kedokteran Indonesia. (2006). *Komunikasi Efektf Dokter-Pasien.* Kolegium Konsil Kedokteran Indonesia: Jakarta.
- Kreidler, Charles W. (1999). *Introducing English Semantics.* New York and London: Routledge.
- Kurtz, S., Silverman, J. & Drapper, J. (1998). *Teaching and Learning Communication Skills in Medicine.* Oxon: Radcliffe Medical Press.
- Lakoff, R. (1973). The Logic of Politeness: Therapeutic and Courtroom Discourse. *Multilingua.* 8. 101-129.
- Leech, G.N. 1983. *Principles of Pragmatics.* New York: Longman.
- Mappiere, A. (1992). *Pengantar Konseling dan Psikoterapi.* Rajawali Pers: Jakarta.
- Martínez-Flor, A. (2005). "A Theoretical Review of the Speech Act of Suggesting," in *Revista Alicantina de Estudios Ingleses* 18 (2005): 167-187.
- Mey, J.L. (2001). *Pragmatics: An Introduction, Second Edition.* Oxford: Blackwell Publishing.
- Miller, A.C., Ott, T., Wu, P., Vakili, V. (2010). Politeness Effects in directive compliance: Effects with Power and Social Distance. *Proceeding pf the human factors and ergonomics society 54th annual meeting.* 487-491.
- Moleong, J.L.. 2000. *Metode Penelitian Kualitatif.* Bandung: PT. Remaja Rosdakarya.
- Mora, Mubarika, Nugraheni, Van Dalen, & Van der Vleuten. (2013). *Doctor-Patient Communication in Southeast-Asia: a Different culture?.* Jurnal in Health Science Education (18). 15-31.
- Mulanny, L. (2007). *Gendered Discourse in the Professional Workplace.* New York: Palgrave Macmillian.

- Mulkan, D. (2007). *Pola Ideal Hubungan Dokter dan Pasien: Sebuah analisisis Kritis dengan pendekatan objektif kualitatif tentang komunikasi antara dokter dengan pasien ketika proses pemeriksaan kesehatan.* (online). tersedia <http://www.dedemulkan.web.id/popular.php?id=304> [diakses 25 maret 2016].
- Mulyana, D. (2005). *Ilmu Komunikasi: Suatu Pengantar.* Bandung: Remaja Rosdakarya.
- Mulyani. (2011). *Disertasi: Tindak Tutur Direktif Guru SMA dalam Kegiatan Belajar-Mengajar di Kelas (Kajian Pragmatik dengan Perspektif Gender di SMA Kabupaten Ponorogo).* Solo: Program Pascasarjana Universitas Sebelas Maret Surakarta.
- Nadar, F.X. (2009). *Pragmatik dan Penelitian Pragmatik.* Yogyakarta: Graha Ilmu.
- Nargis. (2014). *Wacana Percakapan Dokter dan Pasien di Ruang Praktik: Sebuah Studi Tentang Realisasi Tindak Tutur.* Unpublished: Tesis pasca sarjana Linguistik UPI Bandung.
- Ong, L.M., de Haes, J.C., hoos, A.M. & Lammes, F. B. (1995). *Doctor-Patient Communication: A Review Of The Literature.* New Jersey: Practice Hall.
- Park, H.S., & Guan, X.(2009). Culture, Positive and Negative Face Threats, and Apology Intentions. *Journal of Language and Social Psychology.* Vol (28) no. 3. 244-262.
- Pullen, D., Lonie, C.E., Lyle, D.M., Cam, D.E & Doughty, M.V. (1995). *Medical Care of Doctors, Medical Journal of Australia.* 162(9), 481.
- Rahadi, Kunjana. 2005. *Pragmatik Kesantunan Imperatif Bahasa Indonesia.* Jakarta: Penerbit Erlangga.
- Rustono. 1999. *Pokok-pokok Pragmatik.* Semarang: CV IKIP Semarang Press.
- Sahriani, S. (2011). *Realisasi tindak tutur dokter gigi terhadap pasien anak dan pengaruhnya pada tingkat kecemasan.* Unpublished: Thesis Pascasarjana Lingustik UPI Bandung.
- Scollon, R. & Scollon, S. (1994) The parameters in East-West Discourse. In S. Ting-Toomey (ed). *The Challenge of Facework.* Albany: SUNY. 133-158.

- Searle, J. R. 1969. *Speech Acts: An Essay In The Philosophy of Language*. London: Cambridge University Press.
- Searle, John R.. 1979. *A Taxonomy of Illocutionary Acts*. Dalam A.P. Martinich (ed). 1996. *The Philosophy of Language*. New York dan Oxford: Orford University Press.
- Soelarso, H., Roesanto, H.S., & Mufid, A. (2005). *Peran Komunikasi Interpersonal dalam Pelayanan Kesehatan Gigi*. Dent.J (38). 124-129.
- Stuart, & Sundeen. (1998). *Buku Saku Keperawatan Jiwa*. Jakarta: EGC.
- Tannen, D. (1991). *You Just Don't Understand: Women and Men in Conversation*. London: Virago.
- Tarigan, Henry G.(2009). *Pengajaran Pragmatik*. Bandung: Angkasa.
- Tim Penerjemah EGC. (2006). *Kamus Kedokteran Dorland/Dorland's Medical dictionary.Edisi (34)*. Penerbit Buku Kedokteran EGC: Jakarta.
- Tong, R. (2009). *Feminist Thought: A more comprehensive Introduction*. Philadelpia: Westview Press Books.
- Townsend, C. M. (1998). *Buku saku diagnosa keperawatan pada keperawatan psikiatri*. (*Nursing diagnosis in psychiatric nursing*) terjemahan oleh Novi Helena C. Jakarta: EGC
- Vazquez-Orta, I. (1995). A Contrastive Study of Politeness Phenomena in England and Spain. *Applied and Interdisciplinary papers*. 267. 11-36.
- Vilayati, Ingvi A., Agustina, dan Tressyalina. (2012). *Kesantunan berbahasa Minangkabau dalam Tindak Tutur Direktif antara Anak dan Orang Tua di Ikur Koto Kecamatan Koto Tangah Padang*. *Jurnal Pendidikan Bahasa dan Sastra Indonesia* 1 (1), 546-556.
- Wagner, L.C. (2006). *Positive and Negative Politeness Strategy: Apologizing in speech Community of Cuernavaca, Mexico*. Kentucky: University of Louisville. 22-30.
- Winugroho, N.T. (2008). *Keramahtamahan Dalam Berkomunikasi Antara Dokter dan Pasien Guna Meningkatkan Kepuasan Pasien*. *Jurnal PDGI*. (58). pp 21-25.

- Wodak, R. (2006). Medical Discourse: Doctor-Patient Communication. *Encyclopedia of Language and Linguistics.*(7). 681-687.
- Yubiliana, G. (2014). *Pengaruh Pendekatan Dental Hipnosis Terhadap Dental Asietas dan Kualitas Hidup Pasien Pasca Pencabutan Gigi. Unpublished.* Bandung: Fakultas Kedokteran Gigi.
- Yule, G. (1996). *Pragmatics*. Oxford: University Press.