# IDEAS

# Types of Impoliteness Discovered in "Karen's Dinner" Australia

Sonia Rahman[1], Mhd. Johan[2]
pb191210025@upbatam.ac.id
mhd.johan@puterabatam.ac.id

English Literature Department, Universitas Putera Batam, Batam, Kepulauan Riau[1]
English Literature Department, Universitas Putera Batam, Batam, Kepulauan Riau[2]

**Abstract**

In this study, some forms of abusive behavior in Australia are analyzed through the lens of a pragmatic study based on "Karen's Dinner." The purpose of this study was to find out the various forms of rude behavior depicted in the Australian version of "Karen's Dinner" and how this behavior is commonly used. Speakers and listeners at the restaurant known as "Karen's Dinner" in Australia eventually became the source of the data collected there. Researchers use a study strategy that includes both descriptive and qualitative analysis so that they can offer the results of their investigations. Bousfield (2008) is a source of research designs used by researchers. The observation method described by Sudaryanto (2015)  was used by researchers to collect data. The researcher is responsible for carrying out the procedures involved in data collection, which begins with the researcher watching videos on YouTube and examining the settings to be evaluated. Third, the researcher finally succeeded in identifying various types of impoliteness that can be found among utterances that already contain various types of impoliteness. In the Australian restaurant known as "Karen's Dinner," both speakers and listeners engage in the use of speech that contains various forms of impoliteness. This includes affective impoliteness, coercive impoliteness, and entertaining impoliteness.

**Keywords**: Pragmatics, Types of Impoliteness, Karen's Dinner

## Introduction

Language use plays an important role in communication. Language is the medium through which humans communicate with each other and convey knowledge. Humans can share information and socialize with each other. The information provided can be generated by creating speech. There are some utterances that contain contexts that are different from their actual meanings.

The language that people use for creating utterance every day contains hidden connotations. It is difficult to understand the suggested meaning, which causes many people to have a wrong understanding. Language serves as a medium of communication, and the

development of meaning is carried out through the use of language. As a consequence of this, communication and meaning are closely intertwined. The attitude of speakers can also be influenced by the meaning of the words they use.

The attitude of speakers can be displayed through utterances. One of them is impoliteness. Impolite behaviour can be reflected through the use of language. This expression is uttered by the speaker in order to mock, attack, assult, or even debate the hearer. This impolite exchange of words results from a lack of consideration for the identities of other individuals in public settings. This expression can be divided into several types.

This behavior is bad because it has an emotional effect that can lead to offense. Immodesty includes insults, and threats. Rudeness is serious. Shouting and using language that disturbs others. These rudeness can be devided into several types. There are Affective Impoliteness, Coercive Impoliteness, Entertaining Impoliteness. Affective impoliteness is meant to provoke others. Culpeper identifies a specific function for emotional incivility in his work. This special function occurs when the producer displays an unpleasant outburst of emotion that aims to express the uncontrollable emotions present in the situation. These feelings are considered abnormal and inappropriate, so it is important to avoid them in these situations. Impoliteness that is used to coerce others is the second particular function of impoliteness. According to Culpeper (2011), this function takes place whenever the speaker engages in unpleasant behavior, which then causes the value rearrangement to take place. Impoliteness occurs when there is a significant difference in social standing between the speaker and the interlocutor. This demonstrates that the speaker (or speakers) receive additional advantages, or that their existing advantages are strengthened or preserved. Impoliteness has one last function. This function of impoliteness is to entertain people, even if it harms them or is "impolite." According to Culpeper (2011), amusing impoliteness entertains the target. Thus, impoliteness entertains. Impoliteness, albeit meant to hurt the victim, makes the listener laugh. Impoliteness can control the listener-target audience relationship and entertain the listener, unlike other pragmatic research.

Impoliteness is a branch of pragmatics. Some experts claim that there are various definitions of impoliteness. Culpeper (2011) describes the functions that the theory of impoliteness performs. When a researcher has an understanding of where impolite behavior comes from, it is easier for them to discover the strategy behind rude behavior and the purpose rude behavior. Bousfield (2008) argues that the impolite behavior does not employ the expected politeness strategy, going so far as to the point where the statement can only be fairly regarded as an intentional, negative confrontation. states that the impolite behavior does not use the expected politeness approach. In another book Locher and Bousfield (2008) discusses the relationship between language and power, particularly with regard to impoliteness. It is assumed that language, in general, is the medium used to express power. Culpeper (1996) states that people who hold power have the ability to push power onto others and are free to perform rude acts because of a power disparity. In addition, rude language is frequently heard on daily activity such as people visit a restaurant.

Australian theme restaurant chain Karen's Diner. Karen, online slang for an unpleasant older white woman, is the restaurant's name. Aden Levin and James Farrell founded the Sydney-based chain in 2021. Customers pay to be insulted at this theme restaurant. World Square had envisioned a six-month pop-up restaurant. The restaurant's premise got mixed reviews, highlighting concerns about customer abuse in a mutual insult setting. An example of a waiter's statement demonstrating the use of impoliteness in the restaurant Karen's Diner Australia.

***https://www.youtube.com/watch?v=zncN9iXSobw***

> Waiter : She's a jolly good karen and leave a tip and fuck off, hopefully it's your last birthday old bitch, are you fucking leaving?! (4:57 -5:03).
> Customer: I am going now, sorry (5:03 - 5:04).
> Waiter: Get out of our fucking shop (5:04 - 5:06).

The sentence above uses the expression expulsion "Fuck off," which is an unpleasant expression that has the function of affective impoliteness attacking the positive face of the interlocutor, incorporates positive impoliteness.

Another phenomenon has been found from a youtube video where a woman yelled towards employee who gave the wrong order for the woman. It happened in a coffee shop in United States. ***https://youtu.be/FE7O0cjfnVw***

> Customer : **Shut up**, you think it's a joke, but you're uneducated if you think
>
> it's a joke. (4:39 – 4:53)

This sentence above contained coercive impoliteness. It is because the woman's utterance gives the meaning that she a attacked the employee by yelling that the employee is un educated.

In addition, there are a number of other studies that are comparable to the one being discussed here. The initial investigation was carried out by Benkaddour (2022). This study examines YouTube comments' conversational incoherence-induced impoliteness. Thus, such statements can inspire impoliteness in YouTube comment threads. Comments on the film can provide conversational coherence or lead to complaints and impoliteness. The second research study was carried out by Meydelina et al., (2023) Service quality determines client satisfaction. Many Central Java tourists visit Dusun Semilir. As a tourism facility that showcases community resources, consumer happiness directly affects the brand image of a tourist destination and its tourism service provider. This study examined the relationship between Dusun Semilir's service quality and visitor satisfaction. A targeted sample utilizing social media flyers or pamphlets is the survey method. The third research Rosén (2022) This research provides a glimpse into the frequency and types of rude comments athletes encounter on social media. The conclusions of this study compare and contrast with the findings of other research on immodesty as well as how the sports media landscape contributes to the presence of profanity on social media.

The research done in the past and the research being done now are comparable. More specifically, to carry out data analysis, both of them referred to Culpeper's idea of several kinds of abusive behavior as a reference. To determine which component is responsible for the hypothesis, the researchers organize all the material they have collected into various categories. On the other hand, researchers who came before us used data sources other than those used in our research. As part of this study effort, the data discussed at the Australian restaurant known as "Karen's Dinner" will be evaluated.

## Review on Related Literature

## Pragmatics

The study of meaning as it is delivered by a speaker (or writer) and perceived by a listener is the focus of the academic discipline known as pragmatics (or reading). As a result, it is more important to conduct an analysis of what individuals mean by the utterances that they make than it is to consider what the individual words or phrases in those utterances might signify on their own. The field of research known as pragmatics examines speaker

meaning Yule (1996). Yule (2017) Understanding what people mean by what they say depends not only on being able to identify the meaning of individual words within a sentence but also on being able to identify what others mean by what they say in the context in which it is said. Birner (2013) explained that pragmatics can be broadly defined as the study of language use in context. If I'm having a rough day, I might tell you that my day has been a nightmare, but of course I don't mean for you to take it literally; the day hasn't in fact been anything about which I've had a nightmare. If I'm having a hard day, I might tell you that my day has been a nightmare. In this instance, the pragmatic meaning of "nightmarehe refers to the meaning I sought to convey in the context of my utterance. Because of this distinction, pragmatic meaning is dependent on one's level of performance.

## Impoliteness

Culpeper (1996) As explained, the idea that certain behaviors are inherently unpleasant regardless of the circumstances in which they are performed only applies to a subset of those behaviors. For instance, behaviors that draw attention to the fact that the target is engaged in some kind of anti-social activity (such as picking one's nose or ears or farting) are likely to be regarded as rude because of their very nature. It is difficult to think of any form of politeness practice or a change in context that might simply erase the impoliteness from an expression such as "Do you think you could perhaps not pick your nose?" The following explanation explains why these behaviors can be considered to be inherently unfriendly in nature.

Being impolite means acting in a way that demonstrates that you do not approve of how other people behave in particular circumstances. This action is seen in a bad light because it has emotional consequences that are thought to be the cause of violations. Culpeper (2010) also said impoliteness can be defined as an unpleasant attitude or bias, including insults, dismissals, and threats. The problem of impoliteness is a difficult one. A very extreme example would be yelling and using language that has the potential to upset the parents. The mental attitude possessed by a person is what constitutes impolite behavior.

Bousfield (2008) "Impoliteness is the communication of intentionally gratuitous and conflicting verbal face-threatening acts (FTAs) that are purposely delivered unmitigated in contexts where mitigation is required and/or with deliberate aggression, that is, with the face threat exacerbated, "boosted," or maximized in some way to increase the face damage inflicted."

Culpeper (2011) said that the act of a person acting towards other people in a negative way with certain actions that occur in various scenarios is deemed impoliteness. Impoliteness can occur in a variety of situations. Therefore, rudeness can be classified as "poor behavior" when the one who delivers it will put the individuals it is targeted at in a worse position than they were already in. Culpeper (2011) mentioned three different functions that rude behavior might serve: affective impoliteness, coercive impoliteness, and amusing impolite behavior. It will be discussed in further detail below.

### 1) Affective impoliteness

The primary objective of rudeness is to provoke others. Culpeper identifies a special function for emotional impoliteness in his work. This function occurs when the producer exhibits an unpleasant outburst that aims to reveal unfettered emotion that has been present in the situation. These feelings are frowned upon as abnormal and improper, hence it is imperative that one steer clear of them in this setting.

Example : "What the **fuck** are you talking about, Matt?" was one of the intended

uses. While a single-word outpouring of an expletive, such as "**fuck**" or "**damn**," is an example of the use of an expletive Culpeper, (2011).

## 2) Coercive impoliteness

Impoliteness that is used to coerce others is the second particular function of impoliteness. Culpeper (2011) said that this function is triggered whenever the value rearranges because of the speaker's bad behavior. This unfriendly function occurs in situations in which there is a significant difference in social position between the speaker and the interlocutor. This suggests that the speaker obtains a greater share of the benefit or advantage when it is amplified or shielded. In (Culpeper, 2011) the implementation of this role involves the use of coercive action, the purpose of which is to cause harm to others and to compel cooperation. The following are some examples of disrespectful behavior that is induced by force.

Example : There has only been one other variant, and that is shut the **fuck** up

Culpeper, (2011).

## 3) Entertaining impoliteness

This particular function of impoliteness is the last specific function of the trait. The purpose of this function of impoliteness is to entertain others, even if it is harmful to the potential victim or is given in manners that are considered "impolite." According to Culpeper (2011) entertaining impoliteness is a function of impoliteness in which entertainment value is produced for the possible target. In other words, it is impoliteness that produces entertainment value. Impoliteness, despite the fact that it is intended to do harm to the victim, has the unintended effect of making the person who hears it feel more amused. Impoliteness, in contrast to other pragmatic studies that involve speakers and listeners, is possible to maintain equality between the listener and the target audience as well as entertain the listener. The following is an illustration of an entertaining example of impolite behavior.

Example : That's fantastic, hahaha! What a guy! Culpeper, (2011).

LOL, This was a hilarious post; many thanks for making me chuckle, in particular at this point. Not a real letter, who cares?

## Method

The research data was obtained by watching videos on YouTube related to Karen's Dinner Australia, which were then categorized using Culpeper's theory. To assess how rude behavior manifests itself in real life, particularly in service settings such as restaurants, a quantitative research approach was used. An approach known as qualitative descriptive research was used for this investigation. Since the researcher purports to study impoliteness, the data was collected from the YouTube channel "Karen's Dinner," located in Australia. The data collection technique outlined by Sudaryanto (2015) was carried out by researchers using the observation method. He emphasized the observational method as a methodology for acquiring knowledge through thorough observation, and he called this process the "observation method." This researcher was not involved in the Australian restaurant known as "Karen's Dinner," so she relied on an approach that did not require her participation to obtain this research material. In the data analysis process, the Sudaryanto (2015) methodology was used.

For analyzing the data, the researchers used a number of different methods, some of which are described below:

1. The types of impolite behavior are used to guide the collection and classification of the data. discovered in "Karen's Dinner" in Australia
2. The theory of Culpeper is utilized in order to describe impoliteness.
3. The answers to the research questions are given by explaining what was found based on the theory.
4. The findings of the research have been presented in an understandable manner.

## Results

After conducting research, researchers found twenty-five facts that provide evidence of rude behavior in the Australian restaurant "Karen's Dinner." According to the findings of this study, one form of impoliteness is anything said with the intention of performing a certain function. The findings of this study reveal that there are 15 types of impoliteness: 7 forms of affective impoliteness, 4 forms of coercive impoliteness, and 4 forms of entertaining impolite behavior.

*Table 1. Types of impoliteness discovered in*

*"Karen's Dinner" Australia*

| Types of Impoliteness | Frequency |
|---|---|
| **Affective** | 7 |
| **Coercive** | 4 |
| **Entertaining** | 4 |
| **Total** | 15 |

## Discussion

### Context: Affective impoliteness

The first round of conflict aims to provoke Emotional impoliteness serves a purpose in Culpeper (2011). The producer's harsh reaction reveals unrestrained emotion given the circumstances. In this context, one must avoid these unnatural and incorrect feelings.

### Data 1

Customer: We have two wagyu patties with cheese, a light sauce, and a regular

potato bun with pickles; where are the bites?

Waiter: "You **fucking** Daddy!"

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The word "**fucking**" and the affective impoliteness, which may be recognized in the way the speaker gave an order, were both present in the phrase.

**Data 2**

Customer: "Yeah, yeah, I joked that bad."

waiter : "Could you get any **fuck** closer, piss off Santa Claus?"

*https://www.youtube.com/watch?v=pMd5a7xuhl0*

Words that are considered indicative of affective impoliteness are highlighted in bold. This can be seen from the way the speaker issues clear orders to the listeners to get closer. In addition, the word "fuck" is included.

**Data 3**

Customer: **"Faster you order, faster you eat, faster you fuck off!"**

This sentence is considered to show affective impoliteness. This can be seen from the way the speaker asks the customer for orders. *https://youtu.be/IGWorJKUYb4*

**Data 4**

Customer: "Basic Karen please"
 Waiter: **"That fucking long," he said, ordering the "basic most fucking order."**

Sentences considered impolite are in bold. This can be seen from the way the speaker says, "That fucking long." This sentence uses affective impoliteness, which contains harsh jokes. *https://youtu.be/IGWorJKUYb4*

**Data 5**

Waiter: Fuck me, I was going to make a joke but you just made it break yourself

sit the fuck down.

This sentence is considered to show affective impoliteness. This can be seen from the way the speaker says "Fuck me" in a high tone.

**Data 6**

Waiter: **Just sit right in the fucking. Walk away from me, fucking problem.**

The above sentence is considered impolite. This can be seen from the way the speaker says, "Walk away from me, fucking problem." This sentence uses affective impoliteness, which contains the emotion of the speaker.

**Data 7**

Waiter: **Hey to all of your fucking 3 followers!**

The above sentence is considered impolite. This becomes very clear from the way the speaker utters the sentence. Hey to all of your fucking 3 followers! This sentence uses affective impoliteness. The speaker uses a high and harsh tone.

**Context: Coercive Impoliteness**

The second, impoliteness can coerce others. Culpeper (2011) said this function is invoked when the speaker's improper behavior rearranges the value. In socially unequal conditions, this unfriendly function occurs. This implies that boosted or insulated speakers benefit more. This role uses coercion to injure others and force cooperation Culpeper (2011). Forced disrespectful behavior includes the following:

**Data 1**

Waiter: If you want some powder, you can get some cream instead. How about that,

all right?

Customer: This is normal?

Waiter: Just eat the scoop. Say it to the camera, get real nice and close to your friend,

you're a dirty **bitch**, and you like to say it.

Words that are considered to show impoliteness are in bold. This can be seen from the way the speaker says Just eat the scoop. Say it on camera, be super nice and close to your friends, you dirty bitch, and you love to say it. Additionally, the word "bitch" is included. ***https://www.youtube.com/watch?v=78axHYq4cXM***

**Data 2**

Waiter: Oh my gosh. **You have to sit down and shut the fuck up!**

This sentence contained a coercive impoliteness. It is because the waiter told the customer to wait for the order in a forceful way.

**Data 3**

Waiter: Why the fuck would you choose to get the most fucking shit drink on the

menu? Are you finished with these? **Are you finished? I need a yes or**

**no.**

Customer: Oh yeah yeah yeah I'm finished 3x.

This sentence contains coercive impoliteness. That's because the waiter asked the customer in a high tone and forced the customer to answer it.

**Data 4**

Customer: "Can I get like no alcohol in that?"

Waiter: "Maybe if you didn't spend so much time on your **fucking** phone, your eye

sight would be better." **Shut up.**

The above conversation is considered impolite in bold. This can be seen from the way the speaker says "Shut up." This sentence contains coercive impoliteness. That's because the

customer asks, "Can I not drink alcohol?" and the speaker answers using taboo words.

**Context: Entertaining Impoliteness**

> Impoliteness has one last function. This function of impoliteness is to entertain people, even if it harms them or is "impolite." According to Culpeper (2011) amusing impoliteness entertains the target. Impoliteness entertains. Impoliteness, albeit meant to hurt the victim, makes the listener laugh. Impoliteness, unlike other pragmatic studies of speakers and listeners, can entertain and equalize the audience. An amusing example of impoliteness follows.

**Data 1**

**Waiter: "**Happy birthday, **fuck off!"** Happy birthday, **fuck pride off!** Happy birthday,

**Crosby! Off**

It is considered to be entertaining impoliteness to say the words above. In this particular speech, the speaker told the hearer in a direct manner that the hearer was a fuckoff. ***https://www.youtube.com/watch?v=iCRVhtiaHIE***

**Data 2**

> Waiter: You're a **dirty bastard**, so we've got bullets, we've got Fanny.

In this sentence, the hearer replied to the speakers words with impolite jokes, which are included in entertaining impoliteness.

**Data 3**

> Waiter: chop chop! Put something in there.
>
> Customer: It's 2 dollars.
>
> Waiter: **Yeah, bitch. We got 2 fucking dollars.**

The sentence made above that is in bold contains some entertaining impoliteness. This is due to the fact that the statement gives the impression that the speaker made a joking command to the consumers to offer tips.

**Data 4**

> Customer: Hi can we order please?
>
> Waiter: **How about fucking wait? Bossy bitch.**

This sentence contains coercive impoliteness, because the waiter uses high-pitched language to the customer.

**Conclusion**

> Within the scope of this study, fifteen different pieces of information about rudeness were collected. After gathering the data, the researchers applied Culpeper's theory to evaluate and categorize each piece of data based on the purpose it served. Culpeper (2011) said that there are various types of rude behavior, such as seven types of affective impoliteness, four types of coercive impoliteness, and four types of entertaining

impoliteness. Based on research findings, one type of offensive language that can often be heard in an Australian restaurant known as Karen's Dinner is an impolite verb that expresses a change in condition. There are three types of rudeness: affective rudeness, coercive rudeness, and entertaining rudeness. Each of these forms of impoliteness serves a different purpose.

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