

## The Zero-address Form in the Japanese Address System

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### Abstract

In the Japanese language, there were various forms of address. For example, the use of the second pronoun; *anata* (you), *kimi* (you), self-name; Nakamura, Yamaguchi, kinship names; *okaasan* (mother), *otousan* (father), name of the profession; and *sensei* (teacher/doctor). In addition to the various address types, the zero forms of address were also known, namely the implicit use of address words. For example, address words in the form of zero were address (*aisatsu*); *ohayou gozaimasu* (good morning), *irasshaimase* (welcome), and *sumimasen* (sorry). The form of address adopted in this study was the zero-address form. This study would find the various forms and variations of zero-address. In addition, it also examined the functions and factors that influenced the use of zero-address by the sociolinguistic and pragmatics approach. This study found that there are four variations of the zero-address form, namely (1) the form of greeting; (2) the form of an exclamation or interjection; (3) the form of an interrogative sentence; and (4) the form of declarative sentences. There are two kinds of greeting, namely formal and informal. The function of the zero-address is to show respect, closeness, attract attention, and notification/statement. Factors that influence the use of zero greetings are social status, social distance, situation, and identity of the speaking actor.

### Keywords:

Zero-address; Japanese address system; power; social distance

### Abstrak

#### Sapaan Zero dalam Sistem Sapaan Bahasa Jepang

Dalam bahasa Jepang terdapat berbagai bentuk sapaan. Misalnya menggunakan pronomina kedua; *anata* (anda), *kimi* (kamu), nama diri; Nakamura, Yamaguchi, nama kekerabatan; *okaasan* (ibu), *otousan* (ayah), nama profesi; *sensei* (guru/dokter) dan sebagainya. Selain berbagai jenis bentuk sapaan tersebut juga dikenal kata sapaan bentuk *zero*, yakni pemakaian secara implisit, sebagai contoh adalah ucapan salam (*aisatsu*); *ohayou gozaimasu* (selamat pagi), *irasshaimase* (selamat datang), *sumimasen* (maaf) dan sebagainya. Bentuk sapaan yang diangkat dalam penelitian ini adalah sapaan bentuk *zero*. Dalam penelitian ini dicari berbagai variasi bentuk dan ragam sapaan *zero*. Selain itu juga ditelaah fungsi dan faktor yang mempengaruhi pemakaian sapaan *zero* tersebut melalui pendekatan sosiolinguistik dan pragmatik. Hasil yang didapat dari penelitian ini adalah terdapat 4 variasi bentuk sapaan *zero*, yakni (1) sapaan *zero* dalam bentuk ucapan salam; (2) sapaan *zero* dalam bentuk kata seru atau interjeksi; (3) sapaan *zero* dalam bentuk kalimat tanya; dan (4) sapaan *zero* dalam bentuk kalimat deklaratif. Terdapat dua ragam sapaan yakni ragam formal dan informal. Adapun fungsi kata sapaan *zero* adalah menunjukkan penghormatan, kedekatan, menarik perhatian, pemberitahuan/pernyataan. Faktor yang mempengaruhi penggunaan sapaan *zero* adalah status sosial, jarak sosial, situasi dan identitas pelaku tutur.

### Kata Kunci:

sapaan zero; sistem sapaan bahasa Jepang; kekuasaan; jarak sosial

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## 1 Introduction

The word address was found in various languages in the world. It was one aspect of language that was interesting and important to learn. It was interesting because the word of address involved the outside factors of the language, such as the social and cultural factors of the user. The socio-cultural background provided a uniqueness that might not be owned by other languages. The words of address themselves referred to a word or expression used to mention and call the actors in a language event. They were the speaker, interlocutor, and the person being discussed (Kridalaksana, 1982: 14). Meanwhile, Brown and Gilman (1960: 1) said that the word address was a word used to address the interlocutor or a second person. According to Fasold (1990) “address forms are the words speakers use to designate the person they are talking to while they are talking to them” (pp.1-2).

In addition, there have been some previous studies of address forms in many languages. For instance, Passin (1966) observed the intra familial linguistics usage in Japanese using sociolinguistics and anthropological linguistics; Ostor (1982) examined the correlation between pronouns, terms of address, and social change in Hungarian society; Wood and Kroger (1991) investigated the relation between politeness and forms of address; Takahara (1992) observed second person deixis in Japanese using sociolinguistics and semantics; Dickey (1997) investigated the relation between the use of names and other words in address and in reference; Jaworski and Galasinski (2000) analyzed the vocative address forms in political debates related to legitimation of ideology; Kullavanijaya (2000) researched about Thai personal pronoun using morphology and sociolinguistics; Kesharvaz (2001) observed the role of social context, intimacy and distance in the choice of forms of address using sociolinguistics; SturtzSreetharan (2006) investigated how Japanese men use terms of address and sentence-final particles to crafting position of authority and masculinity; Qin (2008) observed choices in terms of address between Chinese and English using sociolinguistics; Formentelli (2009) investigated address strategies used by students and members of teaching staff in British academic interaction; Yang (2010) investigated address forms of English focusing on rules and variation; Esmae’li (2011) observed the using of Terms of address usages of Iranian spouses; Mardiha (2012) observed the impact of gender and age on the choice of address forms in Persian using sociolinguistics; meanwhile, Mangga (2015) observed various uses address form in Japanese Society in perspective of sociolinguistics and anthropological linguistics.

In the Japanese language, the commonly used forms of address were the use of the second pronouns, personal names, kinship names, and professional names. In addition, there was a zero form of address that was symbolized by  $\emptyset$ . It was an address word that did not contain an address word as previously mentioned. For example, a store employee addressed a customer who came by saying *irrasshaimase* as the welcome address without being followed by an explicit address. Likewise, when addressing the person who dropped the wallet, the Japanese in that situation said “*saiфу wo otoshimashita yo*” which meant “your wallet fell, did not you know?” They said it without explicitly addressing the other person (*zero*). This article discussed the types of address forms in Japanese, linguistics style, function, and social background that influence the use of the zero-address form.

The social background was essential in the use of address words . Wibowo (2015) said that contact factors, social distance, and the perpetrator's identity were several factors influencing the use of address words. Meanwhile, the theory of speech acts contained in sociolinguistics said that speakers or participants play an essential role in narrative activities Wibowo (2015: 1).

The data in this study were obtained by observing conversations in three Japanese films. They were *Biri Gyarū* (2015), *Sabaibaru Kazoku* (2016), and *Chotto Ima kara Shigoto o Yamete Kuru* (2017). The data from the film was chosen because it was considered to represent the real-life of the Japanese. The method of this study was the listening method by recording the speech in the drama. It was classified based on its type. Then, the data were analyzed by using a sociolinguistics and pragmatics approach to find out how the linguistics style, function, and social factors influence the use of the *zero-address* in the Japanese language.

Human beings involve many things in their activity for performing a speech act with one another, such as politeness. Brown and Levinson (1987) stated five politeness strategies contained in speech activities, including the use of address words. The five strategies were 1) Straightforward Politeness Strategy. It was the strategy of addressing the speech partner by taking action to state something clearly. This strategy was chosen because the speaker wanted to express the intent and purpose to the maximum. It was also because of the circumstances or situation; 2) Positive Politeness Strategy, which was a strategy to carry out a speech event by maintaining the positive face of the interlocutor. A positive face was a self-image or dignity of the interlocutor regarding the value of solidarity, informality, and a desire to get good recognition; 3) Negative Politeness Strategy. It was the type of strategy used to be able to save or keep the negative expression of the speech partner. The negative expression in this context was the self-image of the speech partner to act freely without any pressure from other parties. So through this strategy, it was intended to maintain the freedom of action of the speech partner; 4) Indirect Politeness Strategy, which was a strategy to allow the speech partner to be able to make his or her own decisions by interpreting the intent of the speaker's speech; and 5) Politeness Strategies Spoken in the Heart, which was a politeness strategy in which the speaker did not make an utterance to the interlocutor.

Furthermore, speech activities would also involve power factors and dimensions of solidarity. Brown and Gilman (1960) suggested that two main factors in using second pronouns used by speakers to the interlocutor were the power factor and the solidarity dimension. From these two factors, the term "Vos" hereinafter referred to as "V", was used to address the interlocutor whose position was considered higher than the speaker. The second form was "Tu" hereinafter referred to as "T", which addressed the speech partner whose position was considered lower than the speaker.

According to Brown and Gilman (1960), there were two patterns related to the speaker's use of V and T to the interlocutor, namely the V reciprocal pattern and the T reciprocal pattern. These patterns indicated a horizontal relationship and a non-reciprocal V-T pattern which showed a vertical relationship. The V-reciprocal pattern was used when both speakers used the V-form to address each other. Meanwhile, the reciprocal T pattern was used by both speakers for the speech partners. Meanwhile, in the use of non-reciprocal patterns, one speaker used the V form and another used the T form.

Moreover, Ervin-Tripp (1972) suggested that the two principles or rules contained in the use of address words were the principle of alternation and the principle of co-occurrence. The first principle was related to how someone addressed the interlocutor. The first principle consisted of (1) situational factors related to status. This situation would refer to the setting of the place. Status and style of speech would be enforced firmly and clearly, for example, in office meeting rooms, classrooms, and courtrooms. Based on the setting of the place, address words such as Mr. Prosecutor and Mr. Lecturer were used; (2) factors based on ranking or level in a certain group.

In this factor, position or rank would be a factor that determined the use of address words. For example, a director was considered superior to a manager or division head; (3) the factor was based on an identity device that referred to a degree in employment or an honorary degree and was also related to the use of address words. For example, someone would be taken from an academic degree such as Mr. Doctor or Mrs. Hajj. The term power was often associated with the age and social status of the speaker and his/her interlocutor. The existence of age differences between speakers and speech partners could affect the use of words or language.

Meanwhile, the distance was solidarity, kinship, or intimacy between the speaker and the speech partner. In Japanese society, Usami (via Sulistyaningrum, 2018) said that one manifestation of distance was as contained in the concepts of *uchi* (ingroup) and *soto* (outgroup). *Uchi* was the place that most surrounded speakers, family in the house, people who had direct descendants, relatives, and personal things. Meanwhile, *soto* was the opposite of *uchi*, which was outside the house, people who were not part of the family. In a broader sense, Makino (via Sulistyaningrum, 2018) said *uchi* could mean someone who was in one sphere, not only the family sphere but also the school, workplace, and so on such as in a company.

This *uchi-soto* relationship was characterized by the use of formal or polite language that was not used within the scope of people who had close relationships or insiders (*uchi no hito*). Meanwhile, Hirabayashi (via Sulistyaningrum, 2018) said that if you talked to people who did not have a close relationship (*soto no hito*), then Japanese people would respect that person by using formal or polite language. It also aimed to maintain a level of politeness between the speaker and the speech partner. From the reflection on the relationship of power and solidarity, a style of languages would emerge, namely the formal and informal styles. Speakers to speech partners who had close kinship or solidarity relationships with speakers would usually use an informal style, such as friends or family members. In contrast, Niyekawa (via Sulistyaningrum, 2018) used speech partners who had distant kinship or solidarity relationships and someone whose position (power) was higher than the speaker; a more formal style was used.

## 2 Methods

The data obtained in the research were in the form of conversations or utterances involving the zero-address from three films, namely *Biri Gyarū* (2015), *Sabaibaru Kazoku* (2016), and *Chotto Ima Kara Shigoto o Yamete Kuru* (2017). Data were collected using the listening method, followed by the note-taking technique. The findings were analyzed by using the *agih* method. It was followed by the substitution technique and the referential equivalent method in the first problem formulation to find the variation of the zero-address form of the Japanese. Then, it was continued with the pragmatics and sociolinguistics equivalent method in the second and third problem formulations related to the realm functions, linguistics style of usage and the factors that influenced the use of zero-address in the Japanese language.

## 3 Results and Discussion

The following were the results and discussion of the research that had been carried out. The discussion included variations in the form of the zero-address, linguistics style, function, and social factors that influenced the use of the zero-address form in Japanese. The zero-address or “0” address symbolized by  $\emptyset$  had several variations. The following were the forms of zero Japanese address:

### 3.1 The Zero-address in the Form of Greetings

Greetings was a form of zero-address often used in Japanese conversation. The greetings included *ohayou gozaimasu* 'good morning', *konnichiwa* 'good afternoon', *irasshamase* 'welcome', etc. When meeting other people, Japanese people often used these greetings to address the others. By using the greetings, Japanese people felt that they no longer needed to use address words such as their names implicitly.

- (1) Employee : "**Ohayou gozaimasu....**"  
"Good morning..."  
Manager : "**O..Ohayou...**"  
: "Morning..."

(Chotto Ima Kara ShigotoYamete Kuru, 2017)

Context: Employee addressed the Manager who was the head of a section in an office, with the address of *ohayou gozaimasu* 'good morning, to which the head of the department also addressed with the address of *ohayou* 'morning.

- (2) Shopman : "**Irasshaimase ....**"  
"welcome..."  
Suzuki Mitsue : "**Sakki no mizu, 500 en datta wa yo.**"  
"The mineral water at the previous place was only 500 yen, do you know."  
Shopman : "**Iya...uchi wa kono nedan de yatteinunde....**"  
"Sorry, if here its price is like that."

(Sabaibaru Kazoku, 2016)

Context: The shopman addressed Suzuki Mitsue with *irasshaimase* 'welcome'. However, Suzuki Mitsue, as a consumer, did not reply to the remark and immediately asked about the price of drinking water being sold and tried to bargain.

- (3) Employee : "**O-tsukaresama deshita ....**"  
"Thank you for your hard work..."  
Manager : "**O-tsukare.....**"  
"Yes, you are welcome...."

(Chotto Ima Kara ShigotoYamete Kuru, 2017)

Context: The employee address the manager who is getting ready to leave the office with the address *o-tsukaresama deshita* 'thank you for the hard work' to which the manager replies with a short address *o-tsukare...* 'thank you for your work'.

- (4) Employee : "**Sumimasen....**"  
"*Teiden no tame kaado wa tsukaemasen. Genkin nomi no o-tori atsukai narimasu.*"

“Sorry, due to a power outage, payment via credit card cannot be made. Payment can only be made in cash.”

Consumer : “Hayaku itte kureyo, mou naranderu iru kara sa...”

“Please tell me sooner, I have been waiting in line for so long...”

(Sabaibaru Kazoku, 2016)

Context: The store employee addressed visitors with *sumimasen* ‘sorry’, followed by an explanation of the payment method that only accepted cash payments and could not pay via electronic card due to a power outage. The consumer did not answer the address from the store employee but immediately filed a complaint about it by reprimanding the employee for notifying him sooner because he had already queued for a long time.

From the four examples above, in example (1) zero-address used was the greeting *ohayou gozaimasu* which meant good morning. Employees spoke this speech to managers who came to the office. The manager answered the address with a shorter greeting, *ohayou* ‘morning’. From this moment, it could be seen that greetings were included in address zero because employees did not mention the manager’s name explicitly and the answer from the manager was also the same. From the language style addresses, it could be seen that employees addressed the manager in a more formal form, namely *ohayou gozaimasu* which was answered in an informal form, namely *ohayou* by the manager. From this speech, it could be seen that the status factor in work affected the use of address because managers were considered to have a higher position than ordinary employees so they could address using an informal form.

In example (2), the shop employee addressed Suzuki Mitsue who came as a customer with the greeting ‘*irrashamase*’ which meant welcome. This address was commonly used in shops or sales places to address customers who came. This address was included in the zero-address because store employees did not address shop customers by name. Usually, consumers also did not need to answer the address. In this example of number (2), Suzuki Mitsue, without answering the shop employee’s address, immediately asked about the price of drinking water and tried to bargain. The power factor could be seen in the example of number (2). The shop employee was considered to be in a lower position than Suzuki Mitsue, a shop customer. Suzuki Mitsue used a more informal variety of language than shop employees.

In example (3), the zero-address that appeared was the greeting *o-tsukaresama deshita* ‘thank you for your hard work’ from employee to manager. The zero-addresszero-address was returned with a zero-addresszero-address in a shorter and informal address, namely *o-tsukare* ‘thank you’. The variety of languages used by employees was a formal style, while the variety of languages used by managers was informal. This was also due to the power factor that is considered to be owned by managers whose positions were higher than ordinary employees.

In example (4) the greeting *sumimasen* ‘i am sorry’ was also included in the zero-addresszero-address. This address showed an apology to the interlocutor, who in this case was a supermarket consumer. The consumer also did not appear to reply to the address. The visible power relation was that consumers were considered to have a higher position than supermarket employees. This could be seen from the absence of address from the consumer. The variety of language styles used by supermarket employees was also formal style, while the variety of language used by the consumer usually was informal style.

### 3.2 The Zero-address in the Form of Interjection

Another variation of the zero-address was the use of interjections. The interjection category of word-class served to show or emphasize someone's feelings. There were several types of interjections, such as admiration, annoyance, surprise, etc. One type of interjection was an interjection that was used to address other people or as an address. For example, there were interjections *hei, oi, woy, hai* in Indonesian, which functioned as zero-type addresses. In Japanese, the use of interjection as a type of zero-address was also found. The following was an example of using interjections as a form of zero-address in Japanese.

- (5) Father : "**Naa**, *jihou tte 117 dayona..?*"  
"Uh, the local emergency number is 117, isn't it?"  
Yui : "*Jihou? Nani sore?*"  
"Is the local emergency number? What is that?"

(Sabaibaru Kazoku, 2016)

Context: Suzuki Yoshiyuki asked Yui about the local government's emergency contact number but Yui did not understand what the agency her father was asking about.

- (6) Mitsue : "**Ne**, *obentou wa?*"  
"Brother, do you know where are the ready-to-eat food?"  
Employee : "*Sumimasen, pan to o-bentou wa mada haitte kite nain desuyo.*"  
"Sorry, bread and ready-to-eat food has not arrived yet."

(Sabaibaru Kazoku, 2016)

Context: Suzuki Mitsue addressed the supermarket employee and asked about ready-to-eat food. Then, the employee replied with an apology because it had not arrived.

- (7) Ryuuji : "**Yoo**....*nani shiten no...?*"  
"Ooi... what are you doing here?"  
Sayaka : "**Oo**....*iya osanai koro yoku kocchi de botto shiteiru wa.....*"  
"Aa... this is the place where I contemplate, since my childhood."

(Biri Gyarū, 2015)

Context: Ryuuji rebuked Sayaka, sitting alone on the vacant lot while looking at the passing *shinkansen*. Sayaka replied to Ryuuji's address from his classmate.

- (8) Aoyama : "**Anou sa**...*nande ore no koto wakatta no?*"  
"By the way, how can you recognize me?"  
Yamamoto : "*Datte, kao kawatte nai.....*"  
"After all, your face has not changed much..."  
Aoyama : "*Souka...*"

“Oh, I see...”

(Chotto Ima Kara Shigoto Yamete Kuru, 2017)

Example (5) contained zero-address in the form of an interjection, namely the zero-address “*naa*”, which the father spoke to his daughter Yui. Then, in the example of number (6), the zero-address “*ne*” was spoken by Mitsue when addressing a supermarket employee. Example (7) the zero-address “*yoo*” which Ryuuji said to Sayaka and the example of number (8), the zero-address in the form of the interjection “*anou sa*” was spoken by Aoyama to Yamamoto. In language style, it could be said that the zero-address in the form of an interjection was an informal variety because it was usually used for people who had close relationships such as family relationships or friendships, as the previous examples showed that all speech actors had the close social distance, both as family members, as well as friendship. In addition, this form of address could also be used by people who were considered to have a higher position than those with lower social status, as shown in example (6), namely, Suzuki Mitsue's position as a consumer was considered to be higher than that of a supermarket employee who was considered a service provider.

### 3.3 The Zero-address in the Form of Interrogative Sentences

The next form of zero-address is the address made by the speaker to the interlocutor by using interrogative sentences.

(9) Suzuki Yoshiyuki: “*Acchi no wa ikura?*”

"How much is the price of those is?"

Shop owner : “*Part toru tame no haihin de, uri mon janain desu yo...*”

"Those are not for sale. It is just for spare parts.”

Suzuki Yoshiyuki: “*Ja, kore kudasai, sugu noreru?*”

"If so, just this one, can be used right away, isn't it?"

(Sabaibaru Kazoku, 2016)

Context: Suzuki Yoshiyuki came to the bicycle shop; as soon as he entered the shop, he addressed the shop owner by directly asking the bicycle price in the corner of the room. However, the bike was just a used item that was not for sale. In the end, Yoshiyuki bought the only expensive bicycle left.

(10) Sayaka : “*Kamishisugi janai?*”

“Did not take long to see it?”

Tsubota : “*Aa, gomen... iya, kakkoi na to omotte sa...Boku nimo imafuu no fasshon oshiete yo...*”

“Ah, sorry... because I think it is cool. Tell me about today's makeup...”

(Biri Gyarū, 2015)

Context: It was Sayaka who first came to the tutoring place with an eccentric make-up. This made sensei Tsubota was stunned to see it. So, Sayaka rebuked Tsubota first with the address *kamishisugijanai?* ‘Was not it too long to stare at me?’

(11) Ibu : “*Doushita?*”



- “What’s up?”
- Sayaka : “*Ano seifuku kawaii nee...*”  
“Their uniforms are nice...”
- Ibu : “*Ja, ukete miru?*”  
“If so, want to try registering?”
- Sayaka : “*He...?*”  
“*Eh...?*”

(Biri Gyarū, 2016)

Context: Mother addressed little Sayaka, who was stunned to see a group of school children in good uniforms. Then, the mother offered to try enrolling in the school.

- (12) Suzuki Yoshiyuki: “*Daijoubu desuka?*”  
“Mrs, are you okay?”
- Woman : “*hah...hah...hah...*”  
“*hah...hah...hah...*”

(Sabaibaru Kazoku, 2017)

Context: Suzuki Yoshiyuki addressed the older woman who was sitting on the stairs of the apartment from exhaustion, but the woman did not answer Suzuki's question because she was out of breath.

The zero forms of address in the form of a question from the previous example were number (9) *Acchi no wa ikura?* ‘How much those are? Suzuki Yoshiyuki said to the bicycle shop owner moments after entering the shop. An example of number (10) zero-address was *kamishisugijanai* ‘are not you staring at me too long? Sayaka addressed Tsubota the first time she met him. Example number (11) zero-address *Doushita?* ‘what’s wrong?, that was said by mother to little Sayaka when they went to find a new school. Then, the example number (12) was zero-address in the form of the question *Daijoubu desuka?* ‘are you all right?, which was what Suzuki Yoshiyuki said to the old woman sitting on the stairs of their apartment because the elevator could not be used. The form of zero-address in the form of an interrogative sentence could be used formally or informally depending on the speech participant. The formal style was used for speech participants who had an equal relationship or had a less intimate relationship, while the informal style was used by those who had close relationships such as family or friends or were considered to have higher power than the speech partner.

### 3.4 The Zero-address in Declarative Sentences

The form of zero-address was also found in declarative sentences. Speakers without using address words to the interlocutor to express something declarative.

- (13) Man : “*Rolex...kore wa ii mon desuyo.*”  
“It is a Rolex. It is good stuff.”
- Woman : “*Sonnano, nani yaku ni tatsu no..?*”  
“What is the use of something like that?”

(Saibaru Kazoku, 2016)

Context: A man offered his Rolex in exchange for groceries, but a woman refused.

- (14) Receptionist : **“Sakibarai de, onegai shimasu.. Hitori sama 30000 en desu.”**  
“Please pay the down payment. It costs 30,000 yen per person.”  
Suzuki Yoshiyuki: **“Aa, hai...”**  
“Yes...”

(Sabaibaru Kazoku, 2016)

Context: The receptionist lady addressed the Suzuki family by asking for the down payment to be able to stay at their inn.

- (15) Suzuki Mitsue : **“Sakki no mizu ippon 500-en datta wa yo.”**  
“At the previous shop, a bottle of drinking water is only 500 yen.”  
Shopman : **“Iya, uchi wa, ima kono nedan de yatterun de...”**  
“If it is here, the price is like this...”  
Suzuki Mitsue : **“Anata, kore itsu made tatteru urenai wayo. Kore zembu kau kara, ippon 600 en ni shite yo...ne...?”**  
“Sir, if the price is that much then it will not sell. I will buy all of them for 600 yen per bottle, okay?”

(Sabaibaru Kazoku, 2016)

Context: Suzuki Mitsue addressed the shop owner and tried to haggle over the price of the drinks.

- (16) Owner of tutoring: **“Ame desu ne...”**  
“is it raining, huh?”  
Tsubota : **“Hai...”**  
“Yes...”  
Owner of tutoring : **“Konna jiki mo arimasuyo...”**  
“There is also a time like this huh...?”

(Biri Gyarū, 2015)

Context: The owner of the tutoring addressed with *ame desune* ‘it is raining outside, huh. Then, Tsubota agreed. He was thinking of Sayaka who came home in a depression with strict college entrance preparations.

The form of zero-address in the form of a declarative sentence in example (13) *Rolex... kore wa ii mon desu yo* was used by a man to a woman who owns groceries. The man addressed the woman without saying hello. He went straight to the point that he wanted to exchange his Rolex for the groceries, but the woman refused. It was because she thought that the Rolex was useless in difficult situations. The language style used by the male characters was a formal style. It was marked by the use of the polite form *desu*. On the other hand, the woman used the informal language variety,

which only used the usual form. This was due to the top-down relationship, namely the man who was in a lower position because he needed groceries.

In example (14), the zero-address form was in the declarative sentence *sakibarai de onegai shimasu hitori 30,000 yen* spoken by the receptionist to address Suzuki and his family who were having trouble finding a place to stay. The receptionist took advantage of this situation to level up the prices and asked to pay the down payment because Suzuki and his family had no other choice not to accept it. The language style used by the receptionist was a mixed language variety of formal-informal, with the use of the polite form *masu* in the verb. In the next sentence, the receptionist used the informal form by removing the formal marker. Meanwhile, Suzuki, as a consumer, used a formal form. Suzuki could use the informal language style in terms of position as a consumer. In example (14), it could be seen the exception of power relations. Consumers in Japan, were usually considered to have a higher position than service providers. Because of an emergency, they were in a weak position compared to service providers.

In example (15), the zero-address was found in the declarative sentence spoken by Suzuki Mitsue to the shopman *sakki no mizu wa ippon 500yen datta wa yo*. In this speech, Suzuki Mitsue did not say hello or address the shopman with an address but immediately addressed him with a declarative sentence. From the variety of languages used by Suzuki Mitsue, it could be seen that she used an informal form. This showed the power relation. Mitsue wanted to show that consumers had a higher position than service providers. Then, in example (16), the zero-address in the form of a declarative sentence was the sentence *ame desune* spoken by the owner of tutoring to Tsubota sensei. Both relationships were equal in the workplace, so they used a formal style.

#### 4 Conclusion

Based on the data analysis that had been collected from three Japanese films as data sources, two conclusions could be drawn regarding the use of zero-address in Japanese, namely: (1) There were four variations of the form of zero-address in Japanese; zero-address that used greetings as address words such as *as ohayou gozaimasu*, *o-tsukaresama desu*, and so on; the zero-address in the form of using interjections such as *ne*, *naa*, *anou*, *ano sa*; the zero form of address using interrogative sentences; and the form of address using declarative sentences; (2) according to the variety linguistics style used at zero-address, there were two language forms, namely the formal and the informal language style. The use of various styles at zero-address depended on social status, social distance, and the identity of the speaking actor. Power relations were shown by the use of informal style by people who were considered equal, had social closeness, or were considered to have a higher position. While the formal style was used by those who had an equal position or were considered inferior to those with a higher status. However, the data obtained also showed that there were exceptions, namely in emergencies due to natural disasters. For example, the position of the provider of goods or services was in a higher position than the position of the consumer in need. This showed that the social conditions or circumstances of a language user's place would affect both the form and variety of linguistics style of address words/sentences used. Furthermore, the functions of zero-address in Japanese was to express respect, attract attention, show closeness, appreciation, ask, notice, or as a statement.

These were some of the conclusions obtained in this study. However, in this study, the use of zero-address had only been studied externally, linguistically, while the influence of internal linguistic factors, namely the disappearance of address words from a syntactic point of view, for example, about elision or ellipsis, could be the theme of future research.

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