

ABSTRACT

Rina Lestari. 1145030157. *Interpersonal Meaning of Reviews between Clients and Conversational Receptionist Company*. An Undergraduate Thesis. English Studies Department, Faculty of Adab and Humanities, Universitas Islam Negeri Sunan Gunung Djati Bandung. Advisor I: O Setiawan Djuharie, M.Pd., Advisor II: Ika Yatmikasari, S.S., M.Pd.

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This research is motivated by the use of a virtual world created by people to interact for certain purposes, including business. *Conversational* is one of the business companies that undertakes virtual receptionist in North America for clients. The clients write reviews toward the services given by Conversational. It becomes interesting to investigate the interpersonal meaning between them. This research focuses on finding mood constituents and realizations of interpersonal meaning. This research is designed in a qualitative approach using content analysis method. The data are amounting to 52 clauses that have been taken based on period of the published reviews. The theories applied are Systemic Functional Grammar by Halliday and Matthiessen (2014), Functional Grammar by Garrot and Wignell (1994) and English Grammar by Fountaine (2013). The mood constituents involve Subject, Finite (tense, modality and polarity) and interpersonal adjunct. In reviews and the responses, the subject are five kinds of personal pronoun and some understood subjects. The finite of tenses, modality and polarity are listed successively to be present, past, modal verbs and mood adjuncts and positive polarity. Interpersonal adjuncts are realized by mood and vocative adjuncts. The realizations of interpersonal meaning are the meaning of reducing interpersonal distance, raising present situation and creating intimacy among clients, Conversational and general reader.