

LECTURER RESPONSE TO VIOLATIONS OF POLITENESS IN STUDENT SPEECH

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Abstract: The sense of language is reflected in how one communicates. In students, the impression of speaking can be seen from how he communicates as well as communicating with lecturers. However, not a few students do not consider the procedure of communicating with lecturers so as to commit language violations. Whereas the application of impressions in this language should have been a good habit in every individual in communicating and interacting, it is no exception when communicating via WhatsApp chat. This research was conducted to describe how students use language in communicating with lecturers through chat on the WhatsApp messenger app. This research is qualitative research by applying descriptive methods—data obtained using a google form method to lecturers at universities in Indonesia through Whatsapp groups. The results showed that there was suitability of the language used by students towards lecturers and some who committed language violations. Some of the Maxim in the principle of language effect, according to Leech (2016), contained in this study are Maxim wisdom, Maxim appreciation, Maxim simplicity, and Maxim sympathy.

Keywords: language, guidance, communication, Maxim.

I. INTRODUCTION

Language is used as a tool for communicating or interacting with humans. In the process, both the speaker and the interlocutor must be equally aware of the governing ethics in each spoken or spoken speech, both in the form of the selection of the word and the purpose of the selection of the word it conveys. In the world of education, the use of good and polite language is very influential in conducting social interactions. As well as the interaction between students and lecturers either directly or indirectly, orally or in writing.

The effect lies not in the shapes and words but on the functions and social meanings that are used (Siminto, 2016; Hartini et al., 2020). If the speaker says a more polite form than the context required, the speech partner will suspect that there is a special intent hidden. The effect, in a broader context, does not refer to the effect of language solely but also refers to nonverbal aspects such as behavior, facial expressions, and tone of voice. In this case, Lakoff (1975) and Purwanto (2017) defined impressions as treatments that reduce shifts in an interaction. This means the goal is to avoid conflict (Siminto, 2016).

The impression of language is reflected in the way of communicating through verbal signs or speech procedures. When speaking, we are subject to cultural norms, not just conveying the ideas we think about. The language procedure must be in accordance with the cultural elements that exist in the society in which it lives and the use of a language in communication. If a person's language does not conform to cultural norms, he or she will get a negative score. For example, we are accused of being arrogant, arrogant, indifferent, selfish, egotistical, even uncultured (Siminto, 2016).

The effect is attributed to the rights and obligations of speech participants. Impressions are behaviors expressed in a good or ethical way (Zamzami et al., 2010; Halawa et al., 2019; Yuliawati, 2014). According to Chaer (2010) & (Kuntarto 2016), the language ranges from *nosu* face. All rational people have a face (in a metaphorical sense, of course) and that face must be guarded, nurtured, and so on. Phrases in Indonesian such as *loss of face*, *hide face*, *save face*, and *face fall*, may be more able to explain the concept of this face in the impression of language. This face must be guarded; no person should be humbled. Chaer (2010) also mentioned that the concept of face is divided into two, namely negative face and positive face. A negative face refers to the self-image of any rational person who wishes that he be rewarded by allowing him to be free to act or leaving him free from having to do something (Kushartanti, 2009).

As is the case that students do to lecturers both verbally and in writing can affect the lecturer's assessment of the student. In fact, it is not uncommon for lecturers to see the background of the student, whether due to cultural factors or other factors that affect the student in speaking as well as the speakers of students in the content of short messages that he conveyed through WhatsApp messenger application. It is rare for students to take into account whether the election is right, whether the use of punctuation is appropriate, whether the time is right, whether to introduce themselves or not and so on. This indicates that the student's speech is in accordance with the principle of language, but some also violate the principle of language impressions.

Based on the things that have been presented before, this is an important issue considering that the application of impressions in this language should have been a good habit in every individual in communicating and interacting, no exception when communicating via WhatsApp chat. Therefore, this research was conducted to describe how students use language in communicating with lecturers through chat on the WhatsApp messenger app.

Research related to language impressions has been widely conducted by researchers in Indonesia, as did the following researchers in the last three years as follows.

The research conducted by Marini (2020) conducted on pbsi students of Sriwijaya University mentions that the pattern of language impressions used by students with lecturers in PBSI Unsri there are five, namely, 1) facilities and learning modules, in the speech of students with lecturers on social media fall into the category of "polite", 2) please time guidance, in the speech of students with lecturers in social media fall into the category of "disrespectful", 2) please time guidance, in the speech of students with lecturers in social media fall into the category of "disrespectful", 2) please time guidance, in the speech of students with lecturers in social media included in the category of "disrespectful", 2) please time guidance, in the speech of students with lecturers in social media included in the category of "disrespectful", 2) please time guidance, in the speech of students with lecturers in social media included in the category of "disrespectful", 2) please time guidance, in the speech of students with lecturers in social media including , 3) additional lectures, in the speech of students with lecturers on social media fall into the category of "polite", 4) reaffirmation of exams, in the speech of students with lecturers on social media fall into the category of "polite", and 5) ask about the presence of lecturers, in student speech with lecturers on social media fall into the category of "disrespectful". In addition, there are also some Maxim that students use in their conversations with lecturers.

As for the research conducted by Iswara & Susana (2019) related to the pattern of the impression of student speech, representation of the use of Maxim impression of the language of the student text, and how the level of the impression of students in interacting with stmik lecturers STIKOM Indonesia on social media. The data in this study is documentation of conversations on social media between students and lecturers in the even semester of 2017/2018 and odd semester 2018/2019, as well as data sourced from questionnaires and interviews with lecturers as respondents.

Furthermore, the research conducted by Jayanti & Subyantoro (2019) with the aim of his research to decrypt the form of violation of positive face threats, 2) decrypts negative facial threats

in social media text speech based on brown and Levinson theory, 3) decrypts the strategy of impression in a speech on social media text. The research was conducted on social media texts on Facebook and Twitter in 2018.

Meanwhile, like previous studies, this research is also a study that looks at how students talk to their lecturers in writing, especially on WhatsApp chats that are currently often used by Indonesians as well as students and lecturers. However, the data in this study is not limited to just somewhere but obtained from various universities in Indonesia because the data retrieval is done using the questionnaire on google form spread through WhatsApp groups with certain criteria. That is, the respondents who filled out the questionnaire on this google form are lecturers who are netted in several WhatsApp groups.

II. METHODOLOGY

The method used in this research is descriptive method with a qualitative approach. Qualitative research is a research procedure that produces descriptive data in the form of written or spoken words about people or observed behavior (Bogdan dan Taylor dalam Moleong (2002).

In this study, four work steps were carried out, namely: (1) the data presentation stage; (2) the data analysis stage; and (3) the stage of presenting the results of data analysis as expressed by Sudaryanto (2015). At the data presentation stage, a questionnaire was distributed in the form of a google form link to WhatsApp groups, especially the lecturer WhatsApp group. The questionnaire was distributed for about two months and data were obtained as many as 137 lecturers' responses to the student speech they received. Furthermore, the research uses documentation techniques. Documentation is one method of collecting data by viewing or analyzing documents that the subject himself or others have made about the object under study and is one way that researchers can get a picture from the subject's point of view through written media and other documentation selected or made directly by the subject (Herdiansyah, 2009).

The next step, the data obtained was analyzed according to the classification based on the forms of maximal violation. The data analysis stage is presented with two methods, namely the informal method (Sudaryanto, 2015), which presents the results of data analysis in the form of sentence descriptions.

III. RESULT AND DISCUSSION

Leech (2016) mentions several Maxim in the principle of impression, among others (1) Maxim wisdom, (2) Maxim generosity, (3) Maxim appreciation, (4) Maxim simplicity, (5) Maxim agreement, (6) Maxim sympathy. However, the data obtained from this study consists of several Maxim, among others, as follows.

1) Maxim Wisdom

Violation of Maxim wisdom occurs if the participants say do not obey Maxim wisdom, i.e., always increase self-gain and reduce the profits of other parties (Wijana, in Rahardi, 2005). Here is an example of a violation of Maxim wisdom that students convey to their lecturers via WhatsApp chat.

[1] "Assalamu'alaikum bu. Ibu ada dimana? Saya ada di kampus, mau bimbingan dengan ibu"

[2] "Assalamu'alaikum. Bu, saya mau minta tanda tangan ibu untuk daftar sidang skripsi"

A short message via WhatsApp chat sent by the student (1) indicates that the student appears to be asking the lecturer to guide his thesis without seeing the lecturer there or not on campus. It is very noticeable that the student is only concerned with his self-interest. Meanwhile, student (2) also pointed out that the student is only selfish. Based on his speech as if the student gave an order to the lecturer to sign the agreement to conduct a thesis hearing.

- 2) Maxim Award Violation of the award Maxim occurs if the participants say they do not adhere to the principle of the award Maxim, namely by adding chastity to others and reducing praise to others (Rahardi, 2005). This principle of Maxim is to denounce others a little as possible, praise others as much as possible. This is to prevent people from mocking each other, mocking each other, and disparaging each other. Thus, speech is considered polite when always trying to reward others (Siminto, 2016). Here is an example of the Maxim award presented by students to their lecturers via WhatsApp chat.

[1] “Assalamu’alaikum Bu. Saya ingin mengucapkan terima kasih ke ibu karena telah membimbing saya selama ini sampai akhirnya saya lulus tahun ini. Semoga apa yang ibu berikan kepada saya dapat menjadi amal jariyah yang terus mengalir pahalanya, amiiin. Sekali lagi saya ucapkan terima kasih ya, Bu.”

[2] “Selamat pagi, Ibu. Mohon maaf mengganggu Ibu. Saya ingin mengingatkan bahwa nanti siang ada perkuliahan Ibu, mata kuliah Linguistik Umum di rg. 103 pkl 13.00 WIB. Terima kasih Ibu, mohon maaf mengganggu sebelumnya.”

A short message sent by students (1) indicates gratitude and happiness for graduating on time. This was expressed in the form of gratitude to the guidance lecturer who had guided him until finally graduating. In addition, the student also prayed for the guiding lecturer. The short message is a manifestation of his appreciation for his guiding lecturers. Meanwhile, a short message sent by the student (2) indicates that the student respects and respects the lecturer concerned. It can be seen in the selection of good and polite words. In addition, the impression is also seen from the words that begin with the greeting "Good morning" and end with "thank you," and there is also a disturbing apology where the student is not selfish but thinks about also the activities that the lecturer may be doing.

3) Maxim Simplicity

This Maxim is also called Maxim humility. Maxim humility requires each speech participant to maximize self-disrespect and minimize self-respect (Wijana et al., 2009). This principle of Maxim is to praise yourself a little bit as possible, denounce yourself as much as possible. So, in this Maxim, participants are expected to be humble by reducing praise on themselves (Siminto, 2016). Here is an example of Maxim simplicity that students convey to their lecturers via WhatsApp chat.

“Assalamualaikum wr wb. Saya dengan Rizky Eko Saputra, Linguistik 2017. Berkenaan dgn adanya kegiatan maha cipta yg dimulai hari ini smp hari jumat, saya mohon izin tidak mengikuti perkuliahan Pendidikan Agama Islam dikarenakan saya mengikuti kegiatan maha cipta tersebut. Saya sudah menitipkan surat permohonan izin kpd teman di kelas. Semoga Bapak dapat memberikan saya izin tidak mengikuti perkuliahan karena alasan tsb. Terima kasih”

The short message sent by the student via WhatsApp chat is right when it is said to be Maxim's simplicity or humility. The student asked his lecturer for permission to be allowed not to attend lectures because he participated in other activities. In the content of his message, this student pleaded with his humility but still respected and respected his lecturer.

4) Maxim Sympathy

Violation of the implementation of Maxim sympathy occurs if the participants say it violates the principles contained in Maxim sympathy, namely by adding antipathy between oneself and others and reducing sympathy between oneself and others (Siminto, 2016). For Maxim, sympathy is widely spoken by students to their lecturers both in oral and written form. Here is

an example of Maxim's sympathy that students convey to their lecturers via WhatsApp chat.

“Assalamualaikum ibu cantik. Saya Chintya mahasiswa bimbingan ibu bersama pa Helmi sbg pembimbing 2. Saya ingin memberitahukan bahwa saya sudah menyelesaikan revisi skripsi yang kmrn dari ibu dan sudah dikirimkan k email ibu tiga hari yg lalu. Apakah ada yg perlu direvisi lg? mohon masukannya bu”

A short message via WhatsApp chat sent by the student indicates that there is an implied message or other intent of the student to the lecturer. The use of a word indicating the time "k emailed mother three days ago" indicates that there is no sympathy in her speech. This gives a negative connotation that it seems as if the student forced the lecturer to read or comment immediately or correct the revision of the thesis. This clearly shows that there is a violation of Maxim's sympathy that the speaker is a student to his lecturer.

IV. CONCLUSION

In conducting the communication process, a form of speech is required. Surely see the use of the language he speaks, to whom, and what is spoken. The use of this language can not only be seen in spoken language, but in the written language can also be seen, such as the speech of students to their lecturers via a short message on the WhatsApp messenger app. It is not uncommon for students to contact their lecturers via WhatsApp chat. Some of the short messages sent by students to their lecturers show the use of language, and among them, there is conformity with Maxim politeness. Various Maxim impressions can be seen from each student's language usage to the lecturer. In addition, there are also violations committed by students in the language, such as having other intent of the content of the message conveyed to the lecturer, the absence of opening greetings or closing greetings, not mentioning or introducing themselves first, even some that connote the emphasis on lecturers. These points to Maxim violations are committed by students in their speech towards lecturers.

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