

POLITENESS IN DIRECTIVE SPEECH ACTS USED BY STUDENTS OF UNIVERSITAS MUHAMMADIYAH SURAKARTA

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ABSTRACT

This research aims to describe the politeness strategies used by students of Universitas Muhammadiyah Surakarta. It focuses on written utterance of asking and requesting expressed by students. It uses descriptive qualitative method. The data are collected by using documentation which are done through WhatsApp platform. The subject of this research is students of English Education Department of Universitas Muhammadiyah Surakarta who have sent a message containing expression of asking and requesting. The data are in the form of screenshots containing conversation sent by the students to the lecturer. In analyzing the data, theory of Brown and Levinson (1987) is used. The result shows that students of Universitas Muhammadiyah Surakarta uses three politeness strategies, namely: negative politeness (82.60%), bald on record (4.35%), and off record (13.05%). To conclude, 82.60% students have asked and requested appropriately.

Keywords: politeness strategies, negative politeness, bald on record, off record

ABSTRAK

Penelitian ini bertujuan untuk mendeskripsikan strategi kesantunan yang digunakan siswa Universitas Muhammadiyah Surakarta. Penelitian ini berfokus pada ungkapan bertanya dan meminta secara tertulis oleh siswa. Penelitian ini menggunakan metode deskriptif kualitatif. Data dikumpulkan menggunakan dokumentasi yang dilakukan melalui platform WhatsApp. Subjek penelitian ini adalah siswa pendidikan Bahasa Inggris Universitas Muhammadiyah Surakarta yang telah mengirim pesan berisi ungkapan bertanya dan meminta. Data berbentuk tangkapan layar berbasis percakapan yang dikirim siswa kepada dosen. Dalam menganalisis data, teori Brown dan Levinson (1987) dilibatkan. Hasil menunjukkan bahwa siswa Universitas Muhammadiyah Surakarta menggunakan tiga strategi kesantunan, yaitu: negative politeness (82.60%), bald on record (4.35%), dan off record (13.05%). Dengan begitu, 82.60% siswa telah bertanya dan meminta dengan layak.

Kata kunci: strategi kesantunan, negative politeness, bald on record, dan off record

1. INTRODUCTION

People need to communicate to the others since they have to meet their social needs (Maslow, 1954). In everyday communication, there are two kinds of utterance, namely written and spoken utterances. Spoken utterance is what someone expresses orally to the others, while written utterance is what someone tries to convey to the others by using medium (paper, pen, email, etc.). It can be found in almost all kind of media, such as article, newspaper, letter, and memo. However, the use of letter has been significantly decreased in this age. The most popular form of written utterance can be found in instant messaging platform, such as Messenger, LINE, WhatsApp, etc.

Living in educational world, lecturers are placed as someone who have to be available for any question asked by the students in almost twenty-four hours. Asking is one of expressions in directive speech acts (Searle in Yule, 1996). It is expression to make the hearer do what the speaker wants (Yule, 1996). It can be in the form of asking information, or clarifying information. In reality, the students do not only ask and clarify information. They also request for tolerance, agreement, and appointment. Those expression of request, order, asking, and inviting are concluded in directive speech acts.

Regarding with the curriculum in department of English Education, there is a subject called as semantic-pragmatics which has to be learnt by the students. Pragmatics is study of relation between language and context which is grammaticalized, or encoded in the structure of a language (Levinson, 1983:9).

Since students are educated people, they must be able to express their wants by considering the politeness. Politeness is defined as the hearer's public image that has to be recognized by the speaker (Brown and Levinson, 1987:314). This public image has relation to the hearer's emotional and social sense. Politeness is considered since it can influence the hearer's response toward the speaker's expression. According to Brown and Levinson (1987), there are four politeness strategies which can be used by speakers to express their wants, namely: bald on record, off record, positive politeness, and negative politeness. Knowing that the hearer is a lecturer who has higher position than them in all aspects (education, age, job, and status), the students are demanded to express their intention by using negative politeness.

Regarding with the phenomenon above, the researcher is interested to conduct a research entitled "Politeness in Directive Speech Acts Used by the Students of Universitas Muhammadiyah Surakarta". This research aims to describe the politeness strategies used by the students of Universitas Muhammadiyah Surakarta. Some previous studies have also been conducted in this field. However, this research sees the perspectives from the ones belonged to Altan (2015), and Eshghinejad and Moini (2016). The difference can be obviously seen from the aim, subject, method of the research, and also technique of collecting data.

The result of this research reflects the students competence in implementing pragmatics. It also can be evaluation material of how the lecturers should teach semantic-pragmatic subjects.

2. RESEARCH METHOD

This research uses descriptive qualitative method. The object of this research is written utterances of asking and requesting (directive) sent by the students to their lecturer. The data are collected by using documentation. It is through WhatsApp platform. Moreover, the data are in the form of screenshots containing conversation by the students and the lecturer. However, the data source is categorized as human informant who are the active students of English Education Department of Universitas Muhammadiyah Surakarta. The students of English Education Department are chosen since they are the ones who are in touch with the researcher in everyday life. In analyzing the data, the researcher involves the theory of politeness strategies by Brown and Levinson (1987).

3. FINDING AND DISCUSSION

3.1 Negative Politeness

Negative politeness is type of politeness strategy in which the speaker expresses his/ her intention by considering the hearer's face and minimizing the chance for hearer to get offended. This strategy seems to be characterized by the use of questioning:

3.1.1 Apologize

In this strategy, the speaker expresses their wants by using apologize, such as indicating reluctance, admitting the impingement, and begging forgiveness. This strategy appears in the following utterance: Data23/Yoga/[14:30, 11/20/2019]

“Assalamualaikum. Mohon maaf mengganggu, Buk. Saya diminta Bu Hepi untuk bertanya ke Ibuk terkait surat izin penelitian TEYL. Pripun Buk sistematisnya? Terimakasih banyak, Buk.”

3.1.2 Question, Hedge

This strategy appears in the following utterance:

Data02/DianPutri/[15:33, 2/10/2019]:

“Assalamualaikum Ibu. saya Dian Putri Pertiwi, mahasiswa bahasa inggris yang mau ujian skripsi Bu, kebetulan dapat pengujinya Ibu. Kira kira bisa ujian kapan ya Bu? Terima Kasih.”

3.2 Off Record

Off record is kind of politeness strategy in which speaker express his/ her intention without never being heard by the hearer. In other word, the speaker utters the expression implicitly.

3.2.1 Give Hints

This strategy occurs when the speaker says something explicitly but he/ she invites the hearer to look for an interpretation. This strategy appears in the following utterance:

Data15/Septya/[07:15, 2/5/2018]:

“Assalamualaikum.. bu seharusnya hari ini kami krs an. Tp blm dpt password nya. Soalnya bu yeni slow respon.”

3.3 Bald on Record

Bald on Record is one of politeness strategies in which the speaker tend to express his/ her intention by saying it explicitly without considering the hearer's face. This strategy appears in the following utterance:

Data22/NoName6/[08:00, 12/15/2018]:

“Assalamu'alaikum. Ibu dimana nggih, Ini saya tunggu di depan kantor kaprodi”

By considering the statement from Brown and Levinson (1987:145) which claim questioning as one of the strategies in negative politeness, it means that all kind of questions must be negative politeness since it is **the most appropriate one**. However, the reality shows that the students do not only use negative politeness. They also use the other strategies: bald on record and off record.

The use of politeness strategies by the students of Universitas Muhammadiyah Surakarta is distributed into the chart belows:

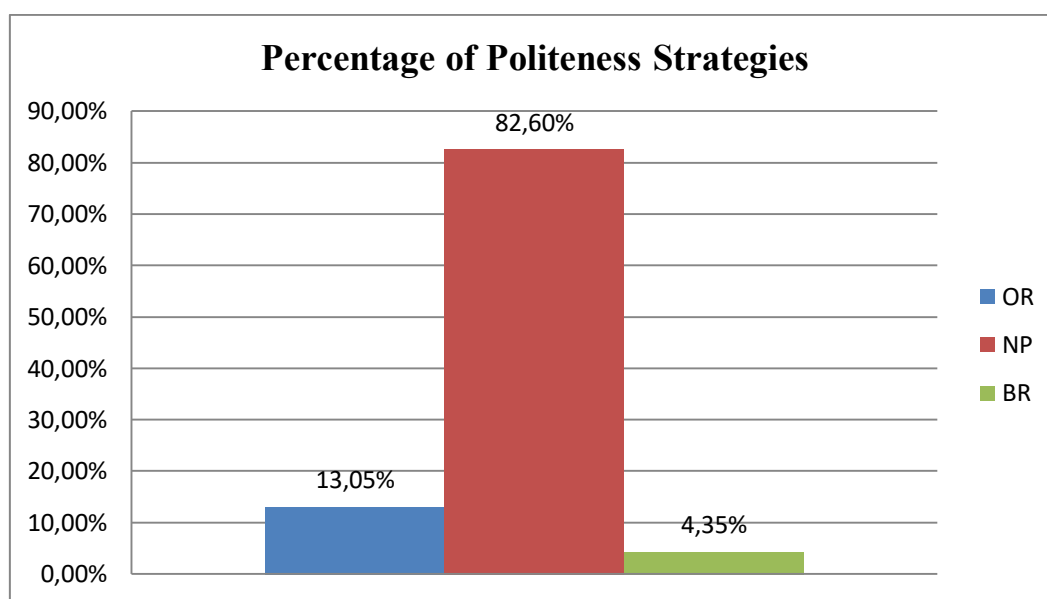


Chart 3.1 Politeness Strategies used by the students of UMS

The chart shows that 13.05% students use off record (OR) in asking and requesting their lecturer. Significant gap exists in the second diagram in which 82.60% students use negative politeness (NP). Meanwhile, 4.35% students use bald on record (BR). Therefore, it can be concluded that the highest percentage belongs to negative politeness.

Considering the statement from Brown and Levinson (1987:145) which classify questioning as one of negative politeness, it can be concluded that **82.60%** students of Universitas Muhammadiyah Surakarta has been asking and requesting their lecturer **appropriately**.

4. CONCLUSION

Out of four available strategies proposed by Brown and Levinson (1987), students of Universitas Muhammadiyah Surakarta use three strategies to ask and request their lecturer through WhatsApp platform. Those strategies are negative politeness (82.60%), bald on record (4.35%), and off record (13.05%). It also can be seen that 82.60% students have asked and requested appropriately. To conclude, most of students of English education department of Universitas Muhammadiyah Surakarta have implemented the pragmatic concept in communicating to their lecturer.

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