STUDENTS' PERCEPTION OF POLITENESS IN COMMUNICATING WITH TEACHERS THROUGH INSTANT MESSAGING APPLICATION:A NARRATIVE INQUIRY

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ABSTRACT

This paper aims to determine students' perceptions about etiquette and politeness that must be considered by students when communicating with teachers in an instant messaging application. This study is a qualitative study with a narrative inquiry. The object of research was 8th grade students of Al-Abidin Islamic Middle School Surakarta.The data were collected by interviewing five students from the 8th grade of Al-Abidin Islamic Middle School Surakarta.The results showed that most students already understood the concept of politeness, although it was still simple. Students also understood the reasons why they have to be polite in sending messages to the teachers, although the reasons were more due to age differences.In assessing the contents and the procedures how the way they send massage, the students have already known which one polite or not.
Key words: Politeness, communicate, perception

ABSTRAK

Makalah ini bertujuan untuk menentukan persepsi siswa tentang etiket dan kesopanan yang harus dipertimbangkan oleh siswa ketika berkomunikasi dengan guru dalam aplikasi pesan instan. Penelitian ini adalah penelitian kualitatif dengan pertanyaan naratif. Objek penelitian adalah siswa kelas 8 Sekolah Menengah Islam Al-Abidin Surakarta. Data dikumpulkan dengan mewawancarai lima siswa dari kelas 8 Sekolah Menengah Islam Al-Abidin Surakarta. Hasil penelitian menunjukkan bahwa sebagian besar siswa telah memahami konsep kesopanan, meskipun itu masih sederhana. Siswa juga memahami alasan mengapa mereka harus sopan dalam mengirim pesan kepada guru, meskipun alasannya lebih karena perbedaan usia. Dalam penilaian isi dan prosedur bagaimana mereka mengirim pesan, para siswa sudah tahu mana yang sopan ataupun tidak.
Kata Kunci: Kesopanan, komunikasi, persepsi

INTRODUCTION

Communication is a process by which information exchanges between individuals through a standard system of symbols, sign or behaviour. Through communication, people can interact with each other. To be able to communicate, people need a system or a sign which is called language. Language is a system of sound sign that agreed and used by a specific member of society to cooperate, communicate and to identify among themselves. Wardhaugh (1977:7) stated that language allows people to say things to each other and express their communicative needs. By using language, people can express their feelings or convey a message. They are also able to exchange ideas and knowledge with each other.

Current advances in information and communication technology have made it easier for people to communicate remotely through their electronic devices. People can communicate without having to meet face to face by sending messages through instant messaging applications, such as Whatsapp, Facebook Messenger, WeChat, Line, KakaoTalk,etc. For practical reasons, instant messaging applications have also been used by educators as a supporting medium in teaching and learning activities.Some of the uses of instant messaging applications in the teaching and learning process include using the group chats to create learning and study groups, create audio lessons that can be sent directly to students, stay in contact with students outside the classroom, send out assignments to students even when thay are not in class, and facilitate real-time communication between students and teachers or between teachers and parents (Dhere, 2019).

In its function of facilitating real-time communication between teachers and students as well as teachers and parents, several shortcomings owned by the instant messaging applications, including the possibility of misunderstanding or impoliteness due to incorrect choice of words in conveying messages. To avoid the possibility of impoliteness in sending messages to the teacher, students must pay attention to ethics and politeness. Politeness can be defined as the application of good manners and etiquette.According to the Longman dictionary of contemporary English, politeness is defined as having or showing good manners, consideration for others, and correct social behaviour.(Said, n. d.). It refers to the appropriate or acceptable use of language in a given situation (Thomas, 1995: 156). According to Mills (2003:6), politeness is the expression of the speakers' intention to mitigate face threats carried by particular face threatening acts toward another.

This study focused on students' perception about etiquette and politeness that must be considered by students when communicating with teachers in an instant messaging application. Politeness is one of important thing releted to their atittude in the most society including in the school environment.

Perception is called the part of communication, perception refers to the way sensory information is organized, interpreted, and consciously experienced. If our perceptions are not accurate, we are not likely to communicate efectively. Perception allows us to take the sensory information in and make it into something meaningful. Perception is the first step of the formation of an opinion and is linked to experience, expectation and general impression. Jerald, Greenberg and Robet A Baron (1999) define perception as the process through which we select, organize, and interprate information gethered by our sense in other to understand the world around us.

Priyeti (2010) in there are two kinds of perception namely positive perception and negative perception . Positive perception is perception that describes all of knowledge (know

or known) and respond object taht perceived positively. Positive perception help the student more easy to undestand in the teaching and learning process. Meanwhile, negative perception is perception that describe knowledge knowledge (know or known) and respond object taht perceived negatively. The basic assumption of Brown and Levinson's (1978) politeness theory is that politeness might be seeen as something universal, as they describe human beings as rationally-behaving subjects whose ultimate goal is to maintain face. According to Brown and Levinson (1992), the face is the public self-image that everyone wants to claim for himself, and it relates to two aspects: positive face and negative face. The positive face reflects the wants of being desirable or approved by interlocutors, while negative face reflects the primary claim to territories, personal preserves and rights to non-distraction (Brown and Levinson, 1992:62).

Politeness in communication, courtesy, or etiquatte is a procedure, custom prevailing in the society. The people live together in society and do available convention or norms in the society. Politeness is the best expressed as aplication of good manners or etiquette. It is culturally defend phenomenon, although what is considered polite in one culture can sometimes impolite in other cultural context.

In the standard meaning of the word "polite", at least three dimensions can be identified: (1) polite as civil society correct; (2) polite as kind or friendly; (3) polite as tactful or diplomatic (Escandell, 1998). Pragmatically, politeness is interpreted as a strategy used by a speaker to achieve a variety of goals, such as promoting or maintaining harmonious relations (Yule, 1996:60). The concept of politeness is related to the utterance. The utterances delivered by the speaker must contain politeness, for making the listener feels comfortable and appreciated. It is essential to consider those in communication for avoiding conflict as well as creating harmony.

Goff-Man's (1959) state taht politeness is way people use to communicate,creat, and maintain social rules. Social distance is a prime *characteristic of social rules, and politness serves to regulate social distance.* Fraser (1990) states that is a state the one to exist in every conversation, particapations note not that someone is being polite. In other words, politeness is a form of good deed done by someone to the other person courtesy in politeness is by calling the older people with the *Mr or Mom* not directly by his or him name, using the polite language when lettering massage for the older people with some certain procedure. Althought the form of potiteness between nations is different, but the basic is still same.

Impolitness is a human behavior taht is done intentionally or unintentionally impressed not good. This is happens because of someone uncontrollable emotions or high selfishness. According (Culpeper 1996) assert taht honesty is "the use of strategies that are designed to have the opposite effect-taht of social disruption". Impoliteness comes when the speaker communicates face-attack intentionally, the hearer perceives and behaviour as intentionally face-attacking. Impolitness also comes in the writtenrudeness when someone context when someone lettering with a negative perception that recieved by the interlocutor.

RESEARCH METHODOLOGY

This study is a qualitative descriptive study with a narrative inquiry. The researchers collected the data by interviewing five students from the 8th grade of Al-Abidin Islamic

Middle School Surakarta. All five students were chosen randomly. The researchers interviewed students about their perceptions of politeness and their opinions about the importance of politeness, especially politeness in sending messages through chat applications to teachers. Then the researcher shows some examples of students' messages to the teacher and asks students to express their opinions on the message, whether they think the message is following the perception of politeness. The interview was conducted in November, 2019. The researchers described and concluded the results of the interviews and analyzed them using theories relate to politeness by expert.

FINDINGS AND DISCUSSION

Students' Perception of Politeness

Based on the results of the interview, almost all students interviewed argued that politeness is an act of respecting others and not offending others. According to student IAP, *"Politeness atau kesopanan itu ya kita menghormati orang lain. Tidak menyinggung atau membuat orang lain marah."* (Politeness is when we respect others, does not make others angry or offended). Student ATH expressed a similar thing, *"menurut saya, sopan itu kalau kita nggak ngomong kasar atau nggak melakukan hal yang tidak baik seperti menghina, mengejek orang lain."* (In my opinion, we called polite if we do not say rude or do things that are not good such as insulting, or ridiculing, to others).

According to student KYL, *"menurut saya, sopan itu menghargai orang lain, contohnya menghargai orang yang lebih tua. Tapi tidak ke yang lebih tua saja. Kita harus sopan juga sama yang lebih muda, harus menghargai."* (In my opinion, it's called polite if we respect other people, like respecting older people. But not only to the older ones. We must also be polite to the younger). Meanwhile, student JZ argued that politeness is *"sikap menghargai perasaan orang lain"* (Politeness means respect for other people's feeling). In line with student JZ, student AF stated that politeness is *"menghargai orang lain dan tidak melakukan perbuatan yang menyinggung perasaan orang lain."* (Politeness is respecting other people and not doing actions that offend others).

Students' Opinions about the Reasons why Students should be Polite in Sending Messages to the Teacher

Based on the results of the interviews, almost all students interviewed thought that the politeness of students towards teachers, both at school and when sending instant messages to teachers is important. *"Sopan sama guru itu penting. Soalnya kalau guru itu kan sama seperti orang tua."* (Being polite to the teachers is essential, because the teachers are like our parents) (An interview with student JZ). Meanwhile, according to student KYL, *"Sopan pada guru itu penting, karena kesopanan adalah sebagian dari iman."* (Being polite to the teacher is essential, because politeness is part of faith).

The same thing was expressed by student AF. She argued that *"Gurukan lebih tua daripada murid. Kemudian guru juga berjasa memberikan ilmu pada murid, dan guru juga sudah seperti orang tua kita di sekolah, jadi kita harus sopan."* (The teachers are older than the students, then the teachers have also been credited with providing knowledge to students. Teachers are also like our parents at school, so we must be polite to the teachers). According to student ATH, *"Sopan sama guru kalau mengirim pesan itu penting, karena guru kan udah*

ngajarin berbagai macam hal sama kita, jadi kia harus menghargai, terus guru juga lebih dari kita, jadi kita harus menghormati mereka."(Politeness in sending instant messages to teachers is important, because teachers have taught us many things, so we must respect the teacher. In addition, teachers are also older than us).

Students' Opinions about the Appropriate Procedures and Contents in Sending Messages to the Teachers in Accordance with Politeness Etiquette

Based on the results of the interviews, almost all students argued that the appropriate procedure in sending a message to the teachers isto give greetings first, then convey the intent, which ends with greetings. According to the students, when students send messages to teachers, the language must be more standard and more polite than when students send messages to fellow students. *"Kalau mau ngirim chat ke guru, kan guru termasuk orang tua. Jadi kalo mau chat guru setidaknya itu harus menggunakan salam, kemudian menyampaikan maksud terus mengucapkan terimakasih."*(If the students want to send a message to the teachers, because the teachers are among those who are older, the students must at least use greetings, then convey the intention and then say thank you) (An interview with student JZ).

In line with JZ, student KYL stated that *"Murid idealnya harus sopan. Contohnya, menggunakan salam, lalu menyampaikan apa yang disampaikan, dan berterima kasih."* (Students should ideally be polite. For example, using greetings, then conveying what is said, and thanking).Meanwhile, according to student ATH, *"menurut saya itu, pertama ucapkan salam, kedua menggunakan bahasa sopan misalnya 'saya', ketiga langsung menyampaikan maksud dan tujuannya apa, nggak usah basa-basi macam-macam dan ke empat bahasanya yang sopan yang baku, terakhir salam lagi."* (In my opinion, first, greetings. Second, use polite language. Third, convey the intentions and objectives directly, no further ado. Fourth, the language must be polite. Finally, greetings again).In line with student ATH, student IAP argued that in sending message to the teachers, the students have to *"mengucapkan salam, gak pake aku, kamu tapi saya. Kemudian menyampaikan maksud kenapa menghubungi guru tersebut. Terus untuk mengakhir ucapkan salam lagi."* (Say greetings, students must pay attention to the term self-reference that is standard and polite, then convey the intent of why to contact the teacher, then finally end it with greetings).

Meanwhile, student AF provided additional information about what students should pay attention to when sending messages to the teachers. She stated that a student should also ask whether the teacher is busy or not. If the teacher is not busy, then the student can continue the question. *"Pertama ucapkan salam, kemudian bertanya gurunya sibuk apa tidak. Kalau misalkan sibuk minta waktu luang, kalau missnya tidak sibuk ya langsung saja."* (First say hello, then ask whether the teacher is busy or not. For example, if the teacher is busy, ask for free time, but if the teacher is not busy, go ahead).

Students' Opinions when They were Asked to Assess the Appropriateness of the Sample Student Message to the Teacher

Example 1

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According to student JZ, *"Ini nggak sopan banget, karena tanpa salam, tidak memperkenalkan diri, dan bahasanya dicampur-campur"* (the student was impolite, because she did not say greetings, did not introduce herself, and used mixed language). According to student ATH, *"Ini nggak sopan, miss. Okelah dia mungkin sudah merasa akrab dengan miss, tapi miss kan guru. Harusnya bilang salam dulu, Assalamu'alaikum dulu, memperkenalkan diri dulu, lalu menyampaikan maksud dengan bahasa yang sopan."* (This student was impolite. Even though the student already feels close to the teacher, she should still greet, introduce herself, then convey her intentions in polite language." In line with JZ and ATH, student IAP argued that *"Nggak sopan, miss, karena caranya nggak tepat, dan bahasanya nggak pas diomongkan ke guru."*(The student was impolite, because the procedure in sending a message was not correct and the language was not appropriate).

Student AF and student KYL expressed similar things. Student AF stated that *"Kalau murid bertanya pada guru seharusnya bahasanya yang sopan. Sebelumnya mengucapkan salam dulu dan memperkenalkan diri, lalu diakhiri dengan salam juga."* (If students ask something to the teacher, the language should be polite. First say greetings, and introduce themselves, then end with greetings as well). Meanwhile, student KYL stated that *"Kalau menurut saya, ini kurang sopan miss. Memang sih maksudnya supaya akrab, tapikan guru lebih tua, harusnya bahasanya tetap sopan. Pakai salam, memperkenalkan diri, lalu salam lagi miss."* (In my opinion, this is not polite. She feels familiar with the teacher, but the teacher is older than student. We should be use the polite language, for example we use greetings, introduce ourselves then end with greetings).

Example 2

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According to student KYL, the sender was *"tidak sopan, karena tidak ada salamnya, lalu bercanda nggak jelas, dan nggak memperkenalkan diri."* (The student was impolite, because she did not say greetings, she joked at the teacher, and she didn't introduce herself). In line with student KYL, student AF argued that *"Ini nggak sopan miss, salah. Karena terlihat ada* emoticon-*nya terus menyampaikan maksudnya secara langsung nggak ada basa basinya."*(This is not polite. There are emoticons, and she delivered her intentions without further ado). The same thing was expressed by student ATH. She stated that *"Ini nggak sopan miss, karena cara menyapanya kurang benar, nggak memperkenalkan diri, lalu dia bercanda."* (It's impolite, because the way she greet was not right, she didn't introduce herself properly, then she joked at the teacher). Meanwhile, according to JZ, *"bahasanya sudah cukup sopan miss. Walaupun bercanda, tapi tidak menyinggung karena maksudnya kan memuji miss, kan. Tapi harusnya sih tetap memperkenalkan diri dulu dan menyampaikan salam."* (The language used was polite enough for me. Although there was joke, but the purpose was to praise, so it was not offensive. But she should still introduce herself).

Example 3

According to student JZ, *"sudah sopan miss, karena sudah ada salam, lalu memperkenalkan diri."* (The student was polite, because she gave greetings, then introduced herself).Meanwhile, according to student ATH, "*menurut saya anak itu sudah baik, tapi seharusnya dia lebih sopan lagi, maksudnya gak hanya salamnya aja yang sopan tapi dia harus tapi dia harus mengucapkan kata-kata yang baik juga."* (In my opinion, the student is a good kid, but she should be more polite, meaning not just greetings are polite but she has to say good words,too).

DISCUSSION

Based on the findings, politeness is one of the importance thing that should be considered by the students when they are texting their teachers using instant massaging application. Based on students perception that politeness is reflected by their atittude when they are communicating with the older people in their society including with their teachers. Students also know the reason why they should be polite when texting their teachers. The first they are considering the teachers as their parent in the school, so they should be respect them, the second they are considering that all the teachers are older than the students. So, they should polite as kind or friendly. Those perceptions related to the theory, (Escandell, 1998) said at least there are three dimensions that can be identified as a "polite" (1) polite as civil society

correctly; (2) polite as kind or friendly; (3) polite as tactful or diplomatic. Based on the examples of the text massages, student can classify which are polite and which are impolite. Students already understood the concept of politeness. It can be applied by the students when they are sending massage to their teachers or people that older than them.

CONCLUSION

Through the previous explanation, it can be concluded that most students already understood the concept of politeness, although it was still primary and simple understanding. Students also understood the reasons why they have to be polite in sending messages to the teachers, although the reasons were more due to age differences. In assessing the contents and the procedures how the way they send massage, the students have already known which one polite or not.

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