

**AN ANALYSIS OF POLITENESS STRATEGIES USED BY STUDENTS
TOWARD LECTURERS IN WHATSAPP INTERACTION**

THESIS

Submitted by:

DAHLIA

**The Student of English Department
Faculty of Islamic Studies
Reg. No. 1605180033**



**FACULTY OF ISLAMIC STUDIES
(UNIVERSITY OF MUHAMMADIYAH ACEH)
BANDA ACEH
1442 H/2021**

THESIS

Submitted to Faculty of Islamic Studies of Muhammadiyah Aceh University
Banda Aceh as a Partial Fulfillment of the Requirements
for Sarjana Degree (S – 1) on Teacher Education
of Faculty of Islamic Studies

by :

DAHLIA

The student of English Department
Faculty of Islamic Studies
Reg. No. 16051800

Approved by :

Main Supervisor



Ika Kana Trisnawati, S.Pd.I., MA., M.Ed.

Co- Supervisor



Lina Farsia, S.Pd.I., MA., M.Ed., M.Tesol

It Has Been Defended in Sidang Munaqasyah in front of The Council of
Examiners for Working Paper and Has Been Accepted
as a Partial Fulfillment of the Requirements for
Sarjana Degree (S – 1) on Teacher Education
of Faculty of Islamic Studies

on :

Monday, July 14th, 2021M
Dzulhijjah, 14th, 1442 H

at :

Banda Aceh

THE COUNCIL OF EXAMINERS

Chairman,



Ika Kana Trisnawati, S.Pd.I., MA., M.Ed.

Secretary,



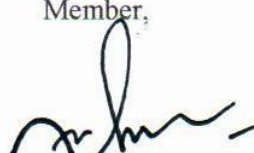
Cut Mawar Helmanda, S.Pd.I., M.Pd.

Member



Lina Farsia, S.Pd.I., M.Ed., M.Tesol.

Member,



Rahmatun Nisa, S.Pd.I., M.Pd.

Certified by :

The Dean of Faculty of Islamic Studies
Muhammadiyah Aceh University



Dr. Saiful., S.Ag., M.Ag.

Acknowledgement

Bismillahirrahmanirrahim....

Alhamdulillah, all praise to Allah Almighty, Lord of the world, the Most Gracious and the Most Merciful, for the blessings and chances given to me so that I could finish this thesis. Peace and salutation be upon to our Prophet Muhammad SAW who has guided the world from the darkness into the brightness, from the stupidity to the cleverness.

First of all, the deepest thanks are due to Ms Ika Kana Trisnawati S.Pd.I., M.Ed as my main supervisor and Ms Lina Farsia., S.Pd.I.,MA.M.Ed as my co-supervisor who lead and gave valuable suggestions, and guidance during writing my study. I also would like to express my sincere gratitude to all the English lecturers who have taught, guided, and encouraged me during I studied in English Department.

Finally, special thanks for all of my best friends, Afra, Lisa and Arfares Manita who always struggling together in preparing research, and accompany me while I am studying in English Department for their motivation and spirit. Thanks to all English Students Association of Muhammadiyah Aceh University.

Banda Aceh, July 14, 2021

Dahlia

LIST OF CONTENTS

ACKNOWLEDGEMENT	i
LIST OF CONTENTS	ii
LIST OF APPENDIXES	iii
ABSTRACT	v
CHAPTER 1 : INTRODUCTION	1
A. Background of Study	1
B. Terminology	5
C. Research Questions	6
D. The Aim of Study	7
E. Research Methodology	8
1. Research Design	8
2. Corpus of the study	9
3. Technique of Data Collection	9
4. Population and Sample	10
5. Data Analysis	11
CHAPTER II : REVIEW OF LITERATURE	12
A. The Definition of Politeness	12
B. The Politeness strategy	14
C. The Relationship between Politeness and Communication.....	17
D. The use of Whatsapp in Communication	21
a. The Advantage of WhatsApp	23
b. The Disadvantage of WhatsApp	24
CHAPTER III : THE RESULT OF RESEARCH	25
A. Description of Research.....	25
1. Description of Research Location	25
2. Description of Data Collection Technique	26
B. Findings	26

C. Discussion.....	36
CHAPTER IV : CONCLUSION AND SUGGESTIONS.....	41
A. Conclusion.....	41
B. Suggestions.....	42

BIBLIOGRAPHY

APPENENDICES

AUTOBIOGRAPHY

LIST OF APPENDIXES

- I : An appointment letter of the supervisors for thesis
- II : Recommendation letter of conducting research work from Islamic faculty of Muhammadiyah Aceh
- III : The References of Research From FAI Faculty University
- IV : Autobiography
- V : WhatsApp chat transcript

ABSTRACT

The title of this research is “*AN ANALYSIS OF POLITENESS STRATEGIES USED BY STUDENTS TOWARD LECTURES IN WHATSAPP INTERACTION*”. The research aims to find out what kinds of politeness strategies are used by students towards lectures in WhatsApp Interaction and to know the dominant type of politeness strategies used by students towards lectures in WhatsApp Interaction. In this research, a qualitative method was used. The participants of this research were 15 students of the English Department. To collect the data, the writer used document analysis as a technique of data collection. The writer questioned her friend who had sent chat messages to lecturers on WhatsApp. The result of the study, from the short messages sent by students to lecturers when interacting in chat WhatsApp, shows that students used 4 kinds of politeness strategies: Bald on record, Positive Politeness, Negative Politeness, and Off Records. Besides, several dominant politeness strategies often used by students were positive politeness and negative politeness. In these two politeness strategies, there were also several sections such as give/ask question or reason, intensify interest and minimize the imposition, and apologize, which have different functions and purposes.

CHAPTER I

INTRODUCTION

In this chapter, the writer presents six parts related to this study. They are background of study, terminology, research questions, the aim of study, benefit of the study, and research methodology.

A. Background of Study

In human life it is inseparable from a language, where language is a tool used to be able to interact and communicate with each other, almost everyday people use language to communicate with others such as communication over the telephone or a direct conversation. The influence of the use of language can be influenced by various factors such as linguistic, social, and individual factors as users¹. That is why language is important in human life because without language we can communicate and understand the purpose of other people. According to Dardjowodjojo Human languages skill can help them communicate and exchange information with others, verbally or not². It is means Communication aims to share knowledge or experience through spoken language, written, movement, and broadcasting. So to understand a conversation will be easier if the speakers convey relevant to the situation people must used the correct language.

However, it should be noted that in a language politeness is one aspect that is always applied by humans to issue a language in talks. politeness contains

¹ O'keeffe, Anne, and Ronald Carter. *From corpus to classroom: Language use and language teaching*. (Cambridge University Press, 2007).p 18.

² Dardjowodjojo and Gading Ayu Kusuma. *An analysis of politeness strategy*, (BS thesis, 2016),p. 5.

important meaning when interacting between individuals with one another, by using politeness in human language to judge from a different point of view.

Furthermore, that politeness also has various kinds of strategies in the delivery process, Politeness also an important side behavior and interaction of human. According to Yule, politeness are very important to investigate as it is used by people in their social interactions and in the specific contexts, knowing what to say, how to say, when to say and how to be with people.³ It means that Politeness is a manner or etiquette in communication that is aimed to respect each other in communication.

Besides, “Politeness is used to understand utterance in society”⁴. In doing communication, people need to know how to make their conversation run well and smoothly people need to use politeness strategy to get a good response from the hearers. This strategy is used to minimize or avoid conflict, also to sustain the interpersonal relationship with smooth. Levinson stated that “there are four types of politeness strategy, these are positive politeness, negative politeness, bald on record, and off record”⁵. Bald on record strategy does not minimize threats to their face, positive politeness strategy shows you recognize that your hearer has a desire to be respected. Negative politeness strategy also recognizes the hearers

³ Kasper, Gabriele, and Yules "Linguistic politeness." (Journal of pragmatics ,2019),p.23.

⁴ Mills, Sara. "*Discursive approaches to politeness and impoliteness.*" Discursive approaches to politeness,2011,P.56.

⁵ Levinson , Richard J. *Definition of Politeness.* (Cambridge University Press, 2013),p. 6.

face, but it also recognizes that you are in some way imposing on them. It is means that when we use the politeness strategy to communicate it means we respect each other and decrease misunderstanding. So that politeness it is about the whole attitude that affect human in their life. They need politeness to interact each other.

From the explanation we can know that when interacting and communicating with other people, humans will apply politeness. Especially when interacting between lecturers and students in an educational institution, namely a university. Many students today use applications in social media that are very easy and fast to be able to interact with lecturers, one of social media which is to use WhatsApp very often and has become the main tool for humans to communicate. There has been a plethora of using WhatsApp as a social media communication platform in the educational context, in universities, WhatsApp is used to share information about campus activity, discuss various topics as well as research collaboration projects among students, teaching staff and campus administration. Moreover, Thota stated that “WhatsApp is an application on a Smartphone used for people to communication with other”⁶. “WhatsApp also lets users make free voice calls, face-to-face video calls or text message”⁷. This application has functioned to bridge communication between teachers and

⁶ Thota, Raghu, and Jigeeshu Divatia. "WhatsApp: what an app." Indian Journal of Critical Care Medicine, 2015, P.63.

⁷ Seufert, Michael, et al. "Communication in WhatsApp." (Jakarta: Raja Grafindo Persada, 2016), p.6.

parents. In this study WhatsApp is an application or tool used by students to interact with lecturers.

Besides, Oktaviani stated that “the benefits offered from utilizing WhatsApp for social media communication in educational settings, issues regarding politeness among the interlocutors have emerged within such a digital communication environment”⁸. This is show that students had little awareness regarding politeness when communicating with their teachers. Through the WhatsApp application, it can be seen how the politeness of language in the messages conveyed by students when interacting especially with the lecturers.

Moreover, which we often encounter the way students interact with lecturers is inseparable from whatsapp. Whatsapp is an alternative for students in communicating both in sending assignments, and so on. But without students realizing it when interacting with the lecturer on WhatsApp, there are many language uses related to student politeness. Because students use various strategies of politeness and it makes students maybe not aware that there is a use of student language which reduces their politeness when communicating, especially the interaction between students and lecturers. It can be seen that there is a function of politeness strategy to measure the level of interaction that is built by students well.

⁸ , Oktaviani Mulyono, and Gunawan Suryoputro. *"Politeness Strategies in Teacher-Student WhatsApp Communication."* (Bandung : Pustaka Raya,2019), p.58.

Based on the explanation above, the writer is interested to conduct research about “ **Analyze the Politeness Strategies Used by Students Towards Lectures in WhatsApp Interaction at Muhammadiyah Aceh University**”.

B. Terminology

There are several terms in this study, which have to be explained by the researcher in order make the clear and to avoid misunderstanding of the readers. Some book, and internet were taken as references to find the meaning of the following term:

1. Politeness Strategies

Politeness strategies are speech acts that express concern for others and minimize threats to self-esteem "face" in particular social contexts⁹. In this research politeness strategies means that politeness strategy is a way for students to use good and polite language when interacting with lecturers in WhatsApp messages.

2. WhatsApp

According to Kenton WhatsApp is an application using your wired Internet connection or connecting your device to Wi-Fi , users avoid SMS and data usage mobile carrier fees that are typically associated with texting and

⁹ Meier, Ardith J. *"Defining politeness"* Universality in appropriateness." Language Sciences 17, 2018, p.82.

voice or video messaging¹⁰. In this research WhatsApp is a tool used by students to make it easier to communicate, especially with lecturers.

3. Interaction

Interaction is to talk or do things with other people. : to act together : to come together and have an effect on each other¹¹. It is means that interaction is a communication that is carried out to convey and provide opinions to others in this study the interaction is focused on how students interact with their lecturers by using language politeness strategies.

C. Research Questions.

Based on the background of study, the writer would like to formulate the problem of this study into the following questions:

1. What kinds of the politeness strategies are used by students towards lectures in WhatsApp Interaction ?
2. What are the dominant type of politeness strategies that used students towards lectures in WhatsApp Interaction ?

D.The Aim of Study

Based on the problem of the study, this particular research aims to find :

1. To describe the kinds of politeness strategies used by students towards lectures in WhatsApp Interaction.

¹⁰ O'Hara, Kenton P., et al. *"Everyday dwelling with WhatsApp"* (Jakarta: Pustaka Raya, 2014),p.43.

¹¹ Rosnow, Ralph L., and Robert Rosenthal. *Definition and interpretation of interaction effects*,(London – New York : Routledge ,2019), p.143.

2. To know the dominant type of the politeness strategies that used by students on WhatsApp interaction.

3. Benefit of the Study

The researcher expects that this graduating paper would give some benefits, both theoretically and practically.

1. Theoretical Benefit

The theoretical benefits of this research are :

- a. This study helps in learning politeness strategies especially for students proposed by Brown and Levinson.
- b. This study can enrich the previous research on politeness strategy.

2. Practical Benefit

The practical benefits of this research are :

- a. For English Learners, this study can encourage them to be more aware of using politeness on WhatsApp Interaction between students and lectures.
- b. This helps them to be capable of using appropriate politeness strategies utterances in social situations .
- c. For English Teachers, this study can encourage them to assess and evaluate not only the grammatical skill, but also the students' skill that using politeness strategies by students.
- d. For the next researcher, this research can give them enough information about politeness strategies and it can be a reference for their studies.

4. Research Methodology

1. Research Design

In this study the writer qualitative research as research design . According to Patrik, “qualitative research is research that aims to understand the symptoms of what the research subjects get, such as behavior, perception, motivation and action holistically and by means of descriptions in the form of words and language, in a special natural context and by utilizing various natural methods”¹². Qualitative research also has several types, one which is descriptive qualitative. “Qualitative descriptive is approach results in a summary in everyday, factual language that facilitates understanding of a selected phenomenon across disciplines of health science researchers”.¹³ In this study the writer chose quantitative descriptive to describe the phenomena that occur, especially in the students politeness strategy when interacting with lecturers on WhatsApp. The writer also analyzed data by collecting messages sent by students to lecturers on WhatsApp then describing them.

2. Corpus of the study

Text message data was collected from 15 students from the 2016 batch of English Department at Muhammadiyah Aceh University before data collection, the lecturer and the consent obtained participants. When getting approval, the participants were informed that their participation in this study voluntarily sent text messages on WhatsApp related to student interactions with

¹² Aspers, Patrik, and Ugo Corte. *What is qualitative in qualitative research*, (Qualitative sociology 42.2, 2019), p.39.

¹³ Colorafi, Karen Jiggins, and Bronwynne Evans. *"Qualitative descriptive methods Research"* (Design Journal ,2016,p.16-25.

lecturers. To maintain the nature of the conversation on WhatsApp and to avoid bias, participants were also informed that their participation would not affect their academic scores. Total chats were collected and would be classified. Each language group on WhatsApp messages is classified into politeness strategies, including balding notes, positive politeness, negative politeness, and off-records.

3. Technique of Data Collection

Document analyzed was understood as a process in collecting data used techniques to find and analyzed information related to research. In this study the writer uses document analyzed as techniques of data collection, the writer also have steps uses to get the data. First, the writer questioned her friend who had sent chat messages to lecturers via WhatsApp. Then the writer asked her friends for a screenshot of the text message to be used as data.

4. Population and Sample

According to Sugiono, “population is generalization area consisting of objects or subjects that have certain qualities and characteristics defined by the researchers to be studied and then drawn conclusions”.¹⁴ The population in this study was all students of English Department of Faculty of Islamic Studies, Muhammadiyah Aceh University, consisting of 221 students.

Selection of the sample is very important step in conducting a research study. Sample is a part of population which will be analyzed. Sample must be representative as one is to be able to generalize with confidence from the sample

¹⁴ Sugiono, *Metode Penelitian Pendidikan Pendekatan Kuantitatif*, (Bandung : 2010), P. 117.

to population. According to Ary, “a sample is a group of a population”.¹⁵ It means that a good sample must be representative of the entire as possible, so that generalization of the sample of this research. In this study the writer taken the sample of 15 students from batch 2016 at English Department of Faculty of Islamic Studies. In this study the writer used purpose sampling as the technique in taking sampling, the writer r has purpose sampling to select students as a sample with a specific goal.

5. Data Analysis.

In this research, the writer analyzed the data using Maxwell's theory as a guide. There are three steps in analyzing data according to Maxwell. First, taking notes during the process of analyzing data. Second, classifying and encoding the analyzed data. Finally, describing the data based on the types¹⁶. The writer typed the text messages got from the students and classified them based on the theory proposed by Brown and Levinson. Then, the writer will code the data and describing it based on the category. Finally the writer display the result into a table form.

¹⁵ Ary, Jascobs, and Soerensen . *Introduction to Research* (Education USA :Wasworth,2010),p.72.

¹⁶ Brown, P. & Levinson, S. *Politeness: Some universals in language use*, (Cambridge: Cambridge University Press, 2017),p.19.

Table 4.1 Analysis of politeness strategies in WhatsApp interaction based on Brown and Levinson theory

Code	Text Messages	Politeness Strategies			
		Bald on record	Positive Politeness	Negative Politeness	Off Records
St.1					
St.2					
St.3					
St.4					
St.5					
St.6					
St.7					
St.8					
St.9					
St.10					
St.11					
St.12					
St.13					
Total					

Code:

St = Student

CHAPTER II

LITERATURE REVIEW

To avoid the misunderstanding of study. Therefore, in this chapter the writer would like to provide some definitions of the experts which are regarding politeness, politeness strategy, the relationship between politeness and communication, and the use of whatsapp in communication.

A. The Definition of Politeness

Politeness definitely has significant role in daily communication because by being polite, we can get a good as well as a long relationship with the other people, it could be with young and old of ages. In reverse, losing politeness would make someone become not to be respected by others re spected due to a matter of attitude that does not consider the any conditions.

According to Yule, politeness means a system of interpersonal relations created to facilitate human interaction by reducing potential conflict and confrontation inherent in all human interchange.¹⁷ In addition, she also says that the politeness is defined as a strategy that is applied by the speakers to achieve various goals for instance, promoting and maintaining such a harmonious relationship.¹⁸ The politeness is one of the strategies of people in being polite to create a harmony in term of communication in other words, politeness may help avoid conflict which possibly occurs in daily life, including in classroom

¹⁷ George Yule, *Pragmatics*, (New York: Oxford University Press, 1996), P. 106.

¹⁸ Ibid

interaction.¹⁹ Thus, being polite is very much important for person especially when we encounter new people either friend or partner, by being polite we can respect others and avoid those offending words whom we are talking to.²⁰

And also politeness makes someone become widely respected as well as appreciated by anyone all over parts of the world.

Meanwhile, Lakoff states that the politeness is developed in society which intends to decrease the dispute in process of personal interaction.²¹ Furthermore, another definition by weydt, the politeness refers to a pragmatic mechanism in which kinds of structures including non-verbal as well as prosodic feature work together according to intention of a speaker in achieving the soft and easy communication.²² Mill explains that the politeness the expression of speaker`s aim to minimize face threat brought by face threatening act toward other people.²³

On the other hand, Leech says that in general, the politeness is regarding to the relation between two characters that we may name ourselves and others, in this case, it means that the politeness involves both speaker and hearer.²⁴ However, this politeness is also appointed to those who are among them. That is why someone uses a strategy in delivering a speech by the aim that the sentence is spoken politely without offending the hearer. Politeness is related to culture and

¹⁹ George Yule, *Pragmatic*, P. 106.

²⁰ Janet Holmes, *Women, Men and Politeness*, (London: Longman, 1995), P. 5.

²¹ Robin Lakoff, *Language and Woman`s Place*, (Chicago: The University of Chicago Press, 1975), P. 64.

²² Anna Trosborg, *Interlanguage Pragmatics: Request, Complaints and Apologies*, (Berlin: MoutonGruyter, 1995), P. 24.

²³ Sara Mill, *Gender and Politeness*, (United Kingdom: Cambridge University Press, 2003), P. 16.

²⁴ Geoffrey Leech, *Principles of Pragmatic*, (Inggris: Logman Group, 1983), P. 131.

values that are relative in society. One speech is considered polite, but in another place it can be rude. Aside from this, Wijana declares the principle of politeness is divided into tact maxim, generosity maxim, reception maxim, humble maxim, sympathy maxim and agreement maxim. This principle of politeness is relevant to two characters in conversation, those are own self and other.²⁵ Holmes describes that the politeness is as common speaking that is involved in taking value of others' feelings, someone who is polite makes people around him feel comfortable and secure.²⁶ In brief, politeness brings very good effect and extraordinary benefit for the people.

To sum up, based on explanation above, the writer concluded the politeness has been one of the things which people use to make something good occurs, like having a good relation, respected others, and to achieve anything being expected in a good way.

B. The Politeness strategy

According to Spencer, Politeness strategy is one of the methods that most of people use many times in process of communication to prevent the disorder and conflict, this strategy is applied to make communication run well all the time and also maintain the social relation with family, friend as well as foreigners in long term of time.²⁷ Therefore, by using politeness strategy it means that we have shown our respect toward other people. Meanwhile Brown and Levinson states

²⁵ I Dewa Putu Wijana, *Dasar-Dasar Pragmatik* (Yogyakarta: Andi Yogyakarta, 1996). P. 55.

²⁶ Janet Holmes, *An introduction to sociolinguistics*. 2nd edition, (London: Longman, 2001), P. 268.

²⁷

there four types of politeness strategy that may be used by many people.²⁸ So while doing a interaction with others we can surely use any strategy of politeness that may keep the condition of speech run as good as possible. They four will be explained as followed:

a. Positive Politeness strategy

It is a communication that is related to the person's positive face. Therefore, this strategy shows solidarity and emphasizes, that the speakers want the same thing and that they have a common goal. According Brown and Levinson, positive politeness strategy attempts to attract the hearers' interests, needs, wants, and goods, it represents the positive face wants of the interactants or desire of connection.

b. Negative Politeness strategy

It is concerned more with the face saving act which oriented to someone's negative face that will tend to show difference, emphasize the importance of the other's time or concerns, also an apology for the imposition or interruption. As Brown and Levinson say the negative politeness strategy is as the heart of respect behavior and it is more specific and focused. Thus, this is used to decrease the interruption on the hearers.

²⁸ Brown and levinson, *politeness: some in Universal Language: Politeness Phenomena*, (Cambridge: Cambridge university Press, 1987), P. 68.

c. Bald On Record Strategy

It is used to ask other people about something directly. Bald-on record is used in different situations since speakers can have different motives in doing the face threatening acts. As a result, this strategy means showing the act in the direct way.

D. Bald Off Record Strategy

It is used to say something to someone or hearer indirectly. Brown and Levinson states that the bald off strategy is applied to tell the speakers the aim of communication indirectly.²⁹ So then this strategy requires the hearer to interpret what the speaker is talking about.

Thus, it needed the politeness strategy in daily life, especially when we are doing the communication with people around us, those are local or foreigner. By using this, it makes us avoided from the interruption. It can be described today in which the politeness strategy must be applied in the doing communication or talk in media social of various applications such as Whatsapp, facebook, Tweeter, and Instagram that nearly all people around the world have been using them as the tool of communication. Here the users need to use any politeness strategy to keep relationship good and last in along time.

²⁹ George Yule, *Pragmatics*, P. 101.

C. The Relationship between politeness and communication

In doing an activity of communication, both politeness and communication have played very important role on the same way, especially when speaking to the lecturer and with those whose ages are older than us in any form of discussion, in this case, it is needed to have the behavior of politeness in which is to make a conversation run fluently and also to abstain the misunderstanding from each other.

Markhamah and Atiqa Sabardila defined that the politeness is a manner done by a speaker in context of communication to make this person not to feel a sense of depressed, being put at the corner, and offended too.³⁰ In statement they also say that this being polite in talking is included an effort of preserving the self-price of both speaker and listener.³¹ In this case, it means we are giving our respect toward others. Furthermore, Karizal Tri Sabana explains there are several things that are needed to do so that the politeness can occur in communicative activity, therefore people must show the positive feeling, use the familiar language, and have a good concentration.³²

The communication becomes the most important aspect for people in interacting to each other every day, mostly it happens at small part of society it is family. The feedback is definitely expected in a communication in order to achieve the aim of being talked.

³⁰ Markhamah and Atiqa Sabardila, *Analisis Selahan dan Kesantunan Berbahasa*, (Surakarta: Muhammadiyah University Press, 2013), P. 153.

³¹ Markhamah, *Analisis Selahan dan Kesantunan Berbahasa*, P. 153.

³² Karizal Tri Sabana, *Sopan Santun Dalam Berbahasa*, April 2020. Accessed on 28 March 2021 from <https://www.kompasiana.com>

According to Griffin, the Communication is one of aspects where a relational process of making and interpreting the message that elicits a response, that is the reason why language has important role in human life because without language we are not able to communicate and understand the purpose of other people.³³ Stewart says that the communication is a process where a few people, someone, team, organization, and society created and to be connected with the environment as well as others.³⁴

Additionally, the best thing of human being that probably cannot be discovered at animal and another creature is the language skill.³⁵ Human can obtain the communication as well change the information with other just because of language skill. Communication may strongly encourage people to share either knowledge or experience through every word that is spoken in daily life with anyone. Moekijat explains that the communication is the art to develop and obtain understanding among the people.³⁶

Beside, Rogers and Kincaid also express almost the same statement, communication is defined as one of the processes where two people share the information so that eventually they understand at one another.³⁷ Morris says the communication is a persuasive and communicative object, it means that people do

³³ Em Griffin, *First Look at Communication Theory: Eighth Edition*, (New York: MacGraw-Hill, 2012), P. 6.

³⁴ Ruben Brent D Stewart and Lea p Communication and Human Behavior, (London: Pearson, 2006), P. 4.

³⁵ SoenjonoDardjowodjojo, *Psikolinguistik Edisi Kedua*, (Jakarta: YayasanDenzin, 2004), P. 189.

³⁶ Moekijat, *TeoriKomunikasi*, (Bandung: MandarMaju, 2003), P. 54.

³⁷ M. Everett Rogers, D. Lawrence Kincaid, *Communication Networks: Toward a New Paradigm for Research*, (New York: The Free Press, 1981), P. 63.

not only understand and know, but they are ready to receive an understanding as well as belief.³⁸

a. The elements of communication

According to Effendy, there are 5 elements of communication.³⁹

1, a. Communicator, source, and sender. Communicator is defined as those who act to send the message to a receiver in any kinds of the contexts which they are talking on when the process of communication continues. On the other side, the communicator is a person as well as a group of people who initiate to become the source in a relationship. As a result, a communicator does not only play role in delivering various messages to listener, but also he/she gives such a respond long with enough explanation.

2, a. Message means a notification that the sender transfers to receiver both in direct way or through online process. In this case, those who receive message will make an effort in reading and understanding whatever topics were sent and discussed. Therefore, sender and receiver message can keep the communication run as good as possible.

3, a. Media is one of the tools that people now use to have communication and make relation well with those are in distance area. The media used mostly is cellphone in which it needs the internet network to work. On the other side, the

³⁸ Morrissan, *Teori Komunikasi Individu Hingga Massa*, (Jakarta: Kencana Prenamedia Group, 2013), P. 14.

³⁹ Onong UchjanaEffendy, *Ilmu Komunkasi Teori dan Praktek*, (Bandung: PT RemajaRosdakarya, 1992), P. 10.

media mean the object which is considered to deliver message long with the information as well.

4, a. Communicant or receiver is someone who accepts or produces the message or information that he/she will give the respond toward the message deliver with relevant context.

5, a. Effect, impact, influence is the exchange that happens to the message receiver after he tries to understand and digest each of things the sender delivers to him in any form of the concepts.

b. Process of Communication⁴⁰

The process of communication is divided into two parts, namely primary and secondary.

1. Primary

The process of communication primarily is conveying the thought and feeling to someone by using media such as symbol, language, gesture, picture, and colors. On this process, language is used the most because it can make people understand the information obtained easily.

2. Secondary

The process of communication secondarily is delivering the message by using media or a tool such as it after utilizing the symbol as the first media. The

⁴⁰ Ibid.

use of this media is implemented because there a lot of communicants or receiver so that it needs the media to make communication easy.

In conclusion, the communication plays very important role essentially in daily life, a person cannot live by her own self without doing communication with the others in kinds of matter. Besides that, today it also can be done in various ways which is different from the old era where people can only do it face to face, but now media social make all people around the world easy to have communication.

D. The use of Whatsaap in communication

Today the development of internet world is continuing and being sensed by everyone over parts of area. The era exchange that so fast makes the social life drastically and totally changed, the access of information can be obtained easily without waiting for long term of time and it is fully different from old period where people were still difficult to get information quickly.

With the appearance of internet incurring a social media that is used to facilitate communication from the long- distance among the users, one of them is whatsapp. Firdaus says that the whatsapp used in communication is to share the information directly by chatting to each other and also used to have online interaction with people who are needed.⁴¹ As consequently, today whatsapp plays

⁴¹ Yunan Firdaus, *Penggunaan Whatsapp Sebagai Media Komunikasi di kalangan Mahasiswa*, April 2016. Accessed on 23 March 2021 from <http://eprints.umm.ac.id/id/eprints/24848>

a significant role in process of communication so that everyone are attracted to utilize it especially to keep distant relationship.

Whatsapp comes from the word “what’s up” which is usually used to ask the information, it is a message service that uses internet connection of users` handphone to able chatting with others.⁴²Whatsapp is one of the applications consisting of message for smartphones in which it is basically similar to Blackberry Messenger.⁴³ This application enables us to send message without spending the cost, but it needs the internet data such as email, facebook, instagram, and more thing such as it.

Consequently, based on the definition above, it can be said that currently the whatsapp is considered as one of the applications which encourages many people from all over the world to operate it. Besides, it has very easy feature to access and upload anything so that users are getting attracted to use it. Besides that, as a media social whatsapp also has both advantage and disadvantage for its users, especially students.

Nisa explains there are some advantages of whatsapp that the users can get by themselves.⁴⁴ In contrast, the users may be going to find any things which are

⁴² Rani Suryani, *Fungsi whatsapp Grup Shalehah Cabang Bandar Lampung sebagai Pengembangan Media Dakwah dalam Membentuk Akhlakul Kharimah*, (Lampung: 2017), P. 18.

⁴³ Ibid

⁴⁴ Nisa Kahiruni, “Dampak Positif dan Negatif Social Media”, *Jurnal Edukasi*, Vol. 2, No. 1, (January 2016), P. 99-100.

related to the negative one as well.⁴⁵ So using such this application also brings beneficial and unbeneficial things for its users.

a. The Advantage of Whatsapp

1. Facilitating the activity of learning, because it can be used as a tool to discuss about school in finding information. Furthermore, today people who live across the world have been considering whatsapp as the easiest tool and way to make communication with others through online.

2. To make students` stress disappear after being engaged with lesson along day in the school, they can see someone`s photo, video, and giving comments. Moreover, the whatsapp has also played role for both students and teachers in which they can have more online communication with this application, especially in this covid-19 pandemic.

3. Searching, adding and seeing the old friends back. It might be friends of school or in the other side of place. Beside that, all students both in university and school can directly share about the information related to their study so that they do not have to meet each other again.

⁴⁵ Craig Watkin S, *The Young and the Digital: What the Migration to Social Network Sites, Games, and Anytime, Anywhere Media Means for Our Future*, (United Kingdom: Beacon Press, 2009), P. 63-64.

b. The Disadvantage of Whatsapp

1. It causes the lack of interaction with the outside world. Since the media social was released, it makes personal interaction of face to face decrease. Today people prefer using media social due to more practice.

2. Causing addiction, the users of media social mostly spend their times along day for something useless.

3. People use it as just a tool to send picture and pornography video, it happens a lot of time everywhere.⁴⁶ On the other hand, the media social particularly whatsapp brings positive and negative impact for its user. Therefore, it all depends on those who use it.

⁴⁷To conclude the definition above, it can be said that the whatsapp have been playing such a big role and surround the people`s life today in which it make its users easy to do interaction without meeting one another and share the information of whatever they have. However, this application also brings both a good and bad effects to anyone who operates it.

⁴⁶ Craig Watkin S, *The Young and the Digital*, P, 64.

CHAPTER III

RESEARCH FINDING AND DISCUSSION

This chapter discusses the research findings and discussion they are : To describe the kinds of politeness strategies used by students towards lectures in WhatsApp Interaction, and the dominant type of the politeness strategies that used by students on WhatsApp interaction with 15 of sample of English Department at Muhammadiyah University and other university. Besides, the results about politeness strategies used by students can be seen through 4 parts, namely: Bald on record, Positive Politeness, Negative Politeness, and Negative Politeness.

A. Description of Research

1. Description of Research Location

This study was conducted in the university of Muhammadiyah Aceh which is located at Jl. Muhammadiyah No.91, Batoh, Lueng Bata, Banda Aceh. It is one of the private universities in Aceh province. The university of Muhammadiyah Aceh was established in 1987. It is under currently the leadership of Dr. H.Aslam Nur, MA. There are several faculties such as law Faculty, Economic Faculty, Public Health Faculty, Psychology Faculty, Engineering Faculty and Islamic Studies (FAI) Faculty. Furthermore, those the Muhammdiyah University also has two academic, tourism and physiotherapy. The writer choose, Islamic Studies Faculty as a sample faculty Islamic Studies Faculty is being led by Dr. Saiful., S. Ag., M.Ag. Furthermore, has five department, there are: Islamic Department (PAI), Mathematic Department

(TMA), Biology Department (TBL), Syariah Banking Department (PSY), and English Department (TEN). Moreover, In this study the writer taken the sample of 15 students from batch 2016 at English Department of Faculty of Islamic Studies. Besides, to make this research more accurate, the writer also taken several students as samples from different universities, such as UIN Ar-Raniry University, Serambi Mekkah University, and Abulyatama University.

2. Description of Data Collection Techniques

In collecting data, the writer has taken several steps, including: first, the writer collected the telephone numbers of the students who had been selected as samples, she contacted the students one by one, the three students sent short messages to each sample with the aim of asking the student for help so that they could screenshot messages that they send to the lecturer, then the student sends it to the writer, so that the writer analyzed some politeness strategies for students when interacting with lecturers on WhatsApp. The last step, after the data is collected from each sample, the writer analyzed the message that has been sent into several parts related to the politeness strategies used by students to find out the results of research questions in this study.

B. Findings

The findings of this study are to describe about kinds of politeness strategies used by students there are Bald on record, Positive Politeness, Negative Politeness, and Negative Politeness. Before the writer, found each part of the politeness strategies used by students when interacting with the lecturers, the

writer collected data indirectly to 15 samples. The writer contacted the sample one by one on WhatsApp so that they could send the sample conversation with the lecturer to the writer. After got data from 15 samples, then the writer analyzed and grouped them into 4 parts of politeness strategies, which the writer will describe below:

1. Bald on Record

The bald on record strategy occurs when the speaker says something that is direct, overt, what is caused by a situation, for example in an emergency. In this study, which includes the Bald on Record strategy when students communicate with lecturers on the WhatsApp can be seen in the table below:

Table 1: Bald-on record strategy

Code	Text Messages	Politeness Strategies
St.1	Example: 1. Assalamulaikum miss how is my thesis?. 2. Sir, I have sent my proposal file that you asked me to fix yesterday. 3. Assalamualikum Ms. This is for who is a student or from campus?	Bald-on record

Based on the table above, the researcher found three examples of student and lecturer interactions on WhatsApp which show an example of Bald-on record politeness strategies. This can be seen from the way students ask the lecturers which are done directly, openly, without small talk. The three examples above show that the speaker uses the bald on record strategy in making his request.

However, students also maintain an informal situation in their interactions with the interlocutor, namely with the lecturer.

2. Positive Politeness

Positive politeness is an interaction that shows polite greetings, maintains a positive face of the interlocutor by expressing friendship, and is not considered as negative evaluation, this strategy aims to increase intimacy and is also used in various forms such as wanting to ask or requesting something or requesting something, apologizing, giving advice or advice, asserting something and asking something. Politeness can also be used in various situations with different interlocutors, in this study positive politeness strategies can be found when students interact with lecturers on WhatsApp which can be seen in table 2 below:

Table 2: Positive Politeness Strategy

Code	Text Messages	Politeness Strategies
St.2	Example: 1. Assalamulaikum miss,, I want to ask, for books that are given to academics, what book should I buy miss? 2. Sorry, I want to ask you, miss, can I see you on Monday, because I'm still confused about how to describe the sample, miss. 3. Assalamualaikum miss, sorry to disturb the time, do you have a campus today, I want a consul, miss, is there something I still don't understand miss. 4. Assalamualaikum ma'am, how are you today, healthy? Can I see you for the consul?. 5. Assalamulaikum miss sorry I'm late, I'll try to come quickly miss.	Positive Politeness

From the table above, some positive sub-strategies politeness strategies used by students towards lecturers in interacting on WhatsApp, such as asking questions politely, paying attention to interests, desires, and needs. So the writer found 3 forms of positive politeness strategies in these interactions, as bellow:

a. Intensify interest to the receiver

Intensifying interest to the recipient is how to share some wishes with the interlocutor, in this study, the writer found the identification of student interests about the students' desire to meet the lecturer, which can be seen from the following interaction:

- ✓ Students: *“Assalamualaikum ma'am, how are you today, healthy? Can I see you for the consul?”*.
- ✓ Lecture : *“ Sure you do it at 9 o'clock”*

From the example above, it can be concluded that there is a positive politeness strategy in the form of Intensify interest to the receiver. It can be seen that the students' desire to meet with the lecturers, and the lecturers gave a positive response and interactions that led to intimacy occurred.

b. Give/ask Question or Reason

In this politeness strategy section, it can be seen from student communication with lecturers who show an attitude of polite greeting through questions and reasons given by students.

Example:

Interaction 1:

- ✓ Student: *“Assalamulaikum miss,, I want to ask, for books that are given to academics, what book should I buy miss”.*
- ✓ Lecture : *” Yes”*
- ✓ Student : *“ What time can I go home miss?”*
- ✓ Lecture: *“12 o'clock”.*
- ✓ Student: *“ ok miss thank you ”*

Interaction 2:

- ✓ Student: *“Assalamulaikum miss sorry I'm late, I'll try to come quickly miss”.*
- ✓ Lecture: *“It's okay, but try not to be late again”*
- ✓ Student: *“ ok miss ”*

From the interactions it can be seen that students use good politeness strategies in showing requests, asking questions and giving more polite reasons, resulting in positive politeness interactions.

c. Hedge

Hedge is a positive politeness strategy that shows the student's desire to ask the lecturer about something the student does not understand and wants to get an explanation and this type of politeness is also used to show forgiveness.

Example:

Interaction 1:

- ✓ Student: *"Sorry, I want to ask miss, can I see you on Monday, because I'm still confused about how to describe the sample, miss"*.
- ✓ Lecture : *"Sure you do it around 9 o'clock"*.

Interaction 2:

- ✓ Student: *"Assalamualaikum miss, sorry to disturb the time, do you have a campus today, I want a consul, miss, is there something I still don't understand miss"*.
- ✓ Lecture : *"wss, yes there is"*
- ✓ Student: *"ok miss"*.

From two examples, it can be concluded that students used positive politeness strategies in the hedge type, which is to show the interaction of students who want to know things that they think are not clear and want to gain understanding.

3.Negative Politeness

Negative politeness strategies are oriented towards the hearer's negative face and emphasize avoidance of imposition on the hearer. By attempting to avoid imposition from the speaker. Besides, Negative politeness is often used to make requests appear less infringing because people judge the threatening aspect of communication using two components: social distance, and relative strength. Furthermore, Negative politeness strategies are realized by

asking and protecting, minimizing coercion, apologizing, and stating actions. In this study, the writer found several forms of negative politeness interactions used by students towards lecturers, including the following:

Table 3: Negative Politeness Strategy

Code	Text Messages	Politeness Strategies
St.3	Example: 1. Sir, I can send my repair proposal file via WA, can I, sir?. Because if you email it can't be read sir. 2. Assalamulaikum sir, I'm the 3rd semester Islamic banking student. 3. Sorry miss, I have corrected what you corrected yesterday, but I'm at work, haven't I sent it yet. 4. Ms, I can't seem to catch up with the trial.	Negative Politeness

From the table above, the writer found several negative strategies used by students in interacting with lecturers on WhatsApp which I will describe below:

a. Minimize the imposition

Minimize the imposition is a sub of negative politeness strategies used by students when interacting with lecturers on WhatsApp, which aims to minimize student coercion on lecturers. Besides, an example of minimize the imposition can be seen from the dialogue below:

Example:

Interaction 1:

- ✓ Student: *"Sir, I can send my repair proposal file via WA, may I, sir?. Because if you email it can't be read sir"*.
- ✓ Lecture : *"Try it via e-mail, okay"*.
- ✓ Student: *"Okay, sir, but if it's not possible, let me send it to you, sir."*
- ✓ Lecture : *"Yes"*

From the short message above, it can be seen that students are trying to minimize coercion on the lecturers against the student's desire to send a proposal file that has been repaired.

b. Give deference

Used by students who aim to give respect to lecturers when interacting, examples can be seen as follows:

Example:

Interaction 1:

- ✓ Student: *"Assalamulaikum sir, I'm the 3rd semester Islamic banking student"*.
- ✓ Lecture : *"Yes, could you please send me the npm"*.
- ✓ Student: *"All right, sir, I'll send you the assignment that you gave yesterday, sir"*
- ✓ Lecture : *"ok"*

c. Apologize

Apologize is part of a negative politeness strategy used by students by paying attention to apologies when students want to say something.

Example:

Interaction 1:

- ✓ Student: *"Sorry miss, I have corrected what you corrected yesterday, but I'm at work, haven't I sent it yet"*.
- ✓ Lecture : *"Yes, it's okay, don't forget to send it later"*.
- ✓ Student: *" Ok ms, sorry once again ms "*
- ✓ Lecture : *"Ok"*

From the example above, it can be seen that students use negative politeness strategies and with the type of apology, which aims to give a student apology to the lecturer for something that the student cannot solve or give overwhelming reason.

d. Be Pessimistic

The negative politeness strategy used by students aims not to be too optimistic or pessimistic is expressing doubt about the possibility of statements.

Example:

Interaction 1:

- ✓ Student: *"Ms, I can't seem to catch up with the trial"*.
- ✓ Lecture: *"Try first, there's still time"*
- ✓ Student: *" Ok thank you "*
- ✓ Lecture: *"Yes you're welcome"*

From some of the examples above, the writer conclude that there are several kinds of negative politeness strategies used by students towards lecturers in interacting on WhatsApp, namely: minimize the imposition, give deference, apologize, and be pessimistic which type of strategy has its own function and purpose, depending on how the student conveys being polite or not.

4. Off Records

This strategy is one of the most polite strategies that we can use, because this strategy uses indirect sentences to express something to the other person. In this student, the writer found several examples of off records politeness strategies used by students which the authors will describe below:

Table 4: Off Records Politeness Strategy

Code	Text Messages	Politeness Strategies
St.4	Example: 1. Assalamualaikum miss..sorry to disturb,, I have ready to print the thesis earlier, the plan is to ask for your signature, but miss is not there. So, I have put the thesis on Miss's desk, all with forms A and B, as well as the requirements for the list of thesis submissions Later, the signature will be on campus, yes, ms. 2. Assalamualaikum miss,,miss sorry I have disturbed the time miss, miss it looks like I need to consult about this chapter 2 problem with miss,, when will you have time, but miss, don't go to college, miss, because I want to be alone with miss, because if you ask many times, miss, I don't understand, I miss. If you can, miss, I can follow you, miss, thank you, miss, for understanding, miss wassalamualaikum.	Off Records Politeness

From the example above, it can be concluded that Off Records is a type of politeness strategy used by students to convey their wishes indirectly by paying attention to more polite words. In addition, in interacting students try to avoid impoliteness with the interlocutor, especially with the lecturer. Besides, this off records politeness strategy is also used when interacting with new people.

C. Discussion

Interaction is a process to establish closeness with other people, especially being able to communicate properly and correctly, as it is known that communication is a common thing that cannot be separated in life. In addition, communication can also be done by everyone, either directly or face-to-face or indirectly, namely through online using an application. As, the application that is often used by people today to be able to interact is WhatsApp. Today's online communication on WhatsApp is a thing that general, even informal and academic discussion. Lecturers and students always use this communication style. To avoid or minimize misunderstanding between students and lecturers, students need politeness strategies in send chat to lecturer.

As people known that the politeness strategy is a speech act in interacting which has various types that can be used by students, which aims to measure and see the extent of student politeness when interacting and whether students can distinguish how when interacting with lecturers and fellow students themselves.

Moreover, in this study the writer find out of research questions based on the results of data collection that was carried out indirectly through WhatsApp chat with several samples, the writer found about kinds of politeness strategies used by students towards lectures in WhatsApp Interaction and the dominant type of the politeness strategies that used by students on WhatsApp interaction which the writer will describe as follows: In this study, there are several kinds of politeness strategies used by students when interacting with lecturers on WhatsApp, namely: Bald on record, Positive Politeness, Negative Politeness, and Off Records. **Bald on record** strategy politeness occurs when the speaker says something that is direct, overt, what is caused by a situation, for example in an emergency. **Positive Politeness** used in various forms such as wanting to ask or requesting something or requesting something, apologizing, giving advice or advice, asserting something and asking something. **Negative Politeness** is often used to make requests appear less infringing because people judge the threatening aspect of communication using two components: social distance, and relative strength. Furthermore, Negative politeness strategies are realized by asking and protecting, minimizing coercion, apologizing, and stating actions. **Off Records** This strategy is one of the most polite strategies that we can use, because this strategy uses indirect sentences to express something to the other person.

Furthermore, in this study, the writer also found about the dominant type of the politeness strategies that used by students on WhatsApp interaction they are: First positive politeness strategies In positive politeness strategies there are also types, the dominant ones used by students when interacting with lecturers on

WhatsApp are Give/ask Question or Reason and Intensify interest to the receiver.

Give/ask Question or Reason In this politeness strategy section, it can be seen from student communication with lecturers who show an attitude of polite greeting through questions and reasons given by students. **Intensify interest to the receiver**, intensifying interest to the recipient is how to share some wishes with the interlocutor, in this study, the writer found the identification of student interests about the students' desire to meet the lecturer, which can be seen from the following interaction:

- ✓ Students: *“Assalamualaikum ma'am, how are you today, healthy? Can I see you for the consul?”*.
- ✓ Lecture : *“ Sure you do it at 9 o'clock”*

The second politeness strategy that is dominantly used by students is negative politeness. The writer, found several negative strategies used by students in interacting with lecturers on WhatsApp they are: Minimize the imposition, and Apologize. **Minimize the imposition** is a sub of negative politeness strategies used by students when interacting with lecturers on WhatsApp, which aims to minimize student coercion on lecturers.

Besides, **Apologize** is part of a negative politeness strategy used by students by paying attention to apologies when students want to say something.

Example:

Interaction 1:

- ✓ Student: *“Sorry miss, I have corrected what you corrected yesterday, but I'm at work, haven't I sent it yet”*.
- ✓ Lecture : *“Yes, it's okay, don't forget to send it later”*.
- ✓ Student: *“ Ok ms, mohan sorry once again ms ”*
- ✓ Lecture : *“Ok”*

Besides, one of the previous study entitled “Politeness Strategies in Teacher-Student WhatsApp Communication”.The results of the study from the statistical analysis have shown that there is a significant difference between teachers’ and students’ use of politeness strategies in WhatsApp conversations. Teachers were observed to practise three politeness strategies i.e. bald on-record, positive politeness strategies, and negative politeness strategies, while students were shown to apply all politeness strategies. The corpus analysis of teachers’ and students’ text messages have suggested teachers’ dominance in the conversation. Teachers’ practice of bald on-record strategy, with an emphasis on the use of imperative form, has indicated that teachers attempted to impose their authority on the students.

From the explanation above, it can be seen that in daily interactions with friends, family, and lecturers, either directly or indirectly, one must pay attention to the responsiveness strategy used by each person. Because the strategy of politeness can determine who our opponent is talking to. Especially for students who are still learning, and often interact with people, especially speaking using formal words.

Students must be able to distinguish and use appropriate politeness strategies when interacting with lecturers and be able to place politeness strategies when interacting with friends. In this research, it can be seen that each student has different politeness strategies when interacting on WhatsApp.

There are some students who use good politeness strategies, but there are also some students who use politeness strategies who are still not good at conveying something they want.

CHAPTER IV

CONCLUSION AND SUGGESTION

A. Conclusions

Based on the result of data analysis, in the previous chapters, the writer would like to draw some conclusion as follow :

1. Based on the result of research it is can be concluded the first research questions about what kinds of the politeness strategies are used by students towards lectures in WhatsApp interaction. It can be seen from the short messages sent by students to lecturers when interacting chat WhatsApp shows that students use 4 kinds of politeness strategies they are : Bald on record, Positive Politeness, Negative Politeness, and Off Records.
2. From the results of this study, the writer also can be conclude the dominant type of politeness strategies that used students towards lectures in WhatsApp interaction. It can be seen from the way students express their wishes when interacting with lecturers on something that students want to achieve. the writer found several dominant politeness strategies that are often used by students they are positive politeness and negative politeness. In these two politeness strategies there are also several sections such as give/ask question or reason, intensify interest and minimize the imposition, and apologize, which have different functions and purposes.

B. Suggestion

In this study, the author also provides several suggestions, considering that this research is still far from perfect they are:

1. Politeness is the way to save of another person's face showing awareness of another person's face when other seems socially distanced is often described in terms of respect or deference. Politeness strategy is a strategy used to avoid or reduce the effects of self-image destruction that arise from face threatening acts by speakers. Politeness strategies are also very important to be used by anyone, especially for students, in order to better understand how to interact properly.
2. For students to be more able to use appropriate politeness strategies in interacting with lecturers via WhatsApp or directly in order to avoid misunderstanding the aims and objectives to be achieved, because polite speech will result in good communication as well.

BIBLIOGRAPHY

- Anna Trosborg, (1995). *Interlanguage Pragmatics Request, Complaints and Apologies*, Berlin: Mouton Gruyter.
- Ary, Jacobs, and Soerensen,(2010). *Introduction to Research Education USA* Wasworth.
- Aspers, Patrik, Patrik, and Ugo Corte, (2019). *What is qualitative in qualitative research*, Qualitative sociology.
- Brown P. And Levinson,(2017). *S. Politeness: Some universals in language use*, Cambridge Cambridge University Press.
- Colorafi, Karen Jiggins, and Bronwynne Evans,(2016). *"Qualitative descriptive Research*, Design Journal.
- Craig Watkin S, (2009). *The Young and the Digital: What the Migration to Social Network Sites, Games. and Anytime, Anywhere Media Means for Our Future*, United Kingdom: Beacon Press.
- Dardjowodjojo and Gading Ayu Kusuma, (2016). *An analysis of politeness strategy*, BS thesis.
- Dewa Putu Wijana, (2019). *Dasar-Dasar Pragmatik* Yogyakarta,Yogyakarta. 1996.
- Em Griffin,(2012). *First Look at Communication Theory: Eighth Edition*, New York:MacGraw-Hil.
- Geoffrey Leech, (1983). *Principles of Pragmatic* Longman Group, Inggris.
- George Yule, (2015). *Pragmatic*,New York: Oxford University Press.
- George Yule, *Pragmatics*, (2016).New York: Oxford University Press.
- George Yule,*Pragmatics*, New York: Oxford University Press.
- Janet Holmes, (2001). *An introduction to sociolinguistics.2" edition*, London: Longman, 2001.

Janet Holmes, (1995) *An introduction to sociolinguistics. 2nd edition*, London: Longman.

Janet Holmes, (1995). *Women, Men and Politeness*, London: Longman, 1995.

Karizal Tri Sabana, *April 2020 Accessed on 28 March 2021, Sopan Santun Dalam* from <https://www.kompasiana.com>.

Kasper, Gabriele, and Yules, (2013). *"Linguistic politeness."* Journal of pragmatics.

Vinson, Richard J, (2013), *Definition of Politeness*. Cambridge University Press.

M Everett Rogers, D. Lawrence Kincaid, (1981). *Communication Networks: Toward a New Paradigm for Research*, New York: The Free Press.

Markhamah and Atiqa Sabardila, (2013). *Analisis Selahan dan Kesantunan Berbahasa*, Surakarta. Muhammadiyah University Press.

Markhamah, (2018). *Analisis Selahan dan Kesantunan Berbahasa. Meier, Ardith J. "Defining politeness" Universality in appropriateness.* Language Sciences.

Mills, Sara, (2011). *"Discursive approaches to politeness and impoliteness. " Discursive approaches to politeness..*

Moekijat, (2013). *Teori Komunikasi*, Bandung: MandarMaju.

Morrissan, (2013). *Teori Komunikasi Individu Hingga Massa*, (Jakarta: Kencana Prenamedia Group.

Nisa Kahiruni, (2016). *"Dampak Positif dan Negatif Social Media"*, Jurnal Edukasi, Vol. 2, No. 1,

O'Hara, Kenton, (2014). *"Everyday dwelling with WhatsApp"* Jakarta: Pustaka Raya.

O'keeffe, Anne, and Ronald Carter, (2007). *From corpus to classroom: Language use and language teaching*. Cambridge University Press.

- Rani Suryani, (2017) . *Fungsi whatsapp Grup Shalehah Cabang Bandar Lampung sebagai Pengembangan Media Dakwah dalam Membentuk AkhlakulKharimah*, Lampung.
- Robin Lakoff, (1975). *Language and Woman's Place*, Chicago: The University of Chicago Press.
- Rosnow, Ralp L and Robert Rosenthal,(2019), *Definition and interpretation of interaction effects* (London- New York Routledge.
- Ruben Brent D Stewart and Lea p, (2006), *Communication and Human Behavior*, London: Pearson.
- Sara Mill, (2003). *Gender and Politeness*, United Kingdom: Cambridge University Press.
- Seufert et al, Michael, (2015). *Communication in WhatsApp*. Jakarta: Raja Grafindo.
- Persada,Oktaviani Mulyono, and Gunawan Suryoputro, (2019). *Politeness Sraegies in Teacher-Student WhatsApp Communication*. Bandung: Pustaka Raya.
- Soenjono Dardjowodjojo,(2014). *Psikolinguistik Eaisi Kedua*, Jakarta: Yayasan Denzin.
- Sugiono, (2010). *Metode Peneliian Pendidikan Penlekatan Kuantitatif*, Bandung.
- Thota, Raghu, and Jigeeshu Divatia, (2015). *"WhaisApp: wha cn app."* Indian Jounal of Critical Care Medicine, 2015.
- Yunan Firdaus, (2016). *Penggunaan Whalsapp Sebagai Media Komunikasi di kalangan Makasiswa*, Accessed on 23 March 2021 from <http://eprints.umm.ac.id/>

AUTOBIOGRAPHY

1. Name : Dahlia
2. Place/ Date of Birth : Keumumu Seberang June 20 1992
3. Sex : Female
4. Religion : Islam
5. Nationality/ethnic : Indonesian/ Acehnese
6. Marital Status : Single
7. Occupation : Student of English Department of Islamic
8. Address : Desa Batoh, Banda Aceh
9. The /Parents
 - a. Father's name : M. Nur (alm)
 - b. Mother's name : Nurmala
 - c. Occupation :
 - d. Address : Keumumu Seberang, Labuhan Haji Timur
10. Educational Background
 - a. Elementary School : SDN 3 Labuhan Haji Timur
 - b. Junior High School : SMPN 2 Labuhan Haji Timur
 - c. Senior High School : MA 6 Labuhan Haji Timur
 - d. University : Islamic Faculty of Muhammadiyah Aceh
University, Graduated in 2021

This is biography of writer is made on the purpose of completing this thesis and may be useable for who is may concern

Banda Aceh, July 14, 2021

The Writer



UNIVERSITAS MUHAMMADIYAH ACEH
FAKULTAS AGAMA ISLAM
(STATUS TERAKREDITASI)

Jalan Muhammadiyah No. 91 Bathoh Lueng Bata Telepon/Fax. (0651) 27569
BANDA ACEH 23245

SURAT KEPUTUSAN

Nomor : 034 /UM.M5/Q/FAI/2020

Dekan Agama Islam Universitas Muhammadiyah Aceh,

Menimbang:

- Bahwa untuk kelancaran ujian-ujian Skripsi pada Fakultas Agama Islam Universitas Muhammadiyah Aceh, maka dipandang perlu menunjuk Pembimbing Skripsi mahasiswa yang bersangkutan;
- Yang namanya tercantum dalam Surat Keputusan ini dipandang mampu dan cakap serta memenuhi syarat untuk diangkat dalam jabatan pembimbing Skripsi.

Mengingat:

- Keputusan Dirjen Pendidikan Islam No.Dj.I/363 / 2009 Tanggal 30 Juni 2009;
- Keputusan Badan Akreditasi Nasional Perguruan Tinggi No. 1151/SK/BAN-PT /Akred/S/XI/2015 Tanggal 14 November 2015;
- Keputusan Tim Pengesahan Proposal Skripsi Mahasiswa Fakultas Agama Islam Universitas Muhammadiyah Aceh tanggal **9 Januari 2020**

MEMUTUSKAN :

Menetapkan : 1. Menunjuk saudara : 1. **Ika Kana Trisnawati, S.Pd.I., MA., M.Ed**
Sebagai Pembimbing I.
2. **Lina Farsia, S.Pd.I., MA., M.Ed., M.Tesol**
Sebagai Pembimbing II.

Untuk membimbing Skripsi:

N A M A : **Dahlia**
N P M : 1605180033
J U R U S A N : Tadris Bahasa Inggris
J U D U L : An Analysis of Politeness Strategies Used by Students
toward Lecturers in Whatsapp Interaction

- Kepada Pembimbing yang tercantum namanya diberikan honorarium menurut peraturan yang berlaku;
- Surat Keputusan ini hanya berlaku satu tahun sejak tanggal ditetapkan.
- Segala sesuatu akan dirobah dan ditetapkan kembali sebagaimana mestinya apabila terdapat kekeliruan kemudian hari.

Ditetapkan di : Banda Aceh.
Pada Tanggal : **20 Januari 2020**
D e k a n,

Dr. Saiful, S.Ag., M.Ag

Tambahan :



UNIVERSITAS MUHAMMADIYAH ACEH
FAKULTAS AGAMA ISLAM
(STATUS TERAKREDITASI)

Jalan Muhammadiyah No. 91 Bathoh Lueng Bata Telepo/Fax. (0651) 27569
BANDA ACEH 23245

Nomor : 656 /UM. M6/Q/FAI/2021
Hal : Permohonan Rekomendasi Izin Penelitian
Data Menyusun Skripsi

Banda Aceh, 12 Februari 2021

Kepada Yth :
Sdr. Ketua Jurusan Bahasa Inggris
Universitas Muhammadiyah Aceh
Di-
Tempat

Assalamu'alaikum Wr.Wb.

Dengan Hormat. Dekan Fakultas Agama Islam Universitas Muhammadiyah Aceh dengan ini memohon agar kiranya bapak memberi izin dan bantuan kepada :

Nama : Dahlia
NPM : 1605180033
Jurusan : Bahasa Inggris
Semester : VIII (Delapan)
Alamat : Lr. Tengku Umar, Lueng Bata Banda Aceh

Untuk mengumpulkan data pada :
Pada Jurusan Bahasa Inggris dalam Rangka Menyusun Skripsi sebagai salah satu syarat untuk menyelesaikan studinya pada Fakultas Agama Islam Universitas Muhammadiyah Aceh, yang berjudul:

“An Analysis of Politeness Strategies Used by Students Toward Lecturers in Whatsapp Interaction”

Demikianlah harapan kami, atas bantuan dan keizinan serta kerja sama yang baik kami ucapkan terima kasih.

Wassalam

An. Dekan,
Wakil Dekan Bid Akademik



[Signature]
Dr. Rosnidarwati, S.Ag., M.A



UNIVERSITAS MUHAMMADIYAH ACEH

FAKULTAS AGAMA ISLAM

(STATUS TERAKREDITASI)

Jalan Muhammadiyah No. 91 Bathoh Lueng Bata Telepo/Fax. (0651) 27569

BANDA ACEH 23245

Nomor : 06/TEN-FAI/VIII/2021

Banda Aceh, 9 Mei 2021

Lampiran : --

Hal : Telah Mengambil Data Penelitian

Kepada Yth :

**Bapak Dekan Fakultas Agama Islam
Universitas Muhammadiyah Aceh**

Di-

Tempat

Assalamu'alaikum Wr.Wb.

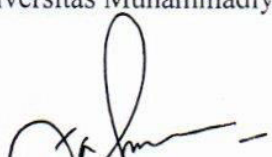
Berdasarkan surat Bapak bernomor 656/UM.M6/Q/FAI/2021 tanggal 12 Februari 2021 perihal tersebut Permohonan Izin Mengumpulkan Data Menyusun Skripsi, dengan ini kami memberitahukan bahwa:

Nama	:	Dahlia
NPM	:	1605180033
Fakultas	:	Agama Islam
Jurusan/Semester	:	Tadris Bahasa Inggris/ VIII (Delapan)
Judul Skripsi	:	"An Analysis of Politeness Strategies Used by Students Toward Lecturers in Whatsapp Interaction"

Benar yang namanya tersebut di atas telah mengambil data di jurusan Bahasa Inggris Fakultas Agama Islam Universitas Muhammadiyah Aceh, sejak tanggal 14 Februari – 20 Februari 2021 dalam rangka penyusunan skripsi sebagai syarat untuk menyelesaikan studinya. Demikianlah surat ini dibuat dengan sebenarnya agar dapat dipergunakan seperlunya.

Wassalam,

Ketua Prodi Tadris Bahasa Inggris
Fakultas Agama Islam
Universitas Muhammadiyah Aceh


Rahmatun Nisa, S.Pd.I., M.Pd



UNIVERSITAS MUHAMMADIYAH ACEH
FAKULTAS AGAMA ISLAM
(STATUS TERAKREDITASI)

Jalan Muhammadiyah No. 21, Baitich Lintang Bala, Telepon/Fax: (0651) 27569
BANDA ACEH 23245

SURAT PERNYATAAN
PERTANGGUNG JAWABAN PENULISAN SKRIPSI

Saya yang bertanda tangan dibawah ini :

Nama : Dahlia
NPM/Angkatan : 1605180033
Jurusan : Tadris Bahasa Inggris

Menerangkan dengan sesungguhnya bahwa :

1. Skripsi saya yang segera diuji adalah benar – benar pekerjaan saya sendiri(bukan hasil ciplakan).
2. Apabila dikemudian hari terbukti/ atau dapat dibuktikan skripsi hasil ciplakan, maka saya siap menanggung resiko **dibatalkan kelulusan siding skripsi** oleh Fakultas Agama Islam Universitas Muhammadiyah Aceh.

Demikian surat pernyataan ini saya buat dengan sebenar – benarnya.

Mengetahui,
Pembimbing I

Ika Kana Trisnawati, S.Pd.I., M.Pd.

Banda Aceh, 14 July 2021
yang menerangkan
Mahasiswa Ybs,

Dahlia

Kajur Tadris Bahasa Inggris

Rahmatun Nisa, S.Pd.I., M.Pd.