Impoliteness Strategies Used by Students in English Online Learning Through Zoom during Pandemic Covid-19

Suchroni Panjaitan[1,*] Sumarsih[2] Siti Aisah Ginting[3]

[1] *English Applied Linguistics Study Program of Postgraduate School Universitas Negeri Medan*
[2] *Universitas Negeri Medan*
[3] *Universitas Negeri Medan*
Corresponding author. Email: panjaitansuchroni@gmail.com

ABSTRACT

This study was about impoliteness strategies used by students in English online learning through Zoom. The objective of the study was to categorize the types of impoliteness strategies used by students in English online learning through Zoom during pandemic Covid-19. The study was descriptive qualitative. The subject of the study was VII grade of SMP Ar-Rahman Percut. The data of the study was the impolite clauses that recorded from Zoom in English online learning. The data categorized based on Culpeper's (1996). The results showed that there were 68 impolite clauses used by students in English online learning. The most commonly strategy used was Positive Impoliteness with total usage of 26 (38.23%). Meanwhile, Negative Impoliteness with total usage of 25 (25.00%), Sarcasm or Mock Politeness with total usage of 13 (19.12%) and Bald on Record Impoliteness with total usage of 12 (17.65%).

Keywords: Impoliteness, Impoliteness Strategies, Students in English Online Learning, Zoom, Covid-19.

1. INTRODUCTION

Corona Virus Disease 2019 (COVID-19) was detected in China in December 2019, spread throughout the world within a few months**,** declared a pandemic by the World Health Organization (WHO) on 11 March 2020, and has hit Indonesia since March 2020. It affects 90.2% of students worldwide, in which 1.57 billion students are absent from school and 191 countries including Indonesia. This condition is what makes the government to change the overall conditions of learning and teaching in Indonesia by forming a new learning and teaching system namely online schools or home studies conducted from March 2020. Online learning is one part of Online and Distance Learning (ODL), an umbrella term that refer to a variety of learning practices: e-learning, distance learning, learning through correspondence, flexible learning and Massive Online Course Movement/MOCM [3]. In online learning, teachers can learn together at the same time through various platforms such as Zoom Application, Google Meet, Google Classroom, WhatsApp (WA), Telegram and other platform. And it is in line with *Surat Edaran Nomor 4 Tahun 2020 tentang Pelaksanaan Kebijakan Pendidikan dalam Masa Darurat Penyebaran* COVID-

19 which says the learning system is implemented through a computer or laptop which connected to an internet network connection.

In online learning system during pandemic Covid-19 resulted in extraordinary changes to all levels of education, including junior high school. A good classroom interaction occurs by the entire participant such as teacher to student, student to student, and students to teacher. Interaction is mainly achieved by two means of resources: verbal and non-verbal, so that the participants can interact each other to express ideas and feelings through both verbally and nonverbally in both polite and impolite way [5]. However, the phenomenon of impoliteness might showed by the students since the interaction in such formal activity is supposed to be polite, the impolite language occurred would cause social conflict or disharmony between teacher and students [6]. It proven from data observation that found the students often say bad things, mock and change their friends' name, and disagree with teachers' opinion.

Impoliteness is an utterance or a behavior when it comes to gathering in other community. It means impoliteness is an utterance that causes a disharmony

relationship between individuals. In doing this study, there are strategies of impoliteness, namely: bald on record impoliteness, positive impoliteness, negative impoliteness, sarcasm or mock impoliteness and withhold politeness [4]. In addition, impoliteness phenomenon can found in online learning. The situation happens among students at SMP Ar – Rahman Percut.

AF : *Alhamdulillah... akhirnya si **aseng geleng** datang juga.*
(Alhamdulillah... finally ***aseng geleng*** comes)

RA : *Miss... dia suka kali bilang saya gitu.*
(Miss... he often calls me like that)

From the data above, "aseng geleng" categorized as positive impoliteness because the student used another name to call her/his friend. The positive impoliteness is a way to show a dislike thing to someone but people do not show that clearly. Using call the other name is one of the output strategies of positive impoliteness proposed by Culpeper (1996).

Besides the fact above, it also conducted an interview to the teachers to know that impoliteness does not only occur in English online learning, but also in other subjects or at home. The teachers said that impoliteness cannot be avoided by the students in online learning because some factors, the students in seventh grade do not have good language skill because the teachers and students met only within a certain time so the teachers do not have specific time to teach the students' characters; the student's environment can't be good role model in shaping students' as we know that the students will spend time at home or in the neighborhood so that the attitudes of parents, family and friends that do not reflect the norms of politeness will be easily imitated by children; the parents conveyed the right to the teachers to educate their children because they are working outside from morning to evening; and the use of mobile phone for game online and social media.

In doing this research, there was a research about impoliteness in English as a foreign language virtual classroom [1]. It aimed to investigate the experience of university students in using impoliteness strategies and its intentions. The result showed that the responses from 3 students, they were using impoliteness strategies in bald on record impoliteness, positive impoliteness, negative impoliteness, sarcasm and withhold politeness. Moreover, the intention of using impoliteness is either directly or indirectly because it can be triggered by a number reason in a specific context.

Considering the phenomena, the researcher is curious to do research at investigating the clauses contain with impoliteness that involves in English online learning. This study focused to categorize the impoliteness strategies in English online learning through Zoom during pandemic Covid-19.

2. REVIEW OF LITERATURE

2.1. Impoliteness

Impoliteness is an utterance or a behavior when it comes to gathering in other community. Impoliteness is an utterance that produce disharmony between individual and other people in social interactions [8]. It means impoliteness is an utterance that causes a disharmony relationship between individuals.

2.2. Impoliteness Strategies

Strategy of impoliteness is a way to hear impolite utterances spoken by someone in an interaction. Culpeper (1996) classifies impoliteness to five strategies, they are:

Bald on Record Impoliteness is a strategy which used by the people with say impolite utterance to someone using face attacks when someone is saying impolite utterances. With use the face attack, the people will know if other people do not like with the people. Sometimes other people respond the face attack with face attack too.

Positive Impoliteness is a strategy that is use to ignore or show a disrespectfully to someone but with a positive face or answer. It means that this strategy is a way to show a dislike thing to someone but people do not show that clearly. The people just show the face like fake smile, fake word, and others but the aim is to show disrespectfully.

Negative Impoliteness is the opposite of positive impoliteness. This strategy shows how people dislike to someone clearly. It can make the violence will be happen. In this strategy, the people show some impolite things such as frighten, scorn, ridicule and others. Other people will get offend fast when the people show this model.

Sarcasm or Mock Politeness is an impolite way because of certain contextual clues and the intention of not causing offense but rather than to show social intimacy because people usually see this strategy in social interaction. Someone can use sarcasm for expressing his/her opposite feeling which means not the real meaning of what he or she says. In fact, a person must know the person well to understand that he or she is being sarcastic, mocking you, or that he is joking.

Withhold Politeness is used by people to expect the politeness because politeness is not used. The example is when people silent when other people say thanks to the people. People cannot silent when other people say thanks or say anything to other people. In this case, if people do not respond when other people say; the people will argue if people do not have a polite manner.

3. RESEARCH METHOD

This study conducted by using qualitative research design. Qualitative research is an umbrella term to refer to several research strategies that share certain characteristics. The data collected have been term soft,

which is rich in description of people, places, and conversations, and not easily handled by statistical procedures [2]. The data of the study were clauses contain of impoliteness. The source of data was the students' in English online learning for seventh grade of SMP Ar – Rahman Percut. The data analyzed based on the types of impoliteness strategies by applying Miles, Huberman, and Saldana (2014) analysis model that consisted of three steps, namely: 1) data condensation, 2) data display, and 3) conclusion drawing and verification.

4. RESULTS AND DISCUSSION

From the research that has been done in analyzing students' impolite clauses, there were four types of impoliteness strategies found during English online learning process from five impoliteness strategies stated by Culpeper (1996) with the total frequencies 68. Those types could see in the following table 1.

Table 1. Total number and percentage the types of Impoliteness Strategies

No	Types of Impoliteness	Frequency	Percentage %
1.	Positive Impoliteness	26	38.23
2.	Negative Impoliteness	17	25.00
3.	Sarcasm or Mock Politeness	13	19.12
4.	Bald on Record Impoliteness	12	17.65
5.	Withhold Politeness	0	0
	Total	**68**	**100**

Positive Impoliteness
There were 26 clauses as Positive Impoliteness that uttered by students during English online learning through Zoom. It can be seen by the following data below.

Ail	:	*Kupingnya belom dibetulin, miss...*
		(He hasn't treated his ears yet)
D2/C013/Aj	:	*Saya miss... tadi saya ke belakang miss, mau minum*
		(I am... I went to kitchen to have some drinks)
		Dasar purba kau, purak-purak baek
		***(Purba,* pretend to be a good person)**

Based on the data above, the student uttered *"Purba, purak-purak baek"* which belong to Positive Impoliteness in category use inappropriate identity markers. Identity marker means use title and surname when a close relationship pertains. *Purba* is one of surname from *Batak Simalungun* but in this situation,

the student made an acronym from *Purba* that means *Pura-pura baik.*

Negative Impoliteness
There were 17 clauses found in analyzing the data that can categorized to Negative Impoliteness. It can be seen by the following data below.

Aj	:	*Asek gak belajar*
		(Yey... we don't have class today)
Din	:	Aji... Aji...
T	:	*Oh seperti itu kamu ya, Aji... Saya baru tahu Aji begitu kalau dibilang gak belajar.*
		(Oh... that's how you are, Aji... I just found out Aji is like that)
D4/C029/Fah	:	***Pantesan bolot teros kau***
		(No wonder you're still deaf)

From the situation above, Fahmi was giving his statement *"Pantesan bolot teros kau"* but it sounded like he was scorning. Scorn is a feeling and expression of disdain for someone or something. It performed by someone when he or she does not have a respectful feeling to others.

Sarcasm or Mock Politeness
There were 13 clauses found in analyzing the data that can categorized to Sarcasm or Mock Politeness. It can be seen by the following data below.

T	:	*Tapi si Adnan udah masuk ya... kemana aja Adnan ini kok Zoom jarang hadir, absen di classroom juga gak pernah ini.*
		(But, Adnan is coming. Where have you been all this time? You were not present in Zoom meeting and you also did not fill your attendance list in Google Classroom)
D3/C020/Ar	:	***Rajin kali kau ku tengok sekarang***
		(How diligent you are)
Adn	:	*Diamlah, recok kali kau*
		(You are too noisy!)

It has been analyzed as Sarcasm or Mock Politeness by saying *"rajin kali kau ya"*. It does not mean he/she is a diligent person, but the student tried to insinuate his friend because he knows that his classmate is a lazy person, he rarely goes to class.

Bald on Record Impoliteness
There were 12 clauses found as Bald on Record Impoliteness (BRI) that expressed by students in English online learning through Zoom. It can be seen by the following data below.

T	:	*Farhan, dari selama bulan maret ini, baru tiga kali kamu*

masuk sama miss ya... ada yang bilang kalau jam belajar kamu mandi-mandi ya ditali air sana?
(Farhan, in march, you come into my class only three times... someone told me that you were swimming in the river during school hours?)

D6/C043/Far : ***Siapa bilang!***
(Who says it)

T : *Ada yang menyampaikan, karena ada orangtua yang nengok kamu mandi-mandi di tali air ya*
(Someone told me, because there was parent saw you)

D6/C044/Far : ***Jam berapa!***
(What time!)

From two clauses above, *"Siapa bilang?"* and *"Jam berapa?"* can be categorized in Bald on Record Impoliteness because he spoke loudly, clear and unambiguous to express his anger to the teacher's question and showed his dejected face to his teacher.

5. CONCLUSION

This study focused on the impoliteness clauses used by students in English online learning through Zoom during pandemic covid-19. After analyzing the data, there were four types of impoliteness strategies, namely 1) bald on record impoliteness, 2) positive impoliteness, 3) negative impoliteness, and 4) sarcasm or mock politeness. The most dominant strategy used was positive impoliteness because the students used more various strategies of positive impoliteness. The finding is not similar to the finding of the previous research conducted by Amaliah and Muslim (2020) related to the types of impoliteness in virtual classroom. It found that five type of impoliteness strategies occurred in English as a foreign language virtual classroom. In this case, the difference between this finding with the current research potentially is due to the different data sources. It also means that different data lead to the different fulfillments of results of impoliteness strategies.

AUTHORS' CONTRIBUTIONS

The findings of the research are expected to add up new horizons in language impoliteness. In addition, the findings could be conducted, elaborated, and performed in other deep field of study in order to contribute the development of impoliteness strategies such as the use of types of impoliteness strategies in other application or literary works. In addition, the other researchers could be find another dominant types of impoliteness used in other source of data.

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