Aspirations and Complaints on LAPOR UPI Application
A Small Corpus Study

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ABSTRACT
This research is motivated to further review the corpus on the complaints and aspiration data on LAPOR UPI system complaints. This study aims to describe the forms of corpus in Integrated Service Unit (ULT) about complaints and aspirations of the community. This study utilizes the software in analyzing corpus data, Antconc. This study obtained the data classified into data frequency, and samples of complaints and aspirarions. The findings showed in the period of January 2019 to December 2020, there were 41 complaints and 6 aspirations filed by the UPI community. On the one hand, this showed that the community have filed more complaints which indicated that the university have work to do to improve its services to the community. On the other hand, with the UPI LAPOR platform which was previously nonexistent, the community's voices were being facilitated as an indication of an improved university service. With this corpus data research, it is hoped that it can be one of the references and descriptions for the LAPOR UPI and the UPI

Keywords: Aspirations, complaints, corpus linguistics, LAPOR UPI, word frequency.

1. INTRODUCTION

Integrated Service Unit (ULT) of Universitas Pendidikan Indonesia (UPI) is a unit formed for public services for the UPI academic community. Following UPI Rector's regulation No. 6093/UN40/HK2019, regarding public services within UPI, the ULT serves as a service provider by acting as service implementer, general complaint manager, internal control information management, public counseling, and consultation implementation, which can be accessed via http://ult.upi.edu on the ULT website. There are several choices in a list available for the complainants related to the situation and conditions that occurred for the complaints or aspirations of the community. There are several complaints and aspirations reported on this ULT website regarding events or cases occurred on campus. LAPOR UPI plays a vital role for UPI and the academic community to serve the community, especially during the current Covid-19 pandemic, where several problems or issues occur. With this UPI LAPOR, it is hoped that it will make it easier for the public to get information and some other news contained within the scope of the Universitas Pendidikan Indonesia.

The information provided contains several aspects of linguistic studies that can be studied further, namely corpus linguistics. A corpus is an extensive collection of naturally occurring texts (although not initially created for language analysis). According to the *Kamus Besar Bahasa Indonesia,* a corpus is a collection of written or spoken utterances used to support or test hypotheses about language structure. This analysis has become one of the main ingredients in further research related to complaints and aspirations of the community that were put forward on the UPI ULT website. In the community's complaints and aspirations, several things need to be underlined in the politeness of language and the form of language put forward by the complainants. This is the main problem with the frequency of linguistic realization of complaints and aspirations at ULT UPI.

1.1. Corpus Linguistics

According to Baker (2010), the corpus is a collection of written and spoken texts stored in a computer. However, Baker limites the definition of the corpus in electronic media only. Setiawan (2017) states that the corpus is a collection of written writings in hard copy and

soft copy. Corpus in hard copy forms such as novels, magazines, dictionaries, and newspapers. Examples of soft copy can be in applications, web, online dictionaries, and so on. From this interpretation, it can be concluded that the corpus is a collection of oral and written readings contained in print or electronic media and can be used as a source of information. In this case, all linguistic units (words, phrases, clauses, sentences, and discourses) have become part of the corpus and are collected into a unified form. Therefore, information called corpus is also synonymous with information that is large or has adequate quantity.

Corpus is also referred to as corpora in plural forms (language bank). McEnery and Wilson (2001) define that corpus linguistics as the study of language based on the use of language in real life. Then, McEnery and Wilson (2001) again mention that a collection of more than one text is called a corpus. The corpus is one of the essential things in analyzing and providing information related to language and being one of the references in researching a language (McCarthy & O'Keeffe, 2010). In short, corpus linguistics includes the selection of areas of authentic language use; language data collection based on specific criteria, archiving and processing; language text analysis; extraction of information from the text; and the use of linguistic data and examples in various domains of general linguistics, applied linguistics, and language technology (Bowker, 2018; Dash, 2008). Corpus linguistics is thus now closely related to computers which have introduced incredible speed, total accountability, accurate replication, statistical reliability, and the ability to handle large amounts of data (Kennedy, 1998). Corpus linguistics enables researchers to recognize salient linguistic patterns and themes, perspectives, meanings, and attitudes that are otherwise ambiguous in large unstructured corpus data sets (Chandra, 2017). In addition, corpus linguistics can also graphically describe information textually. For example, they are showing where certain words appear in the corpus. Corpus linguistics constantly analyzes corpus data quantitatively and qualitatively to explain and interpret patterns rather than just counting them (Biber, Conrad, & Reppen, 1998).

Corpus linguistics is one of the language data references in the LAPOR UPI, and there are several coverages and language data from complaints and aspirations collected from the community. In Cheng's view (2011), corpus linguistics works by analyzing data through a compilation process based on categories and units of analysis. The most important types and units of research in corpus linguistics are word lists, keywords, and concordance in the next stage. Corpus linguistics is closely related to several linguistic aspects in LAPOR UPI to describe it as a whole.

1.2. Complaints

The word complaint has various definitions used in sentences or utterances and is a noun (noun). According to the *Kamus Besar Bahasa Indonesia* a complaint is a matter or case that is complained about or the thing that is complained about. The word complaint can refer to an object, for example, a complaint offense such as an action related to a crime or a case related to the realm of law. The complaints obtained in the ULT UPI corpus linguistics are various words and languages spoken or personally complained to at ULT UPI. There are many complaints in the LAPOR UPI data regarding the refusal of UKT payments, which became one of the hottest issues and media attention. Many students and their parents object and cannot afford to pay UKT (Single Tuition Fee). Some utterances are not polite in language, and some statements address student complaints and annoyance against the campus.

1.3. Aspiration

Aspiration is a noun that means hope or purpose in life. According to the *Kamus Besar Bahasa Indonesia*, aspirations are hopes and goals for future success. The word aspiration has various uses, depending on the meaning and purpose of a sentence or an utterance. For example, everyone has their own goals and aspirations. The word aspiration has the sense of hope or plan for success in the future, which must have different for each person. Some of the aspirations were expressed by several reporters who reported on the LAPOR UPI website. Some people gave positive, negative aspirations and did not give aspirations at all. With the existence of the LAPOR UPI, all complaints and aspirations from the community are well accommodated and become a place where the community can complain and provide input and further information for the LAPOR UPI related to the follow-up of the complaint.

1.4. Word Frequency and Word Collocation

Frequency is the number of uses of a language element in a text or recording (Bowker, 2018). Furthermore, Bowker explained that although frequency can be used as a potential indicator of a word that is considered necessary in a text, it will not be enough as the only benchmark to identify the subject of the text. In addition to calculating the frequency, the corpus analysis tool can calculate the keys of specific terms (Bowker, 2018). Corpus analysis software can also perform calculations that measure the relationships between different words in the corpus. In linguistics, collocations are words that wander together or are usually found (Bowker, 2018). In line with Bowker, Lindquist also mentions that frequency is not the only factor they consider, but of course, it is relevant (Lindquist, 2009).

Collocation is the frequent occurrence of words within a certain distance which is recognized as four words on either side of a specified term or focal vertex (Hamed, 2021). Collocations are considered very important for 'keywords, important words, main words'. This view of collocation has significant parallels with the way metaphors work in the creation of meaning. Meaning with collocation is implicitly defined as limiting or concentrating the purpose of all collocation constituents (Philip, 2011). In addition, collocation is also considered as the occurrence of words together at a certain distance which is then differentiated into frequent and non-occurring co-occurrence (Nesselhauf, 2005). That's because collocation can show "coincidence that occurs together on top of two tenses (Sinclair, 1991). Collocation consists of two elements, one of which is freely chosen based on its meaning, while the other depends on this freely chosen element (Nesselhauf, 2005). Language-specific collocation frequencies often lead to conventional, established expressions that language users choose instead of creating their word combinations (Sinclair, 1991). This word combination is because collocations can be carriers of cultural or domain-specific meanings.

Several corpora were obtained at ULT; there were many complaints and aspirations raised or written by the community regarding campus facilities and rejection and protest of UKT payments. The highest number obtained in the analytical language data from LAPOR UPI is inclined to hate speech and protests against UKT payments and the use of UPI facilities. In addition, several whistleblowers reported scholarships and no waivers for TA (final year) students in completing their studies who still had to pay UKT. This complaint has become one of the top issues related to objections and aspirations raised by the reporters regarding campus issues.

1.5. Antconc Software

Antconc is a software application that is used to analyze corpus linguistic data. Besides. This application was created by Lawrence Anthony which is used to facilitate researchers in analyzing corpus linguistic data. In analyzing the corpus data contained in the LAPOR UPI related to complaints and aspirations, this study uses one software to deeply explore the complaints and aspirations corpus data obtained on the LAPOR UPI page. One of them is finding and concluding the data and word frequency in the LAPOR UPI with the corpus linguistic data.

2. METHOD

The method used in this study is the quantitative method. Qualitative research means research that aims to understand the phenomena experienced by research objects. By describing in word and language form in a particular natural context. Information is collected using documentation techniques by utilizing data extraction from record databases in ULT. Data is processed using corpus linguistics based on word frequency, coordination patterns, lexical-semantic rules, and the level of politeness processed with Antconc software.

The findings in this study are one of the sources of information used in this study are aspirations and complaints contained in the UPI Report application in the period January 2019 to December 2020, which will be analyzed using corpus linguistics based on word frequency, coordination patterns, lexical-semantic rules, and the level of politeness processed with Antconc software. There are several aspirations and complaints obtained on the UPI Report website reported by some communities related to current campus issues, which are being rife with the rejection of UKT and campus facilities and campus services that are considered unsatisfactory or responses in response to respondents who are considered negative in terms of service, to the use of these facilities. Some of the complaints reported by the community include some hate speech, as well as community complaints related to UPI facilities and services to the community contained in LAPOR UPI.

It can be concluded that the complaint information in the UPI LAPOR application uses Antconc application as many as 41 frequencies and aspiration information as six frequencies. The results of complaints and aspirations from the UPI community related to UPI Report, reviewed from Antconc corpus information as many as 47 with various complaints and aspirations written, as well as the frequency of the most words using the individual word "I" there are 143 words in filing a complaint and aspiration to the ULT through LAPOR UPI.

3. FINDINGS AND DISCUSSION

There are several aspirations and complaints obtained on the LAPOR UPI web page reported by several communities related to current campus issues, which are currently rampant with the rejection of UKT and campus facilities and campus services which are considered unsatisfactory or responses in responding to respondents who are considered harmful in terms of service. Until then, use of these facilities. The method used in this study is the quantitative method. Qualitative research means research that aims to understand the phenomena experienced by research objects. By describing in word and language form in a particular natural context. Information is collected using documentation techniques by utilizing the extraction of data from record databases

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Table 1. Frequency of complaints and aspirations

Complaint Frequency	Aspiration Frequency
41	6

Table 2. Samples of complaints and Aspirations

Complaint	Aspiration
"I applied for a waiver by submitting a UKT fee installment so that I could attend the second trial. but it turns out that with the reason that the system at UPI cannot and should not be in arrears, there is no reason to be in arrears on UKT I want to complain about the tuition payment policy at my campus (Universitas Pendidikan Indonesia). Reporting my complaint as a master's degree student who will finish my studies at UPI, I should have submitted a second (last) trial this month to complete my studies, but due to financial difficulties. "SCHEDULE OF PAYMENT OF UKT AT INDONESIAN UNIVERSITY EDUCATION IS ABSURD!!! As a parent of a student, I object! *Assalamualaikum* Dikti, I am a student from UPI. I want to ask if this PPA Phase 2 scholarship has started to be distributed to our campus? Because many campuses in my city are already liquid. Thank you" "PASSED PPG in Phase 1 of 2019 at LPTK UPI Bandung, but HAVE NOT RECEIVED EDUCATION CERTIFICATE. Meanwhile, PPG Participants who PASSED stage 1 in 2019 at other LPTKs, have graduated and received Educator Certificates. Please follow up. Thank you..."	*Kepada civitas akademik UPI. saya sebagai alumni upi sangat membutuhkan akreditasi kampus baik yang terbaru maupun yang lama. alangkah baiknya pihak upi menyediakan file yang bisa di download* As a UPI alumni, I really need campus accreditation to the UPI academic community, both the latest and the old. it would be nice if upi provided a file that could be downloaded *Besar harapan kami agar pddikti dapat membantu kami terkait data tersebut untuk keperluan tes skb cpns 2019.* We hope that Pddikti can help us with this data for the purposes of the 2019 CPN SKB test. *Besar harapan kami pihak upi untuk menindaklanjuti laporan dan keluhan kami dengan cepat dan tepat.* We hope that UPS will follow up on our reports and complaints quickly and accurately.

Table 2 lists some of samples of complaints and aspiration on ULT LAPOR UPI. Some of these quotes are evidence of protests and disappointments in campus services through ULT LAPOR UPI convey some of the problems experienced by the community. These quotes are reference and evaluation material for the campus in serving the public. There are several different public complaints. Submission of implied language through ULT LAPOR UPI, many people use language related to campus services. This language usage is one of the language phenomena in politeness and negative language complaints with some impolite words.

Some of these complaints are collected and can be recorded as a whole through the UPI ULT LAPOR data corpus using the Antconc application, as one of the main tools in dissecting reports of complaints filed by the public regarding facilities, as well as UPI campus services. With the LAPOR UPI as a medium for public

aspirations and protests, the reported complaints and suggestions can be a source and evaluation material for the academic community. The criticism that most complained about was related to UKT, which was on the rise due to the proposal and request for the suspension of UKT for UPI students, who objected to their lack of economic background.

In addition to UKT, which is one of the most reported complaints, some of the disbursement of the PPA Dikti scholarship funds and the UPI Forlap encountered several problems when the complainant complained about several issues in the LAPOR UPI. In addition, facilities with poor service and promptness in designing activity and implementing the program. This complaint is one of the problems that must be resolved by the campus related to complaints and aspirations that the community has reported to become one of the patterns and basis for developing better campus services. The results of the research on complaints and aspirations from the UPI community related to the LAPOR UPI, in terms of the Antconc corpus data as many as 47 with various written complaints and aspirations, as well as the highest frequency of words using the secret word "I" there are 143 words in submitting a complaint and aspiration to the ULT via LAPOR UPI.

4. CONCLUSION

Chanelling the community's complaints and aspirations are one of the main services of the UPI Integrated Service Unit (ULT) on the LAPOR UPI page, as a forum for complaints and aspirations expressed by several UPI communities regarding problems on campus. LAPOR UPI is an application that has a vital role in accommodating all complaints and aspirations of the community. There are several aspirations and complaints obtained on the UPI Report website reported by some communities related to current campus issues, which are being rife with the rejection of UKT and campus facilities and campus services that are considered unsatisfactory or responses in response to respondents who are considered negative in terms of service, to the use of these facilities. Some of the complaints reported by the community include some hate speech, as well as community complaints related to UPI facilities and services to the community contained in LAPOR UPI. In addition, with this corpus data research, it is hoped that it can be one of the references and descriptions for the LAPOR UPI and the UPI Academic Community in providing services to the community. Based on the results of these studies, the research recommendations aimed at the results of this study are, this research can be one of the materials or benchmarks for further researchers in researching corpus linguistic data, to the UPI Academic Community in improving campus services and the UPI Integrated Service Unit to be one of the community service centers

in filing complaints and providing aspirations, to researchers in opening broader insights related to corpus linguistic research, using digital language technology, and making good use of digital technology

ACKNOWLEDGMENTS

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