



Optimizing the Use of Polite Language in Responding to Sexual Harassment News on Social Media

R. Panji Hermoyo^(✉), Ali Nuke Affandy, and Wahono

Indonesian Language Education, Universitas Muhammadiyah Surabaya, Surabaya, Indonesia
panji.pbsi@fkip.um-surabaya.ac.id

Abstract. News of sexual harassment will always be commented on by netizens or internet residents who are usually called “warganet” either by using polite or rude language. The majority of netizens will comment on cases of sexual harassment with polite or rude language. The research aims to optimize using polite language in responding to news of sexual harassment on social media which is currently “on the rise” especially on *Facebook* because many people use abusive language. This research method uses library research. Literature-based research is a form of research that uses literature as an object of study. The researcher studied the literature, writings and sources that were closely related to the problem being studied, namely polite language in responding to a news of sexual harassment on social media which was currently “on the rise”. This data analysis model consists of data collection, data reduction, data presentation, and drawing conclusions. The fact that news containing cases of sexual harassment will be blasphemed, insulted, cornered, given harsh words so that the language becomes very disrespectful. This proves that people express criticism directly with harsh words or phrases. It is necessary to optimize learning and return to the past history of the Indonesian nation, which is famous for its hospitality, and politeness in language, even though there are cases and problems that harm many people so that they can become examples of the younger generation in commenting on social media.

Keywords: Polite Language · News Of Sexual Harassment · Social Media

1 Introduction

Language is a system of symbols in the form of sounds or writings that are arbitrary, used by people to work, communicate, and identify with each other. As a system, language has certain rules, rules, and patterns, in the areas of sound, form, and sentence structure. If the rules or rules that have been regulated are violated, then communication cannot be carried out [1].

Language is also a means of speaking between humans and one another, the use of language to communicate is indispensable in the life of modern society, spoken and written language plays a very effective role in voicing rights and obligations. The use of written language in humans has experienced rapid development in certain vocabulary

[2]. The vocabulary needed for a written language in use on social media is very little compared to the vocabulary in writing scientific papers. Many countries consider the development of a single language as a way to unite a nation. ‘One nation, and one language’ has become popular as well as effective in the motto of a country [3].

Language is not just a medium to express thoughts and feelings. But language also describes how the reality of the world can be seen and reconstructed. Through language, it is easy for a person to control and regulate experiences in the social reality of his life. Language provides a tool or medium for how reality can be understood in society. More than that, language is an instrument of communication that reflects the culture and thoughts that develop in the community that uses it. Language becomes a set of conventions that reflect social relations. Language Women’s language is essentially a discourse as a representation system, namely a way of saying, writing, or discussing certain events, experiences, views, and realities of life. Women’s language always represents a certain model of life view, namely a picture of a complete and complete world construction about the idea of life and life that has been interpreted and processed by women [4].

The development of the internet in the era of information technology encourages the creation of innovation in various fields, one of which is social media. Departing from human nature who wants to always be connected and exchange information, internet-based social media is an effective way to still be able to interact with relatives and everyone without being affected by distance [5]. The use of language in everyday life can be found on social media, which in the 21st century is very much felt. Through technological sophistication, the use of language in literacy on social media is very influential. The emergence of social media which is usually abbreviated as “*Medsos*” greatly affects people’s lives. Information and news that appear one after another adorn social media.

Facebook, Instagram, Twitter and other social media will always display new news. These social media are also connected to online media so that people can catch news very quickly, for example Detik.com, Okezone.com, Kompas.com, Kumparan, merdeka.com, Beritasatu, Viva.co.id, JPNN.com, Republikaonline, and Coverage6. People who already have *cellphones* will have no difficulty in accessing social media on their respective *gadgets*. At the end of 2021, information about sexual harassment is always at the top of the news (headlines) on social media. News of sexual harassment will always be commented on by netizens or internet residents who are usually called “*nitizens*” either by using polite or rude language.

The majority of netizens will comment on cases of sexual harassment with polite or rude language. The use of polite language in responding to news about sexual harassment on social media by netizens is very important so that the culture of using polite language is often used even though the news is very negative or detrimental to someone. In everyday life cases are often found due to deviant behavior including sexual harassment. Not only young women and men but middle-aged people and even minors can become perpetrators or victims of sexual harassment. This is where the role of the media is to convey to the general public the latest issues which are later expected to provide accurate and not artificial information so that news recipients can receive and take lessons from the news [6].

2 Method

This research method uses (*library research*). Literature-based research is a form of research that uses literature as an object of study. The researcher studied the literature, writings and sources that were closely related to the problem being studied, namely polite language in responding to a news of sexual harassment on social media which was currently “on the rise”. Reveal about abusive language in response to a sexual harassment story on social media. The social media selected were Facebook and news taken in November and December 2021 about sexual harassment. This data analysis model consists of data collection, data reduction, data presentation, and drawing conclusions [7].

3 Result and Discussion

Social media or social media has now become a phenomenal part of the lives of Indonesian people. Various kinds of advantages and conveniences are offered to interact with everyone, both in terms of business, even from various circles. Not only that, with the development of the use of the internet and increasingly advanced communication technology devices such as *smartphones*, it has become one of the drivers of the growth of new networking sites that offer friendship and information online. Social media has also become the *backbone* (tulang punggung) as a means of communication in the digital age. One of the means of communication on social media takes place publicly.

The nature of *openness of media* or information disclosure on social media is what triggers the high tendency of people to make hate speech, such as the availability of comment facilities for readers on electronic-based media. It causes the relationship between writer and reader to be reciprocal, able, and easy to comment on each other. Various factors for various problems. Interpersonal interaction becomes uncontrollable, because the forms of hate speech act mutually stimulate one another. If it continues, the effect will affect a person in a short time to a long time. Indications of linguistic intelligence need to be considered further and become a study in the spotlight of linguistics, especially in terms of good and correct Indonesian in interacting and communicating with each other. Saying any word is not wrong, but using any word requires study.

Therefore, a person’s linguistic intelligence shows his ability to manage diction and emotions according to the context of the situation [8]. Social media is increasingly attracting individuals worldwide and helping to provide people with important and useful information. Behind the advancement of the internet and mass media, social media is able to have a negative impact on all its users [9]. So it is necessary to use polite language in commenting on cases of sexual harassment on social media.

According to women’s commission, it received 4,500 complaints of cases of violence against women during January–October 2021. This figure has doubled compared to 2020. “This is already twice as much as the number of cases reported to women’s commission in 2020,” said the Commissioner of women’s commission, Siti Aminah Tardi, in a virtual press conference, Monday (6/12/2021) [10]. This news is proof that sexual harassment cases are very high in Indonesia.

According to [11] in *Language and Woman’s Place* states that in language, women have different psychological barriers from men because of discrimination in language

learning. Boys and girls alike learn polite language in childhood, around the age of 5 years. As they get older, boys are generally free to leave the practice of using polite language. Meanwhile, girls will be called “sloppy” if they dare to come out of the “grip” that should be rude, for example. The main thing is, a woman must always keep her speech and language so that she is considered a good woman. Not surprisingly, in the use of language, men become more expressive and bold, not to call it a masculine language expression; while the female language is more impressive, not to call it feminine [4].

3.1 Polite Language

Bruce Fraser’s theory of politeness, which says that politeness is a property positioned by speech and in this case according to the opinion of the interlocutor, that the speaker does not exceed his rights or does not deny in fulfilling his obligations. While respect is part of an activity that functions as a symbolic means to express appreciation on a regular basis [12].

Politeness, or etiquette are procedures, customs, or habits that apply in society. Politeness is a rule of behavior that is determined and mutually agreed upon by a certain community so that politeness is also a prerequisite for social behavior. Therefore, this politeness is commonly called “*manners*”. Based on this understanding, politeness can be seen from various aspects in everyday interactions. First, politeness shows an attitude that contains the value of politeness or etiquette in everyday interactions. When people are said to be polite, then in a person the values of politeness or etiquette values that apply well in the community where that person takes part as members are reflected. When he is said to be polite, society gives him value, whether the assessment is carried out immediately (suddenly) or conventionally (long, takes a long time). Of course, the appraisal in this lengthy process further perpetuates the value assigned to it.

Second, politeness is very contextual, that is, it applies in certain communities, places, or situations, but does not necessarily apply to other communities, places, or situations. When someone meets a close friend, it is okay for him to use a rather harsh word in a loud voice, but it is not polite when addressed to a guest or someone you just met. Tasting or chewing food with your mouth sounds impolite when you’re eating with a crowd at a banquet, but it’s not so disrespectful when you do it at home.

Third, politeness is always bipolar, that is, it has a two-pole relationship, such as between children and parents, between young people and older people, between hosts and guests, between men and women, between students and teachers, and so on. Fourth, politeness is reflected in how to dress (dress), how to act (act), and how to speak (language). Politeness of action is a procedure for acting or gestures when faced with something or in certain situations. For example when receiving guests, visiting someone’s house, sitting in a classroom, facing a class room, facing people we respect, walking in public places, waiting for their turn (queuing), eating together in public places, and so on. Each of these situations and circumstances requires a different procedure.

Language politeness is reflected in the procedure for communicating through verbal signs or language procedures. When we communicate, we are subject to cultural norms, not just conveying the ideas we have in mind. Language procedures must be in accordance with the cultural elements that exist in the society in which they live and use a language in communication. If a person’s language procedures are not in accordance with cultural

norms, he will get negative values, for example being accused of being arrogant, arrogant, indifferent, selfish, uncivilized, and even uncultured.

The main purpose of language politeness is to facilitate communication. Therefore, the use of language that is intentionally convoluted, that is not right on target, or that does not tell the truth because it is reluctant to older people is also language impoliteness. This fact is often found in Indonesian society because it is carried away by a culture of “not frank” and accentuates feelings.

3.2 Factors not Using Polite Language

Although there are many ways to always be polite in language, the fact that the use of language in society often shows impoliteness in language. The factors that cause the use of language to be impolite are as follows.

1. The speaker conveys criticism directly with harsh words or phrases.
Communication becomes impolite if the speaker when speaking conveys criticism directly to the speech partner.
2. Speakers are encouraged to feel emotional when speaking.
When speaking, speakers are encouraged to feel excessive emotions so that they seem angry at the speech partner.
3. The speaker is protective of his opinion when speaking, a speaker is sometimes protective of his opinion. This is so that the speech of the speech partner is not trusted by the other party.
4. The speaker deliberately wants to corner the speech partner in speaking when speaking, the speaker deliberately wants to corner the speech partner in speaking.
5. The speaker conveys accusations on the basis of suspicion of the speech partner. Speech becomes disrespectful if the speaker conveys suspicion of the speech partner [13].

Language politeness is a problem that is not paid attention to. One small (related) example of this phenomenon is the use of language in social media *Facebook*. Whether consciously or not, language politeness in *Facebook* social media is questionable. Today, the presence of *Facebook* in the community has a lot of influence on the thoughts and views of its users. The use of *Facebook* in supporting human communication activities currently has a positive impact on the one hand, but on the other hand it will also have a negative impact. The positive impact that appears can be seen in a condition that the presence of *Facebook* makes it easier for humans to communicate. However, the negative influence was also felt. The easiest aspect to notice is to look at the use of language used by users when interacting on social media.

This is then addressed by using *Facebook* as an effort to build the nation's character. *Facebook* as a medium is used to facilitate communication. Communication as a very basic need. So that the use of Facebook media can play a role in cultivating language politeness as an effort to build the nation's character. Politeness is a habit regarding behavior that applies in society. In everyday life situations, a polite attitude will have a positive impact on social relations with the surrounding environment. Politeness in

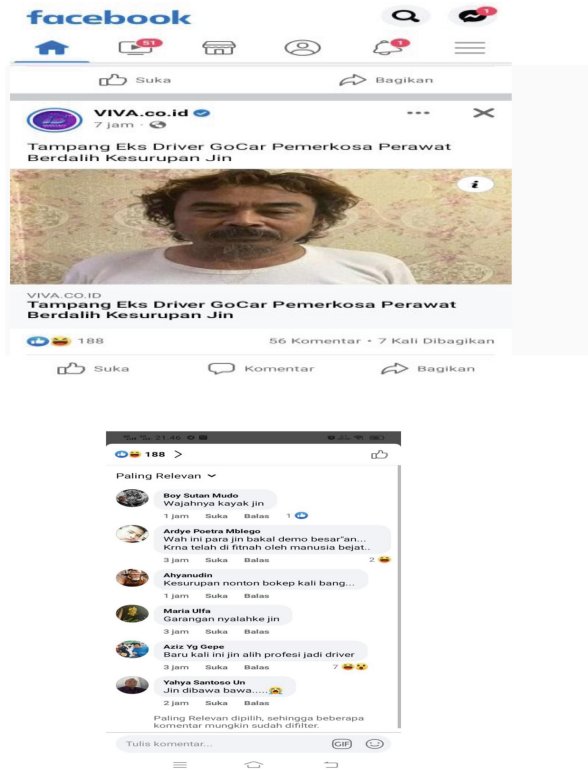


Fig. 1. Facebook on Social Media

language is a new realm in language, especially in pragmatic studies. Politeness in language, although a new study, has received the attention of many linguists and pragmatists [14].

On *Facebook* social media that is connected to the online media VIVA.co.id, with the news “The look of an ex-gocar driver, a nurse, a rapist, arguing that he is possessed by a genie”.

Many netizens who read and comment using language that is not polite, for example pa: (1). His face is like a genie, (2). Wow, these ji are going to have a big demonstration... because they have been slandered by depraved people. (3). In a trance watching porn, bro... (5). Blame it on the genie. (6). This is the first time the genie has changed his profession to become a driver. (7). Jin was brought...[15].

Figure 2 shows abusive language and some use swearing and hate speech [16]. It can also be seen in Figure 3 that the comments in the language are very unsympathetic towards the perpetrators who should be sentenced to death [17]. Figures 1, 2 and 3 show the fact that news containing cases of sexual harassment will be blasphemed, insulted, cornered, and given harsh words so that the language becomes very disrespectful. This proves that people express criticism directly with harsh words or phrases.



Fig. 2. Abusive language and some use swearing and hate speech



Fig. 3. The comments in the language are very unsympathetic towards the perpetrators who should be sentenced to death

Based on the descriptions and examples above, it is proven that there are still many people in Indonesia who use harsh language, so polite language is very important and needs to be considered in order to create Indonesian human characters who are polite and forgiving. Courtesy according to the Big Indonesian Dictionary means gentle and kind (manners, demeanor), patient and calm. So that polite behavior can be said as an act of protecting the feelings of others through words and actions. The ability to place oneself appropriately in various situations so as not to cause hurt to others is also one of the polite attitudes. Even though the perpetrators of sexual harassment must be judged and punished accordingly, they still have to comment politely and wisely so that if they are read by people who are not yet adults, they can follow the example [5].

4 Conclusion

Based on the results of research that has been carried out on social media, especially Facebook, it was found that there were comments from netizens who tended to comment on news about sexual harassment that was rife at the end of 2021, where the perpetrator was the closest person and respected by the victim. From this, it can be seen that there is a need for optimizing learning and returning to the past history of the Indonesian nation, which is famous for its hospitality, and politeness in language, even though there are cases and problems that harm many people so that they can become examples of the younger generation in commenting on social media.

Acknowledgments. We are really grateful; we complete this paper on time. This paper cannot be completed without encouragement from various parties. So, we would like to thank the rector of Universitas Muhammadiyah Surabaya rector and all leaders, our partners in the Faculty of Teacher Training and Education, and other parties that we cannot mention them one by one.

References

1. I. N. et al. Sukartha, Bahasa Indonesia Akademik untuk Perguruan Tinggi. 2015.
2. Hermoyo R P, "Register bahasa tentang wabah COVID-19 di media whatsapp. COVID-19: perspektif Susastra dan filsafat," I., Denpasar: Yayasan Kita Menulis, 2020, p. 109.
3. J. Holmes, An Introduction to Sociolinguistics. London and New York: Longman, 1992.
4. S. Suciati, Pidato Kampanye Politikus Perempuan Indonesia: Analisis Wacana Kritis Fairclough. Universitas Negeri Semarang, 2018.
5. Sukirman, "Integrasi Pendidikan Karakter Dalam Pembelajaran Berbasis Interkultural," J. Pendidik. Ilmu Sos., vol. 27, no. 2, pp. 30–37, 2017, doi: <https://doi.org/10.21831/jpk.v1i1.1447>.
6. A. Khoirunisa, "Peran Perempuan dalam Berita Pelecehan Seksual pada Jakarta detik.com," DESKRIPSI Bhs., vol. 01, no. 01, 2018.
7. N. H. Sugiatno, "Isu-Isu Kosakata Matematis dalam Pembelajaran Matematika," J. Kependidikan Jurnal Has. Penelit. dan Kaji. Kepustakaan, vol. 6, no. 1, pp. 58–66, 2020.
8. D. S. Junita Ningrum and D. E. Chandra Wardhana, "KAJIAN UJARAN KEBENCIAN DI MEDIA SOSIAL," J. Ilm. KORPUS, vol. 2, no. 3, pp. 241–252, Feb. 2018, doi: <https://doi.org/10.33369/JIK.V2I3.6779>.

9. K. Razali Afiza, Nurul. Hera, Noor. Jasmi, Azmi, “Media Sosial dan dampak negatif Menurut Islam,” 2019.
10. Detik.com, “Komnas Perempuan Terima 4.500 Aduan Kekerasan Seksual di Januari-Oktober 2021,” <https://news.detik.com/berita/d-5843373/komnas-perempuan-terima-4500-aduan-kekerasan-seksual-di-januari-oktober-2021>. <https://news.detik.com/berita/d-5843373/komnas-perempuan-terima-4500-aduan-kekerasan-seksual-di-januari-oktober-2021> (accessed Dec. 20, 2021).
11. R. T. Lakoff, “Language and Woman’s Place Text and Commentaries. (Edisi revisi dan diperluas),” New York: Oxford University Press., 2004.
12. N. Anggraini, N. Rahayu, and B. Djunaedi, “Kesantunan Berbahasa Indonesia Dalam Pembelajaran Di Kelas X Man 1 Model Kota Bengkulu,” *J. Ilm. KORPUS*, vol. 3, no. 1, pp. 42–54, 2019, doi: <https://doi.org/10.33369/jik.v3i1.7345>.
13. S. Mislikhah, “Kesantunan Berbahasa,” *Ar-Raniry, Int. J. Islam. Stud.*, vol. 1, no. 2, p. 285, 2014, doi: <https://doi.org/10.20859/jar.v1i2.18>.
14. A. Maulidi, “Kesantunan Berbahasa pada Media Jejaring Sosial Facebook,” *e-Journal Bahasantodea*, vol. 3, no. 4, pp. 42–49, 2015, [Online]. Available: <http://jurnal.untad.ac.id/jurnal/index.php/Bahasantodea/article/view/6328>.
15. VIVA.co.id, “Tampang Eks Driver GoCar Pemeriksa Perawat Beralih Kesurupan Jin.” <https://www.viva.co.id/berita/kriminal/1433524-tampang-eks-driver-gocar-pemeriksa-perawat-beralih-kesurupan-jin?terbaru=1> (accessed Dec. 20, 2021).
16. Merdeka.com, “Guru Pesantren di Bandung Punya Basecamp untuk Santri yang Dihamili dan Melahirkan | merdeka.com.” <https://www.merdeka.com/peristiwa/guru-pesantren-di-bandung-punya-basecamp-untuk-santri-yang-dihamili-dan-melahirkan.html> (accessed Dec. 22, 2021).
17. “Guru Pesantren Perkosa Belasan Santriwati, Para Korban Tuntut Pelaku Dihukum Mati: Okezone Nasional,” *Okezone.com*. <https://nasional.okezone.com/read/2021/12/21/337/2520440/guru-pesantren-perkosa-belasan-santriwati-para-korban-tuntut-pelaku-dihukum-mati> (accessed Dec. 22, 2021).

Open Access This chapter is licensed under the terms of the Creative Commons Attribution-NonCommercial 4.0 International License (<http://creativecommons.org/licenses/by-nc/4.0/>), which permits any noncommercial use, sharing, adaptation, distribution and reproduction in any medium or format, as long as you give appropriate credit to the original author(s) and the source, provide a link to the Creative Commons license and indicate if changes were made.

The images or other third party material in this chapter are included in the chapter’s Creative Commons license, unless indicated otherwise in a credit line to the material. If material is not included in the chapter’s Creative Commons license and your intended use is not permitted by statutory regulation or exceeds the permitted use, you will need to obtain permission directly from the copyright holder.

