Violation of the Principle of Language Politeness in Instagram Comments @kemenkominfo and Its Relevance in Learning in Senior High School

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Abstract. This study aims to describe the forms of language politeness viola-tions, the factors for language politeness violations in comments on Instagram account @kemenkominfo, and their relevance to learning in high school. This study uses a qualitative descriptive method with a pragmatic approach. The data was obtained from violations of politeness principles in the comments column of the Instagram account @kemenkominfo. Data was collected using observation and note-taking techniques. Data was analyzed using dividing method, using the deter-minant of the language element itself. Followed by the basic technique for Direct Elements Dividing (BUL). Furthermore, the advanced technique is in the form of an expanding technique by adding either to the left or to the right of the expanded constituents. The results of the study show that there are six violations of maxims that occur in the comments column of the Instagram account @kemenkominfo. There were 48% of the violations of approbation maxim, 18% of the violations of the agreement maxim, 12% of the violations of tact maxim, 8% of the violations of modesty maxim and sympathy maxim, then 6% of the violation of generosity maxim. Factors that cause violations of the principle of language politeness are; the speaker's lack of trust in the speech partner, social media as a forum for expressing emotions, the presence of hatred from the speaker towards the speech partner, and communication that occurs indirectly. Violations of politeness principles can be relevant as teaching material in class X SMA learning materials in the form of instructions in discussions so that students can minimize repeated violations of politeness and can be used to produce ethical debates.

Keywords: impoliteness · instagram · comments · learning

1 Introduction Section

In the communication interactions that occur in social media often found the use of lan-guage that violates the principle of politeness, especially in commenting. The comment column is not used as it should be, which is to appreciate and discuss. Nowadays, the comment column is often used as a language tool to hurt other people's feelings [1].

Commenters often don't see the content when they leave their comments. The use of inappropriate language violates the politeness principles. [2] argues that language politeness is an ethic that is carried out in communication activities by using good and polite words. Politeness in language also plays a role in forming a positive image, therefore politeness in language can be related to politeness in language and language ethics [3]. The basis for politeness in language can be seen from the use of the speaker's language to the speech partner [4]. The principle of language politeness is used by speakers or speech partner to establish communication that is not detrimental. Therefore, the principle of language politeness is needed in communication activities [5].

The rise of the use of social media as an option in communication allows humans to be able to exchange information without the need to meet face to face. Supported by the increasingly rapid development of science and technology, communication activities can occur anytime and anywhere. Social media is an internet tool that facilitates communication, collaboration, and social interaction in networks. [6] stated that social media is a medium that applies the internet network to communicate and exchange information remotely. According to a survey conducted by the Association of Indonesian Internet Service Providers (APJII) in 2022 there is a 77.02% internet penetration rate in Indonesia with 99.16% occurring at the age of 13–18 years who contribute the most to internet use in Indonesia. The reason for the large use of the internet is to access social media (such as Facebook, Whatsapp, Telegram, Line, Twitter, Instagram, Youtube, etc.) which is shown by the 89.15% of internet content that is frequently accessed by social media users. Instagram is one of the many social media that is favored by social media users. Instagram is one of the social media that doesn't only focus on pictures and videos, but it can be more free and reach more people with more flexibility [7].

The wider use of Instagram and the communication that occurs on Instagram, cause interactions between speakers and speech partners which indirectly lead to uncontrolled conversations with the use of impolite and rude language. The use of language by speakers can describe someone's personality [8]. Language and behavior can be used as a reference in measuring a person's politeness in using language [9]. The use of polite language shows a person's image, the more polite the language used, the better the positive image obtained. Language is used as connector between one human being and another human being [10].

Language politeness, the principle of cooperation, and the concept of conversational implicature are one of the pragmatic studies [11]. Pragmatic studies in linguistics are macro linguistic studies [12]. Pragmatics focuses on the behavior of language speakers [13]. [14] argues that pragmatics is a science that has the objective of understanding the meaning of a speech act, as well as connecting the meaning of speech with the speech partner, where, when, and how. Speech acts are speech actions performed by speakers in a language. Speech acts can appear because every speaker's utterance contains meaning [15]. Speech acts emphasize the function and use of language in communication activities. When communication activities occur, they do not only focus on words, but also the meaning contained in each utterance [16]. [17] also suggests to clarify a meaning of speech in the use of language, the idea of inference is the key. Therefore, good communication requires language skills [18].

Communicating on social media will be better if speakers and speech partner apply politeness principles. Many experts express their opinions on the principle of language politeness. Of the many opinions, the most frequently used is that of Geoffrey Leech. Leech divides the politeness principle into six maxims, which are tact maxim, generosity maxim, approbation maxim, modesty maxim, agreement maxim, and sympathy maxim [19].

When communication activities occur, there is interaction between the speaker and the speech partner. Information delivery is carried out in this activity. Using the wrong language can cause a gap in the relationship between the speaker and the speech partner. Therefore, in order to maintain good human relations, politeness is needed in language [20]. Communication is said to be good if the speaker's intentions and ideas can be delivered properly to the speech partner and there is mutual respect [21]. However, communication on social media occurs freely, there are no restrictions on expressing oneself so that social media users, which is called netizens (internet citizens), are able to freely write both positive and negative comments. When commenting, netizens tend to not pay attention to the use of language. Social criticism that contains hatred is often found in the comments column of Instagram accounts. The use of impolite language shows low ethics in language, especially in social media.

Speeches that violate the politeness principle according to Leech that occur in comments on the Instagram account @kemenkominfo, can be seen in the following example.

A: "Kerja lu gak bener makan gaji buta aja lu".

B: "Mata kalian penuh kuman @kemenkominfo terutama @johnny mata dan otaknya, sudah rusak, telinganya tuli, malaikat salah sasaran kemarin, seharusnya sosok menteri seperti ini dilenyapkan di dunia ini, selama masih menjabat, semakin rusak negeri ini dikelilingi game perjudian online".

A: "You don't really work, you just eat your salary"

B: "Your eyes are full of germs @kemenkominfo especially @johnny his eyes and brain are damaged, his ears are deaf, an angel was misplaced yesterday, a minister like this should be eliminated in this world, as long as he is in office, the more damaged this country is surrounded by online gambling games".

The statement in the data can be stated as a violation of the approbation maxim. In the context of this speech, the @kemenkominfo account posted a photo regarding Table Tennis Championships. Comment (A) shows an insult to the Minister of Communication and Informatics with speakers stating that the Minister of Communication and Informatics does not work properly and only receive his wages blindly. Comment (B) addressed to the Ministry of Communication and Informatics and the Minister of Communication and Informatics does not show respect with the utterance "your eyes are full of germs @kemenkominfo especially @johnny his eyes and brain are damaged, his ears are deaf" the use of insulting words violates the maxim of approbation because the speaker degrades or ridicule others.

There is research on violations of the politeness principle carried out by [22] entitled "Violation of the Maxim of Politeness in the Language of Netizens in the Twitter Comment Column @Fiersabesari". The results of the study found violations of the maxim of

approbation, agreement, and sympathy. The difference between previous research and current research is in the research subjects.

Another study by [3] entitled "Violation of the Principles of Politeness in Language in the Film *Bumi Manusia* by Hanung Bramantyo and the Implications for Indonesian Language Learning in High Schools". The results showed that there were violations of the maxim of tact, acceptance, generosity, humility, compatibility, and sympathy. The difference with the current research is that the previous research linked the results of the analysis with learning Indonesian in class XI high school with 2013 curriculum, while the current research linked the results of the analysis with learning Indonesian in class X high school with the independent curriculum.

Furthermore, research by [23] entitled "A Corpus-based Approach to (im)politeness Metalanguage: A Case Study on Shakespeare's Plays". The results of this study indicate that there are 234 impoliteness in Shakespeare's play. Previous research examined impoliteness in Shakespeare's plays, while the current study examined impoliteness in Instagram social media comments. Therefore, the differences between previous research and current research can be seen in the research object.

Research by [24] entitled "The Politeness Comments on The Indonesian President Jokowi Instagram Official Account Viewed from Politico Pragmatics and The Character Education Orientation in The Disruption Era". The results of the study show that positive forms of politeness are the most widely used by Instagram followers of President Jokowi. Previous research examined positive speech acts from comments on President Jokowi's Instagram account. The current research examines violations of the principle of language politeness in the Instagram comments of the Ministry of Communication and Information. Therefore, the differences between previous research and this research are in the objects and subjects studied.

Research by [25] entitled "The Principle of (Im) Politeness Reciprocity". The results of the study indicate that there is a need for a limit of human interaction to match the perceived (impolite) perception or anticipation (disrespectful) of the speech partner by maintaining reciprocity through politeness matching. Previous research studied the reciprocal forms of impoliteness in direct conversation. The current research examines impoliteness in the Instagram comment column.

Furthermore, research by [26] entitled "Violation of Politeness Principles in Text on Social Media". The results of the study are positive face threats on Facebook, positive face threats on Twitter, negative face threats on Twitter, and media text impoliteness strategies on Facebook and Twitter. Previous research examined the violation of politeness principles on two social media. The current research examines violations of politeness principles that focus on one social media, which is Instagram and the research results are relevant to learning. Therefore, the difference between previous research and current research is in the subjects studied.

Research by [27] entitled "Violation of the Principles of Cooperation and Politeness in Conversational Language in the "Mata Najwa" Program. The results showed that there were 34 violations of the principle of cooperation, 31 violations of the principle of politeness in language, and the purpose of the violation, which is having a representative purpose to provide explanations or information. The difference between previous research and current research lies in the object and subject of research. In previous

research, it examined violations of the principles of cooperation and language politeness in Mata Najwa conversations, while the current research examines violations of the principles of politeness in the comment column of the @kemenkominfo Instagram account.

A similar study was also conducted by [28] entitled "The Crisis of Politeness in the Tiktok Social Media Comment Column". Based on the results of the study, there were negative face violations in the form of speeches ordering, speeches begging, speeches suggesting, and speeches frightening, then there were positive face threats in the form of speeches insulting, speeches rejecting, and speeches embarrassing. In previous research, it examined the forms of violating negative faces and positive faces in the tiktok comments column while this research examine language politeness violations in the Instagram comment column. Therefore, the difference between previous research and current research is in the research subjects.

Research by [29] entitled "Impoliteness Comments on Social Media Instagram: Politico pragmatic Study." The results of the study show that social media coverage Instagram violates the maxim of approbation, the maxim of tact, and the maxim of generosity. The difference between previous research and current research lies in the research subjects.

Research conducted by [30] entitled "Violation of Politeness Principles in Basuki Tjahaja Purnama's (Ahok) Speech Discourse". The results showed that there were violations of the principle of politeness that occurred in the 6 maxims that Leech put forward, which are violations of the maxim of tact, the maxim of approbation, the maxim of generosity, the maxim of modesty, the maxim of agreement, and the maxim of sympathy. Then the function of the violation is the function of impolite violation in directive speech acts, the function of impolite violation in expressive speech acts, and finally the function of impolite violation in assertive speech acts. The difference between the current research and previous research lies in the research subject.

Politeness is not only used in social life, but also in education. Education is one of the efforts made by educators to teach students to develop themselves in reaching a level of maturity and guide students to live a proper life. Politeness is a system, manners, and customs that describe sacred nature and behavior through conversation [31]. Students are able to obtain learning about right and wrong to support their lives through education. Learning Indonesian in high school is one way that can be used to achieve this goal. Learning Indonesian includes several aspects, such as listening, reading and examining, speaking and presenting, and writing so with Indonesian language learning in schools, the crisis of language politeness among students can be fixed.

Research on violations of politeness principles that occur in the comments column on @kemenkominfo Instagram account can be linked to one of the Indonesian language learning materials in high school. Based on the description in this background, this study will explain the forms of violations that occur on social media, especially in the @kemenkominfo Instagram comments column with the language principles put forward by Leech, the factors that influence violations of the politeness principle in language, and their relevance to Indonesian language learning in class X senior high school. Therefore, the title for this research is Politeness Violation in Instagram Comments @Kemenkominfo and its relevance in High School Learning.

2   Method

The method used in this research is descriptive qualitative with a pragmatic approach. This type of research was chosen because the issues require further elaboration on the problems that occur in certain contexts [32].

This study uses a pragmatic approach with the aim of analyzing forms of speech that violate the politeness principles in the comments column of the Ministry of Communication and Informatics Instagram account. The object of this study is a violation of the principle of language politeness on the Instagram account @kemenkominfo. The research design is in the form of comments on the Ministry of Communication and Informatics Instagram account which is used as the primary data source. The research was conducted in July-August 2022 with data collection of 50 utterances containing violations of the politeness principle in the comments column of the Instagram account @kemenkominfo. The data collection technique was carried out by scrutinizing and noting techniques. Scrutinizing technique is a technique with the method of obtaining data through the process of observing the language use in the utterances made in the Instagram comments column of the Ministry of Communication and Informatics. Furthermore, note-taking technique is used which is an advanced technique. The analytical method used is the distribution method, which is a method that determines the language element itself. After that, the basic technique for Direct Dividing Elements (BUL) is used. Furthermore, advanced techniques are used, which is the expansion technique and paraphrasing technique. Data is collected through a process of observing and recording, then the data is categorized according to its purpose, then data reduction is carried out by filtering data that violates language principles, guided by the politeness principle according to Leech. Ehen the results of speech analysis are not in accordance with these guidelines, then the data is classified as a violation of the politeness principle. After the data is reduced, data is presented in the form of percentages and conclusions.

3   Result and Discussion

3.1   Violation of Politeness Principles

Based on data identification in the form of comments on the Ministry of Communication and Informatics Instagram account, six forms of language impoliteness were found. Impoliteness in the comment column of this Instagram account is realized by violating the principle of language politeness. The maxims that are violated include: the maxim of tact, the maxim of generosity, the maxim of approbation, the maxim of modesty, the maxim of agreement, and the maxim of sympathy.

Based on Table 1, impoliteness in commenting on Instagram social media @kemenfominfo violates six maxims of language politeness. The most violations occurred in the maxim of approbation with 48%, followed by the maxim of agreement with 18%, then the maxim of tact with 12%, then the maxim of sympathy and the maxim of modesty with 8%. The lowest violation is in the maxim of generosity with 6%. Forms of language politeness violations can occur in the use of profanity, taboo, and harsh words [33]. In the following, the researcher presents a discussion of language politeness violations.

Table 1. Forms of impoliteness in comments

No.	Maxim Violation	Percentage
1.	Approbation	48%
2.	Agreement	18%
3.	Tact	12%
4.	Modesty	8%
5.	Sympathy	8%
6.	Generosity	6%
Amount		100%

3.1.1   Violation of Approbation Maxims

Violation of the maxim of approbation occurred at most, namely 48%. The approbation maxim requires speakers to minimize insults to others and maximize appreciation to others [34]. Violation of maxims can occur when the speaker maximizes insults to others and minimizes compliments to others.

Filtering the overall data in Table 2, several utterances violate the maxim of approbation. The data with the code PM/1/A shows speech in offensive language. The use of this language is clearly an insult addressed from the speaker to the speech partner. The utterance violates the maxim of approbation because the speaker maximizes insults to others. Furthermore, in the data with code PM/1/B in the speech, the speaker insulted the Ministry of Communication and Informatics by saying that the ministry was a gambling agent. This speech violates politeness because the speaker insults the speech partner by maximizing insults to the speech partner.

Furthermore, the data with code PM/1/C shows utterances that violate the maxim of approbation by maximizing insults to speech partners. This can be seen in the speech "*the most stupid and worst minister in Indonesian history*", which was addressed to the Minister of Communication and Informatics Johnny G. Plate. The utterance uses harsh language so that it can be concluded that it violates the maxim of approbation. This speech can be corrected by deleting the speech "*the most stupid and worst minister in Indonesian history*".

Therefore, it can be concluded that the three data violate the maxim of approbation. These three utterances do not minimize insults to other people, but speakers actually maximize insults to others so that the utterances in the comments is not polite. The realization of the violation of approbation maxim in the utterance is found in the speech of the speaker who insults the speech partner with insults and harsh language and does not give praise to the speech partner.

3.1.2   Violation of the Agreement Maxim

Violations that occurred in the agreement maxim were 18%. Agreement maxim is a maxim that requires speakers to minimize discrepancies between themselves and others and increase conformity or agreement between themselves and others [35]. Violation

Table 2. Violation of Approbation Maxims

Code	Speakers	Utterances	Context
PM/1/A	@abxxx.xxxx.xxxxxx.xx	Kominfo emang janc*k (***Kominfo is indeed Janc*k***)	Kemenkominfo memposting sebuah informasi mengenai Data *Breach* pencurian informasi yang bikin rugi. (**The Ministry of Communication and Information posted information regarding Data Breach, theft of information that causes losses.**)
PM/1/B	@paxxxx.xxxxxxxx	KEMENTERIAN AGEN JUDI!!! (**MINISTRY OF GAMBLING AGENTS!!!**)	Menkominfo Johhny G. Plate menyambut dan mengapresiasi para delegasi negara G20 yang hadir di sidang Keempat Digital Economy Woking Group di Bali. (**Minister of Communication and Information Johnny G. Plate welcomed and appreciated the delegations of the G20 countries who attended the Fourth Digital Economy Woking Group meeting in Bali**)
PM/1/C	@anxxxxxxxxxxx	@johnnyplate anda itu nggak paham masalah dunia IT jadi mendingan balik lagi ke kerjaan lama anda, jualan alat-alat pertanian saja, *mentri tergoblok dan terburuk sepanjang sejarah indonesia* (**@johnnyplate you don't understand the problems of the IT world, so it's better to go back to your old job, just selling agricultural equipment,** ***the most stupid and worst minister in Indonesian history***)	Kementerian kominfo kembali meraih Opini Wajar Tanpa Pengecualian (Opini WTP). (**The Ministry of Communication and Informatics again received an Unqualified Opinion (WTP Opinion**)

Table 3. Violation of the Agreement Maxim

Code	Speakers	Utterances	Context
PM/2/A	@zexxxxxx	Waspada "pencurian data" tapi kalian sendiri pada "minta data" dengan cara maksa **(Beware of "data theft" but you yourself are "asking for data" by force)**	Kemenkominfo memposting sebuah informasi mengenai Data *Breach* pencurian informasi yang bikin rugi. **(The Ministry of Communication and Information posted information regarding Data Breach, theft of information that causes losses.)**
PM/2/B	@mrxxxxxxxxxxxxx	Kamu ngewajibin orang pake aplikasi yang lu bikin, tapi aplikasinya bocor datanya. Ngaca pantek **(You oblige people to use the app you made, but the app leaks data. Look in the mirror you pussy)**	Kemenkominfo memposting sebuah informasi mrnrgnsi Data *Breach* pencurian informasi yang bikin rugi. **(The Ministry of Communication and Information posted information regarding Data Breach, theft of information that causes losses.)**
PM/2/C	@kixx.xxxxxxxxx.xx	Tranformasi digital, Transformasi digital tapi ig kok lu mau blokir 🤚, kebanyakan ngocog lu kemkominfo **(Digital transformation, digital transformation but you want to block Instagram 🤚, you masturbate too much Ministry of Communication and Information)**	Kementerian Kominfo mempersiapkan untuk persidangan ketiga Digital Economy Working Group yakni Transformasi Digital dalam Harmoni. **(The Ministry of Communication and Informatics is preparing for the third session of the Digital Economy Working Group, which is Digital Transformation in Harmony.)**

of this maxim occurs when the speaker and speech partner maximize disagreement and reduce agreement.

Based on the results of the analysis of the overall data in Table 3, there are various utterances that violate the agreement maxim. In the data with code PM/2/A, it is stated that the utterances spoken by the speaker indicate a discrepancy with the speech partner by being vigilant about data theft and forcibly requesting social media user data so that there is no agreement between the speaker and the speech partner. It can be concluded that the speech is not polite.

In the data PM/2/B, the speech states a discrepancy between the speaker and the speech partner regarding data leakage in the application that must be used. There is no agreement between the speaker and the speech partner regarding this matter, so it can be concluded that the speaker's speech is not polite. Furthermore, in PM/2/C, the speaker states utterances that do not match the speech partner regarding the digital transformation. The speech uttered by the speaker does not maximize agreement with the speech partner so that the utterance can be concluded that it is not polite. Thus, the three utterances have three different contexts, but have similarities, which is violating the agreement maxim. Speakers and speech partners do not find conformity or agreement. The realization of a violation of the maxim of agreement in the utterance is disagreement between the speaker and the speech partner.

3.1.3   Violation of the Tact Maxim

12% tact maxim violations occurred in comments on the Instagram account @kemenkominfo. The tact maxim holds the principle of minimizing other people's losses and maximizing other people's gains in communicating [36]. Violation of maxims can occur when the speaker does not comply with the tact maxim, which is by maximizing the loss of others.

Based on the results of the analysis of the overall data in Table 4, it can be concluded that there are 3 data that violate the tact maxim. PM/3/A states that the utterance was aimed at the Minister of Communication and Information Johnny G. Plate. The speaker thought that the Minister of Communication and Information would commit corruption. This utterance can be called accusing the speech partner without any reliable evidence. Accusing is not having politeness because it means contradiction [37]. Speeches that cannot be accounted for are in "hahahahh I smell the aroma of "corruption". The speaker thinks that an evaluation of the infrastructure in the Borubudur temple area will become a means of corruption. This utterance is said to violate the politeness principle because it contains demands and is detrimental to the Minister of Communication and Informatics Johnny G. Plate. Therefore, it can be concluded that the speech is not polite.

Furthermore, in the data PM/3/B, the utterance in the comments shows a violation of the politeness principle because the speaker maximizes the loss to the speech partner. This can be seen in the *sleep during meetings.* This speech is detrimental to the speech partner. It can be concluded that the speech violates the politeness principle by not maximizing the benefit of the speech partner but maximizing the loss of the speech partner. This speech can be corrected to violate the tact maxim by alter it into *"when having a meeting pay close attention so you can know the contents of the meeting that can be realized at work."*

In data PM/3/C, the speech in the comment contains accusations that cannot be accounted for because there is no evidence from the speaker in the utterance "Yesterday blocking game, etc., just to make it look like they are working". In this utterance the speaker maximizes the loss to the speech partners. Therefore, PM/3/C categorized into utterances that violate the politeness principle, because it contain accusations and speakers maximize the loss of speech partners. Improvements to the utterance to violate the tact maxim is by removing the utterance "just to make it look like they are working".

Table 4. Violation of the Tact Maxim

Code	Speakers	Utterances	Context
PM/3/A	@baxxx_xxxxx_xxxx	Hahahahaha saya mencium aroma" korupsi **(Hahahahaha I smell the aroma of corruption)**	Menkominfo Johnny G. Plate melakukan evaluasi insfrastruktur area Candi Borobudur. **(The Minister of Communication and Information Johnny G. Plate conducted an evaluation of the infrastructure in the Borobudur Temple area.)**
PM/3/B	@anxxxxxxxxxxxx	Gini nih kalo *rapat kerjanya tidur bangun bangun* kurang kerjaan biar dibilang selalu kerja (This is what happened when you *sleep during meetings*, you wake up and you don't have enough work but you say always working)	Kementerian Kominfo mempersiapkan untuk persidangan ketiga Digital Economy Working Group yakni Transformasi Digital dalam Harmoni. **(The Ministry of Communication and Informatics is preparing for the third session of the Digital Economy Working Group, which is Digital Transformation in Harmony.)**
PM/3/C	@xdxxx	Kominfo yang punya SERVER 303 makanya ga di blokir. Soalnya ladang CUAN. *Kemarin blokir game dll itu cuman biar kelihatan kerja aja wekwekwek.* **(Ministry of Communication and Informatics has 303 SERVER, so it's not blocked. Because it is a profitable one. Yesterday blocking game, etc., just to make it look like they are working** *wekwekwek.)*	Menkominfo Johnny G. Plate memberikan sambutan pada Kick Off Diskusi Publik RKUHP yang diselenggarakan di hotel Ayana Midplaza. **(The Minister of Communication and Information Johnny G. Plate gave a speech at the Kick Off Public Discussion of the RKUHP which was held at the Ayana Midplaza hotel.)**

It can be concluded that the three data in the table have violated the principle of language politeness. Violations occur when the speaker does not maximize the benefit of the speech partner, but maximizes the loss of the speech partner and accuses the speech partner without any accountable evidence. The realization of a violation of tact maxim can be seen when the speaker accuses and corners his speech partner.

3.1.4   Violation of the Modesty Maxim

Violations of modesty maxim are as much as 8%. The modesty maxim held the principle of minimizing self-praise and maximizing respect for others [38]. The speech will be considered polite if the speaker gives praise to his speech partner. Violation of this maxim can occur when the speaker maximizes self-praise.

By filtering the overall data in Table 5, there are various utterances that violate the maxim of modesty. PM/4/A states that the speaker's comments violate the modesty maxim. The violations that occur in the commentary's speech maximize self-praise which can be seen in the utterance "just check your own brain volume," in that utterance, the speaker seems to condescend but in the next speech he says "*A FOOL WHO LIKES and IS EASY to GET EXCITED*", the use of the word *fool* and *easily excited* indicating that the meaning of the speech is meant to be satirical and maximize self-praise. The words fool and easily excited can be replaced with *naive* and *easy to believe*. Therefore, the utterance violates the maxim of modesty.

In the data PM/4/B the comment states violation of the maxim of modesty. In the context of speech, the Ministry of Communication and Informatics intends to provide information on how to check the authenticity of pictures, but in utterance the speaker feels that he does not need this information because it can be logically seen. This speaker's utterance violates the modesty maxim because the speaker maximizes self-praise by rejecting the information that has been given. In the data PM/4/C the speaker's comments violate the modesty maxim because the speaker maximizes self-praise. This can be seen in the utterances in which the speaker insults or belittles the performance of the Ministry of Communication and Informatics with the utterance "If it's like this, my grandmother can become Minister of Communication and Informatics". The context occurs in the speech is the Ministry of Communication and Informatics will hold a table tennis championship and the speaker assumes that the speaker's grandmother would be better fit to become the Ministry of Communication and Information so that it can be concluded that the speaker maximizes self-praise.

It can be concluded that the three data violate the modesty maxim. The violation lies in the speaker not minimizing self-praise, but maximizes it which makes the speech impolite. The realization of the violation of the modesty maxim in the utterance can be seen that the speaker is arrogant, ridicules, and shows his own strengths and abilities.

3.1.5   Violation of the Sympathy Maxim

The violation of the sympathy maxim occurred as much as 8% in the comments column @kemenkominfo. Sympathy maxim means reducing self-antipathy and maximizing the speaker's sympathy with the speech partner [39]. The violation of the sympathy maxim can occur when the speaker maximizes antipathy towards the speech partner.

Based on data in Table 6, the utterances violates the maxim of sympathy. Data PM/5/A show impolite speech due to the antipathy that arises from the speaker. The context in this speech is regarding information theft which causes losses. In the speech, the speaker shows dislike for the Ministry of Communication and Information and thinks that the Ministry of Communication and Information is more detrimental.

Table 5. Violation of the Modesty Maxim

Code	Speakers	Utterances	Context
PM/4/A	@kaxxxxxxxxxxx	Cek volum otak sendiri aja ah aq mah…katanya *YANG BODOH YANG SUKA dan GAMPANG HEBOH* **(Check your own brain volume…*A FOOL WHO LIKES and IS EASY to GET EXCITED*)**	Kemenkominfo memposting sebuah informasi mengenai Data *Breach* pencurian informasi yang bikin rugi. **(The Ministry of Communication and Information posted information regarding Data Breach, theft of information that causes losses.)**
PM/4/B	@haxxxxxxxxxxxxxxxxxx	Pakai logika coy langsung tau kalo tu hoax **(Using logic immediately know if it's a hoax)**	Kemenkominfo memberikan informasi mengenai cara mengecek gambar palsu biar tidak terkena tipu. **(The Ministry of Communication and Information provides information on how to check for fake images to prevent getting tricked.)**
PM/4/C	@naxxxxxxxxxx	*Kalo kayak gini nenek gw bisa ko jadi Kominfo*…pak Jokowi tolong angkat nenek gw jadi kepala Kominfo **(*If it's like this, my grandmother can become Minister of Communication and Informatics… Mr. Jokowi please appoint my grandmother to be the head of Ministry of Communication and Informatics*)**	Kementerian kominfo mengadakan Kejuaraan Tenis Meja. **(The Ministry of Communication and Informatics held a Table Tennis Championships.)**

Data PM/5/B and PM/5/C were addressed directly to the Minister of Communication and Informatics Johnny G. Plate. The context of the speech contained a photo of the Minister of Communication and Informatics Johnny G. Plate in the Instagram post. The

Table 6. Violation of the Sympathy Maxim

Code	Speakers	Utterances	Context
PM/5/A	@fxxxxxxx	Tapi, kamu lebih merugikan aku kak **(But, you are more detrimental to me sis)**	Kemenkominfo memposting sebuah informasi mengenai Data *Breach* pencurian informasi yang bikin rugi. **(The Ministry of Communication and Information posted information regarding Data Breach, theft of information that causes losses.)**
PM/5/B	@__dzxxxxx	YTTA, YATIM TAK TAHU ARAH **(YTTA, ORPHANS DON'T KNOW DIRECTION)**	Postingan @kemenkominfo menampilkan gambar Johnny G. Plate yang mengucapkan selamat merayakan Idul adha. **(The post @kemenkominfo featured an image of Johnny G. Plate wishing Happy Eid al-Adha.)**
PM/5/C	@gaxxxxxxxxxx	Pak kalo gak bisa jadi mentri gak usah pak apa game judi di perbanyak **(Sir, if you can't become a minister, you don't need to, more gambling games)**	Menkominfo Johnny G. Plate menghadiri Rapat Tingkat Menteri bidang Media dan Komunikasi G20 di Gran Hyatt Jakarta. **(Minister of Communication and Informatics Johnny G. Plate attended the G20 Ministerial Meeting on Media and Communication at the Gran Hyatt Jakarta)**

utterances show that there is antipathy between the speaker and the speech partner so that it can be concluded that the two data are not polite.

It can be concluded that the three data presented violate the maxim of sympathy. Violation of the maxims occurs because there is no sympathy shown by the speaker to the speech partners. The realization of the violation of the sympathy maxim is found in the utterances of speakers who do not have empathy for other people.

3.1.6   Violation of the Generosity Maxim

The violation of generosity maxim occurs in comments on the Instagram account @kemenkominfo for about 6%. In accordance with [40] the generosity maxim principle is minimizing self-benefit and maximizing self-sacrifice. In this maxim, the speaker

must respect the speech partner. Violations can occur when the speaker minimizes self-sacrifice and does not pay respect to the speech partner.

Table 7 stated that 3 data violate the generosity maxim. Data PM/6/A show a violation of the generosity maxim because the absence of respect for the speech partners and the speakers minimize self-sacrifice. This is shown in the speaker's speech "*to look like work… Even though it's just self-image development and nonsense, the important thing is that the profits from online gambling and slot games run smoothly*". This utterance was addressed to the Ministry of Communication and Information in which speakers think that the Ministry works only for the image and he receives profits from online gambling and slot games. This speech should be corrected so that it contains respect,

Table 7. Violation of the Generosity Maxim

Code	Speakers	Utterances	Context
PM/6/A	@juxxxxxxxxxx	Yuk rajin pencitraan *biar kyk kerja..meski hanya pencitraan dan omong kosong yg penting cuan dari judi online dan game slot lancar*..mantap jiwa **(Let's have more self-image development to look like work… Even though it's just self-image development and nonsense, the important thing is that the profits from online gambling and slot games run smoothly… Good spirit)**	Kemenkominfo memberikan informasi mengenai cara untuk mengecek gambar palsu agar tidak kena tipu. **(The Ministry of Communication and Information provides information on how to check for fake images to prevent getting tricked.)**
PM/6/B	@mhxxxxxxx	Percuma bayar pajak mahal mahal, tapi kinerja instansi kaya gini, *mending dibelikan gorengan aja dah* **(It's useless to pay expensive taxes, when the performance of agencies is like this, *it's better to use the money to buy fried foods*)**	Menkominfo Johhny G. Plate menerima kunjungan Menteri Komunikasi dan Multimedia Malaysia Tan Sri Datuk Seri Panglima Annur bin Musa di gedung Kementerian Kominfo, Jakarta Pusat. **(Minister of Communication and Information Johhny G. Plate received a visit from the Minister of Communication and Multimedia of Malaysia Tan Sri Datuk Seri Panglima Annur bin Musa at the Ministry of Communication and Information building, Central Jakarta.)**

(*continued*)

Table 7. (*continued*)

Code	Speakers	Utterances	Context
PM/6/C	@anxxxxxxxxxxxx	@hinggsdominoisland itu diblokir, itu game judi @johnnyplate..sudah banyak merusak orang, @aduankonten.official itu hanyalah tong sampah yg kalian buat, bir kelihatan bekerja yaa..*Dimana otak kau plate, apa emang banjir cuan dari game tersebut, seberapa lama lagi masa jabatan kau, lenyaplah kau dari dunia ini kami doakan* **Block @hinggsdominoisland, it's a gambling game @johnnyplate.. it has damaged a lot of people, @aduankonten.official it's just a trash can that you guys made, to looks like working huh..Where's your brain plate, do you profit from that game, how long is your position term, we pray you to disappear from this world***)*	Kementerian kominfo akan menyelenggarakan Kejuaraan Tenis Meja Menteri Kominfo 2022. **(The Ministry of Communication and Information will hold the 2022 Minister of Communication and Information Table Tennis Championships.)**

such as "*let's work diligently, so that the profits will run smoothly.*" It can be concluded that this speech is not polite.

In the data PM/6/B, the utterance addressed to the Ministry of Communication and Informatics, which in the speech contains the speaker's disrespect to the speech partner. This can be seen in the saying that *it is better to just buy fried foods*. In this speech, the speaker shows disrespect by insulting the speech partner in which the speaker equates paying taxes with buying fried foods. Therefore, this speech violates the maxim of generosity. This utterance should be corrected by saying *"It's better to save it"*. Furthermore, the data PM/6/C the speech in the comments contains disrespect to the speech partner. This can be seen in the story "*Where's your brain plate, do you profit from that game, how long is your position term, we pray you to disappear from this world*". In this speech, it is clear that there is no respect for the speech partner. For this reason, the utterance violates the maxim of generosity. This speech should have been corrected with *"Where is this justice, during your term of office you must pay attention to online gambling problems"*.

It can be concluded that the three data that have been presented violate the generosity maxim. The location of the violation is found in utterances that do not maximize self-sacrifice, but minimize self-sacrifice and lack of respect for the speech partner. The realization of the violation of the generosity maxim in the speech can be concluded that the speaker underestimates and does not respect other people.

3.2   Factors of Language Politeness Principles Violation

Based on the results of the analysis, there are several factors behind these violations. The following are the factors that cause violations of the politeness principle in the comments column of @kemenkominfo Instagram account (Table 8):

3.2.1   The Speaker's Lack of Trust in the Speech Partner

Both of these utterances show the speaker's lack of trust in the speech partner regarding the work that has been done by the speech partner. In the data PM/3/C in "just to make it look like they are working wekwekwek." the utterance shows that the speaker has lost confidence in the performance of the Ministry of Communication and Information. The speech shows the speaker's assessment of the performance of the Ministry of Communication and Information. In PM/6/C "Block @hinggsdominoisland, it's a gambling game @johnnyplate.. it has damaged a lot of people, @aduankonten.official it's just a trash can that you guys made, to looks like working huh..", the speaker criticizes the work of Minister of Communication and Information Johnny G. Plate who stated that Minister of Communication and Information Johnny G. Plate did not carry out his duties properly, such as not blocking applications that were harmful and on the @aduankonten.official account the complaints that had been submitted were not heard. This makes speakers lose trust in the Ministry of Communication and Information which causes inappropriate language to appear in the Instagram comments column @kemenkominfo.

3.2.2   Social Media to Express Feelings

Social media is media that have no space and time boundaries. The free use of social media provides space for everyone to express all their positive or negative feelings in an upload or even a comment (Table 9).

Both of these utterances show an outburst of emotion by the speaker to the speech partner. In the PM/1/A, the speaker uses inappropriate or rude expressions to the speech partner. The use of the word is a form of emotional outburst by the speaker. PM/6/B data shows the speaker's disappointment with the speech partner, it can be seen in the utterance "It's useless to pay expensive taxes, but the performance of agencies is like this", the speaker feels disappointed with the performance of the Ministry of Communication and Information. The speaker has paid expensive taxes but the performance of the Ministry of Communication and Informatics is not in accordance with what has been paid by speakers. It can be seen that this outburst of feelings is one of the factors that causes a violation of the politeness principle. Because of emotions, comes resentment and disapproval. Disappointment expressed in comments towards characters you don't like with the use of language that contains hate speech, satire, insults, etc.

Table 8. Utterances which cause decrease in trust

Code	Speakers	Utterances	Context
PM/3/C	@xdxxx	Kominfo yang punya SERVER 303 makanya ga di blokir. Soalnya ladang CUAN. *Kemarin blokir game dll itu cuman biar kelihatan kerja aja wekwekwek.* **(Ministry of Communication and Informatics has 303 SERVER, so it's not blocked. Because it is a profitable one. Yesterday blocking game, etc., just to make it look like they are working** *wekwekwek.)*	Menkominfo Johnny G. Plate memberikan sambutan pada Kick Off Diskusi Publik RKUHP yang diselenggarakan di hotel Ayana Midplaza. **(The Minister of Communication and Information Johnny G. Plate gave a speech at the Kick Off Public Discussion of the RKUHP which was held at the Ayana Midplaza hotel.)**
PM/6/C	@anxxxxxxxxxxxx	@hinggsdominoisland itu diblokir, itu game judi @johnnyplate..sudah banyak merusak orang, @aduankonten.official itu hanyalah tong sampah yg kalian buat, bir kelihatan bekerja yaa..*Dimana otak kau plate, apa emang banjir cuan dari game tersebut, seberapa lama lagi masa jabatan kau, lenyaplah kau dari dunia ini kami doakan* **Block @hinggsdominoisland, it's a gambling game @johnnyplate.. it has damaged a lot of people, @aduankonten.official it's just a trash can that you guys made, to looks like working huh..Where's your brain plate, do you profit from that game, how long is your position term, we pray you to disappear from this world***)*	Kementerian kominfo akan menyelenggarakan Kejuaraan Tenis Meja Menteri Kominfo 2022. **(The Ministry of Communication and Information will hold the 2022 Minister of Communication and Information Table Tennis Championships.)**

3.2.3 Hatred from the Speaker to the Speech Partner

There is a feeling of hatred from the speaker towards the speech partner which causes the speaker to express hateful. The feeling of hatred that arises in the speaker comes

Table 9. Utterance expression of the speaker's feelings

Code	Speakers	Utterances	Context
PM/1/A	@abxxxxxxxxxxxxxxxx	Kominfo emang janc*k (***Kominfo is indeed Janc*k**)	Kemenkominfo memposting sebuah informasi mengenai Data *Breach* pencurian informasi yang bikin rugi. **(The Ministry of Communication and Information posted information regarding Data Breach, theft of information that causes losses.)**
PM/6/B	@mhxxxxxxx	Percuma bayar pajak mahal mahal, tapi kinerja instansi kaya gini, *mending dibelikan gorengan aja dah* **(It's useless to pay expensive taxes, when the performance of agencies is like this,** *it's better to use the money to buy fried foods***)**	Menkominfo Johhny G. Plate menerima kunjungan Menteri Komunikasi dan Multimedia Malaysia Tan Sri Datuk Seri Panglima Annur bin Musa di gedung Kementerian Kominfo, Jakarta Pusat. **(Minister of Communication and Information Johhny G. Plate received a visit from the Minister of Communication and Multimedia of Malaysia Tan Sri Datuk Seri Panglima Annur bin Musa at the Ministry of Communication and Information building, Central Jakarta.)**

from within the speaker with the discrepancies that occurs between the speaker and the speech partner (Table 10).

Both of these data indicate that there is hatred expressed by speakers. In PM/1/C, the speaker's utterance was addressed to the Minister of Communication and Informatics, Johnny G. Plate. This can be seen in the expression *"the most stupid and worst minister in Indonesian history"*. In this utterence the speaker uses impolite language with hatred for the speech partner. In the data PM/2/B there is hatred which can be seen in the phrase *"You oblige people to use the app you made, but the app leaks data. Look in the mirror you pussy."* In this utterance, the speaker feels unfair to the speech partner because of

Table 10. Speaker hate speech

Code	Speakers	Utterances	Context
PM/1/C	@anxxxxxxxxxxx	@johnnyplate anda itu nggak paham masalah dunia IT jadi mendingan balik lagi ke kerjaan lama anda, jualan alat-alat pertanian saja, *mentri tergoblok dan terburuk sepanjang sejarah indonesia* **(@johnnyplate you don't understand the problems of the IT world, so it's better to go back to your old job, just selling agricultural equipment,** *the most stupid and worst minister in Indonesian history***)**	Kementerian kominfo kembali meraih Opini Wajar Tanpa Pengecualian (Opini WTP). **(The Ministry of Communication and Informatics again received an Unqualified Opinion (WTP Opinion)**
PM/2/B	@mrxxxxxxxxxxxxx	Lu ngewajibin orang pake aplikasi yang lu bikin, tapi aplikasinya bocor datanya. Ngaca pantek **(You oblige people to use the app you made, but the app leaks data. Look in the mirror you pussy)**	Kemenkominfo memposting sebuah informasi mrnrgnsi Data *Breach* pencurian informasi yang bikin rugi. **(The Ministry of Communication and Information posted information regarding Data Breach, theft of information that causes losses.)**

the loss experienced by the speaker. The existence of this creates a feeling of hatred of the speaker towards the speech partner.

3.2.4   Indirect Communication

The use of social media as an indirect communication tool makes it easy for speakers and speech partners not to have to meet in person to communicate. This turned out to be one of the factors that led to widespread violations of politeness principle. Because speakers do not need to meet directly with speech partners, this causes utterances that contain harsh words, insults, etc. to be delivered indiscriminately (Table 11).

Both of these data show utterances by speakers to speech partners that contain insults and accusations. In the PM/3/A, the speaker accuses the speech partner by saying *"Hahahahaha I smell "corruption"*. In this speech the speaker only accuses with his own assumptions without any evidence. in PM/5/B, the speaker insulted the speech partner with the utterance *YTTA, ORPHAN DOESN'T KNOW DIRECTIONS*. In this speech, the speaker makes fun of the speech partner with the insult that he is an orphan who has no direction or purpose. The utterance is sarcasm. These utterances can occur because of

Table 11. Speech insults and accusations by speakers

Code	Speakers	Utterances	Context
PM/3/A	@baxxxxxxxxxxxxx	Hahahahaha saya mencium aroma" korupsi **(Hahahahaha I smell the aroma of corruption)**	Menkominfo Johnny G. Plate melakukan evaluasi insfrastruktur area Candi Borobudur. **(The Minister of Communication and Information Johnny G. Plate conducted an evaluation of the infrastructure in the Borobudur Temple area.)**
PM/5/B	@__dzxxxx	YTTA, YATIM TAK TAHU ARAH **(YTTA, ORPHANS DON'T KNOW DIRECTION)**	Postingan @kemenkominfo menampilkan gambar Johnny G. Plate yang mengucapkan selamat merayakan Idul adha. **(The post @kemenkominfo featured an image of Johnny G. Plate wishing Happy Eid al-Adha.)**

freedom in the use of social media. The speaker feels that he will not meet his speech partner directly, so he is free to insult his speech partne.

3.3 Its Relevance to Indonesian Language Learning in Senior High School

Based on the results of the analysis of the forms of violations and factors for violating the principle of politeness in language, violations that occur in the comment column on Instagram @kemenkominfo can affect a person's behavior. Seeing the age range that often uses social media are of 13–18 years, which found at the junior to senior high school level, they tend to get carried away in social communication. Therefore, it is necessary to teach ethics in using social media and one of which is language politeness.

This research shows its relation with learning Indonesian language. Violations of politeness principles can be used as teaching materials in accordance with the Independent Curriculum. Forms of language politeness violations can be linked to debate learning material in class X Senior High School. Debate is one of the biggest contributions in the world of education. According to Yenni in [41] debate is learning that requires logic and analogy mindset on knowledge and current cases. The more students practice in expressing opinions and arguing, the more creative and critically they are to solve problems in the future. If students are used to healthy debates in class, students can actualize themselves in communicating verbally.

It can be concluded that this study shows engagement and relevance to be used as teaching material in learning Indonesian language. Politeness when arguing can be

used to find the essence of the debate. By looking at this, research results in the form of violations of politeness principles can be used as teaching materials in the form of useful discussion instructions so that students can minimize politeness violations to be able to produce an ethical debate. The development of debate teaching materials for Indonesian language learning in accordance with the Independent Curriculum which includes the ability to listen, read and watch, speak and present, and write. Violation of the principle of language politeness can be relevant to Indonesian language subjects in phase E (generally class X senior high school) with the elements of learning achievement Speaking and Presenting and Learning Outcomes Students are able to process and present ideas, thoughts, views, directions or messages for the purpose of submitting suggestions, formulating problems, and solutions in the form of monologues, dialogues, and speeches logically, coherently, critically, and creatively. Students are able to create expressions in accordance with the norms of decency in communicating so that students are able to form a Pancasila person who has noble character, thinks critically, creatively, independently, and has global diversity.

4   Conclusion

Based on the results and discussion, it can be concluded that in the comment column on the Instagram account @kemenkominfo there are six violations of the principle of politeness in language whichare 48% of the violations of approbation maxim, 18% of the violations of the agreement maxim, 12% of the violations of tact maxim, 8% of the violations of modesty maxim and sympathy maxim, then 6% of the violation of generosity maxim. Furthermore, it was found that the factors causing the violation of the principle of language politeness included; the speaker's lack of trust in the speech partner, social media is used to express emotions, hatred from the speaker to the speech partner, and indirect communication. Furthermore, violations of the politeness principle of language can be relevant to Indonesian language subjects adapted to the Independent Curriculum with violations of the politeness principle associated with debate learning material in phase E (generally class X senior high school), with elements of learning outcomes, namely speaking and Presenting and Learning Outcomes Students are able to process and present ideas, thoughts, views, directions or messages for the purpose of submitting proposals, problem formulation, and solutions in the form of monologues, dialogues, and speech titles logically, coherently, critically, and creatively. Students are able to create expressions in accordance with politeness norms in communication, to teach about language politeness when arguing to find the essence of the debate. Violations of politeness in language can be used as teaching material in the form of instructions in discussions that make it easier for students to better understand ethical debate.

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