

Gender, Religion, Cultural Background and Directive Speech Acts Politeness on Medical School Students

Tri Pujiati
Department of Linguistic
Indonesia University of Education,
Bandung, Indonesia
tripujiati@student.upi.edu,

Syihabuddin
Department of Linguistic
Indonesia University of Education
Bandung, Indonesia
syihabuddin@upi.edu,

Dadang Sudana
Department of Linguistic
Indonesia University of Education
Bandung, Indonesia
dsudana2013@yahoo.com

Abstract--This study investigates the relation of gender, religion, and cultural background to the politeness of directive speech acts on the medical students in South Tangerang. This study uses mix method to get data from the field. Data are acquired by recording some dialogs from the students in discussion during studying and outside studying process. The samples of the population in this research are 74 students from a total of 284 students, second semester, and 2017/2018. This study uses theory of Searle related to directive speech acts and politeness level theory of Indonesian language by Zamzani et al. Based on the test of Chi Square by using SPSS, this study shows that gender, religion, and cultural background have no relationship toward level of politeness of directive speech acts on the students of Medical School in South of Tangerang.

Keywords--Gender, Religion, Cultural Background, Politeness, and Directive Speech.

I. INTRODUCTION

Politeness is a universal phenomenon that prevails around the world. Some sociopragmatic scholars have expressed the importance of the use of politeness marker in language, as well as for the functioning of improving one's language structure, based on etiquette out the speech, Agus [1, p. 2]. Yule [2, p. 60] says that "politeness is a firm concept, such as ideas, polite social behavior, or etiquette, present in culture". Related to the culture of the speaker, politeness is a cultural phenomenon that shows the difference between nations, regions, even ethnics, Syahrul [3, p. 3]. In politeness, the concept of face becomes the main idea of a person who is required to understand the need for another person's 'face' as a speaker's attempt to maintain self-esteem or face, speaker, or listener. According to Brown & Levinson [4, pp. 61–62], "a person always has a positive and a negative face, a public self-image, and that he / she wants to maintain. Negative face represents the person's desire to be independent and free from imposition of others and positive face represents the person's desire to be liked and appreciated by others".

Politeness on Indonesian language is one of the parameters of linguistic civilization and one of the educational dimensions that need to get attention in realizing sustainable development [5, p. 123]. Language politeness has an important role in fostering the positive character of the speaker as well as showing the identity of the nation and is a cultural phenomenon so that what is considered polite in a culture is different from other cultures. The verbal units used for politeness can take the form of words, combinations of words, sentences, and proverbs. Language politeness is

influenced by status factors, gender, age, and kinship relationships [6, pp. 35–36].

This research uses language data in the form of politeness of student's speech. Austin [7, p. 108] states that in practice, in the actual use of language, there are three kinds of speech acts, namely (1) locutionary actions, (2) illocutionary actions, and (3) perlocutionary actions. The act of speech illocution is an action with a specific purpose and function in the activities of speech so that in English it can be said as the act of doing something. In the act of speech directive, there is a force in a meaning of a speech that is intended to do something or a specific function to the said partner.

Searle [8, pp. 10–15] "classifies the act of speech of illocution into five forms of speech, namely (1) assertive, (2) directive, (3) expressive, (4) commissive, and (5) declarative". The focus of study is on the politeness of speech acts directive of students at the College of Health Sciences in formal situation. The selection of speech acts directive as an object of study is because this speech acts are often found in discussion activities. Previous study from Saleh and Baharman [5, p. 127] became the first step to determine the act of speech directive as an object of study. The results of this study indicate that the politeness of speech directive act is very potential in representing language politeness and speech acts directive is found in many academic interactions. Searle [8, p. 13] says that the function of the directive speech is intended by the speaker to make an effect in order for the partners to take the desired actions. Leech [9, p. 164] also suggests that "the speech directive is a speech that the speaker asks the speaker to do or not to do what is spoken".

Empirical facts from the research of Amiruddin and Rahman [10] show that it is very important to use polite speech in providing services in hospitals or health centers. Seeing the importance of language politeness in the service, it is necessary to conduct research on language politeness in students studying in health schools. Urgency is important to conduct research with the object of study of health students because one of the expected outputs after the student graduated from health school is able to communicate well in providing services to patients and other medical personnel. Health students are educated to become medical personnel who are able to communicate well so that there is no error in the delivery of messages when communicating.

Facts on the field show that the health profession requires its employees to be able to communicate effectively and efficiently to patients and visitors and always be polite and friendly. Specifically, this study will converge on two types

of directive speech acts. Not only this, according to the purpose of this study with the object of health students, then specifically these two utterances are associated with the services provided to patients.

The urgency of this research with the object of health student study is because one of the expected outputs after the student graduate from health school is able to communicate well in providing services to patients and other medical personnel. Not only that, they are educated to become health workers who have superior properties in accordance with the vision and mission of the College of Health Sciences.

This research attempts to examine the student directive's speech in a formal situation so that the most appropriate approach is the Sociopragmatic approach. This approach is chosen because this study examines how the principle of politeness is applied differently in different cultures and societies of language, in different social situations, in different social classes, etc. Leech [9, p. 10]. Participants of communication in the interaction of teaching and learning in universities is a particular social class that has the opportunity to have a diverse cultural background of the region because the Indonesian nation consists of various ethnic areas so that the language behavior shown by the students are also diverse background of the language and culture. This also affects the Indonesian language because of the regional cultural elements become the pattern so that they use the words of Indonesia loaded with local culture, Zamzani [11, p. 22].

Students studying at the College of Health Sciences in South Tangerang are the embodiment of a multicultural society. This can be seen from the origin of the area and ethnic origin of students who study at the campus. According to Sumarsono [12, p. 113] the diversity of languages based on gender arises because language as a social phenomenon is closely related to social attitudes. Men and women are socially different because people determine different social roles for them and society expects different behavioral patterns. This social reality is reflected through language. Women's speech is not only different, but also more "true." This phenomenon is a reflection of social reality, generally from the women's side is expected to be more correct social behavior.

Several studies related to the politeness of speech acts directive in cultural and gender perspectives have been investigated by Kazerooni and Shams [13] and Fatma [14]. Goddard [15] studies semantics and ethno pragmatics in Malay language directive speech acts. This study only focuses on the use of directive speech acts forms in that language. Masfufah [16] focuses on the form of politeness and disobedience of directive speech acts using the object of study of all speech communities in Surakarta State Senior High School 1 using a Socio pragmatic study. Astri [17] conducted a study on directive, assertive, and expressive speech acts on student speech and politeness which was only seen in terms of irregularities in the use of Indonesian in students in the Indonesian Language and Local Language Study Program of Muhammadiyah University Jember. The results showed that politeness in student speech acts was still very lacking, during the class discussion many students used a variety of informal and non-standard languages.

The novelty in the directive speech acts study is examined by Kazerooni and Shams [13] who conduct research with a focus on gender and social status. The results showed that

there was no significant difference from the difference of speech acts based on gender in speech acts. Fatma [14] gives a new nuance in the politeness of directive speech acts by adding cultural background variables. The results showed that the use of directive acts in a local language has its own peculiarities.

This research tries to fill the research gap by adding religious variable as independent variable to see the student's language politeness. Religious variables were chosen in this study on the assumption that the majority of students are Muslim. This research is done as an effort to answer the hypothesis proposed in this research, that is:

- H₁: There is a relationship between gender with the politeness of speech acts of student directive at High School of Health Sciences in South Tangerang.
- H₂: There is a relationship between religion with the politeness of speech acts of student directive at the College of Health Sciences in South Tangerang.
- H₃: There is a relationship between the cultural backgrounds with the politeness of speech acts of student directive at the College of Health Sciences in South Tangerang.

II. METHOD

The research method used is qualitative and quantitative. Mixed method was chosen because in addition to describe the research by using written words, the researcher also uses quantitative data. According to Sugiyono [18, p. 537], "mixed methods is a research method that combines quantitative methods with qualitative methods to be used simultaneously in a research activity, to obtain more comprehensive, valid data, reliable, and objective". In this research, combination research method used is research method of combination model/ concurrent embedded design with qualitative research as primary method and quantitative research method as secondary method. The combination model or concurrent embedded design is a research method that combines both qualitative and quantitative research methods by mixing the two methods in an unbalanced way, for example 70% using quantitative methods and 30% qualitatively or vice versa. The method is used together, at the same time, but independent to answer the formulation of similar problems. This method is very interesting because researchers can collect two kinds of data (quantitative and qualitative) simultaneously, in one stage of data collection so that the data obtained becomes complete and more accurate [18, p. 537].

Qualitative descriptive approach is used as an attempt to describe the data obtained from observations in the field, while quantitative research methods used in this study to test the hypothesis proposed in research related to the influence of gender variables, religion, and cultural background to politeness in acting speech directive.

There are several uses of qualitative research methods and quantitative research on the politeness of speech acts directive students. First, this research uses qualitative data obtained from the primary data source from the discussion activities conducted by the students, the data of which is then quantized to test the proposed hypothesis. Second, students come from various cultural backgrounds and are grouped based on employee and non-employee class so that the resulting speech also varies so that it is interesting if

examined by looking for the relationship between gender, religion, and cultural background to the politeness of speech acts. Third, there is dominance on the number of female students so that there are allegations that need to be proven to see the politeness of speech acts of student directive based on gender perspective.

Data analysis in this study uses the SPSS test with the basis of decision making as follows:

Sig Probability. > 0.05, then Ho accepted

Sig Probability. < 0.05, then Ho is rejected

This research uses student research object of class of 2017/2018 semester which amounted to 284 students consisting of student class employees as many as 95 students and non-employees 189 students. Sampling methods are conducted by probability sampling to take samples that provide equal opportunity for each element or member of the population to be elected as a sample member. This method is applied due to several considerations, so it cannot take large and far samples.

Here is the calculation in sampling using Slovin formula:

$$n = N / (1 + Ne^2)$$

n = sample

N = population

e = Percentage of error samples

Here is the sample calculation result using Slovin formula:

$$N = 284$$

$$e = 10\% = 0.10$$

The following is proportional to the sample size of the study. Student class sample of employee (n1): $n1 = (\text{Student class}) / (\text{Total students}) \times \text{Total sample} = 95/284 \times 74 = 24.75 \approx 25$ (rounded). Non-employee class student sample (n2): $n2 = (\text{Non-employee class}) / (\text{Total students}) \times \text{Total sample} = 189/284 \times 74 = 49.24 \approx 49$ (rounded).

III. RESULT AND DISCUSSION

A. Relationship between Gender with the level of Student politeness

This study tries to answer the hypothesis as given in the previous chapter, after taking test the by using SPSS, it can be seen in the following explanation.

To test the first hypothesis that there is a relationship between gender with the politeness of speech acts of student directive at High School of Health Sciences in South Tangerang SPSS calculation tool with Phi test, Cramer's V, Contingency, and Coefficient was used. SPSS calculation results can be seen in table 1.

TABLE I. PHI TEST, CRAMER'S V, CONTINGENCY, AND COEFFICIENT RELATION BETWEEN GENDERS WITH STUDENT'S DEGREE OF POLITENESS

		Value	Approx. Sig.
Nominal	by Phi	,069	,552
Nominal	Cramer's V	,069	,552
	Contingency	,069	,552
	Coefficient		
N of Valid Cases		74	

Based on SPSS test results as shown in table 1, it can be seen that with 95% confidence level, the value of Sig. 0.552 > 0.05. As we see from the table 1 that the level of approx. Sig acquired from the test is more than 0, 05, which means

that H1 is rejected. So, it can be concluded that there is no relationship between sex and student politeness at High School of Health Sciences in South Tangerang. It can be assumed that politeness has no relationship to gender. This means that both male and female students have no relationship in the selection of speeches that show the language politeness, especially during formal discussions.

B. Relation between Religion to the Level of Student Politeness

The second hypothesis related to this research is to know the relation between religion with the level of student politeness. To test the second hypothesis that there is a relationship between religion and politeness of speech acts of student directive at High School of Health Sciences in South Tangerang SPSS calculation tool with Phi test, Cramer's V, Contingency, and Coefficient was used. SPSS calculation results can be seen in the following table:

TABLE II. PHI TEST, CRAMER'S V, CONTINGENCY, AND COEFFICIENT RELATION BETWEEN RELIGION WITH THE LEVEL OF STUDENT POLITENESS

		Value	Approx. Sig.
Nominal	by Phi	,130	,262
Nominal	Cramer's V	,130	,262
	Contingency	,129	,262
	Coefficient		
N of Valid Cases		74	

Based on SPSS test results as shown in table 1 with 95% confidence, it can be seen that the value of Sig. 0.262 > 0.05 which means that H2 is rejected which means that there is no relation between religion and the level of politeness of students at the College of Health Sciences in South Tangerang. It can be assumed that politeness has no relation to religion. This means that both Moslem and nonMoslem students have no relationship in the selection of speeches that show language politeness, especially during formal discussions.

C. Relationship between Background Culture with the level of student politeness

To test the third hypothesis that there is a relationship between cultural background with the politeness of speech acts of student directive at High School of Health Sciences in South Tangerang SPSS calculation tool with Phi test, Cramer's V, Contingency, and Coefficient was used. SPSS calculation results can be seen in the following table:

TABLE III. PHI TEST, CRAMER'S V, CONTINGENCY, AND COEFFICIENT RELATIONSHIP BETWEEN BACKGROUND CULTURE WITH STUDENT'S DEGREE OF POLITENESS

		Value	Approx. Sig.
Nominal	by Phi	,250	,461
Nominal	Cramer's V	,250	,461
	Contingency	,243	,461
	Coefficient		
N of Valid Cases		74	

Based on SPSS test results with 95% confidence level, it can be seen that the value of Sig. 0.461 > 0.05 which means that H3 is rejected. It means that there is no relation between cultural background and student's level of politeness at High School of Health Sciences in South Tangerang. It can be assumed that politeness has no relation to cultural

background. This means that both students from Java, Sunda, Minangkabau, Batak, and Melayu have the same potential to produce a polite speech, especially during scientific discussions.

Based on the testing of the three hypotheses above shows there is no correlation between politeness of directive speech acts with gender, religion, and cultural background. This contributes to society that one's politeness can't be assessed by using gender, religious or cultural background indicators.

IV. CONCLUSIONS

After discussing the study, it can be concluded that. First, there is no relationship between gender and politeness of directive speech acts at High School of Medicine Sciences in South Tangerang. It means that male or female students have the same way in giving directive speech acts.

Second, there is no relation between religion and politeness of directive speech acts at High School of Medicine Sciences in South Tangerang. It means that students from different religion have the same way in giving directive speech acts.

Third, there is no relationship between the cultural background and politeness of directive speech acts at High School of Medicine Sciences in South Tangerang. It means that students who come from different culture have the same way in giving directive speech acts

Fourth, a person's politeness can't be assessed by using gender, religious or cultural background indicators. It means that this study rejected those variables in predicting the politeness way of person, especially for directive speech acts.

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