



Language Policy in Communication Between Students at UPN “Veteran” East Java Campus

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ABSTRAK

Kesopanan dalam berkomunikasi merupakan aspek penting yang memengaruhi interaksi sosial antar mahasiswa, terutama dalam lingkup kampus. Penelitian ini bertujuan untuk menganalisis bentuk dan tingkat kesopanan dalam berkomunikasi antar mahasiswa di lingkungan Universitas Pembangunan Nasional “Veteran” Jawa Timur. Pendekatan kualitatif digunakan untuk memahami fenomena kesopanan melalui observasi dan wawancara mendalam dengan sejumlah mahasiswa dari berbagai fakultas. Hasil penelitian menunjukkan bahwa kesopanan dalam komunikasi mahasiswa tercermin dalam pilihan bahasa, penggunaan salam yang sopan, dan perhatian terhadap konteks sosial yang berbeda. Terdapat faktor-faktor yang memengaruhi tingkat kesopanan, seperti latar belakang budaya, lingkungan pertemanan, dan pengaruh organisasi mahasiswa. Penelitian ini menekankan pentingnya meningkatkan kesadaran akan kesopanan berkomunikasi di kalangan mahasiswa untuk menciptakan lingkungan kampus yang harmonis dan kondusif bagi perkembangan intelektual dan sosial.

ABSTRACT

Politeness in communication is an important aspect that affects social interaction among students, especially on campus. This study aims to analyse the form and level of politeness in communication among students at the National Development University “Veteran” in East Java. A qualitative approach was used to understand politeness through observation and in-depth interviews with students from various faculties. The results of the study show that politeness in student communication is reflected in language choice, the use of polite greetings, and attention to different social contexts. Factors that affect the level of politeness include cultural background, friendship environment, and the influence of student organizations. This research emphasizes the importance of increasing students' awareness of communication politeness to create a harmonious, conducive campus environment for intellectual and social development.

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1. INTRODUCTION

As social beings, humans need language to communicate in everyday life. Language plays an important role in human communication and interaction throughout life. Every human communication conveys information that can be in the form of thoughts, ideas, intentions, feelings or emotions directly (Cahyani & Rochman, 2017). According to the online Big Indonesian Dictionary (KBBI), language is an arbitrary sound-symbol system used by members of a society to work together, interact, and identify themselves. In interacting,

humans need politeness in language to realize effective communication. Politeness in language can be realized by paying attention to ethics and politeness when speaking. The use of polite language and ethical communication can reduce conflicts and misunderstandings. Politeness in language must be applied starting from the family circle to the community circle. In the community circle, politeness in language begins to be applied in academic circles, such as on campus. In the campus environment, student interactions are highly diverse and occur in both formal and informal settings.

Students, as the successors of the nation, are expected to be able to establish effective communication and mutual respect by implementing polite language. Speaking politely creates effective communication. The use of polite, courteous, systematic, orderly, clear, and straightforward language reflects the personality of the speaker who is virtuous. Language activities require the principle of politeness (Cahyani & Rochman, 2017). In lectures, students have more opportunities to communicate than in school. Learning activities during lectures also involve interactions and the building of relationships among students. Such as discussions, debates, interviews, expressing and refuting ideas. Although politeness in language is an important aspect in interactions between students, there are still many challenges found in applying the concept of politeness in communication. In reality, students often use impolite language when communicating. Students need to instill character education from within themselves to help them interact and communicate more politely with lecturers and other students.

By considering this phenomenon, this study is important to be conducted by referring to several reasons, including: 1) the researcher wants to reveal examples of polite language behavior applied by UPN "Veteran" East Java students on campus; 2) Application of polite language in communication between students on the UPN "Veteran" East Java campus; 3) Challenges faced by UPN "Veteran" East Java students when applying polite language behavior in the modern era today. This study aims to implement polite language in communication among students at the UPN "Veteran" East Java Campus, as well as to identify the challenges of polite language in the modern era. The results of this study are expected to provide several benefits, including: 1) The results of this study can increase the awareness of UPN "Veteran" East Java students of the importance of polite language in everyday interactions, thus encouraging better communication; 2) The results of this study are expected to provide an understanding of how polite language contributes to positive relationships between students, so that students are able to establish cooperation and friendship; 3) The results of this study are expected to be used as a reference for the UPN "Veteran" East Java campus in formulating policies and programs that support a culture of politeness in communication in order to create a conducive academic atmosphere.

2. METHOD

In relation to the phenomena in this study, the researcher used a qualitative approach as a guideline for conducting the research. In(Laily, 2019) according toKirk and Miller (in Moleong, 2017: 04) define qualitative research as a particular tradition in social sciences that fundamentally depends on observations of humans both in their area and in their terminology. The collected data contains facts about the questioned items based on the research's subjective phenomena. The data can be in the form of opinions, responses, information, objections, or concepts in the form of descriptions in expressing(Laily, 2019)the

problem of this phenomenon. The descriptive qualitative approach aims to depict complex social realities by describing, classifying, analyzing, and interpreting data according to its natural conditions.(Cahyani & Rochman, 2017)

This research method was chosen with the aim of finding out various qualitative information by describing other examples that show the behavior of UPN "Veteran" East Java students in interactions between students or students with lecturers in order to create harmonious and mutually respectful relationships, provide evidence that the values of politeness in this modern era are still attached, increase knowledge for researchers and readers, and know the forms of politeness in language, compliance and deviation from the principles of politeness and the function of politeness itself for students in the UPN "Veteran" East Java campus.

The source of data in this PE.ne.litian is the response of several students of UPN "Ve.te.ran" East Java to questions given by PE.ne.liti in the form of cake.sione.r. Data collection techniques use listening techniques, according to Mahsun 2005:92 (Ahmad Maulidi 2015) method. Listening is used to assess the role of data, which is done by observing language use and note-taking techniques. Recording is done to capture data. Recording is necessary in order to obtain accurate and sufficient data for analysis. In this way, recording is part of data collection that complements each other in order to find valid data.(Fransiska, Sihite, & Ningtias, 2019).

3. RESULT AND DISCUSSION

This paper examines the forms and levels of politeness in communication among students of the National Development University "Veteran" East Java, as well as the challenges they face in practicing polite language in modern times.

Based on the data obtained from the questionnaire on politeness in communication between students at UPN "Ve.te.ran" East Java campus. The form of politeness in language can be categorized as follows: (1) the form of politeness in asking; (2) the form of politeness in answering; (3) the form of politeness in conveying information; (4) the form of politeness in asking/ordering; (5) the form of politeness in borrowing; (6) the form of politeness in greeting; (7) the form of politeness in inviting; (8) the form of politeness in prohibiting; (9) the form of politeness in reprimanding/reminding; and (10) the form of politeness in conveying reasons.(Yuliana, 2015)

Based on the data that has been received, research has found several opinions from students of UPN "Veteran" East Java as follows :(Diani Febriasari, 2018)

Do you agree that students of UPN "Veteran" East Java already understand the concept of politeness in everyday communication?

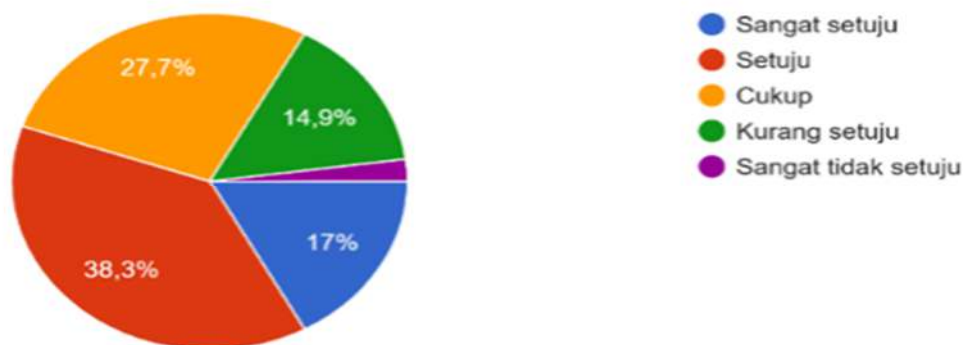


Diagram 1. UPN "Veteran" East Java students' understanding of the concept of politeness in everyday communication

There are differences in opinion in the results of a survey of 47 respondents regarding the understanding of UPN "Ve.te.ran" East Java students regarding the concept of linguistic politeness in everyday communication. The majority of respondents, 38.3%, chose the "Agree" option, indicating that students have a fairly good understanding of language politeness, even though they are not completely sure it is perfect. On the other hand, 27.7% of respondents chose the "Enough" option, indicating that there is still room to improve students' understanding. On the other hand, 17% of the participants chose "Strongly Agree", which shows that most students have a very good understanding of politeness in language. On the other hand, 14.9% of the participants chose "Less Agree", which shows that some students still feel that they have a poor understanding. Only 2.1% of the participants chose "Strongly Disagree", which shows that very few students really do not understand politeness in language. Overall, the results of this survey show that although the majority of students feel they understand language politeness well, some students do not. Therefore, efforts are needed to increase their understanding of politeness in everyday communication.

Do you agree about the importance of polite language in interactions between students in campus organizations?

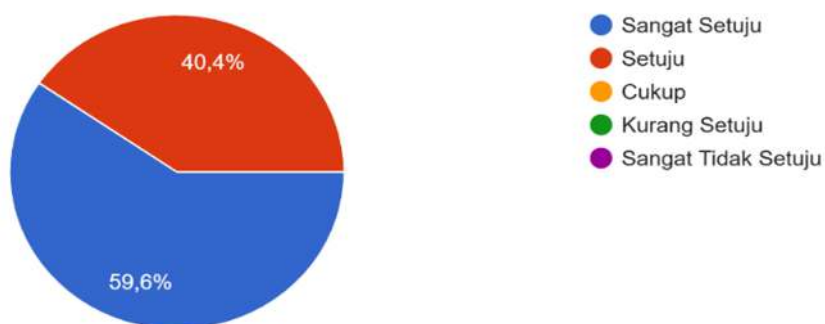


Diagram 2. The understanding of UPN "Veteran" East Java students is the importance of politeness and language between students on campus

The results of the survey followed by 47 respondents showed how important politeness is in student interaction in campus organizations at UPN "Ve.te.ran" East Java, as shown in the diagram. The majority of respondents, 59.6%, chose "Strongly Agree", which shows that they are very aware of the importance of politeness in maintaining good relationships in campus organizations.

Most of the people answered "Agree", which shows that they also support linguistic politeness, although not with strong convictions. No one chose "Fairly", "Lessly agree", or "In conclusion, all the people surveyed stated that they supported the application of politeness in organizational communication, and the majority of them expressed very high opinion.

Do you agree that polite language can create a comfortable learning atmosphere on campus?

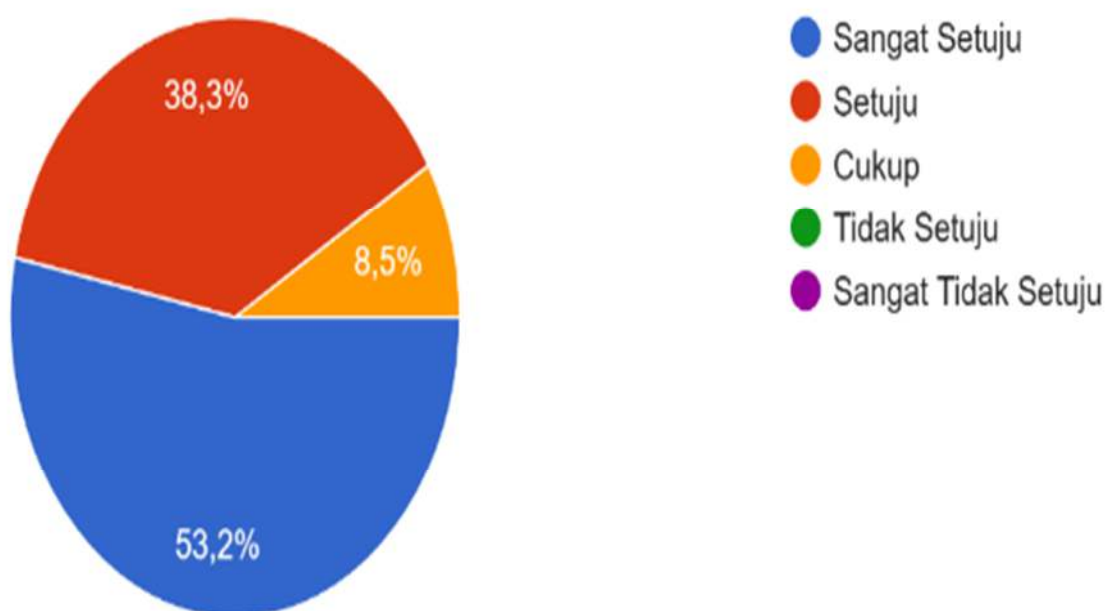


Diagram 3. Understanding of UPN "Veteran" East Java students regarding politeness in language among students on campus can create a comfortable learning atmosphere.

Politeness in language can create a comfortable learning environment on campus, as shown by the responses of 47 respondents in this diagram. The majority of respondents, 53.2%, chose "Strongly Agree", indicating a strong belief that politeness in language is very important in creating a conducive learning environment.

The majority of other respondents, 38.3%, chose "Agree", also indicating support for the importance of linguistic politeness, but with a lower level of confidence compared to the first group. In addition, 8.5 respondents chose "Fair", indicating that all participants agreed that politeness in language is very important to create a comfortable learning environment,

because no one chose the option "Disagree" or "Strongly Disagree." These results show that the importance of politeness in daily communication in the campus environment is quite high.

Do you agree that lecturers play an important role in modeling polite language to students?

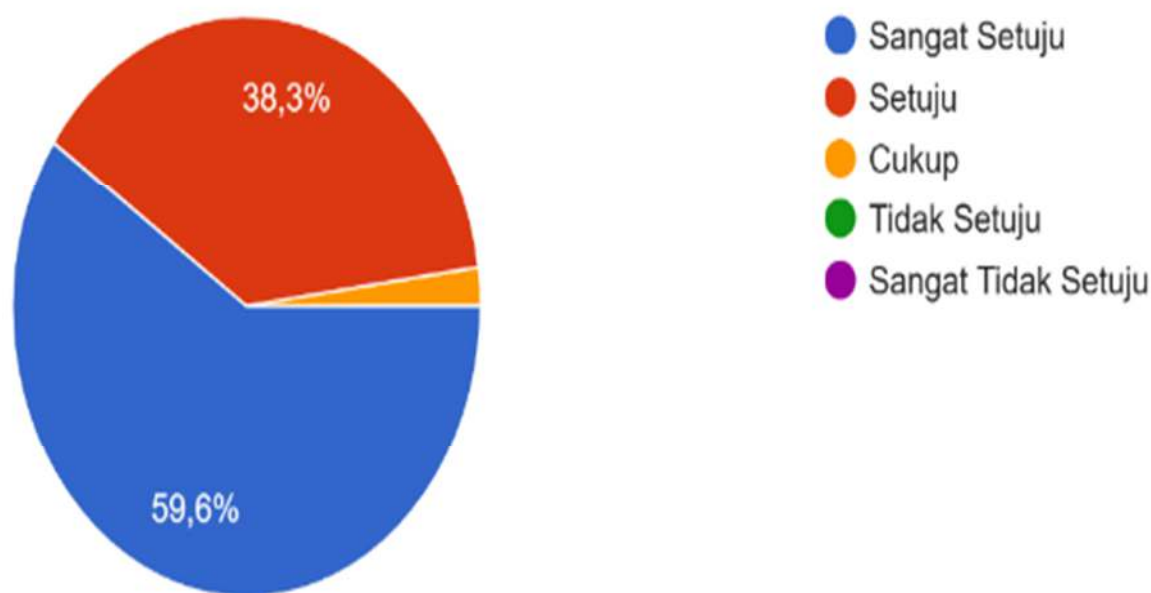


Diagram 4. Student understanding of UPN "Veteran" East Java plays an important role in providing examples of language politeness to students.

The survey results show that the majority of respondents (59.6%) strongly agree that lecturers have an important role in modeling language politeness. This shows that the majority of people who answered realize how important it is for lecturers to act as examples in terms of using good language in the academic environment. In addition, 38.3% of people who conducted the survey stated that they agreed with this statement. These figures support previous findings, which show that the majority of respondents understand the important role of lecturers in this matter. The number of respondents who chose "Quite", "Disagree", and "Strongly Disagree" is considered low. This shows that most respondents think that lecturers can help instill politeness in language.

Based on the results of this survey, it can be concluded that the role of lecturers in exemplifying polite language to students is very important and is supported by the majority of respondents. This is in line with the hope that the academic environment can be a conducive place for the development of good and polite language.

Do you agree that polite communication affects relationships between students on campus?

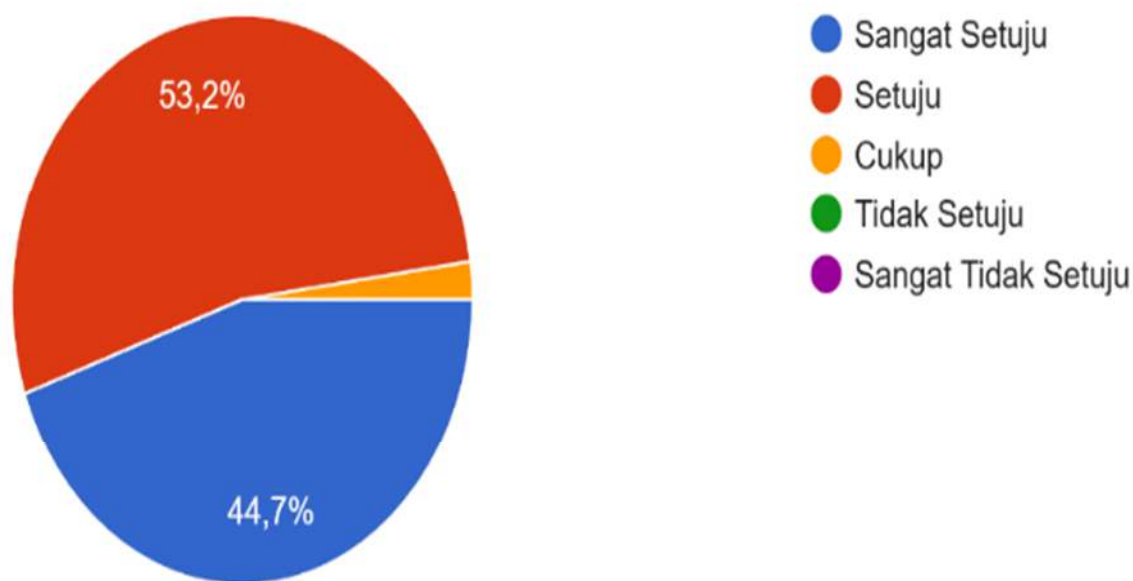


Diagram 5. The understanding of UPN "Veteran" East Java students regarding polite communication can influence relationships between students on campus.

The survey results showed that the majority of respondents (53.2%) strongly agreed that good, polite communication has a significant influence on relationships among students. This figure shows that most respondents are aware of the importance of building positive relationships in the campus environment through polite, respectful communication. In addition, there were 44.7% of respondents agreed with the statement, strengthening previous findings that the majority of respondents agreed. The number of respondents who chose "Quite", "Disagree", and "Strongly Disagree" is considered low. This shows that most respondents had positive opinions about how polite communication helps build healthy relationships on campus.

Based on the results of this survey, it can be concluded that polite communication has a significant influence on student relationships. The majority of respondents recognized the importance of effective, polite communication in fostering a conducive, supportive campus environment.

Do you agree that UPN "Veteran" East Java students use polite language when communicating with other students?

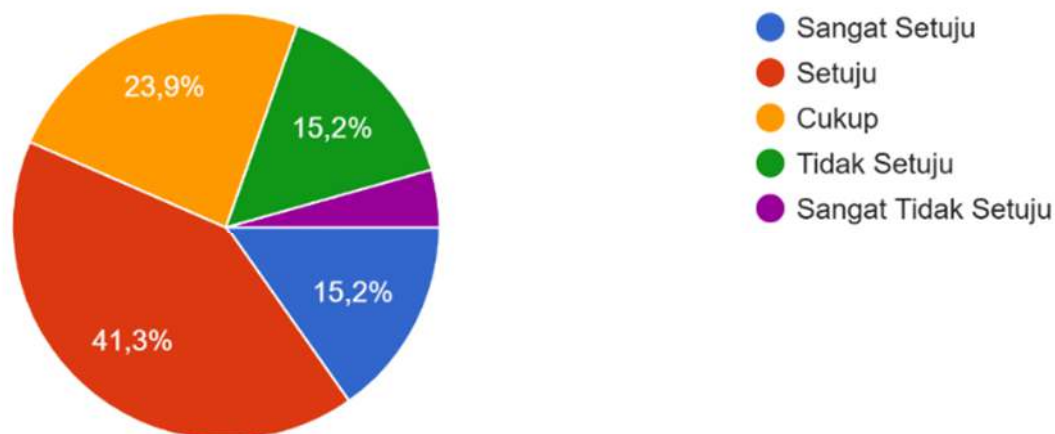


Diagram 6. The opinion of UPN "Veteran" East Java students is about polite communication between students with each other

The diagram above shows the opinions of UPN "Veteran" East Java students on the use of polite language in student interactions. The survey, conducted among 46 students, yielded five categories of responses indicating the level of agreement with the idea that UPN "Veteran" East Java students use polite language in their interactions with each other.

The majority of respondents, 41.3%, stated "Agree" with the idea that the language used by students when interacting with each other is quite polite. This shows that most students communicate well with each other and feel polite when interacting. In addition, 23.9% of respondents answered "Enough", indicating that they feel that their politeness in language is still in an acceptable category, although not always consistent. This shows that even though communication is considered quite good, there is still room for improvement.

Among the respondents, 15.2% chose the option "Strongly Agree", indicating that some students highly value politeness in communication and believe that other students consistently respect their language choices. The same percentage, 15.2%, chose the option "Disagree", indicating that some students feel there is insufficient politeness in the language they use, perhaps due to various factors, such as differences.

Overall, the data shows that the majority of UPN "Ve.te.ran" East Java students consider the use of language in interactions between students to be quite polite, although some students have the opposite opinion. This shows that the culture of polite communication has been quite ingrained among students. However, there is still room for improvement to ensure that each student feels comfortable and respected when talking to others in their daily lives.

Do you agree that UPN "Veteran" East Java students can respect other students when communicating?

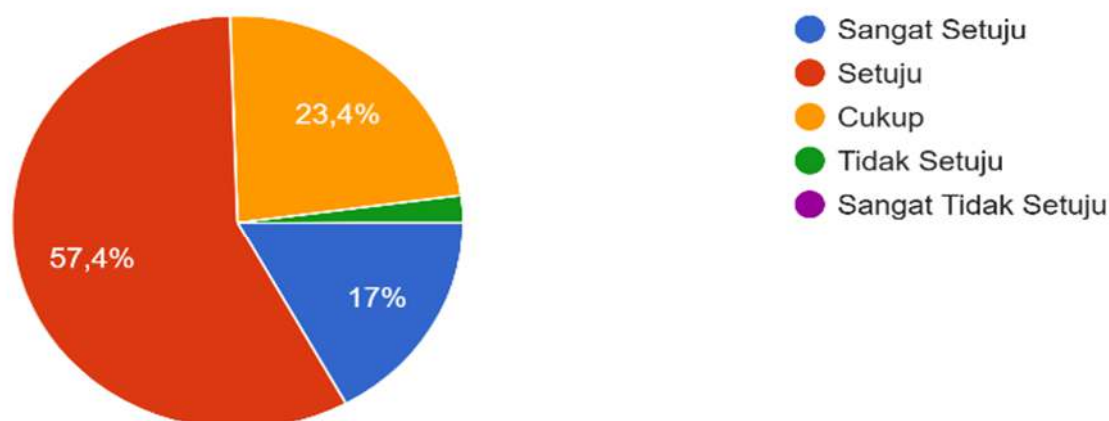


Diagram 7. The opinion of UPN "Veteran" East Java students regarding mutual respect between students when communicating

The results of a survey conducted by students at UPN "Ve.te.ran" East Java regarding their perceptions of mutual respect are shown in the diagram above. 57.4% of the 47 respondents answered "Agree" that students at UPN "Veteran" East Java can respect each other. This percentage shows that most students like the culture of mutual respect on campus. As many as 23.4% of the participants chose "Fair", which may indicate that although mutual respect generally exists, there are also situations where the attitude is considered less strong. On the other hand, 17% of the participants answered "Strongly Agree", which shows that they highly value mutual respect in student relationships.

There were no respondents who chose "Disagree" or "Strongly Disagree", indicating that almost all students believe in mutual respect. The results of this survey indicate that most students at UPN "Veteran" in East Java see mutual respect as a good thing, although there is still room for significant improvement in consistently strengthening this culture.

Do you agree that UPN "Veteran" East Java students can convey support and praise politely?

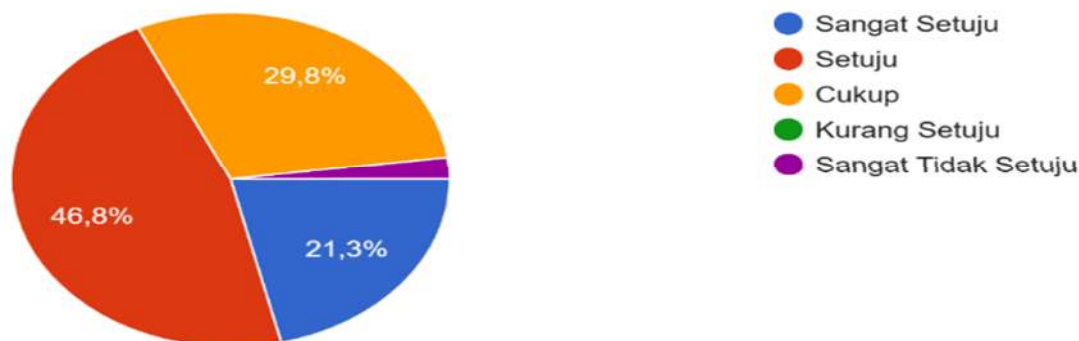


Diagram 8. Opinions of UPN "Ve.te.ran" East Java students regarding politeness between students when conveying support and praise

Student opinions on whether UPN "Ve.te.ran" East Java students tend to give support and praise are shown in the diagram above. Of the 47 people who answered, 46.8 percent stated "Agree" that they get support and praise from people around them, indicating that almost half of the students experience positive encouragement in their social interactions. A total of 29.8 percent of respondents chose "Quite", perhaps indicating that they get support and praise, but not too often or consistently. However, only 2.1% of respondents chose "Somewhat Agree" and none chose "Strongly Disagree", which shows that most students have positive experiences with support and praise from their environment.

From this data, it can be concluded that the majority of students feel supported and appreciated by their environment, although there are some students who feel it is lacking. The culture of support and appreciation in the campus environment has developed quite well, but there is still a possibility of more frequent or more frequent improvement.

Do you agree that students at UPN "Veteran" East Java tend to convey objections and criticisms in a good and polite manner?

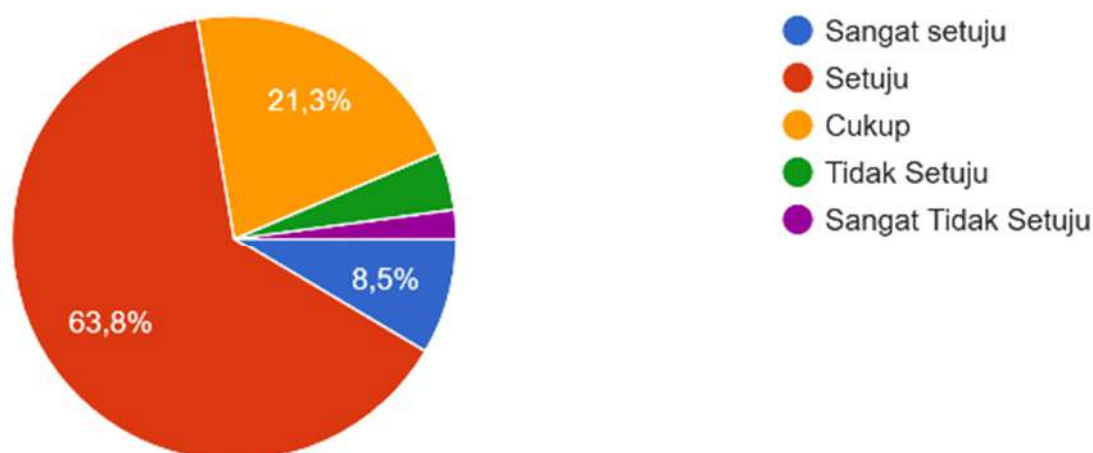


Diagram 9. Opinions of students from UPN "Ve.te.ran" East Java regarding politeness between students when conveying objections or criticisms

The survey results show how respondents perceive criticism of their environment's habits. The results are shown in this pie chart. Out of the 47 people who responded, 63.8% agreed that their environment tends to convey criticism in a kind and polite manner. This is a significant number and shows that most respondents feel comfortable with how their environment provides feedback.

However, a significant portion of respondents strongly agree with the statement (21.3%), indicating that a group is very satisfied with the way criticism is given in their environment. On the other hand, about 14.9% of respondents, who are included in the categories of quite, disagree, and strongly disagree, have different opinions. They may think criticism is often rude or unconstructive.

The survey results show that most respondents view criticism from their environment positively. However, there is still room for improvement, especially for groups that are less satisfied with how criticism is delivered.

4. CONCLUSION

This study examines language politeness in communication between students in the campus environment of UPN "Veteran" East Java. Language politeness is an important aspect that influences social interaction among students, especially on campus. This study aims to analyze the forms and levels of politeness in student communication and to identify the challenges faced in implementing language politeness in the modern era. The results of the study indicate that politeness in student communication is reflected in language choice, the use of polite greetings, and attention to different social contexts. Factors that influence the level of politeness include cultural background, friendship environment, and student organizations.

The implications of this study include increasing students' awareness of the importance of politeness in everyday interactions, understanding the role of politeness in fostering positive relationships among students, and the potential use of the research results as a reference for campus parties in formulating policies that support a culture of politeness in communication. This study emphasizes the importance of increasing students' awareness of polite communication to foster a harmonious, supportive campus environment that supports intellectual and social development.

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