

Politeness in Teacher's Language to Build Students Motivation in Online Classroom

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Abstract

Politeness is one of the important things in social life. There are many forms of politeness around us, one of which is politeness in speaking. In this study, it will be discussed in more depth about language politeness carried out by teachers in building student learning motivation in class. When a teacher uses polite language, both in terms of intonation, use of vocabulary, and polite greetings, the learning process in class will run smoothly and even student motivation will increase. The importance of this research to be a source of teacher information has a positive impact on students, depending on the way the teacher interacts. This study aims to explore the politeness strategies of English teachers. The author will conduct research at one of the Riau campuses, namely the Islamic University of Riau. The author applies a qualitative descriptive research method to explore the phenomenon of politeness in EFL class interactions. This study conducted observations in the form of audio zoom recordings taken from the Independent Student Exchange Program (PMM) English education study program for the English Learning Test Development course held by the supervisor, Mrs. Miranti Eka Putri from the Islamic University of Riau. The data source is a teacher who uses polite language in class and makes students enthusiastic in the learning process. The results of the research that has been carried out are the authors found that the language used by the teacher during the audio zoom recording included using positive politeness language with various types such as saying "Thank you", using a special call for all students "Ananda", using a soft and clear intonation. and all respondents agree that the use of polite language during online classes is very influential in building student learning motivation.

Key words: Classroom interaction, English language, politeness strategies

INTRODUCTION

Education is an important thing for everyone (Pinem, 2018),(Endang Woro Kasih, 2018),(Mata, 2022). As we all know that in Indonesia education is mandatory for 12 years (Heaverly & EWK, 2020),(Isnain et al., 2021),(V. A. Safitri et al., 2019). This proves that education is very important to do for a good future (BRONDONG, n.d.),(NASIONAL, n.d.),(Amin, 2020). However, not infrequently there are still many students who do not have the enthusiasm to learn due to various factors (SETIYANTO, 2016),(Marlyna, 2017). One of them is because the learning process in class is not interesting or because of the fear of difficult subjects and also because the teacher's demeanour is firm and seems fierce (Celarier, n.d.),(Cindiyasari, 2017),(CS, 2019). So, the politeness in communication is very important to do (Aditomo Mahardika Putra, 2021),(Savestra et al., 2021).

The use of language as communication meant can be seen in every aspect of life's, included in educational field (an Environmenta, n.d.),(Yuninda, 2020),(Kustinah & Indriawati, 2017). In communicating, someone has characteristics to use their own language (Sukawirasa et al., 2008),(Hafidz, 2021). The use of appropriate and polite language reflects someone's personality (Akbar, 2019),(Bonar Siregar, 2021). It can be seen from the use of polite, soft, and well ruled language so someone can be judged by the society (Budiman & Sidiq, n.d.),(PUSPITASARI, n.d.),(PRASETYAWAN, n.d.). The

politeness is attitude or method of someone respecting others while communicating (Saputra, 2020b),(Suwarni et al., 2022),(Handayani et al., 2022). Human in communication activity needs polite language patterns as an actualization from himself as an approach to communicate and creating harmonic bound between addresser and addressee to achieve a certain purpose (Saputra, 2020a),(AS & Baihaqi, 2020).

The polite usage of language must be applied in every aspect of life, especially educational field (Damayanti et al., 2021), (An'ars, 2022),(Anars et al., 2018). Teachers, as the most important element speaking directly to the students, is always involved to speak using polite language because it reflects humanist attitude of teachers in learning interaction (Kurniawan, 2020),(Mathar et al., 2021). Related to humanistic learning, Teachers rolling as facilitator for the students, motivating them and creating them aware of the meaningful learning in the students' life (Bertarina & Arianto, 2021),(Agustina & Bertarina, 2022),(Sanjaya et al., 2014).

In this task, we made a mini research based on data obtained from data that we took from several sources. Here we collect some data that we will use as material in mini research using zoom media. In accordance with the title above in this research mini task entitled Politeness in Teacher's Language to Build Student Motivation in Online Classes. We will look for data and process data to be able to write research, we use several zooms carried out by lecturers of different subjects, the purpose is to find out how teachers can build student motivation in online classes. We have obtained some data to discuss some of the differences between lecturers in delivering their courses in their own way.

LITERATURE REVIEW

In this research, we take data naturally without any settings. Some Lecturers have different language ways of delivering material, some use soft language so that students can easily and comfortably understand the material given, and there are also some lecturers who deliver material explicitly by using slightly high language and intonation (Rossi et al., 2021),(Susanto et al., 2021),(Pramita et al., n.d.). So, that it makes students feel afraid and as a result lack of motivation in the course, because of this students experience sometimes students have difficulty in studying the subject because they still do not understand and are afraid to ask questions (Songati, 2018),(Hasan, 2018). Therefore in this assignment we will make several examples of how lecturers provide material at once can build student motivation in online classroom (Supriadi & Oswari, 2020),(Putri et al., 2021).

In classroom learning, the teacher plays a very important role, especially in building and motivating students (V. A. D. Safitri & Anggara, 2019),(V. A. Safitri et al., 2020). Teachers must apply politeness strategies in their teaching practice in the use of language. so students be comfortable, not afraid, when learning activities in class take place. In every social activity, the use of human language must be adhere to this code as well (Hendrastuty, 2021),(Styawati et al., 2021),(Dharma et al., 2020). Among them, This is what makes many researchers about classroom learning use this theory. in this research, we discuss about how college teachers apply politeness strategies in they use language in building students' motivation in class.

METHOD

This research uses descriptive qualitative method. In this study, the author will use data collection techniques by distributing questionnaires containing 10 questions along with

audio zoom recordings during the online learning process to several objects in order to obtain relevant data according to the responses given by respondents. To obtain this data, the author will distribute questionnaires to 17 students from the English Education Universitas Teknokrat Indonesia who have taken linguistics courses so that respondents can interpret language politeness from audio zoom recordings that have been taken during online classes from the English Learning Test Development class was held by the supporting lecturer, Mrs. Miranti Eka Putri from the Islamic University of Riau. Zoom audio recordings that have been extracted from 1 to 4 will be given by the author to the respondents when filling out the questionnaire in order to respond to this research.

RESULTS AND DISCUSSION

Based on research questionnaire data that has been distributed to respondents from Academic Writing Universitas Teknokrat Indonesia students who come from 2 clusters, namely male and female with a total of 17 respondents aged around 19-22 years, through 10 questions that the author gave in the questionnaire. The author can find out the respondents' responses regarding students' perceptions of the politeness of the teacher's language to motivate students when teaching online classes. not only from the questionnaire, the author will also make personal observations and provide the author's point of view about the data. the respondents' responses are as follows.

No	Question	Option	Response	
			Frequency	Percent
1	after listening to the zoom audio recording that I sent from extract 1 to 4 do you think the teacher uses positive politeness strategies?	Agree	17	100%
		Disagree	0	0%
2	positive politeness strategies in language when teaching are very important for students and teachers	Agree	17	100%
		Disagree	0	0%
3	positive politeness strategies in language used by teachers when teaching are very influential in building student learning motivation	Agree	17	100%
		Disagree	0	0%
4	positive politeness strategies in language used by teachers when teaching will help teachers better mastering class	Agree	15	93,8%
		Disagree	1	6,3%
5	positive politeness strategies in language used by teachers will help teachers become more familiar with students	Agree	13	76,5%
		Disagree	4	23,5%
6	positive politeness strategies in language used by teachers when teaching will help teachers more easily explain the material, and help students more easily	Agree	17	100%
		Disagree	0	0%

	understand learning			
7	causes of students hesitate to ask because the teacher uses negative politeness language strategies when teaching	Agree	15	100%
		Disagree	0	0%
8	the teacher's use of positive politeness strategies in language will make students more enthusiastic to pay attention to the material given by the teacher	Agree	15	100%
		Disagree	0	0%
9	the use of negative politeness in language when the teacher teaches can cause n students get bored easily to learn	Agree	13	86,7%
		Disagree	2	13,3%
10	what do you think are the criteria of teachers who will motivate students to learn language?	Long Answer Text	<p>From the overall response given by the correspondent, the author will provide an outline of the answers that have been given, the average correspondent responds that the criteria for teachers who can motivate students are teachers who can help students when they find difficulties, have a great feeling of patience, can give rewards to students such as the words of praise, can provide soothing words, and better input, then teachers who can respect students' opinions without needing to argue, polite language used by teachers that will motivate students are teachers who never give bad comments to students, maybe bad comments can be replaced with more motivating words so that students can change for the better and be more motivated in learning</p>	

Based on the results of the study, all the answers given by the respondents regarding the author's article entitled "Politeness in Teacher's Language to Build Student Motivation in Online Classes". The majority of respondents agree that zoom audio recordings from extracts 1 to 4 all use politeness in language that can motivate students to learn, and politeness in the language used by teachers in online classes greatly affects students' motivation in online classes. This statement can be seen from the accumulated percentage in the table, which is 100%. In my opinion, according to the existing zoom audio recording, I agree with the statement that the teacher has used politeness in language because it can be proven that the teacher uses a soft, clear intonation, then in the extract the 2 teachers use nicknames for all students by using the word "Ananda" in my opinion, this word can foster students' self-confidence to dare to have opinions and ask questions. In extract 4 the teacher gave appreciation by saying thank you to students who dared to ask questions, and in my opinion it is included in the form of language politeness when teaching online. A total of 93.8% of respondents agree that politeness in language used by teachers when teaching online classes can help teachers master the class. Better, from my point of view, politeness in the teacher's language plays a very important role in helping teachers master online classes because it is from communication that we can build good and correct interactions so that we can achieve common goals. 76.5% of respondents think that politeness in language can encourage teachers to be closer or familiar with students, the rest think that politeness in the language of teachers is not too influential to be closer and familiar with students. 100% of respondents also agree that politeness in language when teaching can make it easier for teachers to explain the material and students more easily understand what is explained by the teacher. respondents believe that if teachers use politeness in language when teaching online classes, it will make it easier for them to understand the material better because the way of speaking teachers who use politeness in language use more soft and clear intonation, and teachers do not need to exert too much energy to explain the material.

All educators also believe that politeness in the language used by the teacher when teaching online classes can affect the learning process depending on the language used by the teacher. 15 respondents thought that students were lazy to ask the teacher because the teacher did not use language politeness strategies when teaching, this statement was because students were sometimes afraid to ask questions because the teacher used language that sometimes embarrassed students just because students did not understand what was being explained, or students had difficulty finding problems. that is in him while studying. Table number 8 shows the results of investigative research that the politeness of the language used by the teacher can be more interesting for students to pay attention to the material given by the teacher. 86.7% agree that teachers using negative politeness can cause students to feel bored quickly while studying, respondents believe that teachers are too quick to explain the material, never give motivation or appreciation to students, and learning that runs too monotonous can foster boredom. 13.3% of respondents gave a disapproving response because they did not really care about the politeness of the language used by the teacher when teaching online classes.

Some respondents gave a response that students easily feel bored and unmotivated if the teacher uses negative politeness language when teaching, and most of them prefer teachers who use positive politeness in teaching online classes. From all the responses that have been given by students, it can be concluded that all students answered each question with different percentage results. Most respondents agree that the politeness of the language

used by the teacher greatly affects the learning process to be more active, and must be applied during the learning process in online classes.

CONCLUSION

The teacher's very important role in the classroom certainly requires strategies and techniques that need to be thought out properly. In addition to delivering the material, the teacher must also be able to make students motivated to study in depth. because, as we all know that in the future all things will be in tight competition and if the current young generation does not have the enthusiasm to learn, of course they will be left behind by foreign countries. Therefore, building student learning motivation is very important for teachers to do. One way is to use politeness in language to create a comfortable classroom atmosphere and build student comfort towards the teacher.

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