

CHAPTER IV
FINDINGS AND DISCUSSION

A. Findings

In these findings, the researcher presented and described the result of the field research that has been done in Antasari State Islamic University Banjarmasin, and the subjects are ten people of English Department. The data are about language and Politeness in Social Media Communication among Lecturers and Students.

The data of the research were obtained by conduct distributing questionnaires and collecting screenshot of chat from social media.

After the researcher conducts a research to investigate the Language and Politeness in Social Media Communication among Lecturers and Students, the data that have been obtained are classified based on the problem statements. The data are presented in the description as follows:

1. The Politeness expression used among lecturers and students in social media Communication

Table 4.1 Politeness Expression used by Students in Social media communication

No	Date/Day	Students	Class	Text	Politeness expression
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1	12-06-2017	Student 1	A/2013	<p>1)I'm sorry sir.. are you in campus today?</p> <p>2)Oh it's ok sir</p> <p>3)(send a Picture) Sorry.. is it ok if I change my journal? I found that this is more interesting than the one before. But It's consists of 30 pages.</p> <p>4) thanks sir. Sorry for bothering your time</p> <p>5) I'm sorry sir.. for reading presentation should I make power point or it</p>	<p>1) Yes</p> <p>2) No</p> <p>3) No</p> <p>4) No</p> <p>5) Yes</p>
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				<p>is better if I show the article directly? thanks in advanced</p> <p>6)All right sir</p> <p>7)sir, I'm so sorry I cannot attend on your seminar proposal class today because I have to go to Banjarmasin.. but can I get in to class A tomorrow?</p>	<p>6) Yes</p> <p>7) No</p>
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No	Date/Day	Students	Class	Text	Politeness expression
2	12-06-2017	Students 2	A/2013	<p>1)Urwel ibu, miss u, miss our campus,miss all friends a lot</p> <p>2) -alhamdulillah, Amazing bu, I'll be back insha Allah in the middle of March, How about you there?</p> <p>3)oke bu siap, bendera Thailand akan berkibar di Rektorat hihi</p> <p>4)urwel ibuuuu</p>	<p>1) Yes</p> <p>2)No</p> <p>3) yes</p> <p>4) No</p>

3	13-06-2017	Students 3	A/2013	<p>1)I'm sorry mom, are you gonna be in campus this morning? I just want to show you the result of my proposal and asking for some advices and critique.</p> <p>2)ok, I'm sorry miss</p> <p>3)assalamualaiku m bu, are you in the campus now? Or when will you be in campus?</p> <p>4) oh ok bu, maaf</p>	<p>1) No</p> <p>2) No</p> <p>3)No</p> <p>4) No</p>
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				5)I've just taken my paper on your desk. A massive thanks mom.. it touches me, I almost produce the tears while I read it..	5)Yes
4	13-06-2017	Students 4	B/2013	1)ass, saya mau Tanya tugas akhir saya bagaimana ya bu .. saya agak bingung jd nya membuat mini research nya, bs tolong bantuan nya ms? 2) actually I hv no idea. But I think I would like to observe about culture here, it	1)Yes 2)Yes

				could be, but I do not know how or what 3)but I thought before about the difficulties to talk or have speech in new environment.. and it's factors	3) Yes
No	Date/Day	Students	Class	Text	Politeness expression
5	13-06-2017	Students 5	B/2013	1)can I meet you after the final test 2)okay sir, my proposal design is accepted but with revision, about the tittle sir	1) No 2)No

				3)Assalamualaiku m sir, rudi and I are at ur office, are u at campus, Rudi wanna consult his proposal design	3) No
				4)ok okay sir.	4) No
				5)sir assalamu alaikum are you busy now?	5)Yes
				6)oh okay sir, iam so sorry I'll ask u letter, sorry in advance sir.	6) No
6	14-06-2017	Students 6	A/3013	1) i'm sorry mom, are you gonna be in campus this morning?. I just want to show you	1)No

				the result of my proposal and asking for some advices and critique.	
				2) Ok I'm sorry miss	2) No
No	Date/Day	Students	Class	Text	Politeness expression
7	14-06-2017	Students 7	B/2013	1)Assalamualaiku m bu.. are you in the campus now? Or when will you be in campus? 2)oh ok bu maaf 3)Maaf bu cuman mau mengingatkan kalo hari ini pian mengawas di Alfurqan di mulai	1)Yes 2) Yes 3)Yes

				<p>dari jam 20;40 lokal 8g dan 7a</p> <p>4) If you want to go to lisa's class, I'll take u up. I'm waiting outside icha's class</p> <p>5)Ok</p>	<p>4) No</p> <p>5) No</p>
8	15-06-2017	Students 8	A/2013	<p>1)yes mam, sure I'l tell them, have a very great day</p> <p>2)Assalamualaiku m maam, I just want to confirm about our makeup class tomorrow? Is it at 2 pm?</p> <p>3) Okaay mam, How about paper</p>	<p>1) Yes</p> <p>2) Yes</p> <p>3) Okaay mam</p>

				submitting. Is it tomorrow in the class or Friday morning?	
				4)Alrite mam, thank you	4)Yes
9	15-06-2017	Students 9	B/2013	1)Sir, I've finished it but cannot copy it to my phone. May I submit it by email?	1) Yes
				2)Wait I'm teaching now (smile)	2) No
				3)sir, no final project for me?	3) No
				4)Okay, I see. Let	4) No

				me know then (smile)	
10	15-06-2017	Students 10	B/2013	1)Really? Even I opened it this morning before I teach and did it in 40 minutes in my free time thanks a lot by the way 2)thank you how about the other? 3)Yeah and Madil	1) Yes 2) Yes 3) Yes

The table showed that the politeness expression used and does't used by 10 students in communicate with the lecturers and 'Yes' means that the sentences has politeness expression were found.

Table 4.1.1 Politeness Expression does't used by Students in Social media communication

No	Students	impoliteness Expression	politeness Expression	Explanation
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1	Student 1	<p>2) oh it's ok sir</p> <p>3) is it ok if i change my journal?</p> <p>4) Thanks sir.</p> <p>7) sir, I'm so sorry I cannot attend on your seminar proposal class today because I have to go to Banjarmasin.. but can I get in to class A tomorrow?</p>	<p>2) Yes it's ok sir</p> <p>3) May I change my journal?</p> <p>4) thank you sir</p> <p>7) sir, I'm so sorry I am not able to attend on your seminar proposal class today. because I have to go to Banjarmasin</p> <p>But, may I get in to class A tomorrow?</p>	<p>2) language and culture</p> <p>3)Modal Verb</p> <p>4) language and culture</p> <p>7) Modal Verb and Rephrasing a negative sentence</p>
2	Student 2	<p>2) I'll be back insha Allah in the middle of March, How</p>	<p>2) I would be back inshallah in the middle of</p>	<p>2)Modal Verb</p>

		about you there? 4) urwel ibuuu	march, how about you there? 4)you're welcome mom	4) language and culture
3	Student 3	1) are you gonna be in campus this morning? 2) Ok, I'm sorry miss 3)are you in the campus now? Or when will you be in campus?	1) sorry mom, are you going to be in campus this morning? 2) Yes, I'm sorry miss. 3) Sorry mom, are you in the campus right now? Or when you would be in	1)Slang gonna 2)Using Ok 3) using sorry and modal verb.

		4) oh ok bu,maaf	campus? 4) yes mom, I'm sorry	4) language and culture
4	Student 4	-	-	-
5	Student 5	1)can I meet you after the final test 2)okay sir, 3) are u at campus, Rudi wanna consult his proposal design 4) ok okay sir 6) I am so sorry I'll ask u letter, sorry in advance sir.	1)Could I meet you after the final test 2) yes sir 3) are you at campus sir? Rudi want to consult his proposal design. 4) yes sir 6) I am so sorry, I would ask you in other time, sorry in advance sir	1)Modal verb 2) language and culture 3)using wanna 4) language and culture 6) modal verb
6	Student 6	1)are you gonna be	1) are you going	1)Using

		in campus this morning? 2) Ok I'm sorry miss	to be in campus this morning? 2) Yes miss I'm sorry	gonna 2) language and culture
7	Student 7	4) If you want to go to lisa's class, I'll take u up. I'm waiting outside icha's class 5)Ok	4) If you want to go to lisa's class mam, I would take you up, and I'm waiting outside icha's class 5) yes sir/mam	4) modal verb 5) language and culture
8	Student 8	3) Okaay mam	3) yes mam	3) language and culture
9	Student 9	2) Wait I'm teaching now (smile) 3) sir, no final project for me?	2) sorry sir, something will have to wait, because I'm teaching now 3) sorry sir, is there final project	2) Synonyms 'wait' in politely 3)language and culture

		4) Okay, I see. Let me know then (smile)	for me? 4) yes, I understood sir	4)language and culture
10	Student 10	-	-	-

From the table, it can be seen that there are more than 7 students are does not used politeness expression in the communication with the lecturers. The table showed which students are use politeness expression and politeness expression that should be use were found.

Table 4.1.2 Classification grade of politeness expression are used with students

Classification grade of politeness expression				
No	Students	Use Politeness expression all of chat 100%	Use Politeness expression 50 %	Use Politeness expression 20%
1	Students 1		√	
2	Students 2		√	
3	Students 3			√
4	Students 4	√		
5	Students 5			√

6	Students 6			√
7	Students 7		√	
8	Students 8		√	
9	Students 9			√
10	Students 10	√		
Total		2	4	4

From the table 4.1.2 showed that 8 students are often use politeness expression while communicate to the lecturers, and 4 students are didn't used politeness expression yet in social media communication to the lecturers. The Researcher classified the data from compare table 4.1.1 and table 4.1, that showed how many students use politeness in social media communication.

2. Students reason toward the interaction to lecturers in social media.

Table 4.2 students reasons in questionnaire

No of students	Questionnaire and answers
	What are you reason choose social media to communicated with lecturers?
1	karena sosial media dapat mempermudah kita untuk berkomunikasi dengan dosen tersebut. Konsultasi ataupun ada kepentingan lainnya bisa dengan mudah apabila kita menggunakan social media.

2	lebih mudah membuat janji terlebih dahulu
3	Mempermudah komunikasi dan lebih fast respon
4	Karena kebanyakan dosen juga menggunakan social media, social media lebih cepat, hemat, lebih efisien.
5	Mudah, praktis, cepat, hemat biaya, efektif
6	Sangat mempermudah kita sebagai mahasiswa yang banyak sekali urusannya bersangkutan dengan dosen, dan banyak ibu dosen sering kali sibuk banyak urusan sehingga tidak memungkinkan untuk selalu bertemu secara langsung jika ada yang kita perlukan.
7	Untuk memudahkan mahasiswa untuk berhubungan langsung
8	Alasannya karena menggunakan sosial media mungkin lebih enak khususnya bagi mahasiswa/i dalam hal berkomunikasi dengan para dosen. Karena kalimat-kalimat yang ingin disampaikan kepada dosen yang bersangkutan bisa kita susun dengan kalimat yang bagus dan sopan.
9	karena lebih mempermudah komunikasi sehingga tidak harus bertemu secara langsung.
10	alasan saya karena dengan social media bisa membuat keakraban sendiri kepada dosen sehingga

	silaturahmi lebih jalan, dan juga lebih mudah untuk berkomunikasi dengan dosen.
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The table showed that reasons of 10 students from questionnaire.

Table 4.2.1 the reasons which often come out from the answer of questionnaire

No	Reasons which often come out	Students										total
		1	2	3	4	5	6	7	8	9	10	
1	Lebih mudah berkomunikasi	√		√		√	√		√	√	√	7
2	Cepat,			√	√	√						3
3	Hemat biaya				√	√						2
4	Bisa berkomunikasi tanpa harus bertemu langsung						√	√		√		3
5	Lebih gampang membuat janji		√									1
6	Efektif					√						1
7	Efisien				√							1

The table showed the students reasons which often come out and the total of reasons that often come out. There are 7 students who used the same

reasons the reason is 'lebih mudah berkomunikasi' it's the reasons which often come out.

B. Discussion

After the researcher presented with collected and edited data, the researcher analyzed data as follow:

1. The Politeness expression used among lecturers and students in social media Communication

In this study the researcher found politeness expression are used of 10 students in communicate with the lecturers. Politeness expression in this study are consist of several aspect there are Modal verb, Rephrasing A Negative Sentence, Qualifiers, Negative Question Forms, Using the Past Continous Tense, The Passive Voice, Using slang wanna, gonna and gotta, synonyms wait in politely, and language and culture based on theory (Bentley, 2004, p.13).

The researcher found some politeness expression in social media communication used by students, after that the researcher collected the text of screenshot from communication among lecturers and students and scanned who used politeness expression and does not use based on table 4.1 . After collected the text from screenshot, the researcher collected the data which has scanned in the first table and explained to the students which are politeness expression it can be used. And the last stage of the table is classified some students, how many students are used politeness

expression and how many students are does not used politeness expression in social media communication with the lecturers.

The researcher had done the research with looking 10 students who are used politeness expression in social media communication. The students who used politeness expression are 6 students and who does not used are 4 students, the researcher found the data from scanned based on table 4.1.1 and table 4.1.2. the researcher scanned the text based on (Bentley, 2004) theory politeness expression that should be used by students. Where students who text a lecturers or chatting the lecturers they should always use politeness expression in it, so that the students are more challenged in social media communication to the lecturers.

2. Students reason toward the interaction to lecturers in social media.

Related to statement of problem of students' reason toward the interaction to lecturers in social media, the researcher found a students' reason that always come out in the questionnaire it is 'it is easier to communicate' from the table 4.2.1 the researcher can conclude that answer is often made students to communicate with the lecturers in social media. based on (Mayfield 2008:5), social media is best understood as in group of new kinds of online media. so that social media is something that can be understood without exception the students who really need the social media to shorter them times.

In the table 4.2.1 students also gave a reasons that used social media is more quickly and effectively. According to (Kurnianingrum 2015) in

chapter two, Social media allows communities to form quickly and communicate effectively. It mean social media to be a students reasons to communicate to the lecturers, because it's more faster than other things like meet directly, and also used social media is fast response of lecturers so that can make the effectiveness of time.