

CHAPTER I

INTRODUCTION

A. Background of Study

The development of technology and communication provide impact for all aspect of life included education. Nowadays, social media not only used for communicating or entertainment but also for online learning. Many people have adopted social media for learning process because social media offers many features that can do not requires face-to-face communication without thinking the problem of distance and time.

Efriana (2021) stated online learning means a part of distance education that combines technology and internet in learning (p. 39). In addition, according to Dhull & Arora (2017), online learning is using system of technology such as the worldwide web, email, chat, texts, video conferences or new group (p. 32). Online learning becomes important and it gets big attention from teachers and students because there are many types of online learning tools that can used such as Google Classroom, WhatsApp, Blogs, etc. Therefore, it causes popularity of online learning increase in recent years. Especially in this pandemic situation, almost all schools in Indonesia do the learning thorough online. Covid-19 pandemic is disaster that has a significant impact on all aspects of life included in education, this pandemic affects 90.2% of students worldwide which is 1.57 billion students are absent from school and 191 countries in the world included Indonesia close the schools and change

the learning method thorough online learning system (Ro'fah, Hanjarwati, & Suprihatiningrum, 2020, p. 3).

In addition, online learning is being a dominant role in English learning because it provides students to improve their ability in English. Based on research of Nurohmat (2020) which the result showed that the achievement in English skills of students who are studying English through online learning are higher than students who are studying with face-to-face learning (p. 64). It because online learning can provides many useful website for learning English, through learning online the students can find many website that offers information about the certain topics. They can exchange message in group chat, exchange emails, browse texts, or playing game for learning. Therefore, online learning is believed can increase the effectiveness of learning. But in studying through online learning, the students must be careful with they do and must keep their attitude during following online learning such as having politeness.

Politeness is very important thing that we should pay attention for all aspects in our life especially in speaking to many people, it makes a good relation between speaker and hearer. Using politeness in communication also creates a good social relation and makes people more closely. Politeness is not only needed for speaking directly, but also in online interaction such as online learning. Politeness in online learning is needed especially for students. Both of teachers or students must consider about what they do, they said or they written.

When we participate in online learning, we type our responses and perhaps it can be quite time consuming. But, we should anticipate potential misunderstanding, it means that we must choose our word carefully and make the meaning clear to other people. We also must have a good attitude for keeping the situation as good as possible. Sometimes, students do not pay attention to the word that they choose to interact in online learning, it is based on Yulia's research (2016) which showed that many students violated politeness principles when they are interacting in online learning (p. 60), it makes their friend even their teachers or lecturers offended. In addition, based on Shofi'ah, Aimah, & Mulyadi (2017) showed that politeness principles which is violated by students has the high position with the percentage 41 % in online learning (p. 97). Because of the importance of politeness, Allah said in Surah Al-Ahzab verse 70 as follows:

يَا أَيُّهَا الَّذِينَ ءَامَنُوا اتَّقُوا اللَّهَ وَقُولُوا قَوْلًا سَدِيدًا

This verse explains that Allah teaches us to do everything with the heart before we do something with tongue, we must speak based on with whom we are speaking. We do not speak to elders with the way we speak to children. Allah also teaches us to speak the truth do not lie and be respectful to other people's say. Therefore, politeness is very important that we must have when we speak or interact to other people.

According to Widiadnya, et al. (2018), politeness in communication can be defined as etiquette, courtesy or procedure in the society which is people live together in a society and do the norms in the society where politeness as a

strategy to avoid a conflict among the people that might be happened and also to develop togetherness and good relationship in social interaction (p. 1).

Khusnia (2017) stated, politeness is basically the study of knowing the way people use certain languages while they are having communication (p. 32). Senowarsito (2013) also stated, politeness is the use of an appropriate word or phrase in the appropriate context that is determined by the rules that are prevalent in society (p. 85).

Based on explanation above, politeness is very important that we should have in communication, politeness also important in education such as for teaching and learning in the classroom. Teaching and learning process must be supported by a good relationship and good interaction between teacher and students. When the communication occurs, the chemistry interaction between teacher and students will be built and it supports much the teaching and learning process. For English as Foreign Language (EFL) students, the ability of using of English language certainly necessary.

One of the goals of learning English for EFL students is they will be able to communicate by English directly or written correctly. As EFL students they are expected to use English in communicating especially in English major, both of in classroom or in online learning. However, many EFL students have problems when they are interacting by using English in online class because English is not theirs first language. Therefore, it makes they do violation of politeness principles and makes misunderstanding between the members of group of online learning cause of the election the words are not appropriate. In

addition, when researcher was doing teaching practice II there were some students that speak and behave not polite in online learning. Because of that, the researcher wants to conduct the research to investigate violation of politeness principles that done by EFL students in online learning.

Furthermore, to conduct this study, the researcher has learned about several previous studies that is related to this topic such as Herri, Debby & Gunawan, 2019; Yulia, 2016; Kogetsidis, 2015; Sulu, 2015. First study based on Yulia (2016) entitled “Politeness Issues in Communication Over Text Messages” who conducted at English Class in Sanata Dharma University of Yogyakarta, Indonesia. In which its finding showed that many students do the politeness violation in interacting to their lecturer by using text message. Next study is Kogetsidis (2015) entitled “Teaching Email Politeness in the EFL/ESL Classroom” which is the result showed that there was a significant different in the perceived degree of politeness of six emails.

Those studies mostly investigated politeness in online learning, through text message and email. Therefore, the researcher is interested to conduct the study about politeness in online learning and will focus on the politeness principles violation of EFL students in online learning. This research is conducted at Miftahul Ulum Junior High School Tamban Catur. The researcher chooses this school because this school having English as the course and implement online learning during pandemic. The learners also come from diverse social and family background because this school located on the border

between two provinces of South Kalimantan and Central Kalimantan, those will be affect for their attitude and behavior in interacting to other people.

B. Research Questions

1. What are the types of politeness principles that violated by EFL students in online learning?
2. What are the factors that cause EFL students violated politeness principles in online learning?
3. What are the teacher's strategies in overcoming EFL students that violated politeness principles in online learning?

C. Objective of Study

1. To find out the types of politeness principles that violated by EFL students in online learning.
2. To find out the factors that cause EFL students violated the politeness principles in online learning.
3. To find out the teacher's strategies in overcoming EFL students that violated politeness principles in online learning.

D. Significance of Study

1. Theoretically

Theoretically, the result of this research is expected that will provide some information for students to learn and increase their knowledge about politeness principles violation, so they can know about this information and can avoid the violation of politeness principles in online learning. It also will be useful for the other researcher who will conduct the same object about

this topic and can be a reference. The researcher also expects that this research will help the teachers to know about that topic. Hopefully this research will be useful for many people to know more about this topic.

2. Practically

Practically, from the result of this research the students can implement politeness in learning, either in online learning or face-to-face learning. It also expected that students can implement the politeness in their daily life. The teachers or lecturers also can use this theory and try to apply good examples about politeness in their daily learning process. And for the other researchers, it is expected that they can deepen and develop the research related to this topic and implementing the theory in tested model design, so it can be more various.

E. Definition of Key Terms

1. Politeness

Politeness refers to good expression, good manner, good attitude of students in Miftahul Ulum Junior High School when they are communicating to other people in online learning thorough Whatsapp learning group.

2. Politeness Principles

Politeness Principles are the guideline that consist of six maxims that proposed by Leech such as tact maxim, generosity maxim, approbation maxim, modesty maxim, agreement maxim, and sympathy maxim which

can explain how polite the students when they are interacting in interacting in online learning.

3. Politeness Principles Violation

Politeness Principles Violation are the politeness principles which consist of six maxims that violated by students of 8c and 8d class at Miftahul Ulum Junior High School when they are interacting in online learning.

4. Online Learning

Online learning is the learning through online that can facilitate students of 8c and 8d class at Miftahul Ulum Junior High School and an English teacher for doing distance learning by using whatsapp group that is supported by internet, not face-to-face or direct learning.

5. EFL Students

EFL students refers to the students at 8c and 8d grade in Miftahul Ulum junior high school who are studying English but do not use English as the first language in their daily communication.

6. Maxim

Maxim refers to a brief statement of general principle, general rule, or general truth for behavior especially in the form of saying.

