

**CHAPTER IV**  
**FINDINGS AND DISCUSSION**

This chapter presents about the research findings and discussions dealing with the data that have been collected during the research. To investigate the types of politeness principles violation would be collected through observation while to gather the data about the factors of politeness principles violation and the teacher’s strategies in overcoming politeness principles violation, the researcher used interview. Based on the result of the processed data, it was found that there were kind of politeness principles violation of EFL students in online learning.

**A. FINDINGS**

**1. The Types of Politeness Principles that Violated by EFL Students in Online Learning**

After doing the study, the data have been obtained about the types of politeness principles that violated by EFL students. Based on the research of the data from observation, there were types of politeness principles that violated by EFL students in online learning.

Table 4.1  
*Types of politeness principles violated by EFL students*

<b>Types of Politeness Principles Violated</b>	<b>Total of Utterances</b>	<b>Expression of Utterances</b>
Tact Maxim	2	1. “Send again the material sir, I have not write it”. (a.1) 2. “explain again the material sir, I still do not understand”. (a.2)
Generosity Maxim	4	1. “assignment again, I am so tired sir so many assignment”. (b.1)

		<ol style="list-style-type: none"> <li>2. "the questions are too much sir" (b.2)</li> <li>3. "I am lazy sir to do assignment". (b.3)</li> <li>4. "sir, this assignment is so difficult. (b.4)</li> </ol>
Approbation Maxim	8	<ol style="list-style-type: none"> <li>1. "He is idiot sir". (c.1)</li> <li>2. "I yesterday met salam, his face like alien". (c.2)</li> <li>3. "You are not smart, that why you cannot answer". (c.3)</li> <li>4. "The first and the second group are the foolish people group, while our group is the smart people group". (c.4)</li> <li>5. "you are transvestite". (c.5)</li> <li>6. "fuck". (c.6)</li> <li>7. "If I meet you, I will slap you" (c.7)</li> <li>8. "He gets mental disruption sir". (c.8)</li> </ol>
Modesty Maxim	8	<ol style="list-style-type: none"> <li>1. "yes, of course. I am a smart student". (d.1)</li> <li>2. "yeah, it is me sir". (d.2)</li> <li>3. "it is easy question for me" (d.3)</li> <li>4. "the first and the second group are the foolish people group, while our group is the smart people group". (d.4)</li> <li>5. "my score always high, because I really like English lesson". (d.5)</li> <li>6. "Since I was in elementary school, I always included in the best of 3 students at class". (d.6)</li> <li>7. "give applause for me". (d.7)</li> <li>8. "yes, my voice is beautiful". (d.8)</li> </ol>
Agreement maxim	4	<ol style="list-style-type: none"> <li>1. "No, you are false. Pedestrian is <i>pejalan kaki</i>". (e.1)</li> <li>2. "I do not agree with Aris". (e.2)</li> <li>3. "<i>Much</i> is not for countable, but for uncountable". (e.3)</li> <li>4. "No, in our village is no <i>delmans</i>". (e.4)</li> </ol>

		1. "it is the punishment for you". (f.1)
		2. "Next week you do not finish assignment, so you will get punishment again". (f.2)
Sympathy Maxim	4	3. "do not help him, let him finish his assignment by himself". (f.3)
		4. "I am happy to see you in trouble". (f.4)
<b>Total of the Utterances</b>		<b>30</b>

From the table 4.1, the total of utterances of students that violated the politeness principles are 30 utterances which consist of 2 utterances of tact maxim violation, 4 utterances of generosity maxim violation, 8 utterances of approbation maxim violation, 8 utterances of modesty maxim violation, 4 utterances of agreement maxim violation and 4 utterances of sympathy maxim violation.

Furthermore, From 6 maxims of politeness principles, all of maxims are violated by EFL students which approbation maxim and modesty maxim were often violated by the students, followed by generosity maxim, agreement maxim and sympathy maxim that have the same total of students' utterances that violated politeness principles. While tact maxim was the least politeness principles that violated by the students.

In violation of tact maxim, for code a.1 the violation happened when the teacher ask the students about the topic that they have learned in the last meeting.

Teacher: *anybody still remember what we have learned in the last meeting?*

Some students answer the question from teacher about the topic that they learned in the last meeting, but there were 1 student said *send again the material sir, I have not write it*. In code a.2, the violation happened when the teacher ask the students whether the students have understood about the topic last meeting or not.

Teacher: *Have you understood about the topic last week?*

Then, 1 student said directly *explain again the material sir, I still do not understand*.

In violation generosity maxim, in code b.1 and b.2 the violation happened when the teacher ask the students to answer the questions about the topic that they have learned.

Teacher: *If you all have understood there are some questions for you and this assignment must be submitted in the next meeting.*

Then there were 2 students that said:

Student a: *Assignment again, I am so tired sir because so many assignment from another teacher.*

Student b: *The questions are too much sir.*

In code b.3 the violation happened when the teacher ask the students to answer the questions.

Teacher: *If it nothing questions, I have assignment for you all.*

Then, there were 1 student that said *I am lazy sir to do assignment*.

In code b.4, the violation happened when the teacher ask the students to submit their assignment.

Teacher: *If you have finished the assignment, you can send it to my whatsapp number.*

Then, 1 student said *this assignment is so difficult sir.*

In violation of Approbation maxim, in code c.1 and c.3, the violation happened when the teacher ask one by one of students about the topic of learning, but, one of students cannot answer the question from the teacher. While another student can answer the question before. Then there were 2 students that said:

Student a: *He is idiot sir.*

Student b: *You are not smart, that why you cannot answer the question.*

In code c.2, the violation happened because one of the student want to tell another students that he yesterday met one of his classmate.

Student: *Yesterday I met Salam, his face like alien.*

In code c.4, c.5 and c.6, the violation happened when the teacher ask the students to do assignment in group, the teacher divided the students into some group. Then, there were 1 student that said:

Student a: *The first and the second group are the foolish group.* Then, there were 2 students feel angry and said:

Student b: *You are transvestite.*

Student c: *Fuck*

In code c.7 and c.8, the violation happened when one of students sent not polite sticker in whatsapp group. Then, there were 2 students that said:

Student a: *Here also the teacher, If I meet you, I will slap you.*

Student b: *He gets mental distraption sir.*

In violation of modesty maxim, in code d.1and d.2, the violation happened when the teacher gave quiz for the students. Some students can answer the quiz, and the teacher said very good to the students that can answer the quiz. Then, there were 2 students that said:

Student a: *Yes, of course, I am a smart student.*

Student b: *Yes, it is me sir.*

In code d.3, the violation happened when the teacher give quiz to the students, then there were 1 student that said *it is easy questions for me.*

In code d.4, the violation happened when the teacher ask the students to do assignment in group, the teacher divided the students into some group.

Then, there were 1 student that said *our group is the smart people group.*

In code d.5 and d.6, the violation happened when the teacher ask the students about the first till the third rank in the class and the score of each lesson. Then one of students said that he is the third rank and he said: *my score in English always high, I always included in the best of 3 students since I was in elementary school.*

In code d.7 and d.8, the violation happened when one of students sing and sent voice not in whatsapp group, then the teacher said that his voice is

beautiful. Then, the student said: *give applause for me, my voice is beautiful.*

In violation of agreement maxim, in code e.1, the violation happened when the teacher asked the students about definition of pedestrian. There were a student answer that pedestrian is *kendaraan*. The, there were another student said *No, you are false, pedestrian is "pejalan kaki"*.

In code e.2 and e.3, the violation happened when the teacher asked the students about whether much is countable or uncountable. There were student that said *much is for countable*. Then, there were a student that said *I do not agree with Aris, much is not for countable, but for uncountable.*

In code e.4, the violation happened when the teacher asked the students *whether in our village there is delman*. Some students said *yes*. Then, there were 1 student that said *no, in our village is no delmans*.

In violation of sympathy maxim, in code f.1, the violation happened when the teacher asked one of the students to finish additional assignment because he did not submit the assignment before. Then, 1 student said *it is punishment for you*.

In code f.2, the violation happened when the teacher asked the student who got the punishment to submit his assignment. Then one of students said *next week you do not finish assignment, so you will get punishment again*.

In code f.3 and f.4, the violation happened when the teacher asked one student to finish the assignment, because he not yet finish the assignment.

Then, there were some students that said:

Student a: *Do not help him, let him finish his assignment by himself.*

Student b: *I am happy to see you in trouble.*

## 2. The factors that cause EFL students violated politeness principles in online learning

To answer the second research question about the factors that cause the students violated the politeness principles, the data have been collected through interview with 6 EFL students.

Table 4.2

*The factors that cause EFL students that violated politeness principles*

No	Factors	Total of Students
1.	Family Circle	2 students
2.	Community	2 students
3.	Social Media	1 student
4.	Emotional Motivation	2 students
5.	Less Control of the Teacher	1 student
6.	Bored during the learning	4 students

From the table 4.2, there are six factors that cause the students violated politeness principles in online learning. From the result of the interview, each student mention more than one factor that can cause the students violated politeness principles. The first factor was family circle that said by 2 students, the second factor was community that said by 2 students, the third factor was social media that said by 1 student, the fourth factor was emotional motivation that said by 2 students, the fifth factor was less control of the teacher that said by 1 student and the last was bored during the learning that said by 4 students.

From this result, the most dominant factors that cause the students violated politeness principles was bored during the learning, followed by



family circle, community and emotional motivation. While social media and less control of the teacher were the smallest factor that causes the students violated politeness principles.

### 3. The teacher's strategies in overcoming the students that violated politeness principles in online learning

Table 4.3

*Strategies of the teachers in overcoming students*

No	Strategies	Activities
1.	Using interesting media and interactive method	The teacher send the pictures or video that related to topic of the lesson. The teacher sometimes also ask students to use voice not in online learning.
2.	Giving quiz or assignment	The teacher gives the quiz before start the learning to remember the last lesson and gives assignment every week after the end of the material.
3.	Giving notice or punishment	The teacher gives a notice to the students who violated politeness principles. If the students still violate, the teacher give the punishment such as giving additional homework or removing the students from online learning group.

From the table 4.3, there were 3 strategies that the teacher used in overcoming the students who violated the politeness principles in online learning. First, the teacher used interesting media and method. In this strategy, the teacher usually send pictures or video that related to the lesson to make the learning more interesting. For the method, the teacher sometimes ask the students to participate in online learning by using voice

note, not only in written text. Second, the teacher will give quiz or assignment in learning to make the students more focus in learning. Third, the teacher give a notice or punishment to the students to make students wary.

## **B. Discussion**

After the data were processed, this stage would presented discussion of the findings in order to answer the research questions about the politeness principles violation of EFL students in online learning. The discussion is classified based on the research questions of the study.

### **1. The types of politeness principles violated by EFL students in online learning**

According to Shofi'ah, Aimah, & Mulyadi (2017), the violation of politeness principles often happen in communication, either in informal interaction or formal interaction such in teaching and learning process (p. 97). From the result of the observation, it was found that from 6 maxim of politeness principles. There were all maxim that violated by the students

First, in code a.1 and a.2, there were utterances that violated tact maxim because there were words that order the teacher without ask or apologize first. The words “send again” and explain again” can be categorized as tact maxim violated because according to Haryanto, Weda, & Nashrudin (2018), if someone speaks directly it can be categorized as tact maxim violation like the utterances of the students that ordered the teacher directly (p. 100).

Second, in code b.1, b.2, b.3 and b.4 there were utterances that violated generosity maxim. The words “assignment again”, “too much”, “I am lazy” and “so difficult” can be categorized as violation of generosity maxim because the students do not respect the hearer, it is appropriate based on Haryanto, Weda, & Nashrudin (2018), if the speaker speak impolitely and do not respect the hearer it can be categorized as violation of generosity maxim (p. 100).

Third, in code c.1, c.2, c.3, c.4, c.5, c.6, c.7, and c.8 there are the utterances that violated approbation maxim. The word “idiot”, “alien”, “not smart”, “foolish”, “transvestite” “fuck”, “slap” and “mental disruption” are the words unpleasant things which is based on Haryanto, Weda, & Nashrudin (2018), if someone say unpleasant things to other it can be categorized as violation of approbation maxim (p. 100).

Fourth, in code d.1, d.2, d.3, d.4, d.5, d.6, d.7, and d.8 are the utterances that violated modesty maxim. The words like “it is me”, “I am a smart student”, “my score always high”, and “give applause for me” included praise of himself. According to Haryanto, Weda, & Nashrudin (2018), if someone praise himself in communication to others, it can be categorized as violation of modesty maxim (100).

Fifth, in code e.1, e.2, e.3 and e.4 are the utterances that violated agreement maxim. There are words like “you are false”, “No” and “I do not agree” included violation of agreement maxim. According to Haryanto, Weda, & Nashrudin (2018), the speech that not create

compatibility to other, it can be categorized as violation of agreement maxim (p. 100).

The last, in code f.1, f.2, f.3 and f.4 there are utterances that violated sympathy maxim. There were words that contained antipathy to others, according to Haryanto, Weda, & Nashrudin (2018), if someone has attitude of antipathy to others, it can be categorized as violation of sympathy maxim (p. 101).

## **2. The factors that cause EFL students violated the politeness principles in online learning**

According to Kusworo & Rokhman (2019), there are some factors that can cause the students violated the politeness principles in online learning (p. 90). The study of the second research question investigated the factors that cause the students violated the politeness principles in online learning. The finding showed that there were 6 factors that can cause the students violated the politeness principles.

The data reported that the factors that can cause the students violated the politeness principles were: family circle, community, social media, emotional motivation, less control of the teacher and bored during the learning.

### **a. Family circle**

According to Belle (2017), the socio-economic status and the affection of the family will affect the students' behavior (p. 30). From the result of the interview, 2 students said that family circle can cause

them to violate the politeness principles. The students think when they are violated the politeness principles such as speak not polite, it is the common action because perhaps they see the people around them speak like that. Therefore, the attitudes of the family around them are influencing them in many condition.

b. Community

According to Cicognani, Zani, & Albanesi (2019), the community contributes in developing of personal and social identity of teenagers (p. 119). The teenagers not only will see the habitual of language from their family, but also their friends. The result of the interview showed that 2 students said that community is one of the reasons that cause students violated the politeness principles because they often interact among each other.

c. Social media

Based on the result of interview, 1 student said that social media can cause the students to violate the politeness principles in online learning. Technology such as social media is important for human life and it is important to teach the young people such as students to handle the social media for enhancing their study or self-improvement. But they must be alert, because the social media also has negative impact (Kusuma, 2020, p. 2). Social media can influence the language of someone especially the teenagers quickly because the social media dominate the life of many people which is it can causes the students see

and consume the risk behavior that can make them violate the politeness principles in online learning.

d. Emotional motivation

The result of the interview showed that 2 students said that emotional motivation can cause the students violated the politeness principles in online learning. Emotion usually motivate someone to do or speak something, according to Popa & Salanta (2013), motivation may trigger off emotions which correlate with the target of individual (p. 44). In this case, the student said they violate the politeness principles because they want to make a joke. In addition, joke or humor is a powerful tool that can used in education to make the students more enjoyable. But, joke also has negative impact for human life individually and socially. Many cases found miss understanding, hostile and the classroom environment that become negative causes of a joke that has not ethic (Steel, 1998, p. 28). Therefore, it is important for understanding well the ethic of a joke.

e. Less control of the teacher

The researcher found another factors that cause the students violate the politeness principles in online learning. There were less control of the teacher and bored during the learning. Based on the result of the interview 1 student said that less control of the teacher can cause the students to violate the politeness principles in online learning. According to Rianingsih (2015), if the teacher during teaching and

learning process do not give the attention and do not control the students, the students feel free to do anything. In other way, if the teacher gives the attention to the students, they will feel cared by the teacher (p. 17).

f. bored during the learning

From the result of the interview, 4 students said that bored during the teaching can cause the students to violate the politeness principles in online learning. This factor was the dominant factor that cause the students violate the politeness principles. Students' boredom in learning and teaching activity is the problem that often happen, according to Zawodniak (2018), students' boredom in learning and teaching activity is because the anxiety, laziness and attention deficit understood.

**3. The teacher's strategies in overcoming the students that violated politeness principles in online learning**

In the third research question, the data were collected through interview with an English teacher in 8c and 8d class. There were 8 questions about the teacher's strategies in overcoming the students that violated the politeness principles in online learning.

According to Purnawati, Salija, & Dollah (2017), teacher strategies also defined as method that used by teacher to help the students for learning that can be able to achieve goals in the future (p. 2). From the result of the interview with the teacher, there were 3 strategies of English

teacher in overcoming the students who are violated politeness principles in online learning. The teacher told that when he is teaching in online group he sees that sometimes the students speak not polite or having bad attitude because they feel bored. The teacher try to understand it and giving the students a notice. Moreover, the teacher would give the punishment to the students who are contravened.

There were the strategies that used by teacher:

a. Using interesting media and method

The teacher used kinds of interesting and interactive media also kinds of method in teaching and learning process based on the situation in online class to prevent the students feel bored during studying, because if the students feel bored they can speak not polite with their friends outside of the lesson or having bad attitude. According to Lele (2019), the use of method and media in teaching and learning process especially in learning English will make the learning and teaching process more effective because the students more enthusiastic, active and easier to understand the lesson (p. 58).

b. Giving quiz or assignment

The teacher gives quiz or assignment to the students during the lesson. It is aimed that the students will be focused on the material of the lesson, so it makes the students busy with the assignment. According to Yuhelmeini (2017), assignment can make the students



more active to study individually or socially (p. 138). Therefore, giving assignment for students aimed to make the result of the study better.

c. Giving notice or punishment

If there are students that speak not polite or having a bad attitude such speak with crude words, the teacher will them a notice even the punishment. According to Samsudin (2021), the punishment or notice during teaching for students is important because the punishment in teaching and learning process aimed for repairing the behavior of the students (p. 4).