



Analysis of Students' Communication Politeness Capabilities Towards Lecturers in an Academic Environment: Case Study at FKIP Universitas Perjuangan Tasikmalaya

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Abstract

This research investigates students' polite communication skills towards lecturers in an academic environment. Data was collected through observations and interviews with students from the Indonesian Language and Literature Education Study Program at FKIP Universitas Perjuangan Tasikmalaya. The main finding is that most students tend to use less polite language in communication with lecturers, including the use of slang, non-compliance with communication ethics, and lack of use of polite words such as "thank you." Factors such as the living environment and relationships outside campus influence student communication patterns. The modern era of technology and easy access to digital content has also influenced their communication practices. This influence has the potential to damage the campus' reputation and create disharmony in the academic environment. Awareness of the importance of language politeness and the active role of educational institutions and lecturers in providing guidance on communication ethics can help create a more conducive academic environment.

Keywords: Polite communication, students, lecturers, academic environment.

1. Introduction

In everyday life, humans have an intrinsic need to interact and communicate with others. These interactions are the main foundation for each individual's social, cultural and personal growth. To achieve effective communication, language is a very important tool. Language has two main forms: spoken language, which is spoken through the mouth, and written language, which is communicated through characters or written signs. Spoken language provides a concrete dimension in communication, where messages can be conveyed with intonation, facial expressions and voice (Zhang, 2013; Spencer & Petersen 2018). On the other hand, written language provides abstraction, allowing humans to store and share knowledge and thoughts in more detail and detail.

The role of language in human life is very large. With language, humans can relate to each other, understand each other's feelings and thoughts, and work together to achieve common goals. However, to achieve effective communication and understand messages correctly, politeness in language is very important. Language politeness does not only involve choosing the right words, but also refers to social norms that regulate how communication must be carried out in order to run well. In the learning context, language politeness is also an important element, because it reflects respect and cooperation between teachers and students, as well as between students (Gusnawaty and Nurwati 2019).

Even though Indonesian may be used grammatically well, politeness values in the language are often ignored. Many people tend to only focus on aspects of grammatical correctness and sentence structure, without paying attention to how their message will be received by other parties. In fact, politeness in language is an important element that makes communication more comfortable, harmonious and effective. In developing learning, it is important for us to understand that language is not only a tool for transferring information, but also a reflection of the social and cultural values inherent in society ((Ngalim et al., 2018; Mariani, 2016). Awareness of the importance of politeness in language will help improve the quality of communication and relationships between individuals in various aspects of life.

Lecturers, as speech partners, play an important role in guiding and helping students develop their academic potential. The relationship between lecturers and students is not only limited to the transmission of knowledge, but also involves the exchange of ideas, reflection, and joint problem solving. Therefore, using appropriate and polite language in communication is the main key. Students, as individuals who have reached the level of creative thinking, have the ability to contribute significantly to the learning process. However, it is important for them to recognize that communication with lecturers requires special language politeness. Slang or informal language that may be appropriate in peer interactions, may be inappropriate or even impolite when used in communication with lecturers (Saputra et al., 2021).

Language politeness is not just about using polite words, but also involves awareness of existing social norms and hierarchies. Respect for differences in age, status, and expertise is the foundation of respectful and productive interactions between faculty and students. When students understand and apply politeness values, this not only creates a comfortable communication environment, but also strengthens the quality of learning. Students who can communicate clearly, thoroughly, and respectfully with lecturers will tend to gain greater benefits from their learning experience.

Therefore, research regarding the application of language politeness to students in interactions with lecturers is a very relevant aspect and needs to be explored further. This will help improve the understanding and practice of language politeness among students, which in turn will enrich the learning experience and form a generation that is able to communicate effectively and appreciate every interaction in the academic environment (anwar et al., 2021; Kartika, 2016).

Along with that, language also functions as a social glue in society. Through language, individuals can convey their ideas, values, and experiences to others. Language enables the exchange of complex information, enables the formation of social norms, and enables humans to develop collective knowledge. However, to achieve effective communication, it is important to understand that each societal group has its own conventions and norms regarding language use. This includes understanding the meaning and meaning of the utterance or message conveyed. Therefore, it is important to understand and respect these norms in everyday interactions.

Meanwhile, language also contains symbolic elements that enable humans to compose complex messages. Each word and sentence has a specific meaning, and when combined correctly, they form a larger concept. This is what allows humans to convey thoughts, ideas, and emotions with detail and clarity. In the context of education, this understanding becomes crucial. Students, as leaders of the next generation, need to understand the depth of language as a powerful communication tool. By understanding language conventions and norms, students can maximize their potential in interactions with lecturers and fellow students, and enrich the learning process (Anugrawati et al., 2020; Haerul et al., 2021).

As a higher education institution, the campus is a place where students and lecturers interact intensively in the learning and education process. Effective and polite communication is the main key to achieving successful educational goals. In a campus environment, the language used by students reflects the quality of education and academic culture of the university. When students use language that is polite, dignified, and in accordance with applicable norms, they not only create an atmosphere that is conducive to learning, but also respect the educational process itself.

However, problems often occur in interactions between lecturers and students. One of the problems that is often faced is a lack of precision in word choice and inaccurate language style. This can result in misunderstandings, discomfort, and even disharmony in the relationship between students and lecturers. In addition, the use of impolite language in interactions can reduce respect and cause disruption in the learning process. Therefore, assessing language politeness in student communication with lecturers is very important. This is not only about communication skills, but also about mutual respect and understanding differences in language use. Students who are able to communicate well and politely will tend to be more successful in their learning and create harmonious relationships with lecturers and fellow students.

Effective communication is a critical component in creating a campus environment conducive to learning and growth. In the context of FKIP Universitas Perjuangan Tasikmalaya, as in many educational institutions, communication problems between students and lecturers can be a challenge. One of the main problems faced is non-compliance with the rules of good communication. Communication that does not pay attention to who they are talking to and how they convey it can disrupt the relationship between students and lecturers. In academic settings, clarity and politeness in communication are essential. Lecturers who listen attentively and students who speak respectfully are critical elements of effective learning.

However, sometimes there is a negative perception towards the use of polite language. Some people may view this as hypocritical, dishonest, or distant behavior. It is important to understand that the use of polite language should not be interpreted as dishonesty or pretense. Polite language should reflect respect and responsibility in communication. This not only supports good learning, but also creates a respectful and enjoyable campus environment. Recognizing the need for improvements in communication on campus is the first step. Through research and awareness, FKIP Universitas Perjuangan Tasikmalaya can identify areas that require improvement in communication between students and lecturers. In this way, educational institutions can take the necessary actions to improve the quality of communication and support more effective and meaningful education for all parties involved.

2. Material and Method

This research methodology adopts a qualitative approach, which aims to produce descriptive data in the form of written words that reflect student speech during the learning process. The subjects of this research were students of the Indonesian Language and Literature Education study program at FKIP Universitas Perjuangan Tasikmalaya.

The use of descriptive analysis methods is carried out through the data analysis stage, where data obtained from observation, interviews and documentation will be analyzed carefully. This aims to describe the research subject according to the factual conditions that occurred when the research was carried out.

The data collection techniques used in this research are as follows:

- a) **Observation:** In this method, researchers make direct observations of students during the learning process. The data obtained will be recorded systematically, focusing on problems related to language politeness that will be studied.
- b) **Interview:** This method is carried out with the aim of obtaining more in-depth information about language politeness practices carried out by students. Interviews will be conducted with relevant students, and the data obtained will be an important contribution to the analysis.
- c) **Documentation:** This method is used to obtain data about students' conditions through written notes or documents related to the speech they use when communicating in class. Documentation is additional evidence that strengthens the results of the analysis.

By combining these three data collection techniques, it is hoped that a comprehensive picture can be obtained regarding the language politeness practices of FKIP Universitas Perjuangan Tasikmalaya students. Analysis of this data will help identify potential improvements and come up with recommendations that can be implemented to improve the quality of communication in the campus environment.

3. Results and Discussion

The results of observations in this study revealed variations in language use by Tasikmalaya Perjuangan University FKIP students in communication with lecturers during the learning process. In the choice of language style and language politeness, differences were found between one student and another. The results of these observations form the basis for a more in-depth analysis.

In the learning context, students' use of language becomes very important. However, it was found that most students tend to use slang which is identical to casual language. This can be caused by the influence of social interactions and language culture in modern society. Students often do not differentiate between the context and communication situations they face, especially when dealing with lecturers, who in fact are people who must be respected and are in a position of authority.

An example of the case identified is the use of the word "I" in communication, which is actually more appropriate for referring to oneself in informal situations. Replacing the word "I" with the word "me" will make communication more polite and respect the lecturer's authority. For example, when a student forgets to submit an assignment and the lecturer asks about the assignment, the student should not say "I left my assignment at home, sir/sir" but it is better to use a more polite sentence such as "Sorry sir/sir, I left my assignment at home. Can I collect it tomorrow, sir/madam?"

Using polite language and paying attention to politeness norms in communication is important in an academic context. This creates an environment that supports effective learning and helps students understand the importance of situationally appropriate communication. Apart from that, the use of polite language also reflects ethics and a respectful attitude towards lecturers, who are partners in the educational process.

In the observation results, facts were found indicating that some students did not start communication with lecturers with words such as "excuse me", "sorry", or "permission". A concrete example of this is a phrase such as "Sir/ma'am, I want to go to the toilet!" or "Sir/madam, would you like to answer the phone". When these words are not used, the impression created is a lack of politeness in communication. This can give the impression of being impolite to the lecturer. As an alternative, students should replace it with a more polite expression such as "Excuse me sir/madam, can you excuse me to go to the toilet?" or "Please, sir/madam, can I answer an important phone call from my family?" By using more respectful language, students can give the impression that they appreciate the lecturer's time and attention.

Another example is when students arrive late during lectures. In this situation, students should ask permission or apologize to the lecturer before entering class. However, sometimes students just knock on the door and go straight in without saying a word of apology or permission. This action can be considered a lack of respect for the lecturer's authority, and can affect the lecturer's perception of students.

In the context of asking lecturers about learning material, most students tend to go straight to the main question without starting with words like "sir/madam, I'd like to ask permission." This shows a lack of use of polite language and a lack of attention to communication ethics in the academic environment.

A similar thing also happens when students do not say the words "sorry sir/madam, our lecture is overdue" when the lecture goes beyond schedule. On the other hand, students tend to say "sir/madam, lecture time is over." Non-compliance with this ethics can affect lecturers' perceptions of student discipline and responsibility. The last case occurred when distributing group presentation tasks. Some groups may not be ready to present the results of their

discussions because the presentation materials are still being printed. However, students often just say "it's still being printed, sir/madam, friend" without saying the word "sorry." This can give the impression that students do not understand the urgency and importance of readiness in the learning process.

Using the word "thank you" is a very important form of politeness in communication. Unfortunately, in certain situations, especially when students are late for class, the use of the word "thank you" is often forgotten. For example, when students are given permission by the lecturer to enter class after being late, the student should say "Thank you, sir/madam, for allowing me to enter class." This is an action that reflects politeness and respect for the lecturer who gave permission.

Additionally, when students receive an answer from the lecturer after asking a question, quite often they simply respond with "ooo". It would be better if students could say "Thank you sir/madam, for the answer" or "Yes sir/madam, thank you in advance." Using the word "thank you" in this context can give the impression that the student appreciates the time and effort the lecturer spent providing an informative answer.

Greetings such as "assalamu'alaikum," "good morning/afternoon/afternoon," or "sorry to interrupt your time, sir/madam" are also often overlooked in communication with lecturers. For example, if the lecturer is not present in class even though lecture time has already started, students sometimes just ask, "Sir/madam, are we coming in today?" Students should start with greetings that reflect politeness, such as "Good morning, sir/madam. Sorry to interrupt your time, are we coming in today?"

It is important to remember that the use of these words is not only a polite act, but also reflects respect for the lecturer, who is an educator and has more experience in an academic environment. Although there are students who still pay attention to politeness in communicating with lecturers, there are some who need to improve their communication practices to create more positive and respectful relationships in the academic environment.

Based on the analysis of the data that has been collected, researchers can conclude that students' polite communication skills towards lecturers are influenced by environmental factors where they live and social interactions outside campus. The living environment is the place where students spend most of their time. The communication language they receive from this environment tends to stick and is difficult to change easily. Apart from that, the social environment outside campus also influences the politeness value of students' communication with lecturers.

In today's modern era, where internet technology dominates everyday life, students tend to be influenced by a more relaxed and informal communication culture. This can result in a lack of awareness of the importance of language politeness. Moreover, easy access to digital content, including videos with negative content, can influence students' thinking patterns and behavior without adequate filtration.

It is important to remember that politeness in language is a value that remains relevant and cannot be replaced by developments over time. Lecturers should be respected as authoritative figures in academic contexts, and communication with them should maintain an appropriate level of politeness. Treating lecturers like peers in communication can blur ethical lines and disrupt the dynamics that should exist in the academic environment. If this trend continues, it could potentially damage the reputation and good image of the campus itself, and have an impact on future generations in terms of understanding and respect for communication ethics in the academic environment. Therefore, there needs to be attention and joint efforts to improve student communication practices towards lecturers in order to create an academic environment that is conducive and respectful for all parties involved.

4. Conclusion

This research reveals relevant issues related to students' polite communication skills towards lecturers in an academic environment. The data that has been collected and analyzed shows several key findings:

- a) Use of less polite language: Most students tend to use less polite language in communicating with lecturers. Examples include the use of slang, non-compliance with communication etiquette, and lack of use of polite words such as "thank you."
- b) Environmental Factors: The student's living environment and social environment outside the campus influence student communication patterns. The language culture they experience in this environment tends to stick with them.
- c) Influence of Modernization: The modern era with technological developments and easy access to digital content influences student communication patterns. The relaxed and informal communication culture often influences them without adequate filters.
- d) Potential Negative Impact: A mismatch between students' communication patterns with lecturers and language politeness norms has the potential to damage the campus' reputation and create disharmony in the academic environment.

In this overall context, it is very important for students to realize the importance of polite communication in interacting with lecturers. Polite communication practices reflect ethics and respect for lecturers, who have an important role in education. By increasing awareness of the importance of language politeness, students can create more positive and respectful relationships in the academic environment.

Apart from that, there needs to be an active role from educational institutions and lecturers in providing guidance and education regarding communication ethics in the academic environment. In this way, it is hoped that the academic

environment will become more conducive to effective learning and create the next generation who have a better understanding of the value of politeness in communication.

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