

CHAPTER I

INTRODUCTION

This chapter presents the discussion of background of the study, research problem, the objective of the research, scope and limitation, and the definition of key term.

A. Background of The Study

The ability to use language appropriately is called pragmatic knowledge. pragmatic knowledge investigates the ability of language users to match utterances with a context in which appropriate (Bardovi-Harlig & R., 2003). pragmatic is a study either oral or written speech based on the pragmatic context attached. Pragmatic is a branch of linguistic that examines the language based on the context (Alaba, 2012) also, pragmatic is in accordance with the meaning that are conveyed and subsequently interpreted and understood by the interlocutor.

Communication that happens between two person or more might occur in every sector of Societe. To conveys the point of communication, people utilize strategies as part of their capability to communicate. Those strategies deal with pragmatic, it sets the preference word in sentences and the interpretation of different language used in every condition (Manik & Hutagaol, 2015). Moreover, in educational sector, it has the tight knit of communication between teachers and students, and also in the University levels, the communication between lecturer and the students of university is needed to support learning process, especially in nowadays online learning.

Pragmatics is also connected with politeness strategies which can be defined as the use of convenient words and phrases in communication that are established with the common rules in society(Senowarsito, 2013). Rahayuningsih, Saleh and Fitriati in their study assume politeness in education as the support system and shall increase the quality of learning process (Rahayuningsih, Saleh, & Fitriati, 2020). It cannot be denied that the quality of learning is also first point for education. In nowadays pandemic situation, itis required to restrict activity that

need a lot of people in a room or an area. Online interaction assumed as the way in teaching in normal era to give more attention to keep learning process run well, especially to save it effectively and make sure that all the materials can be serve perfectly.

Politeness strategies are a set of rules in live that can save the self-image in interaction of society. It is also one of important point to keep the conversation among people. Most people believe that to be polite is to give honor. Politeness becomes a big issue in society right now, especially in education sector. One of goals in education is to create the good attitude in students, and politeness is the aspect that needed to reach the goals, because politeness is believed as the way to build students' great attitude since early stages of education. Lecturers must be more creative and innovative to manage their online classroom. The use of WhatsApp group assumed as the easier way to reach students attention in online learning. However, despite online or offline communication, attitude always be the first stage in education.

Mostly, students feel confused how to place their behavior particularly the way they talk in room chat politely with their lecturer. In building a communication with person who are older than them, they must have standard to express their mind. There are a lot of studies that are conducted on politeness strategies, study that held by Aditya Dwi Nugrahanto and Rudi Hartono (2020) who analyzed politeness strategy in Lecturer-Students Classroom Interaction at the Biology Class Sanata Dharma University, and politeness strategies on EFL students' chatting group interaction conducted by Yuli Tri Amanda, Rina Herlina and Ratnawati (2021), Politeness Strategy in Twitter Updates of Female English Language Studies conducted by Marlyna Maros and Liyana Rosli (2017).

Those studies focus on how important the application of politeness strategies in both offline or online learning interaction. It is similar with this research which investigates the politeness strategies in learning interaction. However, this study focuses on the kinds of politeness strategies that students used on online learning interaction through WhatsApp group and the kinds of

strategies used to deliver the types of politeness strategy in online learning interaction.

B. Research Problem

Based on the background of the study, the researcher takes some research questions, those are:

1. What politeness strategies do the students use in online learning interaction?
2. What kinds of strategies are used to deliver the types of politeness strategy in online learning interaction?

C. The Objective of The Research

From the research questions above the purpose of this research are:

1. To know the kinds of politeness strategies that students oftenly use in online learning interaction
2. To know the kinds of strategies that used to deliver the types of politeness strategy in online learning interaction.

D. Significance of Study

The result of the study may contribute to the findings studies on classroom communication in this particular period, i.e., during the covid 19 pandemic era. many adjustments in education have been enacted to adapt the pandemic situation, enriching the research in education and providing research findings on educational contexts that have never happened before.

Partially the result of this study may inform both teachers and students the kinds of online classroom interaction that in turn can be used as a reference for their online interaction. The writer hopes this research will give some good results for the students to more understand about politeness strategy for interaction in the online learning process, especially online learning through *WhatsApp* Group as the one of social media, and give knowledge about politeness theory in communication.

E. Scope and Limitation

To ensure the manageability of the study, this research is limited to the analysis of the online conversation through *WhatsApp* Group that is used in the Third semester English Department students' university of IAIN Kediri in Academic Reading class. This study is limited on verbal expression (excluding emotion icon) of politeness strategies that students and lecturer use in online learning interaction.

F. Definition of Key Terms

a. Politeness Strategies

Leech (1983) argues that politeness is a strategy to avoid problems or conflict both speaker and the background of situation. Moreover, Brown and Levinson (1987) said that politeness is strategy to save the participant's face. From the theory above, in this study Politeness strategies is defined as the way of how people choose the right words in sentences to express their mind or idea without making negative impression from the others.

b. Online learning interaction

Online learning interaction is the communication between teacher and students in *WhatsApp* Group to deliver the learning material. It is also the activity that might be done in offline learning but now it changes by online learning process, such as discussion, question and answer, and also send or receive the material and the task for students in conversation on *WhatsApp* Group.

c. *WhatsApp* Group

WhatsApp is a great way to communicate with friends and family online, with instant messaging making chat easier and faster. *WhatsApp* group in this study is a media that is used for a teaching and learning communication.