

Direct and Indirect Politeness in the Education Environment

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While communicating, a person often uses indirect language to honour the speaker. Although the inability to speak is universal, cultural background strongly influences a person's use of indirect language. The use of direct language that contains a command verb and asks is a speaker's attempt to make the speaker do something. This study discusses direct and indirect language courtesy of Court judges. . Qualitative research and, in particular, focus-group interviews generate large amounts of data, which tend to overwhelm novice as well as experienced researchers. The interview took 5–6 hours to transcribe in full, leading to thirty to forty pages of transcripts. A judge is a person who by law is in charge of controlling court proceedings. The research is how the use of direct and indirect courtesy is completed by the court judge. This research is qualitative and the judges' conversation was recorded in the South Jakarta court. The results indicate that in the process of court proceedings, the Judge uses direct politeness which is marked by question words: why, when, what, where, what, what interest, whether, and also uses indirect polite language such explaining something, asking before doing something, using meaningless unclear phrases, and using word “please.” The use of language directly and indirectly shows the professionalism of judges in carrying out their duties for the purpose of upholding justice in society.

Key words: *Direct and Indirect Politeness, Utterances in Court, Face Threatening Acts.*

Introduction

Communication is very important in all aspects of human life. People can express ideas, feelings, expectations and impressions to others through communication (Maulidi et. al., 2019).

It not only encourages the development of full humanity, but also creates social relationships that are indispensable in social groups (Kalfa & Alkar, 2019). Communication will result in better social co-operation between people and successful communication is obtained from all types of interaction approaches. Use of language politeness is required to achieve effective conversation. Language politeness can be observed when a person interacts with others both individually and in groups which can be reflected from the expression displayed by speakers who show honesty (Networks et. al., 2019). Good communication will occur when speakers and listeners can work together so that communication will be successful and relationships stay well established. Communication can be through direct speech indirect speech (Jaimes, 2019).

Judges, prosecutors, lawyers, defendants and witnesses carry out communication through language in Court. They use language to communicate according to their purpose. The purpose of court proceedings is to solve a problems in Court and help the community seek justice. According to Law No. 4 of 2004 on Judicial Power Article 28 (1):“Judges shall research, follow and understand the values of law and sense of justice living in society” (Khodabandeh, 2018). This means a Judge has the power to make a decision (Purnama et. al., 2019).

This study aims to gain an in-depth understanding of courtesy in court sessions in terms of direct and indirect politeness. The use of politeness in language fosters a sense of appreciation, not only in Court but also at school, home or any other relevant location. . The research location is the South Jakarta District Court during and the source of data consists of communication by judges, prosecutors, lawyers, defendants and witnesses.

Theoretical Review

Language Politeness

(Tabrizi et. al., 2019) in Watts gives some provide some insights regarding politeness including Robertson)(2018) who states that politeness is a matter of mutual co-operation. Sari et. al., (2019) maintains that politeness is a bond in human interaction aimed at respecting others, establishing comfort and creating harmonious relationships. Abdurrahman et. al., (2018) assert that politeness is the use of language connected with polite communication. Politeness is a trait connected with the pleasure of communicating with others (Ramadhani et. al., 2019). Litosseliti and Sunderland state that that when communicating, the speaker should know the position of the listener. Prastowo et. al., (2019) explain that the position of a person in the community determines the appreciation of others, for example parents, judges, teachers and lecturers.

Speakers and listeners maintain language politeness in all communication. The same is true in court where the situation is very formal, and perpetrators in court are considered to have very high authority (Look et. al., 2019). They use conceptual words, verbal communication in a limited time, where language must be straightforward and easily understood but successful communication also depends on implicature (Munifah, Romadhona, et. al., 2019). According to Munifah, et. al., (2019b), the goal of direct politeness is to tell others to do something. These types of speeches include: orders, reservations, solicitations, suggestions, while forms can contain both positive and negative statements. For example: “First (Give me a cup of coffee. Make coffee without milk/ cream); Second (Tell me the truth); Third (o not touch it!).”

When speaking directly, the speaker attempts to adjust the world to the word (through the listener). In court proceedings, the situation is very formal, judges, prosecutors, lawyers as well as defendants and witnesses interact by usually using direct speech (Zhang, 2014). Therefore, speakers take verbal action in the most concise, straightforward and timeless manner, as language in court does not use interpretation (Umam & Sommanawat, 2019). This politeness can be seen when a judge begins to open a session, take an oath to a witness or defendant and ask questions (Novoa et. al., 2019). The judge makes this courtesy so that the trial can run smoothly, the judges will even use the same language as the witness or defendant if they cannot speak Indonesian. The judge maintains that he or she always tries to ensure that the language used can be understood by the witness or defendant (Habibi et. al., 2019).

If any communication threatens face, the perpetrator is expected not to threaten face that is maintain a positive demeanour to respect the opponent, ensuring the right of individual to be free from interference and obligation (Hartati et. al., 2019).

Modesty and Speech Takes Progress

Indirect speech shows politeness. It is universal across all languages, but some aspects require closer examination. Kuntjara (2004) examines some important points in the discussion about incompatibility:

Indirect speech has purpose: In some cases, speakers use indirect language due to performance errors, such as in an atmosphere of tension, fear, joy, etc., but there are also cases of inadvertent use of this continuity. This is usually caused by language incompetence, such as being in a foreign country and not understanding the language.

Speech is not directly risky and does not save time. The use of indirect speech is at risk of not saving time. Not sparing time means that time is too long for the speaker to say something and for the other person to be able to process it. In addition, the speaker may not understand

what the speaker means. For such situations, the use of indirect speech is quite risky (Arsyad & Arono, 2016).

Rational assumptions: Everyone who uses speech acts does not have a different purpose. Each person tries to make a profit or avoid the negative consequences of using indirect language. Some of the apparent motivations of indirect language use are not to hurt other people's feelings, cover their intelligence or avoid words that are considered taboo. Thus it appears that the motivation of indirect language use is a rational act to achieve goals.

Indirect speech is the principle of expression: Speakers use language indirectly because the speaker feels what is in the mind or what he or she wants to express cannot be expressed. In pragmatic science, most people try to use the 'principle of expression,' which implies that "everything can be uttered." Thus, a person will find a way to express words.

Factors Affecting the Use of Indirect Speech

Although discontinuity is universal, culture greatly influences a person's use of indirect language (America et. al., 2019). Regarding cultural influences, everyone has different ways of using time and the reason for indirect language usage. Nevertheless, Thomas (124-131) notes there are several factors that influence the use of indirect speech:

Power: A person tends to use indirect language towards someone who has a higher level of authority but the level of seniority may also be an exception for not using indirect language.
Social distance: The term 'social distance' is defined as a combination of psychological factors (status, age, gender, degree of closeness, etc.) that determines the level of respect when speech is performed. In other words, indirect language is used in a close relationship with another person.

Size of imposition: The degree of imposition in communicating determines how important the demand is as well as the direct and indirect speech acts. Goffman (1967) observes the tendency to use free and non-free motion in the size of the load, for example asking for salt from the waiter in a restaurant, can be done through direct speech by minimising inconsistency, but when borrowing large amounts of money [text missing].

Rules and Obligations

The measure of power, social distance and continuity can occur concurrently. For example, if a person is on a bus and asks a bus driver to stop, then there is use of a small degree of indirect speech. This is due to the obligation of the driver to drop the passengers at the bus stop. Conversely, if the passenger wants to stop in the middle of the road, then usually he or she will

ask the driver with a high level of continuity, for example by asking: “Excuse me sir, can you stop under that bridge?” This is due to a request being submitted that should not be done (Habibi et. al., 2019). This situation is the same when a police officer dismisses a motorist who does not comply with traffic rules on the road, he or she has the right to do so because of his or her duties as a regulator on the highway (Cetin & Tortop, 2018). The above description of the use of indirect speech depends on the context as well as the need to use indirect speech.

Face Threatening Acts

According to Spencer-Oatey (2000), being polite is a concept that intuitively has meaning and connects with meaning, value, dignity, respect, status, reputation (good name) and ability. Brown and Levinson, (2008) maintain that the interaction of keeping face is very important as it relates to a person’s identity or self-concept, self as an individual identity, as a group or collective identity, and self in relation to the other (relational identity). A person who cannot take care of his or her face cannot live with his or her group (Matsumoto 1988, Gu 1990, Mao 1994, Yu 2001). Brown and Levinson, (2008) refer to advance threat actions including acts that violate the negative face of the said companion:

Phrases about: orders and requests, suggestions, advice, reminding threats, warnings, dares.

The phrase about: offers and promises.

Expression of compliments: expressions of strong (negative) emotion towards H -e.g. Hatred, anger.

Actions that threaten the positive face of the opponent include:

- 1) Expression of disapproval: criticism, contempt or ridicule, complaints and reprimands, accusations, insults.
- 2) Expression of contradictions or disagreements, challenges.
- 3) Phrases about: violent (out-of-control) emotions (S) give the possibility of reasoning for him or her to be embarrassed.
- 4) The phrase irreverence: mention of taboo topics, including those which are inappropriate in the context (S indicates that he or she does not value H's and does not fear H's fears).
- 5) The phrase about: bad news about H, or good news (boating) about S (S indicates that he or she is willing to cause distress to H, and/ or does not care about H's feeling) The phrase about lack of co-operation in an activity e.g. disruptively interrupting H's talk, making non-sequiturs or showing non-attention (S indicates that he or she does not care about H's negative or positive wants).



Research Problem

Communication becomes important in conveying ideas, intentions, messages, and goals to other parties. Other people can translate our commands in the form of actions and do what we want which is the fruit of the effectiveness of a communication. Hampered and imperfect communication or partial communication will affect the intent and content of the message to be conveyed.

Communication with long and convoluted language often obscures the content of the message to be conveyed, as well as use of language which is too high making it difficult for the interlocutor to accept the information conveyed, which in turn will lead to different (multiple interpretations). Effective communication is simple, in accordance with the situation and condition of the other person, in other words it is important to know the other person, when and where the communication is carried out, and how the situation is carried out at the time of the communication.

Methodology

Research Design

The study is conducted using qualitative methods (Obeng, 2016), with a multi-case multi-site case study (Yin, 2013). Qualitative research and in particular, focus-group interviews generate large amounts of data, which tend to overwhelm novice as well as experienced researchers. The interview can take up to 5–6 hours to transcribe in full, leading to thirty to forty pages of transcripts. Thus, a central aim of data analysis is to point out that data analysis consists of a number of stages, i.e. examining, categorising and tabulating or otherwise recombining the evidence, in order to address the initial goal of a study.

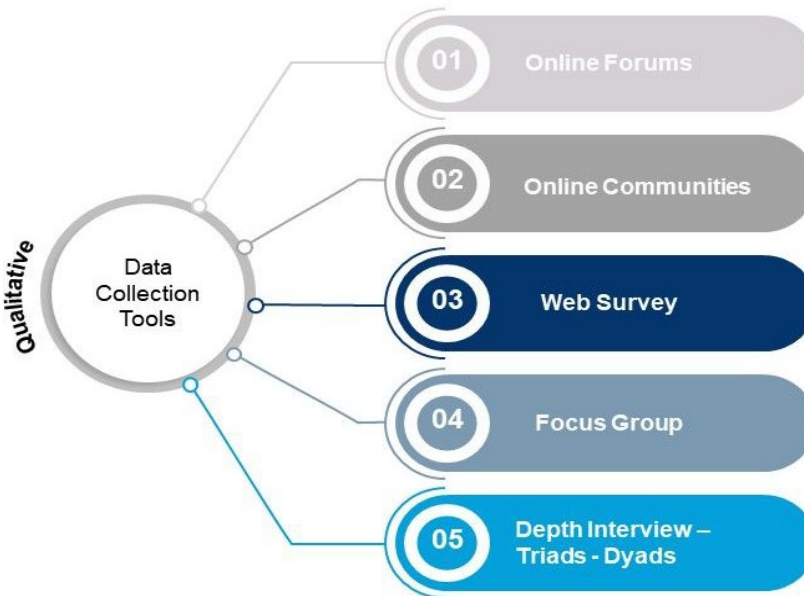
Participants

Data is collected through interviews (FGD) and in Dept. Participants in the data collection include managers of schools, teachers, and mobile web survey (online communities, and online group) with a total of 50 participants. Data collected can be in the form of poll results, stuffing and field notes on the instrument activity sheet in the state of implementing lectures and learning which is used in the process of planning, design, and development of course material collected by the techniques noted.

Collected Data

Data was extracted from three main sources (triangulation) including school managers, teachers and mobile web survey (online communities and online group) through in-depth and focus group interviews. Figure 1 illustrates the process of collecting data.

Figure 1. Data collection tools



Data Analysis and Procedures

Data analysis uses consultants of Masters of English and methods of speech in English and Pedagogy.

The following are examples of the direct and indirect speech of judges:

Direct Politeness

In a hearing on 12 April 2011, according to the witness' testimony, Case No.: No. 323/ Pdt B/ 2011/ PN/ Jak-Sel:

1) Asks using “what”

Judge: What is his job?

Witness: His job is to deal with problems at the office

Courtesy of the judge in the hearing on April 12, 2011 with the agenda to ask for the explanation of witness No. Case 323/ Pdt.B/ 2011/ PN.Jkt. Sel uses the word “what” to

strengthen the case in the procedural law so that the judge can process the case correctly and fulfil the sense of justice in accordance with applicable legislation.

In the hearing on April 5, 2011, in the agenda of hearing the witness' testimony, Case No. 724/Pdt/2011/PN/Jak-Sel;

2) Asks using the word “why”

Judge: Why are you looking after Siti Aisyah?

Witness: Because he cannot do anything.

The judge's testimony to the witness uses the direct speech act “why” in the phrase “Why is the witness taking care of Siti Aisyah?”

The use of the word “why” is used to ask the cause, reason and clear action from the witness whose answer is: “Because he cannot do anything” which indicates that he knows the true state of Siti Aisyah.

In a hearing on 5 April 2011, in the agenda of hearing the witness' testimony, trial No. 323/Pdt. B/2011/PN/Jak-Sel.

3) Questions by using the word “when”

Judge: “When did you work at PT Fuji Staff?”

Witness: “I worked at PT Fuji Staff from November 2000-2004 in the legal department of the old department.”

It appears from the above speech that the judge declares the act of direct speech “when,” which aims to ask when the witness was working in Fuji Staff. This question is very important for the judge, in order to continue the trial process.

In the hearing on 12 April 2011, the agenda of hearing the witness' testimony, trial No. 323/Pdt. B/2011/ PN Jak-Sel.

In the trial dated 12 April 2011, the agenda of hearing the witness' testimony. Session No. 363/Pdt.B/2011/South Jakarta District Court.

1) Asks using the words “from where,” “how” and “what interests”

Judge: How do you know they were husband and wife?

Witness: They live together, so I know they are husband and wife.

Judge: How many children do they have?

Witness: Three.

Judge: Of what interest are they to the Court?

Witness: Dealing with a deed.



The above speech illustrates when a Judge wants to know about an applicant who requests the birth certificate of his child where the condition is for the witness to know the petitioner's child. The judge uses the questions "which," "what," "and" "to extract and obtain clear information about the applicant and his family. If the judge believes the witness, then he or she will issue the applicant a birth certificate."

Indirect Utterance

Conversation in court

In the trial of December 07, 2011, with the agenda of asking for witness information, Case No. 13/Pdt.G/2011/PN/Jak.Sel.

Requesting to do something using the word "please"

Defendant: Please briefly explain the witness' duty related to the company.

Witness 1: I was given the task of providing legal considerations, which relate to the answer of the letter addressed to the company.

Analysis:

When the defendant asks the witness, he uses the word "please" which shows his politeness.

The trial date of December 7, 2011 with the agenda of examining defendant Case No. 13 / PDT.6 / 2011 / PN.JKT. Sel.

Speakers Want Listeners to Explain Something

Plaintiff: Related to the memorandum of understanding. Do you know any information about whether the sister ever asked or checked?

Judge: Did you ever read the note?

Witness 2: Yes.

The plaintiff uses a long sentence to show courtesy, but was not understood by the witness and as the judge knew that the witness did not understand, he or she questioned by using the word "what" which was immediately understood by the witness (Hartinah et. al., 2019).

During the hearing on December 05, 2011, the agenda for the examination of the defendant No case 1313/Pid.B/2011/PN.Jak.Sel.

Speakers Ask Before Doing Anything

Chief Judge: If no one wants to ask, you can leave the courtroom. After hearing the testimony from the witnesses, the agenda for today's hearing is closed. The trial will resume on 12 December 2011. The hearing is closed.

As the chairman of the trial, the judge acts actively both before and during the hearing so that the trial proceeds in an orderly manner. In this case the judge has authority, amongst other things, to determine the day of the trial, to order the summoning of parties and to close the hearing (Ikikat, 2019). Nevertheless, the judge uses indirect speech by saying "If no one wants to ask ...". This speech shows indirect politeness during the hearing (Diani et. al., 2019). The judge acted by saying "The trial is closed."

Discussion and Conclusion

Polite communication is closely related to the use of polite and correct language in accordance with norms and manners. Changing times, cultural values, and the increasingly developed mindset of people contribute to politeness in communication, which may differ from one region to another, depending on the cultural values adopted by the local community (Mokhtar et. al., 2019). Polite communication in the era of globalisation is crucial considering the rapid development of information technology which makes people more knowledgeable and able to rapidly access up to date information (Muhsin & Ahmad, 2019).

Such a mindset is likely to forget the values / norms that already exist. Versatility is frequently facilitated, so it is not uncommon for expressions that were once considered taboo now becoming a norm, was an expression that was once considered impolite now may be considered ordinary, that which was once impossible is now very much possible. There is a need for awareness and maturity of each individual in addressing and positioning his or herself (Dari et. al., 2020).

Differences in interpretation and language sometimes also lead to misunderstanding (missed communication), which if left unchecked will cause conflict. The use of words that lead to SARA such as intimidating, discrediting, and the like will provoke an uncertain atmosphere. The era of communication must be truly addressed carefully and wisely. In recent years, polite communication amongst the younger generation has begun to decline, polite phrases towards parents is beginning to disappear.,(Athiyallah, 2020). Those who speak politely are more respected rather than those communicating rudely. Achieving effective communication requires using polite language.

Courage in Language

Globalisation has brought profound changes to the order and norms that exist in society. This transformation has a significant impact on various aspects of life. Sophisticated and modern equipment such as the Internet, mobile phones and teleconferences have made changes in the way communication is used both directly and indirectly (Yasin et. al., 2020). It is possible that in the future, face to face communication will be respectful and more polite including attitudes, language and ethics (Alonso et. al., 2005).

With the increasingly sophisticated communication media, values that were once highly respected such as ethics and courtesy may begin to shift. The emergence of slang can have an impact of instant communication (Huda, Yasin, et. al., 2020). Globalisation is closely to adolescents, especially the use of information technology (Murthy, 2020). Changes in communication amongst adolescents who often lose respect for the elderly constitutes a failure to respond to the impact of the development of information technology. Short message services (SMS) are one of the digital information technology products that have made communication more practical and faster. Short message service requires cell phone users to write messages in a concise and clear manner (Pedell, 2006).

However, cell phone users should pay attention to the language used when communicating with parents or those held in high esteem (Huda, Muawanah, et. al., 2020). The internet has become a permanent part of young people's lives. Mobile phone usage often incorporates inappropriate language when communicating with parents or authority figures which will have a negative impact. This creates problems as a number of parents complain about the style of writing through SMS messages by teenagers who tend to be impolite, as they use slang terms that parents find difficult to understand.

In court proceedings, judges and legal counsel have a tendency to use direct speech and indirect speech acts. In direct speech acts, speakers perform verbal actions in the shortest, most straight forward, unadorned way, and contain sentences of command. In this case, speakers and partners share the same understanding of the importance of language acts or of using direct speech acts so that they ignore the face and no one feels threatened in communicating. The use of face-threatening action depends on the needs and context of the communication, it can be observed in the social distance between the speaker and the speech partner as well as the relative strength, degree, social factor, gender, status, position, friendship, authority and so on.

Indirect sentence consists of having to do something using the words "help me" and "please," wanting a partner to explain something and asking before doing something. Speakers minimise speech using formal language, keeping a distance to protect the face of the said counterpart but often the witness or defendant does not understand if the offender in court uses indirect speech.



Evidently, the language used in court is more effective using direct speech acts, it on target, has no ambiguity, without saving the face of the said partner. The court has a culture of respect for guests who come to settle case politely and respectfully.

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