

## CHAPTER III

### FINDING AND DISCUSSION

In this chapter, the researcher only focuses on analysing the data from this research. This data is taken from research results, so it can answer the problems raised in the first chapter. In this chapter there are 2 points, research finding and discussion. researchers analyse about what type of politeness strategies and how do the students imply the strategies during the conversation in students' communication on WhatsApp group of TBI academic year 2020 based on Brown and Levinson perspective?

#### A. Research Finding

After the researcher conducted observations and interviews, the researcher discovered a phenomenon which was of course related to the title that the researcher studied, namely politeness strategies in the WhatsApp group chat in the TBI study program for the 2020/2021 academic year at IAIN Madura.

Politeness is an implicature that arises from a three-way interaction between explanation, context, and politeness principles.<sup>1</sup> The role of politeness often is to avoid conflict, build rapport, and encourage cooperative communication even though the goals of the participants are

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<sup>1</sup> Cruse Alan, *Meaning in Language: An Introduction to Semantics and Pragmatics* (University of Manchester: Oxford University Press, n.d.), 364.

sometimes different.<sup>2</sup> Politeness strategies include the speaker's knowledge of what to say or do to the interlocutor or speech partner in the correct way and place because each community or society has a different perspective on politeness so speakers must understand the use of language and culture of that community or society.

Researchers analyse types of politeness and the uses of politeness. In these findings, the researcher explains what types of politeness are used by students. The researcher analyses in the WhatsApp group of six semester of TBI 2020 academic year IAIN Madura and the data presented below:

**1. The type of politeness strategies found in students communication on WhatsApp group of TBI academic year 2020 based on Brown and Levinson perspective?**

The following are the results of text observations that researchers observed from the TBI study program's WhatsApp chat group for the 2020/2021 academic year at IAIN Madura. Researchers found various politeness strategies, namely positive politeness, negative politeness, bald on record politeness and off record politeness.

**a. Negative Politeness**

This data was discovered by researchers after observing texts in the WhatsApp group chat from the TBI study program in the 2020/2021 academic year at IAIN Madura. The use of negative politeness in WhatsApp group includes:

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<sup>2</sup> Hope C. Dawson Michael Phelan, *Language Files: Material for an Introduction to Language and Linguistics* (Columbus: The Ohio State University Press, 2016), 480.

No	Name of Students	Class	Case of Politeness
1.	Cindy Nur Hidayah	A	.... Thank you..... <sup>3</sup>
2.	Elisatul Fitiyah	A	Yes maam..... <sup>4</sup>
3.	Ani Huril Mawla	A	Yes maam, thank you <sup>5</sup>
4.	Darratul Fawaidah	A	I'm so sorry ma'am, give me permission to ask <sup>6</sup>
5.	Adinda Rian Resty Umie Fauzie	A	..... I permission to answer..... <sup>7</sup>
6.	Luluk	C	Okay Ma'am... <sup>8</sup>
7.	Reza Yuliana Pratiwi	D	Alright Mam..... <sup>9</sup>
8.	Sulala Wulandari	D	Yes mbakk Yuyun, Thank you..... <sup>10</sup>
9.	Zainur Rahman	D	.....it's clear enough..... <sup>11</sup>
10.	Andi	D	Yes its clear..... <sup>12</sup>
11.	Syamsul Arifin	D	Alright ma'am, thank you maam..... <sup>13</sup>

<sup>3</sup> Cindy Nur Hidayah, students of six semester of TBI IAIN Madura, *conversation in WhatsApp group* (22 November 2023)

<sup>4</sup> Elisatul Fitriyah, Students of six semester of TBI IAIN Madura, *conversation in WhatsApp group* (22 November 2023)

<sup>5</sup> Ani Huril Mawla, Students of six semester of TBI IAIN Madura, *conversation in WhatsApp group* (22 November 2023)

<sup>6</sup> Darratul Fawaidah, Students of six semester of TBI IAIN Madura, *Interview via WhatsApp* (05 December 2023)

<sup>7</sup> Adinda Rian Resty Umie Fauzie, Students of six semester of TBI IAIN Madura, *conversation in WhatsApp group* (22 November 2023)

<sup>8</sup> Luluk Atim Maghfiroh, students of six semester of TBI IAIN Madura, *conversation in WhatsApp group* (22 November 2023)

<sup>9</sup> Reza Yuliana Pratiwi, Students of Six semester of TBI IAIN Madura, *conversation in WhatsApp group* (23 November 2023)

<sup>10</sup> Sulala Wulandari, Students of six semester of TBI IAIN Madura, *conversation in WhatsApp group* (23 November 2023)

<sup>11</sup> Zainur Rahman, Students of six semester of TBI IAIN Madura, *conversation in WhatsApp group*, (23 November 2023)

<sup>12</sup> Usman Alfiandi, Students of six semester of TBI IAIN Madura, *conversation in WhatsApp group* (22 November 2023)

<sup>13</sup> Syamsul Arifin, Students of six semester of TBI IAIN Madura, *conversation in WhatsApp group* (22 November 2023)

## b. Positive Politeness

Based on research from observation texts, researchers found several sub strategies contained in WhatsApp group chats in the TBI study program for the 2020/2021 academic year at IAIN Madura. The use of negative politeness in WhatsApp group includes:

No	Name of Students	Class	Case of Politeness
1.	Aisya Nabila	A	..... Get well soon ma'am.... <sup>14</sup>
2.	R.A. Agwina Krisantika Novianti	C	..... I would like to ask something related to the schedule tomorrow.... <sup>15</sup>
3.	Reza Yuliana Pratiwi	D	I would like to answer the question from the 8 <sup>th</sup> group..... <sup>16</sup>
4.	Sulala Wulandari	D	I want to ask..... <sup>17</sup>
5.	Zesilia Mega Susanti	D	.....we would like to send the material..... <sup>18</sup>
6.	Selma Damayanti	D	..... we would like to send the material..... <sup>19</sup>
7.	Usman Alfiandi	D	..... I want to ask..... <sup>20</sup>

<sup>14</sup> Aisya Nabila, Students of six semester of TBI IAIN Madura, *conversation in WhatsApp group* (22 November 2023)

<sup>15</sup> R.A. Agwina Krisantika Novianti, Students of six semester of TBI IAIN Madura, *conversation in WhatsApp group* (22 November 2023)

<sup>16</sup> Reza Yuliana Pratiwi, Students of six semester of TBI IAIN Madura, *conversation in WhatsApp group* (22 November 2023)

<sup>17</sup> Sulala Wulandari, Students of six semester of TBI IAIN Madura, *Conversation in WhatsApp group* (22 November 2023)

<sup>18</sup> Zesilia Mega Susanti, Students of six semester of TBI IAIN Madura, *Conversation in WhatsApp group* (23 November 2023)

<sup>19</sup> Selma Damayanti, Students of six semester of TBI IAIN Madura, *conversation in WhatsApp group* (23 November 2023)

<sup>20</sup> Usman Alfiandi, Students of six semester of TBI IAIN Madura, *conversation in WhatsApp group* (23 November 2023)

8.	Mohammad Raihan	D	..... We would like to send the material..... <sup>21</sup>
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### c. Bald on Record

This data was discovered by researchers after observing texts in the WhatsApp chat group of the TBI study program for the 2020/2021 academic year at IAIN Madura. Researchers found 3 chats that contained sub-strategies of negative politeness strategies. The use of negative politeness in WhatsApp group includes:

No	Name of Students	Class	Case of Politeness
1.	Latifatul Isnaini	C	Yes, please..... <sup>22</sup>
2.	Sri Wahyuni	D	Yes please..... <sup>23</sup>
3.	Mohammad Raihan	D	Yes please..... <sup>24</sup>

### d. Off Record

This data was discovered by researchers after observing texts in the WhatsApp chat group of the TBI study program for the 2020/2021 academic year at IAIN Madura. Researchers found 1 chat that contained sub-strategies of negative politeness strategies. The use of negative politeness in WhatsApp group includes:

<sup>21</sup> Mohammad Raihan, Students of six semester of TBI IAIN Madura, *conversation in WhatsApp group* (23 November 2023)

<sup>22</sup> Latifatul Isnaini, Students of six semester of TBI IAIN Madura, *conversation in WhatsApp group* (23 November 2023)

<sup>23</sup> Sri Wahyuni, Students of six semester of TBI IAIN Madura, *Conversation in WhatsApp group* (23 November 2023)

<sup>24</sup> Mohammad Raihan, Students of six semester of TBI IAIN Madura, *conversation in WhatsApp group* (23 November 2023)

No	Name of Students	Class	Case of Politeness
1.	Moh Rofiki	C	I can understand the explanation, thank you <sup>25</sup>

## 2. The students imply the strategies during the conversation in WhatsApp group based on Brown and Levinshon perspective?

Based on the results of observations and interviews, researchers found various sub strategies from 4 politeness theories, the politeness theories are as follows:

### a. Negative Politeness

The result of the observation, the researcher finds two sub strategies from the negative politeness theory, are as follow:

No	Case of Politeness	The Sub Strategies
1.	.... Thank you..... <sup>26</sup>	Give deference
2.	Yes maam..... <sup>27</sup>	Give deference
3.	Yes maam, thank you <sup>28</sup>	Give deference
4.	Okay Ma'am... <sup>29</sup>	Give deference
5.	I'm so sorry ma'am, give me permission to ask, ..... <sup>30</sup>	Question, hedge and Apologize

<sup>25</sup> Moh Rofiki, Students of six semester of TBI IAIN Madura, *conversation in WhatsApp group* (23 November 2023)

<sup>26</sup> Cindy Nur Hidayah, students of six semester of TBI IAIN Madura, *conversation in WhatsApp group* (23 November 2023)

<sup>27</sup> Elisatul Fitriyah, Students of six semester of TBI IAIN Madura, *conversation in WhatsApp group* (23 November 2023)

<sup>28</sup> Ani Huril Mawla, Students of six semester of TBI IAIN Madura, *conversation in WhatsApp group* (23 November 2023)

<sup>29</sup> Luluk Atim Maghfiroh, students of six semester of TBI IAIN Madura, *conversation in WhatsApp group* (23 November 2023)

<sup>30</sup> Darratul Fawaida, Students of six semester of TBI IAIN Madura, *conversation in WhatsApp group* (23 November 2023)

NO	Case of Politeness	The Sub Strategies
6.	..... I permission to answer..... <sup>31</sup>	Assert or presuppose Speaker's knowledge of and concern for hearer's want
7.	Alright Mam..... <sup>32</sup>	Give deference
8.	Yes mbakk Yuyun, Thank you..... <sup>33</sup>	Give deference
9.	.....it's clear enough..... <sup>34</sup>	Minimize the size of imposition on hearer
10.	Yes its clear..... <sup>35</sup>	Minimize the size of imposition hearer
11.	Alright ma'am, thank you maam..... <sup>36</sup>	Give deference

#### b. Positive Politeness

Based on the observation, researcher finding the sub strategies,

there are:

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<sup>31</sup> Adinda Rian Resty Umie Fauzie, Students of six semester of TBI IAIN Madura, *conversation in WhatsApp group* (22 November 2023)

<sup>32</sup> Reza Yuliana Pratiwi, Students of Six semester of TBI IAIN Madura, *conversation in WhatsApp group* (23 November 2023)

<sup>33</sup> Sulala Wulandari, Students of six semester of TBI IAIN Madura, *conversation in WhatsApp group* (23 November 2023)

<sup>34</sup> Zainur Rahman, Students of six semester of TBI IAIN Madura, *conversation in WhatsApp group*, (23 November 2023)

<sup>35</sup> Usman Alfiandi, Students of six semester of TBI IAIN Madura, *conversation in WhatsApp group* (23 November 2023)

<sup>36</sup> Syamsul Arifin, Students of six semester of TBI IAIN Madura, *conversation in WhatsApp group* (23 November 2023)

No	Case of Politeness	The Sub Strategie
1.	..... Get well soon ma'am.... <sup>37</sup>	Give gifts to H (goods, sympathy, understanding, cooperation)
2.	..... I would like to ask something related to the schedule tomorrow.... <sup>38</sup>	Give (or ask for) reason
3.	I would like to answer the question from the 8 <sup>th</sup> group..... <sup>39</sup>	Assert or presuppose Speaker's knowledge of and concern for hearer's want
4.	I want to ask..... <sup>40</sup>	Give (or ask for) reason
5.	.....we would like to send the material..... <sup>41</sup>	Assert or presuppose Speaker's knowledge of
6.	..... we would like to send the material..... <sup>42</sup>	Assert or presuppose Speaker's knowledge of and concern for hearer's want
7.	..... I want to ask..... <sup>43</sup>	Give (or ask for ) reason
8.	..... We would like to send the material..... <sup>44</sup>	Assert or presuppose Speaker's knowledge of

<sup>37</sup> Aisya Nabila, Students of six semester of TBI IAIN Madura, *conversation in WhatsApp group* (22 November 2023)

<sup>38</sup> R.A. Agwina Krisantika Novianti, Students of six semester of TBI IAIN Madura, *conversation in WhatsApp group* (22 November 2023)

<sup>39</sup> Reza Yuliana Pratiwi, Students of six semester of TBI IAIN Madura, *conversation in WhatsApp group* (22 November 2023)

<sup>40</sup> Sulala Wulandari, Students of six semester of TBI IAIN Madura, *Conversation in WhatsApp group* (22 November 2023)

<sup>41</sup> Zesilia Mega Susanti, Students of six semester of TBI IAIN Madura, *Conversation in WhatsApp group* (22 November 2023)

<sup>42</sup> Selma Damayanti, Students of six semester of TBI IAIN Madura, *conversation in WhatsApp group* (22 November 2023)

<sup>43</sup> Usman Alfiandi, Students of six semester of TBI IAIN Madura, *conversation in WhatsApp group* (23 November 2023)

<sup>44</sup> Mohammad Raihan, Students of six semester of TBI IAIN Madura, *conversation in WhatsApp group* (November 2023)

		and concern for hearer's want
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### c. Bald on Record

The result of the observation, the researcher only finding one sub strategies from bald on record politeness strategies, there are:

No	Case of Politeness	The Sub Strategie
1.	Yes, please..... <sup>45</sup>	Use an imperative form
2.	Yes please..... <sup>46</sup>	Use an imperative form
3.	Yes please..... <sup>47</sup>	Use an imperative form

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<sup>45</sup> Latifatul Isnaini, Students of six semester of TBI IAIN Madura, *conversation in WhatsApp group* (23 November 2023)

<sup>46</sup> Sri Wahyuni, Students of six semester of TBI IAIN Madura, *Conversation in WhatsApp group* (23 November 2023)

<sup>47</sup> Mohammad Raihan, Students of six semester of TBI IAIN Madura, *conversation in WhatsApp group* (23 November 2023)

#### d. Off Record

Based on research from observation texts, researcher found one sub strategies contained in WhatsApp group chats in the TBI study program for the 2020/2021 academic year at IAIN Madura. The use of negative politeness in WhatsApp group includes:

No	Case of Politeness	The Sub Strategie
1.	I can understand the explanation, thank you <sup>48</sup>	Give hint

From the results of the text observation data that has been described above, it is further strengthened by the results of the interview data. This data is data that researchers have examined through interviews with students from the TBI IAIN Madura study program for the 2020/2021 academic year whose names are listed in the observation above.

At this stage, the researcher asks questions to the resource person regarding the chats that have been carried out in the conversations that the researcher has chosen for analysis. These questions are different for each resource person, because the chats that are obtained are also different and not from the same group. The data is:

##### a. Negative politeness

1. Thank you

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<sup>48</sup> Moh Rofiki, Students of six semester of TBI IAIN Madura, *conversation in WhatsApp group* (23 November 2023)

There is the conversation between researcher to informant,  
Cindy Nur Hidayah (CNH) <sup>49</sup>

Researcher : There is one of the chats that I got from the  
TOEFL WhatsApp group course, where you  
said “thank you” what is the meaning of your  
chat?

CNH : I said thank you, coz the lecturer provided  
the info before we went to in the class

Researcher : ok, so that word means you are paying  
respect to the speaker?

CNH : yes

## 2. Yes maam

There is the conversation between researcher to informant,  
Elisatul Fitriyah (EF)<sup>50</sup>

Researcher : There is one of the chats that I got from the  
TOEFL WhatsApp group course, where you  
said “yes maam” what is the meaning of your  
chat?

EF : This word means my respect for the  
lecturer/speaker for providing me with  
information

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<sup>49</sup> Cindy Nur Hidayah, Students of six semester of TBI IAIN Madura, *interview via WhatsApp* (5 December 2023)

<sup>50</sup> Elisatul Fitriyah, Students of six semester of TBI IAIN Madura, *interview via WhatsApp* (5 December 2023)

Researcher : oh okei, so you give deference with your lecturer?

3. Yes maam, thank you

There is the conversation between researcher to informant, Ani Huril Mawla (AHM)<sup>51</sup>

Researcher : This is one of the chats I got from the TOEFL WhatsApp group, there you say “thank you maam” what do you think the meaning of that word is?

AHM : Because in the word “thank you” that I said has purpose of respect for the lecture because she was gave me and my friend in my class information

Researcher : so, you only use “thank you” to respect the speaker?

AHM : yes

4. I'm so sorry ma'am, give me permission to ask

There is the conversation between researcher to informant, Darratul Fawaidah (DF)<sup>52</sup>

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<sup>51</sup> Ani Huril Mawla, students of six semester of TBI IAIN Madura, *Interview via WhatsApp* (5 December 2023)

<sup>52</sup> Darratul Fawaidah, Students of six semester of TBI IAIN Madura, *Interview via WhatsApp* (5 December 2023)

- Researcher : I found the chats from the TOEFL course WhatsApp group, you said “I’m so sorry ma’am, give me permission to ask” why do you think you chatted like that and what is the meaning of that word?
- DW : Because I asked permission to ask. In my opinion, it would be impolite to directly say that she is a lecturer, so I choose the sentence “give me permission” which I think is polite. I don’t know when the deadline for submitting the assignment in question is and that makes me confused, so I asked out of curiosity.
- Researcher : so basically you’re looking for agreement?
- DW : no, I’m looking for agreement, I’m asking for clarity, I want to know
- Researcher : okei, I see thank you
5. I permission to answer

There is the conversation between researcher to informant, Adinda Rian Resty Umi Fauzie (AR)<sup>53</sup>

Researcher : I found the chats from the TOEFL course WhatsApp group, you said “I permission to

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<sup>53</sup> Adinda Rian Resty Umi Fauzie, students of six semester of TBI IAIN Madura, *interview via WhatsApp* (5 December 2023)

answer” why do you think you chatted like that and what is the meaning of that word?

AR : I just want to share my knowledge about what I have presented to the listener

Researcher : Okei din thank you

#### 6. Okay Ma’am

There is the conversation between researcher to informant, Luluk Atim Maghfiroh (LAM)<sup>54</sup>

Researcher : I found the chats from the language testing course WhatsApp group, you said “okay, maam” why do you think you chatted like that and what is the meaning of that word?

LAM : the sentence “okay, maam” was a form of my response to the lecturer because she give the information that the discussion would begin soon.

Researcher : oke so you give deference to lecturer?

LAM : yes of course

#### 7. Alright Mam

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<sup>54</sup> Luluk Atim Maghfiroh, Students of six semester of TBI IAIN Madura, *interview via WhatsApp* (5 December 2023)

There is the conversation between researcher to informant,  
Reza Yulia Pratiwi (RYP)<sup>55</sup>

Researcher : I found the chats from the language TOEFL  
course WhatsApp group, you said “Alright  
maam” why do you think you chatted like that  
and what is the meaning of that word?

RYP : I answered that because I respected the  
lecturer who had explained the information in  
detail to me. I say that because I understand  
every piece of information that has been  
conveyed by lecturer

Researcher : okei so you respect for your lecturer, oke i  
see thank you

RYP : It's okey, your welcome

8. Yes mbak Yuyun, Thank you

There is the conversation between researcher to informant,  
Sulala Wulandari (SW)<sup>56</sup>

Researcher : I found the chats from the language testing  
course WhatsApp group, you said “yes mbak  
Yuyun, thank you” why do you think you

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<sup>55</sup> Reza Yulia Pratiwi, students of six semester of TBI IAIN Madura, *interview via WhatsApp* (5 December 2023)

<sup>56</sup> Sulala Wulandari, students of six semester of TBI IAIN Madura, *interview via WhatsApp* (5 December 2023)

chatted like that and what is the meaning of that word?

SW : I answer "thank you " as a form of expression of respect someone who has answered my question.

Researcher : so you give a deference for the speaker?

SW : Yes

#### 9. It's clear enough

There is the conversation between researcher to informant, Zainur Rahman (ZR)<sup>57</sup>

Researcher : I found the chats from the language testing course WhatsApp group, you said "it's clear enough" why do you think you chatted like that and what is the meaning of that word?

ZR : I answered this chat because I understood what had been said and the questions I asked had been answered carefully by the presenter.

Researcher : so you want to end the conversation by talking like that?

ZR : Yes of course

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<sup>57</sup> Zainur Rahman, students of six semester of TBI IAIN Madura, *interview via WhatsApp* (5 December 2023)

## 10. Yes its clear

There is the conversation between researcher to informant,  
Usman Alfiandi (UA)<sup>58</sup>

Researcher : I found the chats from the language testing course WhatsApp group, you said “yes its clear” why do you think you chatted like that and what is the meaning of that word?

UA : The meaning is that it closes the conversation between me and the speaker, because it minimizes time and also in my opinion the understanding is sufficient.

## 11. Alright maam, thank you maam

There is the conversation between researcher to informant,  
Syamsul Arifin (SA)<sup>59</sup>

Researcher : I found the chats from the business English course WhatsApp group, you said “Alright maam, thank you maam” why do you think you chatted like that and what is the meaning of that word?

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<sup>58</sup> Usman Alfianfi, Students of six semester of TBI IAIN Madura, *interview via WhatsApp* (5 December 2023)

<sup>59</sup> Syamsul Arifin, students of six semester of TBI IAIN Madura, *interview via WhatsApp* (5 December 2023)

SA : because the chat means expressing gratitude and respect to the speaker/lecturer for providing information, guidance and knowledge

Researcher : so you give deference for the lecturer yes?  
okei thank you

SA : Yes ofcourse

#### **b. Positive Politeness**

##### 12. Get well soon ma'am

There is the conversation between researcher to informant, Aisya Nabila (AN)<sup>60</sup>

Researcher : I found the chats from the Teaching Practice course WhatsApp group, you said “get well soon ma'am” why do you think you chatted like that and what is the meaning of that word?

AN : Because she told us that she was sick, so we sympathized and wished her a speedy recovery

Researcher : so, it's like you're giving a gift but it's just a token of sympathy, right?

AN : Yes, that's right

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<sup>60</sup> Aisya Nabila, Students of six semester of TBI IAIN Madura, *interview via WhatsApp* (5 December 2023)

13. I would like to ask something related to the schedule tomorrow

There is the conversation between researcher to informant,

R.A. Agwina Krisantika Novianti (AK)<sup>61</sup>

Researcher : I found the chats from the thesis writing course WhatsApp group, you said “I would like to ask something related to the schedule tomorrow” why do you think you chatted like that and what is the meaning of that word?

AK : oh yes it is because I want to ask his permission about the class, is it online or offline

Researcher : oh so it’s like asking for agreement?

AK : yes it’s about agreement

Researcher : oh I see, thankyou Tika

14. I would like to answer the question from the 8<sup>th</sup> group

There is the conversation between researcher to informant,

Reza Yuliana Pratiwi (RYP)<sup>62</sup>

Researcher : I found the chats from the TOEFL course WhatsApp group, you said “I would like to answer the question from the 8<sup>th</sup> group” why do you think you chatted like that and what is the meaning of that word?

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<sup>61</sup> R.A. Agwina Krisantika Novianti, students of six semester of TBI IAIN Madura, *interview via WhatsApp* (5 December 2023)

<sup>62</sup> Reza Yuliana Pratiwi, Students of six semester of TBI IAIN Madura, *interview via WhatsApp* (5 December 2023)

RYP : I answered that way, namely to provide answers to questions that had been asked by the previous group. This can be done by providing detailed, detailed answers so it is easy for the audience to understand

Researcher : ok, it's the same as if you were providing knowledge from the material, right?

RYP : yes, its same. But we can add a little according to what we thought before

#### 15. I want to ask

There is the conversation between researcher to informant, Sulala Wulandari (SW)<sup>63</sup>

Researcher : I found the chats from the language testing course WhatsApp group, you said “I want to ask” why do you think you chatted like that and what is the meaning of that word?

SW : I think, I use “I want to ask” as the opening sentence for question to find reason from the listener/speaker.

#### 16. We would like to send the material

There is the conversation between researcher to informant, Zesilia Mega Susanti (ZMS)<sup>64</sup>

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<sup>63</sup> Sulala Wulandari, students of six semester of TBI IAIN Madura, *interview via WhatsApp* (5 December 2023)

<sup>64</sup> Zesilia Mega Susanti, students of six semester of TBI IAIN Madura, *interview via WhatsApp* (5 December 2023)

Researcher : I found the chats from the language testing course WhatsApp group, you said “we would like to send the material” why do you think you chatted like that and what is the meaning of that word?

ZMS : I want to provide the knowledge that I have included in the material, to the audience so that they can first understand the material that I will present.

#### 17. We would like to send the material

There is the conversation between researcher to informant, Selma Damayanti (SD)<sup>65</sup>

Researcher : I found the chats from the language testing course WhatsApp group, you said “we would like to send the material” why do you think you chatted like that and what is the meaning of that word?

SD : I want to provide the information to listeners or audience about what I have included in the material, and to give audience time to read the material I sent first, so that participants can follow along.

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<sup>65</sup> Selma Damayanti, students of six semester of TBI IAIN Madura, *interview via WhatsApp* (5 December 2023)

Researcher : ok, its same as if you were providing knowledge from the material, right?

SD : yes, of course

18. I want to ask

There is the conversation between researcher to informant, Usman Alfiandi (UA)<sup>66</sup>

Researcher : I found the chats from the language testing course WhatsApp group, you said “I want to ask” why do you think you chatted like that and what is the meaning of that word?

UA : The chat is a question to find reasons/answer from the listener/speaker.

19. We would like to send the material

There is the conversation between researcher to informant, Mohammad Raihan (MRH)<sup>67</sup>

Researcher : I found the chats from the language testing course WhatsApp group, you said “we would like to send the material” why do you think you chatted like that and what is the meaning of that word?

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<sup>66</sup> Usman Alfianfi, students of six semester of TBI IAIN Madura, *interview via WhatsApp* (5 December 2023)

<sup>67</sup> Mohammad Raihan, students of six semester of TBI IAIN Madura, *interview via WhatsApp* (December 2023)

MRH : Because I would like to give the explanation of the material from my group to the audiences

Researcher : ok, its same as if you were providing knowledge from the material, right?

MRH : yes it's quite same

### c. Bald on Record

#### 1. Yes, please

There is the conversation between researcher to informant, Latifatul Isnaini (LI)<sup>68</sup>

Researcher : I found the chats from the language testing course WhatsApp group, you said “yes please” why do you think you chatted like that and what is the meaning of that word?

LI : “yes, please” in this chats I mean. I giving time to the audience to ask a question of my presentation

Researcher : so you use imperative sentence in your chat?

LI : yes

#### 2. Yes, please

There is the conversation between researcher to informant, Sri Wahyuni (SW)<sup>69</sup>

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<sup>68</sup> Latifatul Isnaini, students of six semester of TBI IAIN Madura, *interview via WhatsApp* (December 2023)

<sup>69</sup> Sri Wahyuni, students of six semester of TBI IAIN Madura, *interview via WhatsApp* (5 December 2023)

Researcher : I found the chats from the language testing course WhatsApp group, you said “yes please” why do you think you chatted like that and what is the meaning of that word?

SW : okay, I mean of the word I said that, it was like giving opportunity to the listener or participant to deliver his question soon. Because of the situation was question and answer session

Researcher : so you use imperative sentence in the chat?

SW : yes, I did

### 3. Yes please

There is the conversation between researcher to informant, Mohammad Raihan (MRH)<sup>70</sup>

Researcher : this is one of the chats from the language testing course WhatsApp group, there you say “yes please” in your friend who wants to ask you, what do you think the meaning of that word is?

MRH : I used that words because to invite the audience to deliver his question, the word

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<sup>70</sup> Mohammad Raihan students of six semester of TBI IAIN Madura, *interview via WhatsApp* (December 2023)

“please” is used to express more polite sentences or commands.

#### **d. Off Record**

##### 1. I can understand the explanation, thank you

There is the conversation between researcher to informant, Moh Rofiki (MR)<sup>71</sup>

Researcher : I found the chats from the language testing course WhatsApp group, you said “I can understand the explanation, thank you” why do you think you chatted like that and what is the meaning of that word?

MR : I use this sentence as a form of gratitude and respect for the presenter for answering my question.

Researcher : Thank you

#### **B. Discussion**

##### **1. The type of politeness strategies found in students communication on WhatsApp group of TBI academic year 2020 based on Brown and Levinson perspective**

Based on the data that has been researched, researchers discuss it at this stage. At this stage the researcher discusses the data that the researcher

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<sup>71</sup> Moh Rofiki, Students of six semester of TBI IAIN Madura, *interview via WhatsApp* (5 December 2023)

has found in the finding stage, at this stage the researcher finds various sub strategies from the 4 politeness strategies according to Brown and Levinshon, namely positive politeness, negative politeness, bald on record politeness, and off record politeness where the data will be discussed as following:

#### a. Negative Politeness

Negative politeness strategies are measures done to redeem the speaker's face in the face of a negative interlocutor and the speaker's wish to be free of the burden of meaning to ensure actions and intentions are not disrupted or hampered. To classify negative politeness, the speaker must state that fulfills several negative politeness sub strategies, namely: Question, hedge, Be indirect, Minimize the scale applied to the audience, Be pessimistic, Apologize, Give deference, Impersonalize of speakers and listeners, Nominalize, Go on record as incurring a debt, or as not indebting hearer, State the FTA's general rule, Give (or ask for) a reason, Be optimistic, Assume or assert reciprocity , Giving gifts to hearer (sympathy, kindness, cooperation, and understanding), Tell jokes.

The use of negative politeness found in the chatting in WhatsApp group of six semester of TBI IAIN Madura 2020/2021 academic year. The data is shown below:

Cindy Nur Hidayah: yes Maam, **thank you**

This data occurred when Cindy sent a short message to the WhatsApp group, in the text Cindy said "yes ma'am, thank you" The meaning of this statement is that Cindy as a student respects the lecturer,

Cindy uses negative politeness because she is talking to the lecturer and showing deference to the lecturer. The next data is:

Elisatul Fitriyah: **yes maam**

This data happened when Elisatul sent a short message to the WhatsApp group, in the text Elisatul said "yes maam" The meaning of this chat is that Elisatul as a student respects the lecturer, Elisatul uses negative politeness because she is talking to the lecturer and showing deference to the lecturer. The next data of negative politeness is:

Ani Huril Mawla: **yes maam, thank you**

Based on the chat that was sent by Ani, he said to the listener "yes maam, thank you" this sentence means he respects his lecturer because she has provided information to him, so he uses negative politeness because he uses the give deference sub strategy in the chat. The next data is:

Darratul Fawaidah: **I'm sorry ma'am, give me permission to ask**, when the last time for us (5 group) to submitted the video? Before 29 april? Because I'm confused.

This data occurred when Darratul asked the lecturer, he said "I'm so sorry ma'am" this word contains the meaning of apologizing for wanting to ask a question when it is not during class time, then the words "give me permission to ask" means he asked about the decision that will be made, he used negative politeness because he put the question at the wrong time. The next data is:

Adinda Rian Resty Umi Fauzie: Assalamualaikum warahmatullahi wabarakatuh, **I permission to answer** this question by using voice note.

This data occurred when Adinda wanted to answer a question from the questioner, Adinda said "**I permission to answer**" this indicates that he used a sub strategy of assert of presuppose speaker's knowledge of and concern for hearer's want in the WhatsApp group, because he wanted to show his knowledge to fulfil the request given by the questioner. The next data is:

Luluk: **okay ma'am**

This data happened when Luluk sent a short message to the WhatsApp group, in the text Luluk said "okay ma'am" The meaning of this chat is that Luluk as a student respects the lecturer, Luluk uses negative politeness because she is talking to the lecturer and showing deference to the lecturer. The next data of negative politeness is:

Reza Yuliana Pratiwi: **Alright maam**

This data happened when Reza sent a short message to the WhatsApp group, in the text Reza said "Alright maam" The meaning of this chat is that Reza as a student respects the lecturer, Reza uses negative politeness because she is talking to the lecturer and showing deference to the lecturer. The next data of negative politeness is:

Sulala Wulandari: Yes mbak Yuyun, **thank you**

This data happened when Sulala sent a short message to the WhatsApp group, in the text Sulala said "thank you" The meaning of this chat is that Sulala as a Sulala as a questioner gave respect and thanked the presenter for explaining Sulala's question, so she uses

negative politeness because she give deference to the presenter. The next data of negative politeness is:

Zainur Rahman : Alright. I got the point, **it's clear enough**, thanks for all of your opinion, sist.

This data happened when Zainur sent a short message to the WhatsApp group, in the text Zainur said "it's clear enough" that utterance means that he wants to end his message, so he uses negative politeness because he wants to minimize the imposition on hearer. The next data is:

Usman Alfiandi: **yes its clear**

This data happened when Usman sent a short message to the WhatsApp group, in the text Usman said "yes its clear" that utterance means that he wants to end his message, so he uses negative politeness because he wants to minimize the imposition on hearer. The next data is:

Syamsul Arifin: Alright ma'am, **thank you maam**

This data happened when Syamsul sent a short message to the WhatsApp group, in the text Syamsul said "thank you maam" The meaning of this chat is that Syamsul as a student respects the lecturer, Syamsul uses negative politeness because she is talking to the lecturer and showing deference to the lecturer.

There are 10 negative politeness in the IAIN Madura TBI 2020/2021 sixth semester WhatsApp group according to Brown and Levinshon's perspective, and these conversations can be negative politeness because the coverage is carried out as students and lecturers.

## b. Positive Politeness

Positive politeness is a strategy that speakers use to satisfy the listener's needs, goods, desires, and interests.<sup>72</sup> This strategy also functions to facilitate social relationships with other people.<sup>73</sup> To classify negative politeness, the speaker must state that fulfills several negative politeness sub strategies, namely: Notice, attend to H (Hearer) (his interest, wants, needs, goods), exaggerate (interest, approval, sympathy with H), intensify interest to H, use in-group identity markers, seek agreement, avoid disagreement, presuppose/raise/asserts common ground, joke, assert or presuppose S's knowledge of and concern for H's wants, offer, promise, be optimistic, include both S and H in the activity, give (or ask for) reasons, assume or assert reciprocity, give gifts to H (goods, sympathy, understanding, cooperation)

The use of positive politeness found in the chatting in WhatsApp group of six semester of TBI IAIN Madura 2020/2021 academic year. The data is shown below:

Aisya Nabila: **Get well soon** maam

Based on the conversation, Aisya said "get well soon ma'am." This sentence means giving sympathy to the lecturer, so Aisya uses positive politeness because she gives the lecturer a gift in the form of an expression of sympathy. The next data is:

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<sup>72</sup> Arsen Nahum Pasaribu, Erikson Saragih, and Agustinus Gea, "Politeness in Thesis Consultation by WhatsApp: Do Lecturers and Students Apply Different Strategies?," *Elsya : Journal of English Language Studies* 4, no. 1 (2022): 47, <https://doi.org/10.31849/elsya.v4i1.6376>.

<sup>73</sup> Elvi Syahrin, "STRATEGI KESANTUNAN SEBAGAI KOMPETENSI PRAGMATIK DALAM TINDAK TUTUR DIREKTIF BAHASA PRANCIS," n.d., 5.

R.A. Agwina Krisantika Novianti : Assalamualaikum wr wb. I'm sorry for disturbing your time,sir. **We would to ask** about the class tomorrow, will the final exam conduct in online or offline sir? Thank you

This data occurred when Agwina asked the lecturer, he said "we would ask" this speech means ask the lecturer for further information. Agwina uses positive politeness because she uses the seek agreement sub strategy with the lecturer. The next data is:

Reza Yuliana Pratiwi: **I would like to answer the question** from the 8<sup>th</sup> group...

This data occurred when Reza wanted to answer a question from the questioner, Reza said " I would like to answer the question from the 8<sup>th</sup> group " this indicates that he used a sub strategy of assert of presuppose speaker's knowledge of and concern for hearer's want in the WhatsApp group, because he wanted to show his knowledge to fulfil the request given by the questioner.

Sulala Wulandari: **I want to ask...**

This data occurred when Sulala asked the lecturer, he said "I want to ask" this speech meant he asked questions to find reasons or answers from the speaker, he used positive politeness because he usually asked for reasons. The next data is:

Zesilia Mega Susanti: Assalamualaikum wr wb. We are from group 7, **we would like to send the material** for today's presentation. Thank you

This data occurred when Zesilia want to share the material, Zesilia said " we would like to send the material " this indicates that he used a sub strategy of assert of presuppose speaker's knowledge of and

concern for hearer's want in the WhatsApp group, because he wanted to show his knowledge that contained in the material to fulfil the request given by the audience. The next data of positive politeness is:

Selma Damayanti: Assalamualaikum wr wb. We are from group 7, **we would like to send the material** for today's presentation. Thank you

This data occurred when Selma wants to share the material, Selma said " we would like to send the material " this indicates that he used a sub strategy of assert of presuppose speaker's knowledge of and concern for hearer's want in the WhatsApp group, because he wanted to show his knowledge that contained in the material to fulfil the request given by the audience. The next data of positive politeness is:

Usman Alfiandi: .... I want to ask....

This data occurred when Usman asked the lecturer, he said "I want to ask" this speech meant he asked questions to find reasons or answers from the speaker, he used positive politeness because he usually asked for reasons. The last data is:

Mohammad Raihan: Assalamualaikum wr wb. We are from 2<sup>nd</sup> group, **we would like to send the material** for today's presentation.

This data occurred when Raihan wants to share the material, Raihan said " we would like to send the material " this indicates that he used a sub strategy of assert of presuppose speaker's knowledge of and concern for hearer's want in the WhatsApp group, because he wanted to

show his knowledge that contained in the material to fulfil the request given by the audience.

There are 10 Positive politeness in the IAIN Madura TBI 2020/2021 sixth semester WhatsApp group according to Brown and Levinshon's perspective, and these conversations can be negative politeness because the coverage is carried out as students and lecturers.

### c. **Bald on Record**

Bald on record means the speaker speaks directly to the speaker's point listener and the use of bald on recordings is usually used for someone who knows each other as family and close friends.<sup>74</sup> This strategy is realized in direct imperative sentences. Usually, this strategy is also used to express an emergency.<sup>75</sup> To classify negative politeness, the speaker must state that fulfills several negative politeness sub strategies, namely: Use an imperative form, showing disagreement (criticism), giving suggestion, requesting, warning or threatening.

The use of bald on record politeness found in the chatting in WhatsApp group of six semester of TBI IAIN Madura 2020/2021 academic year. The data is shown below:

Latifatul Isnaini: **yes please**

This data occurred when Latifatul sent a short message to the WhatsApp group, she said "yes please" this statement meant an order

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<sup>74</sup> Jannah and Ghofur, "The Analysis of Students Politeness Response on Lecturer Request by Voice Message in WhatsApp Group at Fifth Semester of TBI 2021 IAIN Madura Based on Brown and Levinson Perspective," 169.

<sup>75</sup> Syahrin, "STRATEGI KESANTUNAN SEBAGAI KOMPETENSI PRAGMATIK DALAM TINDAK TUTUR DIREKTIF BAHASA PRANCIS," 5.

for the questioner to immediately send his question to the presenter, she used bald on record because he used an imperative form. The next data is:

Sri Wahyuni: **yes please**

This data occurred when Sri sent a short message to the WhatsApp group, she said "yes please" this statement meant an order for the questioner to immediately send his question to the presenter, she used bald on record because he used an imperative form. The next data is:

Mohammad Raihan: **yes please**

This data occurred when Raihan sent a short message to the WhatsApp group, she said "yes please" this statement meant an order for the questioner to immediately send his question to the presenter, she used bald on record because he used a imperative form.

There are 3 bald on record politeness in the IAIN Madura TBI 2020/2021 sixth semester WhatsApp group according to Brown and Levinshon's perspective, and these conversations can be negative politeness because the coverage is carried out as students and lecturers.

#### **d. Off Record Politeness**

This Strategy is realized in a subtle and non-descript manner clear communicative intents.<sup>76</sup> From 15 sub strategies, the researcher only found one sub strategy, namely give hint.

- a) Give hint

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<sup>76</sup> Syahrin, 7.

This sub-strategy means the speaker gives instructions to his partner because the speaker already understands the explanation.

The data is:

**Moh Rofiki: I can understand the explanation, thank you**

This data happened when Rofiki sent a short message to the WhatsApp group, in the text Rofiki said "thank you" the meaning of these words is that he respects the presenter because he has answered the questions asked, "I can understand the explanation" means if he understands the explanation that has been explained and rofiki gives a hint to the speaker that Rofiki has understood the explanation.

There are 1 off record politeness in the IAIN Madura TBI 2020/2021 sixth semester WhatsApp group according to Brown and Levinshon's perspective, and these conversations can be off record because it has the meaning of an indirect speech act

## **2. The students imply the strategies during the conversation in WhatsApp group based on Brown and Levinshon perspective**

After the researcher carries out the observation text, she finds data that matches the title of the research. This stage is the stage where the data is explained, this data was taken via WhatsApp group chat from different courses from the TBI study program at IAIN Madura for the 2020/2021 academic year. This data includes politeness strategies that have been researched by researchers, these strategies are positive politeness, negative politeness, bald on record politeness and off record politeness. This data will be explained below.

a. **Negative Politeness**

Negative politeness strategies are measures done to redeem the speaker's face in the face of a negative interlocutor and the speaker's wish to be free of the burden of meaning to ensure actions and intentions are not disrupted or hampered. Of the 10 data found by researchers, there were 2 sub strategies found in chat, including give deference and minimize the size imposition on hearer.

a) Give deference

This sub strategy means speakers with speech partners who have differences in age and social power. The data is:

Cindy Nur Hidayah: yes Maam, **thank you**

This data occurred when Cindy sent a short message to the WhatsApp group, in the text Cindy said "yes ma'am, thank you" this shows that he uses a sub-strategy of giving respect in the WhatsApp group because he respects lecturers who have social power other than himself. The next data is:

Elisatul Fitriyah: **yes maam**

This data happened when Elisatul sent a short message to the WhatsApp group, in the text Elisatul said "yes maam" this shows that he uses a sub-strategy of giving respect in the WhatsApp group because he respects lecturers who have social power other than himself. The next data is:

Ani Huril Mawla: yes maam, **thank you**

Based on the chat that was sent by Ani, he said to the listener "yes maam, thank you" this shows that he uses a sub-strategy of giving respect in the WhatsApp group because he respects lecturers who have social power other than himself. The next data is:

Darratul Fawaidah: I'm sorry ma'am, **give me permission to ask**, when the last time for us (5 group) to submitted the video? Before 29 april? Because I'm confused.

This data occurred when Darratul asked the lecturer, he said "give me permission to ask" This utterance means asking something which will later produce the answer or reason that one wants. The next data is:

Luluk: **okay ma'am**

This data happened when Luluk sent a short message to the WhatsApp group, in the text Luluk said "okay ma'am" this shows that he uses a sub-strategy of giving respect in the WhatsApp group because he respects lecturers who have social power other than himself. The next data is:

Reza Yuliana Pratiwi: **Alright maam**

This data happened when Reza sent a short message to the WhatsApp group, in the text Reza said "Alright maam" this shows that he uses a sub-strategy of giving respect in the WhatsApp group because he respects lecturers who have social power other than himself. The next data is:

Sulala Wulandari: Yes mbak Yuyun, **thank you**

This data happened when Sulala sent a short message to the WhatsApp group, in the text Sulala said "thank you" this shows that he uses a sub-strategy of giving respect in the WhatsApp group because he respects to the presenter who answered her question and have social power other than herself. The next data is:

Syamsul Arifin: Alright ma'am, **thank you maam**

This data happened when Syamsul sent a short message to the WhatsApp group, in the text Syamsul said "thank you maam" this shows that he uses a sub-strategy of giving respect in the WhatsApp group because he respects lecturers who have social power other than himself.

b) Minimize the size on hearer

This sub strategy means that the speaker wants to minimize the imposition on the listener by shortening the time he speaks to the listener, the data is:

Zainur Rahman : Alright. I got the point, **it's clear enough**, thanks for all of your opinion, sist.

This data happened when Zainur sent a short message to the WhatsApp group, in the text Zainur said "it's clear enough" This speech implies that he wants to end his message, therefore he uses negative politeness because he wants to minimize pressure on the listener by shortening the time when speaking to the listener. The next data is:

Usman Alfiandi: **yes its clear**

This data happened when Usman sent a short message to the WhatsApp group, in the text Usman said "yes its clear" This speech implies that he wants to end his message, therefore he uses negative

politeness because he wants to minimize pressure on the listener by shortening the time when speaking to the listener.

b. Positive Politeness

Positive politeness is a strategy that speakers use to satisfy the listener's needs, goods, desires, and interests. Of the 10 data found by researchers, there were 4 sub strategies found in chat, including Give (or ask for) reason, Give gift to H (good, sympathy, understanding, cooperation), seek agreement, and assert of presuppose speaker's knowledge of and concern for hearer's want. The data is:

a) Give (or ask for) reason

This sub-strategy provides reasons for what you want or want, the data is:

Sulala Wulandari: **I want to ask...**

This data occurred when Sulala asked the lecturer, he said "I want to ask" This utterance means asking something which will later produce the answer or reason that one wants. The next data is:

Usman Alfiandi: .... **I want to ask....**

This data occurred when Usman asked the lecturer, he said "I want to ask" This utterance means asking something which will later produce the answer or reason that one wants.

b) Give gift to H (good, sympathy, understanding, cooperation)

This strategy means giving a gift to the listener which can make the listener feel happy, the data is:

Aisya Nabila: **Get well soon** maam

Based on the conversation, Aisya said "get well soon ma'am." This sentence means giving sympathy to the lecturer by praying for the lecturer's recovery.

c) Seek agreement

This sub strategy means making a mutual agreement in a way that makes it possible to reach an agreement with hearer.

The data is:

R.A. Agwina Krisantika Novianti : Assalamualaikum wr wb. I'm sorry for disturbing your time,sir. **We would to ask** about the class tomorrow, will the final exam conduct in online or offline sir? Thank you

This data occurred when Agwina asked the lecturer, he said "we would ask" This utterance aims to ask about mutual agreement by asking in such a way that it is possible to reach an agreement with the interlocutor.

d) Assert of Presuppose Speaker's Knowledge of and Concern for Hearer's Want

This strategy means that the speaker pays attention to the listener's wishes. The data is:

Reza Yuliana Pratiwi: **I would like to answer the question** from the 8<sup>th</sup> group...

This data occurred when Reza wanted to answer a question from the questioner, Reza said " I would like to answer the question

from the 8<sup>th</sup> group " this indicates that he used a sub strategy of assert of presuppose speaker's knowledge of and concern for hearer's want in the WhatsApp group, because she wanted to show his knowledge to fulfil the request given by the questioner.

Zesilia Mega Susanti: Assalamualaikum wr wb. We are from group 7, **we would like to send the material** for today's presentation. Thank you

This data occurred when Zesilia want to share the material, Zesilia said " we would like to send the material " this indicates that he used a sub strategy of assert of presuppose speaker's knowledge of and concern for hearer's want in the WhatsApp group, because he wanted to show his knowledge that contained in the material to fulfil the request given by the audience. The next data is:

Selma Damayanti: Assalamualaikum wr wb. We are from group 7, **we would like to send the material** for today's presentation. Thank you

This data occurred when Selma wants to share the material, Selma said " we would like to send the material " this indicates that he used a sub strategy of assert of presuppose speaker's knowledge of and concern for hearer's want in the WhatsApp group, because he wanted to show his knowledge that contained in the material to fulfil the request given by the audience. The next data of positive politeness is:

Mohammad Raihan: Assalamualaikum wr wb. We are from 2<sup>nd</sup> group, **we would like to send the material** for today's presentation.

This data occurred when Raihan wants to share the material, Raihan said " we would like to send the material " this indicates that he used a sub strategy of assert of presuppose speaker's knowledge of and concern for hearer's want in the WhatsApp group, because he wanted to show his knowledge that contained in the material to fulfil the request given by the audience.

c. Bald on Record

Bald on record means the speaker speaks directly to the speaker's point listener and the use of bald on recordings is usually used for someone who knows each other as family and close friends. Of the 3 data found by researchers, there were only 1 sub strategies found in chat, namely Use an imperative form. The data is:

a) Use an Imperative Form

This strategy means the speaker tells the listener to do something according to his wishes by using imperative sentences. The data is:

Latifatul Isnaini: **yes please**

This data occurred when Latifatul sent a short message to the WhatsApp group, she said "yes please" This statement means an order for the questioner to do something that the speaker wants. The next data is:

Sri Wahyuni: **yes please**

This data occurred when Sri sent a short message to the WhatsApp group, she said "yes please" This statement means an order

for the questioner to do something that the speaker wants. The next data is:

Mohammad Raihan: **yes please**

This data occurred when Raihan sent a short message to the WhatsApp group, she said "yes please" This statement means an order for the questioner to do something that the speaker wants.

d. Off Record

This strategy is realized in a subtle and non-descript manner clear communicative intents.<sup>77</sup>. From 15 sub strategies, the researcher only found one sub strategy, namely give hint.

a) Give Hint

**Moh Rofiki: I can understand the explanation, thank you**

This data happened when Rofiki sent a short message to the WhatsApp group, in the text Rofiki said "I can understand the explanation" this shows that he uses a sub-strategy give hint, because rofiki give information if her understand the explanation.

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<sup>77</sup> Syahrin, 7.