

# **(IN) CIVILITY LINGUISTICS IN STUDENT-LECTURER COMMUNICATION ON WHATSAPP**

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## **ABSTRACT**

This research aims to (1) describe the strategy of (in)civility linguistics, (2) describe the linguistic aspects used in representing the (in)civility linguistics. The data of this research were obtained from communication in 6 WA groups whose members were students and lecturers. The data were analyzed using referential identity method and distributional method.

The results of data analysis show that the civility strategies used are (1) speak kindly 22 data (24%), (2) apologize earnestly and thoughtfully 17 data (19%), (3) respect other people's time 15 data (17%), (4) respect others' opinions 7 data (8%), (5) assert yourself 7 data (8%), (6) don't shift responsibility and blame 7 data (8%), (7) listen 5 data (6%), (8) respect even a subtle "no" 4 data (4%), (9) accept and give praise 3 data (3%), and accept and give constructive criticism 3 data (3%). Meanwhile, the incivility

strategy used includes (1) respect other people's time 11 data (34%), (2) assert yourself 6 data (19%), (3) refrain from idle complaints 5 data (16%), (4) speak kindly 3 data (9%), (5) listen 2 data (6%), (6) respect even a subtle "no" 2 data (6%), (7) respect others' opinions 2 data (6%), and (8) don't shift responsibility and blame 1 data (3%). In representing civility linguistic strategies, the students use various utterances such as (1) greetings, (2) apologies, (3) regrets, (4) introducing themselves before conveying their utterances, (5) listening / waiting for the lecturer to finish conveying the information (chat), (6) praised and received praise with good language, (7) said no in a polite and indirect way, and (8) received and gave criticism with word choices and expressions that showed politeness. In representing incivility, linguistic, students violate the rules of civility linguistic by (1) starting a conversation without using greetings and introducing themselves, (2) using excessive words, (3) conveying various personal complaints, (4) using profane words. Impolite words to express their own opinions and reject the opinions of others, (5) use expressions to shift the blame to others

Kata Kunci: *civility, incivility, linguistic, communication, WA.*