

Realization of acts of politeness in language in the dialectics of guidance and counseling: psychopragmatic study

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Abstract

This study aims to identify forms of politeness in language in the dialectics of guidance and counseling. This study is descriptive qualitative. The data in this study are words, phrases, sentences, and discourse obtained through listening to the guidance and counseling service process. Research data collection using the documentation method, refer to it and proceed with the note-taking technique. Analysis of research data using the intralingual and pragmatic equivalent method. The results of the study showed the form of politeness in the dialectics of guidance and counseling services including giving greetings; use the small talk; using humor; using good language or not hurting the speech partner; and giving praise. Based on this, the implementation of guidance and counseling services should use polite and humanist language so that the goals of guidance and counseling can be achieved and students can improve learning achievement.

Keywords: Politeness, guidance and counseling, psychopragmatics

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Introduction

Dialectics of communication in the implementation of the guidance and counseling needs to Utilize a polite language (Harvey & Koteyko, 2012; Kerdchoochuen, 2011). It is intended that the students get guidance and counseling with comfortable and objectives can be Tirrenus (Erlangga, 2017; Trisnawati, 2011). Success in doing counseling and guidance can be tirrenus depends on the communication established between speaker and hearer are polite, kind, and does not create fear hearer (Pishghadam & Navari, 2012).

Perceptions of students today still consider that guidance and counseling services are daunting and likely to only apply to students who have problems (DeKruyf, Auger, & Trice-Black, 2013; Eliamani, Richard, & Peter, 2014; Stebleton, Soria, & Huesman Jr, 2014). Therefore, in the implementation of guidance and counseling services need reviews their politeness (Nurhasanah & Nida, 2016). So that the negative perception is reduced guidance and counseling (Davis, 2014; Whiston, Tai, Rahardja, & Eder, 2011). If the perception of guidance and counseling negative can be turned into the guidance and counseling motivate efforts to achieve it is not possible for learners to reduced delinquency.

If politeness in the dialectic of guidance and counseling is not implemented (Bryan, Moore-Thomas, Day-Vines, & Holcomb-McCoy, 2011; Carey & Dimmitt, 2012). Then what happens learners will perceive guidance and counseling services as a negative thing and learners will feel that guidance and counseling only apply to students who misbehave. Thus Spake the purpose of guidance and counseling services to Enhance the spirit of learners so diligent in learning will be difficult, to Achieve. Therefore politeness in guidance and counseling services have an important role to Realize the goal of guidance and counseling services (Schnipper et al., 2016).

Politeness is a behavior in communication that exists between speaker and hearer. Politeness as behavior that should be concerned about the ethics of communication Also stated Zamzani et al (2011)

Politeness states (politeness) Expressed as a behavior that is through the way of good or ethical. How good or ethical Referred to above is ethics in communication.

Syaifuddin (2013) express politeness, in general, relate to others or the hearer in a communication. A speaker and hearer in communication would be able to run properly if between speaker and hearer executing politeness rules or conventions. Basically speaking Politeness is the norm to be Followed by the speaker and the hearer in a communication. Politeness is customary decorum in good better word connecting the power and meaning (Kusno & Rahman, 2016), This suggests politeness is a binding communication between speaker and hearer in a communication to use polite language rules or politeness.

Doko & Warmadewa (2017) explains the rules of politeness have the speech acts the which leads the course of a speech act and the speakers Whether they comply or violate the rules of politeness. If between the speaker and partner in communication in violation of the rules of politeness, it can be said that speakers use language that is not polite. Ketidaksatuan language will lead to poor communication, even the communication objectives can not be achieved. This is reinforced by the opinion Hamida (2017) impoliteness speaking in communication resulted in harmonious relations and communications made it ineffective.

In addition, the use of language was polite and courteous in communicating will show the character of a language user. If someone speakers use polite language, it can be said that the speaker had a good character, nor vice versa. Basically, the language shows the character of a speaker. Through the language of the speaker, showing one's personality (Cahyaningrum, Andayani, & Setiawan, 2018).

Kesantuan speaking of none other ordinances that are culturally Appropriate language, politeness Showed respect for the hearer. Akbar (2017) discloses the use of good language, polite civilized, is a mirror of the noble personality and show Reverence to the hearer. The purpose of a speaker using polite language disrespect strategy to the hearer. This is consistent with the proposed Febriadina et.al (2018) one of the goals Speak with good and decent person is one way to honor the speaker said in a communication partner.

The more polite one speaker to communication more Easily Achieve the purpose of communication. The benefits of the use of language the roommates are polite in communicating dikemukakan Kurniadi et.al (Kurniadi, Hilaliyah, & Hapsari, 2017) the roommates include benefits for self-speakers, speech environment, and the listener speech. Benefits for speakers will be wiser communication, the speech will Become a more favorable environment.

Development technology is so fast to grow a variety of perspectives in reviewing linguistic aspects. One of these aspects that studies Examined psycho-pragmatics linguistic-based expression of the psychiatric participant said. Rohmadi (2016) stated that psycho-pragmatics is a study that is still new, the study of psychology that integrates pragmatic and psycho-pragmatics called study.

In order to fill the space that has not been Widely Discussed, based on the description above, the problem Examined in this study focused on the interaction of guidance and counseling services. Issues raised are how the form of politeness interaction guidance and counseling services? In line with these problems, this study aims to describe a form of politeness in the interaction of guidance and counseling services.

Method

This study is a qualitative method. Qualitative methods in this study were used to generate descriptive data in the form of a written record (Graue, 2015; Gunawan, 2013; Raco, 2018; Toro, Requena, Duarte, & Zamorano, 2013), the description form of politeness in interaction counseling services practice college student elementary School Teacher (PGSD). In accordance with the qualitative study method used in this study, the data in this study in the form of speech that has a value of modesty in interaction counseling services practice PGSD UMS students. Sources of the Data in this study in the form of speech that Occurs during the practice of guidance and counseling services.

The study of the data collection techniques using techniques refers to proceed with the note or recording (Jamshed, 2014; Thackray & Roberts, 2017). Refer to the method in the study done byheedItems items, namely listening to the speech of a speaker and hearer in the interaction of guidance and counseling services. Furthermore, after the Data Obtained through heed The recording is the data on the data cards in accordance with a form of politeness, classified, and Analyzed.

Analysis of the data in this study using a unified method intralingual (Mahsun, 2014) and pragmatic frontier (Sudaryanto, 2015), Intralingual unified method in this study is used to identify a form of politeness in interaction guidance and counseling. Pragmatic and match method is used to determine the context of the speech that can be traced through the interaction of guidance and counseling services.

Results and Discussion

Based on the data that has been obtained in the counseling Dialectics found some rules modesty speaking in Guardianship and counseling. The dialectic for modesty in guidance and counseling include: (1) The greetings; (2) using the preamble; (3) use humor; (4) advising the language well; (5) provide an appreciation of the advantages of the learners; and (6) provide motivation. The following discussion has presented a form of politeness in the dialectic of guidance and counseling.

Give it salam

The first form of communication politeness is giving greetings to the hearer. Asked news or greetings shows that keeping the rules of communication (Zahid & Hashim, 2018), Greeting hearer is Essentially prayed, the hearer. The following translation of hadiths ordered greetings.

- (1) Students: Assalamualaikum, w.b. what's up sir
Teacher: Walaikumussalam, w.b. good morning Anggi please sit

Communication (1) communication between teachers and learners in the process of guidance and counseling. Communication on reviews This politeness of the data is done using strategies greetings and greetings. Communication strategies using salute the humane act of communication. Politeness humane means of humanizing the speaker hearer. it is Tirrenus by the greeting. It needs to get used to the learners (S. Akbar, 2010).

Regards the teaching of the Islamic religion is essential to maintain unity and harmony in communication. Itself greeting in Islam is not only limited to the forms of address to others. Even greeting dimension award and fellow human beings. That is the greeting has a value of humanity items, namely, how to communicate with someone creating conditions that secure, peaceful, and comfortable, and pray hearer.

Salam apart as one of the forms of politeness in communication Also contains prayers that are being said to God for the safety and welfare of the hearer. So if the speakers greeting the hearer shows pray speaker hearer. Greetings in the act of communication is a form of politeness can be Tirrenus in the communication between speaker and hearer. therefore, if the speaker and Mittra said communication started with the greeting, the ongoing communication is communication that puts character good, polite, and human dignity.

Chit chat

A form of politeness in the dialectic of guidance and counseling Tirrenus with further ado. Dialektikan guidance and counseling will be more flexible if the teacher initiates communication by way of small talk as the preamble would reduce tension learners. Small talk is a form of positive politeness that keeps the face hearer (Manaf, 2011), Learners in counseling will feel calmer so that the goals of counseling can be Achieved. Here are the Data showing politeness in the dialectic of guidance and counseling.

- (2) Teacher: Here, sit here first, the father wants to talk.
Students: What are you talking about, sir?
Teacher: Have you eaten yet?
Students: Why do you want to buy food
Teacher: Here is food if you want to take it.
Students: May sir, I eat everything you know
Teacher: It is possible

Communication (2) the communication of teachers and learners will be coaching and counseling. The communication strategies used by teachers is by way of preamble. The preamble in acts of communication aims to build a common perception that the speaker and hearer have the same perception of the discourse that will be Discussed. Additionally, the preamble in communications guidance and counseling services as a strategy to reduce tensions of participants said (Fahmi, 2014; Parsai, Castro, Marsiglia, Harthun, & Valdez, 2011), Preamble that teachers in the above communications are done by the teacher calls the students and want express conversation. This looks at the Here-here expression father want first sit down and talk.

The preamble in the dialectic of communication is a natural thing to do to reduce tensions between speaker and hearer. Communications guidance and counseling that goes too serious and monotonous tends to make the hearer feel uncomfortable, bored, and even depressed (Maister, Galford, & Green, 2012). One of the objectives in the preamble is to maintain a relationship of communication learners and teachers in guidance and counseling services (Yayuk, 2016). Follow-communication coaching and counseling have to pay attention to learners in order not to feel depressed.

Teachers in communication over using pleasantries with asking the way to learners Whether eaten or not. Here is the expression of already eaten yet? The questions asked of teachers to students in the counseling dialectic guidance and actually one of the strategies that learners will be counseled not afraid and distressed. Quality communication is communication with courtesy and between speaker and hearer do not feel pressured. The longer the speech by using elements of the speaker's preamble will say more polite (Djarot & Muhammad, 2019).

Through the preamble in the above-mentioned communication showed learners happy and not depressed. It is as an initial strategy in conducting counseling and guidance that learners will be easy to be guided. Learners Ketidaktekanan seen on May speech pack, I eat everything you know.

Using humor

The use of jokes or humor in communicating Necessary, Because Often the jokes through the make said partner happy. This is consistent with the statement Dynel (2016) the general form of humor in the face-saving positive conversation. Here's a form of politeness in the dialectic of guidance and counseling services.

- (3) Teacher: Do you want to ask questions, they say that they like to be giddy?
 Learners: no sir
 Teacher: correct? In a tone of uncertainty, the teacher tells the chronology casually happening.
 Students: hehe yes sir, I'm just kidding sir.
 Teacher: Just kidding until entering UKS (followed by laughter)

Communication (3) is a speech made by teacher guidance and counseling (BK) with students who have problems in learning. The problems facing the students is a learning problem, which likes to do her a disservice. Therefore the need for guidance and assistance to such learners. Coaching and mentoring can be run properly if between teachers and learners perform good communication, teachers do not press and learners do not feel pressured.

Communication presented on the above the data shows that using humor polite communication approach. Humor in the act of communication is a strategy that can be selected to show civility to the communication partner. Besides the humor in the communications show intimacy between speaker and partner said, humor in communication aims liquefy tense atmosphere (Herniti, Budiman, & Kusumawati, 2016). Through the insertion of humor in communication capable of making communications partner Becomes depressed and the resulting communication is a quality and effective communication.

Learners who have problems in learning, if counseled with communications strategies based mannered humor will feel depressed and feel comfortable (Dynel & Poppi, 2019), Humor inherently entertainment in communication so that students in the process of guidance and counseling psychology will feel free so that in the process of coaching and mentoring will be Easier so that the goal can be Achieved counseling. Therefore mannered communication has an important role in the conduct guidance and counseling.

It will be different when the coaching is done by communication that is not polite and tends to blame and cornering communication partners (Yu & Savage, 2013). Learners who cornered for making mistakes does not mean that it will be better. Menyutkan learners for making mistakes to learn is not an act that is justified (Al Hosni, 2014). It precisely Learners Becomes makes depressed, not happy, and learning problem is not solved.

Advising with good language

Hereinafter polite communication is communication that uses language can be said that a good or a kind word. Speaker and hearer in communication should use good language if you can not use proper grammar better still. The following hadith shows politeness Translation communication using good language.

- (4) Teacher: If you want to borrow something your friend must do well, you can't with violence, it's a pity that your friend, if he is sick, can't go to school, can't take
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lessons, can't play with you anymore. So later you don't have friends. What exactly do you have a problem with? Previously, I saw you were friendly and polite with friends and teachers. Try to explain what's wrong?

Students: all my parents work, sir, so I don't have any at home playmate.

Teacher: oh, so you are lonely having no friends, then you better join extracurricular activities in schools.

Students: I'm ashamed to use my own list

Teacher: Yes, later, you will choose what extracurricular you want to be followed.

Students: I like to sing, sir

Teacher: Yes, later on, you will register to the extracurricular musical arts.

Communication (4) is the process of teachers' guidance and counseling services to students who are experiencing problems. Communication on the above the data is the advice given by the teacher to the learner naughty disturb her. The advice given to the data shown is done by using proper grammar, meaning advise by not hurting the people who advised though have made a mistake. The advice is given by using language that is good and relaxed be readily accepted by reviews Reviews those who are being counseled. On the contrary, if someone advises that language is not polite and growing niche to hurt partners could be said that counsel was not heard.

As good as any advice conveyed to others when using language that hurt the hearer then managed very minimal possibility. The tendency of people has hurt his feelings are hard to accept the advice. Therefore, teachers, especially in implementing guidance and counseling in a language polite, kind, and do not hurt the students that the purpose of counseling is done to succeed and to foster the spirit learning for learners.

Giving Praise

Acts of politeness in the dialectic of guidance and counseling are further Tirrenus by giving praise to the hearer. Praise given on the strengths and achievements of the hearer is a form of politeness Because the hearer will feel happy. Everyone who is able to give praise to the hearer to be Referred to as a person who knows the manners and respect hearer (Rokhmansyah & Ainin, 2019). The following communication in guidance and counseling services that show politeness by giving praise to the hearer.

(5) Teacher: Which of the extracurricular activities do you like?

Students: What yes sir, I'm confused, sir? But actually, I like music, Sir.

Teacher: Music, you can play music or just sing, you can sing don't try father to hear you sing.

Students: sing

Teacher: Wow, your voice is great, so you can register it directly can later be guided by music art teachers

Students: Yes, sir, thank you.

Communication (5) indicates a polite communication, it is Tirrenus by giving praise to the hearer (AbuSeileek, 2012; Zarrinabadi, 2014). The hearer of the communication is the learners who when given a compliment to be excited and motivated to do something better (Riasati & Noordin, 2011). This is in accordance with the stated kudos to the students aim to change behavior and student learning that involves cognitive, affective, and psychomotor. The praise was given to student teachers in the compliments of the communication Relating to finesse learners in singing.

Basically, said in the communication partner will feel happy when given praise nor vice versa hearer would not be happy if a lot of criticism. therefore you should communication a lot of guidance and counseling teachers give praise to the learners. It is intended to condition the learners' emotions in order to accept advice will be given.

Conclusion

Based on the results and discussion are superbly presented above can be concluded that guidance and counseling services in the implementation can be successful if teachers use both ways, manners, and a humanist perspective. The form modesty speaking in guidance and counseling services include: a greeting; use the expression preamble; use of humor; use good language or not hurt the hearer; and to give a compliment. The fifth form of politeness can be Tirrenus in doing counseling and guidance so that learners are highly motivated to learn.

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