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

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Abstract: *Language is used for communication to deliver one's intention to each other in social interaction. From the language, someone has different ways to speak with other people such as someone speaking to their parents, their friend, their teacher and so on. With a different partner to communicate, people do different ways to speak in every aspect, especially in the politeness aspect. The purpose of this study are to analyze the types of politeness and to know the politeness used by students of fifth semester of TBI 2021 IAIN Madura in response lecturer request by voice message in Whatsapp group based on Brown and Levinson perspective. The approach of this study is qualitative approach and uses content analysis. The kind of this research is library research. The data is taken from voice message in Whatsapp group. The researcher collects the data through the observation and documentation and analyze the data which use politeness strategy. The result of this research is there are three types of politeness available in WhatsApp group of fifth semester of TBI 2021 IAIN Madura based on Brown and Levinson perspective, they are negative politeness, positive politeness, and off record. While bald on record is not available in this research because the use of bald off record is usually used for close friend and family. The use of sub politeness also known by the utterance that used of fifth semester of TBI 2021 IAIN Madura, such as the use of be incomplete and give hints or clue of off record, assert or presuppose speaker's knowledge of and concern to hearer's wants of positive politeness and minimize the size of imposition of negative politeness. Most of students use positive politeness in responding the lecturer.*

INTRODUCTION

Language is used for communication to deliver one's intention to each other in social interaction. It delivers meaning and makes the other people know what other people say and express. In communication they can convey their thought, feeling, information, etc. When human use language, it is not only about transferring information but most of the time it also transfers trust (Pratama, 2019, p. 11). It becomes a basic to

make conversation in society. Language is a system of communication in writing or speech that used by people (Dictionary, 2008, p. 247).

From the language, someone has different ways to speak with other people, such as someone speaking with their parents, their friends, their teacher and so on. With a different partner to communicate, people do the different way to speak in every aspect, especially in politeness aspect. They will use negative politeness and positive politeness when they speak with other people. For example, they will use negative politeness when they speak with their teacher. According to George Yule, politeness also defined as expressing awareness and consideration of another person's face. "Face" is a connected concept of politeness. "Face" in pragmatics as your public self-image (Yule, 2010, p. 135). While according to Ronald Wardaugh, he says that intimacy, distance, power, solidarity and our awareness of social custom is also shown through the general politeness which we use language (Wardaugh, 2006, p. 276). From the explanations above of politeness, the researcher can conclude that politeness is awareness and respect to someone to make a good relationship and avoid a conflict.

It is very important to understand politeness. People think kindness is synonymous with the word: *thank you, I'm sorry,* and *please*. Politeness means that people have the right conversation at the right time and in the right place. People need to understand what the context of the conversation is and who they are talking to, then they can determine what kindness should be used.

Politeness is also used in communication between teachers and students in social networks, such as WhatsApp lessons. On social media, people report a lack of visibility to others, verbally and indirectly, based on text. The absence of this additional feature for conveying the meaning of the phrase can hinder the provision of effective communication, since this can lead to problems in communication, for example, misunderstandings. Misunderstandings can arise because each social media user interprets different written expressions. In addition, the stereotype of not being able to understand the personality of the author can also cause it. Nonverbal communication involves not only words and symbols, knowing the culture of others, but also the foundation of both characters that can influence communication. More and more people are familiar with the culture and personality of the person they are dealing with. It will be easier to understand the messages and minimize misunderstandings about them. However, when people lack information, they tend to rely on clichés to fill in gaps that increase their ability to misunderstand emotions.

To have good relationships during teaching and learning, teachers and students communicating in WhatsApp groups should pay attention to the strategies they use to communicate to create a good learning atmosphere. Sometimes a person says something without paying attention to the other person's reaction. Kindness strategies can be chosen by students towards instructors as a function of polite strategy to establish good

relationships between them in the classroom or by teachers as polite behavior towards students.

Murni Mahmud state in his research entitled "The Use of Politeness Strategies in the Classroom context by English University Students"(Mahmud, 2019, p. 597). This research describe about the politeness strategy by Brown and Levinson were used by the English students in their presentation both positive politeness and negative politeness. This finding shows that the idea of politeness is applicable in Indonesian EFL classroom context. The finding from this study also show that a cross-cultural context study of politeness is required in order to examine the cultural influence in practicing politeness in the class Practices the politeness by English University in Makassar are proved to be influence by religious and cultural aspects of the interlocutors. The similarity of this research with the research that the researcher will do is about the use of politeness of students in the University. While the difference between this research and the research that the researcher will do is that is this research carried out when the use of politeness of students in the University normally in the classroom, while the research that the researcher will do is when the use of politeness of students in the University in WhatsApp group or virtual class so that this research has the novelty of previous research.

Besides, Regita Widya with the title "An Analysis of Politeness Strategies on Comments Indonesians Politicians Twitter Account"(Widya, 2020, p. 2). This research aims to find out politeness strategies used on comments Indonesians Politicians Twitter Account. The first objective of this research is finding out the kinds of politeness strategies used by the netizen in Indonesians Politicians Twitter Account and the second objective is finding out the dominant type of the politeness strategies that used on comments Indonesians Politicians Twitter Account which analyzed by Brown and Levinson's theory of politeness strategy. The similarity of this research with the research that the researcher will do is about the use of politeness strategy by Brown and Levinson perspective. While the difference between this research and the research that the researcher will do is this research carried out the study of politeness by Indonesians Politicians in Twitter account, while the research that the researcher will do is carried out the study of politeness by students in a WhatsApp group.

The last is research from Gita Rahmi with the title "Students Politeness Strategies in Texting a Lecturer"(Rahmi, 2020, p. 43). This research aimed at finding out the students' politeness in texting their lecturer. This research is expected to inspire other researcher to conduct more comprehensive research related to the student politeness response in texting their lecturer through WhatsApp text. The similarity of this research with the research that the researcher will do is about the use of politeness by Lecturer and students in WhatsApp Group by Brown and Levinson perspective. While the difference between this research and the research that the researcher will do is this research carried out the study of

politeness by students texting the lecturer, while the research that the researcher will do is carried out the study of politeness by sending voice message to the lecturer.

The using of WhatsApp group as a communication platform in the educational process is one of alternative to create online classroom in teaching and learning process. In Indonesia especially in IAIN Madura, WhatsApp group is used to comunicate, discuss various topics, share information about learning process, and create a relationship between lecturer and the students. In addition the benefits of using WhatsApp for communication in educational context in Indonesia, issues regarding politeness among the interlocutor also have arised within. The response of students at fifth semester of TBI 2021 IAIN Madura in WhatsApp group includes many kind of politeness. The researcher interests to conduct a research about politeness response that use of students at fifth semester of TBI 2021 IAIN Madura in WhatsApp group because still very few studies are focused on the English student in expressing politeness, especially in universities and also politeness response are still important issues to be explored. The researcher found the politeness that used by some students to response the lecturer request by voice message with the example of the use of politeness such as, "**Based on the material in pdf and explanation**, I think…" (Anjani, 2021). The bold word is show as off record of Brown and Levinson theory. Because the speaker use hints/clue statement to express her feelings. The other example is "**Maybe just it from me**, Wassalamu'alaikumwr.wb." (Jamaluddin, 2021). This utterance show that the speaker minimize the imposition to hearer with said the bold words. Minimize the imposition on hearer also include as politeness by Brown and Levinson theory that is negative politeness.

LITERATURE REVIEW

Politeness

Definition of Politeness

According to Meyerhof, politeness is the act of speaker in a community in order to show to possible social or interpersonal disturbance (Miri, 2006, p. 293). Brown and Levinson define politeness as the public self image that every member want to claim for himself (Brown & Stephen, 1987, p. 81). While George Yule stated that politeness in an interaction, can be defined as the means of speaking to show an awareness of another person's face, people show an awareness when they have a distance to the other is often described as deference and respect (Yule, 2010, p. 60). Ulrich also stated that politeness is a communication to the feeling of someone and awareness of people to interact in the right way (Ulrich, 2005, p. 1410). Based on those statements politeness is system of relationship among human which take attention to others feeling and expectation to minimize a conflict and resistance in human's activity. Politeness itself can be different based on social and culture so the value between one culture and the other culture is different.

Characteristics of Politeness

In this case Richard state that language which displays certain "polite" formulaic utterances like please, thank you, excuse me or sorry, or event elegantly expressed language (Watt, 2003, p. 1). Being polite is not only say thank you, please or the other but it is complicated business in any language. Understanding politeness is not only learn about the language use but we have to understand the social values and cultural background of the society or community. For example the word please in one of the society or community is a common word or it can be how the speaker becomes polite but the other community or society the word please is become impolite because that word can be heard as a command. Furthermore we have to understand all aspects in the society or community to make us being polite to the other not only in the right way but also in the right place. A polite person makes other fell comfortable.

When people were asked what they thought of polite behavior, a surprisingly large amount of disagreement arose. Of course, in order to reduce some consensus, we can defend ourselves with very general statements, but the usual way out of this dilemma is to provide an example or behavior that we believe in. we consider polite. He said that he always had great respect for his boss, or that he was always very helpful and obedient, that he spoke very well, or that he always opened doors for women, or helped them put on their coats, and so on.

Theory of politeness based on Brown and Levinson
Negative Politeness.

Negative politeness is defined as focusing primarily on partially satisfying (correcting) the negative side of the listener. His main desire was to protect territorial claims and self-determination. Negative politeness is primarily based on avoidance, and implementing a negative politeness strategy involves ensuring that the speaker accepts and respects the interlocutor's wishes about the negative person and will (or will) interfere little with the person's freedom of action. Thus, negative politeness is characterized by self-rejection, attention to very limited aspects of the listener's image, and a focus on the desire not to interfere. Actions that threaten to correct someone by apologizing for the disturbance or offense, respecting verbal and nonverbal language, defending the power of action, disinterested mechanisms (such as perceiving action) distracts the speaker and listener from the action, provides the receiver with an "out", the way back to another mechanism, reducing the mechanism to work and making him feel The answer is unquestionable.

From the explanation above there are many sub-strategies of negative politeness itself, they are:

1. Question, hedge: May I ask a little question?
2. Be indirect: can you tell me the time?

3. Minimize the scale applied to the audience: can I talk to you for a second?

4. Be pessimistic: if you have time for me this afternoon, I'd like you to share my post.

5. Apologize: Sorry to bother you, but...

6. Give deference: sorry, teacher. I think I did my job wrong

7. Impersonalize of speakers and listeners: Avoid the pronouns "I" and "you":

    A: Motorcycles parked in an unparked area.

    B: this is my officer

    A: Yes, a parking ticket is required.

8. Nominalize: Participation in illegal protests is punishable by law. May I have your name and address please?

9. Go on record as incurring a debt, or as not indebting hearer: if you can solve the problem I'm having with my format, I'll buy you a beer for lunch.

10. State the FTA's general rule: It's illegal to park in a yellow double lane, so I should fine you.

Positive politeness

Positive politeness means addressing the positive side of the listener, the positive self-image he presents to himself. It is based on a positive politeness approach; want (for example, by treating him as a member of a group, a famous and beloved person, a friend). In this case, the potential threat to the development of the action is mitigated by the fact that the speaker wants at least part of what the listener usually wants; for example, the speaker views the listener as an honorable person with rights and responsibilities in the group, as an "equal" to them, and expects reciprocity or suggests that the speaker is similar to the speaker. Heard, that the Face Threatening Acts (FTA) was not associated with an overall negative rating of listeners' faces.

From the explanation above there are many sub-strategies of Positive politeness itself, they are:

1. Exaggerate (approval, interest, sympathy with hearer): you will be fine Jan and I know you can do that. Do you have a spare time?

2. Notice, attentive to the listener (his wants, interests, needs, and good): Ian You are really good at your style. I'd love to get your opinion on my style.

3. Intensify interest to hearer: don't you know, what I've read on your letter. You will get compensation because of your effort.

4. Use in-group identity markers: you will alright dear

5. Seek disagreement: his performance is very bad, isn't it?

6. Raise/ presuppose/ assert common ground: I know you are right and didn't do what they complaint, why you just silent?

7. Avoid disagreement: I hope you are continue your study for your future why don't you.

8. Assert or assume that the speaker knows and is interested in the listener's

want: I know you love candy, so I brought you a box of candy.

9. Offer, promise: if you cook dinner, I will not eat at the restaurant today.

10. Include both the listener and the speakers in the lesson: I am very tired. Let's go get some food.

11. Give (or ask for) a reason: I think you'll be done if you do this tonight.

12. Be optimistic: I know you're always happy to get a couple of gardening tips, Fred, so if I were you, I wouldn't mow your lawn so short.

13. Assume or assert reciprocity: Mom, if you help me with my biology homework, I will get a good mark tomorrow.

14. Giving gifts to hearer (sympathy, kindness, cooperation, and understanding):

    A: Have a glass of whiskey, Jack

    B: great! Thanks

    A: Not at all. Can I trust you for a minute or two?

15. Tell jokes

    A: What a wonderful summer we had. On average, it only rains five times a
    week.

    B: Yes, it's scary, isn't it?

    A: May I ask for your help?

Off record

Off record means that there is more than one characteristic of unspecified attention, so the speaker cannot be said to be attached to a particular moment. So, for example, if I say, "Oh, I can't write because I forgot to bring it," I can ask you to give me a pen, but I can't help but (like you) stick to the intention. (There perform find where you challenged me: "this is the seventeenth time you've asked me to lend you a pen"). Linguistic implementations of off record strategy include rhetorical questions, metaphors and satires, fallacies, provocative statements, any allusion to what the speaker wants or wants to convey , without making it directly to the meaning is to some extent controversial. .

From the explanation above there are many sub-strategies of off-record strategies itself, they are:

1. Presuppose: I cleaned the car again today

2. Give a hint/clues: It's cold here. (Instead of close the door!)

3. Give association clues: oh my god, my teeth hurt again

4. Use tautologies: war is a war

5. Understate: the white dress is quite nice for you (quite means not so good)

6. Use contradiction:

a. A: are you ok?

b. B: well. Between yes and no

7. Overstate: I ask for a thousands times, but you never answer me

8. Using a metaphor: Harry is a real fish. (swim like a fish)

9. Use a rhetorical question: how many times should I tell you?

10. Be ambiguous: Alex is a pretty sharp

11. Be vague: I'll be gone for a while. (for groceries)

12. Overgeneralizing: Adults sometimes help with the dishes.

Redefine the listener:

A: Someone needs to be held accountable for this mess.

B: You know who is having fun with their friends today. (C is happily staying there close to A and B. A claims that the FTA is targeting B, but hopes C understands that the FTA is threatening him)

1) Be incomplete, use ellipsis: well, I just...

2) Irony: Yes, Alex is a genius. (He did a lot of stupid things)

Bald on Record

The bald on record identifies as the most direct, unambigouous and obvious action, the shortest way - "open the door!" it could mean. Usually, Face Threatening Acts (FTA) will only be done this way if the speaker is not afraid of retaliation, for example, where (a) the speaker is superior to the listener, or can enlist the support of the listener to destroy the listener's face without losing his or her own (b) The speaker (S) and hearer (H) both tacitly agree that the suitability of one's claims may be delayed in the interest of urgency or efficiency, and (c) where the listener's personal injury is minor, such as a clear suggestion, request, suggestion field of view of the audience engaging and doesn't require much sacrifice (e.g., "come in" or "sit down") Bald on record is usually use by someone who know each other such as family and close friend.

From the explanation above there are many sub-strategies of bald on record strategies itself, they are:

1. Use an imperative form. Go out!

2. Showing disagreement (criticism): You are not stupid as the other said

3. Giving suggestion: Study hard and pray to make you can reach your ambition!

4. Requesting: keep the door open!

5. Warning or threatening: don't touch that smell food!

METHOD

The approach of this research used a qualitative approach, and the kind of research is library research. The researcher used library methods because in this case the data will describe the central phenomena about the use and kind of politeness based on Brown and Levinson perspective without any statistical process. The subject of this research is the students at fifth semester of TBI 2021 IAIN Madura and the object of this research is Brown and Levinson perspective. Data collection in this research used as observation and documentation. To analysis data, researcher used unitizing, sampling, recording/coding, reducing data, abductively inferring and narrating. Researcher used

triangulation and detailed description. In this research, researcher used triangulation of data sources to verify the data. In triangulation of data source, researcher used the researcher compares the data from the audio of voice message and the script of the audio. The researcher will have the data based on the script of the audio.

RESULTS AND DISCUSSION
Results

The researcher analyses the types of politeness and the use of politeness. In this finding, the researcher describes what are the types of politeness used by student. The researcher analyses it in the whatsapp group of fifth semester of TBI 2021 IAIN Madura and the data presented below:

Types of Politeness Strategies Used by Students of Fifth Semester of TBI 2021 IAIN Madura in Response to Lecturer Request via Voice Message in Whatsapp Group Based on Brown and Levinson Perspective.

Negative Politeness

Negative politeness means the speaker speaks to avoid conflict and misunderstanding by showing deference. The use of negative politeness in Whatsapp group includes:

No	Name of students	Class	Case of politeness
1.	Safira	A	Thank you.
2.	Deri Afrian Merika	A	I think enough.
3.	Mohammad Fahri Ramadani	A	That is it, thank you.
4.	Erviana Ningsih	A	I think enough from me.
5.	Samsuriyadi	A	I think that's enough from me.
6.	Anni Rufaida	B	Thank you very much.
7.	Rendi Alfarrohman	B	Thank you very much.
8.	Alan Muhidi Maulida	B	Ok thanks.
9.	Fatimatus Zahroh	B	Maybe I think enough from me.
10.	Rojiyatul Maghfiroh	B	Thank you.
11.	Jamaluddin	C	Maybe just it from me.
12.	Nurus Zaman	C	Maybe just it, thank you.
13.	Suci Fitriyanti	C	Ok thank you.
14.	Hidayatul Izzah	C	Thank you.
15.	Ulfiyatul Hasanati	C	Thank you.
16.	Rizal Rifqiyanto	D	Thank you.
17.	Lailatul Jannah	D	Enough from me.
18.	Abdul Basit	D	Thank you very much.

19.	Ahlul Maghfiroh	D	I think enough from me.
20.	Yuliyati Ningsih	E	Thank you.
21.	Erfan Maulana	E	Thank you.
22.	Rika Susanti	E	Ok thank you.
23.	Rika Anjani	E	Thank you.

Positive Politeness

Positive politeness focuses on the positive side of the listener, the positive image that he imagines. The use of positive courtesy in WhatsApp groups includes:

No.	Name	Class	Case of politeness
1.	Safira	A	I want to give a feedback for materials today.
2.	Deri Afrian Merika	A	I would like to feedback about material English Teaching Media.
3.	Mohammad Fahri Ramadhani	A	I will give my feedback about media.
4.	Erviana Ningsih	A	I would like to give my feedback for material today.
5.	Samsuriyadi	A	I would like to give my feedback about ETM.
6.	Anni Rufaida	B	I want to review about the rule of media.
7.	Rendi Alfarrohman	B	I will try to review it.
8.	Fatimatus Zahroh	B	I want to review about media.
9.	Rojiatul Maghfiroh	B	I would like to give my review about ETM.
10.	Jamaluddin	C	I would like review our subject today.
11.	Suci Fitriyanti	C	I will provide feedback namely using media.
12.	Hidayatul Izzah	C	I want to review the material.
13.	Ulfiyatul Hasanati	C	I would like to tell you about the material.
14.	LailatulJannah	D	Here I want to review about the media.
15.	Abdul Basit	D	I will review about teaching media.
16.	AhlulMaghfiroh	D	I want to review about media.
17.	GeraldiyaRamadhani	D	I want to review a material about English Teaching Media.

18.	YuliatiNingsih	E	I want to deliver my comprehension based on the topic today.
19.	Herman Gunawan	E	I want to tell you about my understanding about instructional media.
20.	ErfanMaulana	E	I will convey my understanding of the instructional material and its function.
21.	Rika Susanti	E	Here I want to deliver my review about our topic today.

Off Record

Off record means that the speakers don't directly address their want and it can be success or not the use if off record often include an ambiguous word or meaning in it. The use of off record in the fifth semester of TBI 2021 IAIN Madura includes two data. They are:

No.	Name of students	Class	Case of politeness
1	Geraldiya Ramadhani	D	Accompanying the text of the subject matter...
2.	Rika Anjani	E	Based on the material in pdf and explanation, I think,

Bald on Record

Bald on record means that the speaker speaks directly to the point of speaker to the hearer and the use of bald on record usually used for someone who knows each other such as family and close friend. The use of Bald on record is not found in Whatsapp group of fifth semester of TBI 2021 IAIN Madura

How the Students of Fifth Semester of TBI 2021 IAIN Madura Use the Politeness in Response Lecturer Request by Voice Message in WhatsApp Group Based on Brown and Levinson perspective.

Negative Politeness

Negative politeness means that the speaker speaks respectfully to avoid conflict and misunderstanding. Brown and Levinson divide negative kindness strategies into ten pillars for self-fulfilling negative kindness strategies. Ten sub-categories: question, indirect, pessimistic, give deference, minimizing listener imposition, apologetic, humiliating speaker and listener: avoiding the pronouns "I" and "you", "FTA announcement" (face Threatening Acts) as a general rule. Assign a borrower or register as a borrower listener. There are two sub categories available in WhatsApp group, Give deference and Minimize the size of imposition to hearer. The data is shown below:

No	Case of Politeness	The using of sub-politeness
1.	Thank you	Give deference.
2.	I think enough	minimizing listener imposition
3.	That is it, thank you.	Give deference.
4.	I think enough from me.	minimizing listener imposition
5.	I think that's enough from me	minimizing listener imposition
6.	Thank you very much	Give deference.
7.	Thank you very much	Give deference.
8.	Ok thanks	Give deference.
9.	Maybe I think enough from me	minimizing listener imposition
10.	Thank you	Give deference.
11.	Maybe just it from me	Minimizing listener imposition
12.	Maybe just it, thank you	Minimizing listener imposition, Give deference.
13.	Ok thank you	Give deference.
14.	Thank you	Give deference.
15.	Thank you	Give deference.
16.	Thank you	Give deference.
17.	Enough from me	Minimizing listener imposition.
18.	Thank you very much	Give deference.
19.	I think enough from me	Minimizing listener imposition.
20.	Thank you	Give deference.
21.	Thank you	Give deference.
22.	Ok thank you	Give deference.
23.	Thank you	Give deference.

Positive Politeness

Positive politeness helps the speaker to avoid conflicts, misunderstandings, etc., by emphasizing sincerity, means avoidance. Brown and Levinson break down positive politeness into fifteen pillars for displaying positive politeness. Exaggerate, notice, listen to the audience, use group descriptors, engage the listener, try to refute, avoid disagreements, joke, presuppose, assert, offer, be optimistic, implying speaker and listener activity, give a reason, suggesting or assert reciprocity, giving gifts to listeners. In WhatsApp groups there is one subcategory; this type asserts or implies the speaker's knowledge and interest in the listener's wants. The data is shown below:

No	Case of Politeness	The Using of
1.	I want to give a feedback for	Express or imply the Speaker's interest

	materials today	and knowledge of the Listener's wants.
2.	I would like to feedback about material English Teaching Media	Express or imply the Speaker's interest and knowledge of the Listener's wants.
3.	I will givemy feedback about media	Express or imply the Speaker's interest and knowledge of the Listener's wants.
4.	I would like to give my feedback for material today	Express or imply the Speaker's interest and knowledge of the Listener's wants.
5.	I would like to give my feedback about ETM	Express or imply the Speaker's interest and knowledge of the Listener's wants.
6.	I want to review about the rule of media	Express or imply the Speaker's interest and knowledge of the Listener's wants.
7.	I will try to review it	Express or imply the Speaker's interest and knowledge of the Listener's wants.
8.	I want to review about media	Express or imply the Speaker's interest and knowledge of the Listener's wants.
9.	I would like to give my review about ETM.	Express or imply the Speaker's interest and knowledge of the Listener's wants.
10	I would like review our subject today	Express or imply the Speaker's interest and knowledge of the Listener's wants.
11	I will provide feedback namely using media.	Express or imply the Speaker's interest and knowledge of the Listener's wants.
12	I want to review the material	Express or imply the Speaker's interest and knowledge of the Listener's wants.
13	I would like to tell you about the mateerial	Express or imply the Speaker's interest and knowledge of the Listener's wants.
14	Here I want to review about the media.	Express or imply the Speaker's interest and knowledge of the Listener's wants.
15	I will review about teaching media	Express or imply the Speaker's interest and knowledge of the Listener's wants.
16	I want to review about media	Express or imply the Speaker's interest and knowledge of the Listener's wants.
17	I want to review a material about English Teaching Media.	Express or imply the Speaker's interest and knowledge of the Listener's wants.
18	I want to deliver my comprehension based on the topic today	Express or imply the Speaker's interest and knowledge of the Listener's wants.

19	I want to tell you about my understanding about instructional media	Express or imply the Speaker's interest and knowledge of the Listener's wants.
20	I will convey my understanding of the instructional material and its function.	Express or imply the Speaker's interest and knowledge of the Listener's wants.
21	Here I want to deliver my review about our topic today	Express or imply the Speaker's interest and knowledge of the Listener's wants.

Off Record

Off record means that the speakers don't directly address their want and it can be success or not the use of off record often include an ambiguous word or meaning in it. Brown and Levinson divided off record strategy into fifteen sub categories. These include: presuppose, give hints, giveassociation clues, overstate, tautologies, contradiction, understate, irony, metaphor, rhetorical question, ambiguity, be vague, displace hearer, overgeneralization, and incompleteness. There are two sub categories available in whatsapp group, be incomplete and give hints/clue. The data is shown below:

Case of Politeness	The Using of
Accompanying the text of the subject matter...	Be incomplete
Based on the material in pdf and explanation, I think	Give hints/clues

Bald on record

Bald on record means that the speaker speaks directly to the point of speaker to the hearer and the use of bald on record usually used for someone who knows each other such as family and close friend. Brown and Levinson divided bald on record into five sub strategies. Those are: using imperative form, suggestion, requesting, warning and showing disagreement. Those all sub strategies are not found in Whatsapp group of fifth semester of TBI 2021 IAIN Madura.

Discussion

Politeness was defined as the public image that each participant wishes to create for himself (Brown and Levinson, 1987, p. 81). Based on the data that has been collected, the students of fifth semester of TBI 2021 IAIN Madura used the kind of politeness in their process of learning. This is consistent with the use of politeness based on Brown and Levinson's view of politeness. Brown and Levinson divided politeness into four catagories: negative politeness, positive politeness, off record, and bald on record.

Negative Politeness

Negative politeness is primarily intended to partially satisfy (correct) the negative side of the listener, whose main desire is to defend territorial claims and self-determination (Brown and Levinson, 1987, p. 92). Negative politeness can be applied through ten sub categories. They are: question, indirect, pessimistic, give deference, minimizing listener imposition, apologetic, humiliating speaker and listener: avoiding the pronouns "I" and "you", "FTA announcement" (face Threatening Acts) as a general rule. Assign a borrower or register as a borrower listener. Two of them is appears in WhatsApp group of fifth semester ob TBI 2021 IAIN Madura, that minimize the size of imposition on hearer and give deference. There are twenty three data from twenty five data that found in this research.

Positive Politeness

Positive politeness is aimed at the positive side of the listener, the positive self-image he presents to himself. It is based on a positive politeness approach; want, e.g. treat him as a member of a group (Brown and Levinson, 1987, p. 87). Positive politeness can be applied through fifteen categories. They are: exagerate, notice, attend to hearer, used in signs of group identity, arousing the interest of the listener, seeking disagreement, avoiding disagreements, jokes, presuppose, assert, offer, including optimistic ones, activity of the speaker and listener, assume or assert reciprocity, giving gifts to listeners. One of them was in the WhatsApp group for the fifth term of TBI 2021 IAIN Madura, that the Express or imply the Speaker's interest and knowledge of the Listener's wants. There are twenty one data from twenty five data that found in the research.

Off Record

Off record means that more than one quality of attention is uncertain, so the actor cannot be considered purposeful (Brown and Levinson, 1987, p. 101). Off record can be applied through fifteen sub categories. They are: presuppose, give hints, give association clues, overstate, tautologies, contradiction, understate, irony, metaphor, rhetorical question, ambiguity, be vague, displace hearer, overgeneralization, and incompleteness. Two of them is appears in whatsApp group, that is be incomplete and give hints/clue. There are two data from twenty five data that found in this research.

Bald on Record

Bald on record means that most direct action, unambiguous and also clear, concise way possible (Brown and Levinson, 1987, p. 112). Bald on record has five sub strategies that used by fifth semester of TBI 2021 IAIN Madura they are: using imperative form, suggestion, requesting, warning and showing disagreement. The researcher didn't found the use of bald on record in WhatsApp group of fifth semester of TBI 2021 IAIN Madura because this strategy used to communicate with family and close friend. So, no one of students of fifth semester of TBI 2021 IAIN Madura use this category to their lecturer.

CONCLUSION

Based on the finding and discussion of politeness above, the researcher makes some conclusion, they are:

1. The researcher found three types of politeness they are negative politeness, positive politeness and off record employed by students of fifth semester of TBI 2021 IAIN Madura. From that three strategies, negative politeness often occurs in the voice message of students. There are twenty three times out of twenty five data. the next is followed by positive politeness which occurs twenty one out of twenty five data. The last is off record which has the least frequent from other strategy. They are two times out of twenty five data. while bald on record is not found in this data.

2. The use of politeness in three politeness strategy they are negative politeness, positive politeness, and off record by fifth semester of TBI 2021 IAIN Madura that available in this data.

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