

Linguistics incivility in student: Lecturer communication on WhatsApp

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Abstract

This research aims to identify (1) strategies of linguistic incivility used in student-lecturer communication, and (2) the aspects of speech acts used that represent linguistic incivility. The research analyzed data from six WhatsApp groups that include students and lecturers. The distributional method was used to analyze linguistic incivility representations and the identity method to analyze linguistic incivility strategies. The results demonstrated that the incivility strategies used include (1) respecting other people's time (34%), (2) asserting oneself (19%), (3) refraining from idle complaints (16%), (4) speaking kindly (9%), (5) listening (6%), (6) respecting even a subtle "no" (6%), (7) respecting others' opinions (6%), and (8) not shifting responsibility and blame (3%). Furthermore, students violated the rules of linguistic civility by these actions: initiating conversations without greetings, using excessive words, expressing personal complaints, conveying opinions impolitely, and shifting blame. Recognizing the importance of linguistic civility in student-lecturer communication is crucial for fostering respectful and productive interactions.

Article History

Received:

10 February 2024

Accepted:

20 April 2024

Available online:

30 April 2024

Keywords

incivility,
impoliteness, online
communication,
WhatsApp

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Citation (APA Style): Rohali, R., Tobing, R. L. & Rahayu, S. P. (2024). Linguistics incivility in student: Lecturer communication on WhatsApp. *LingTera*, 11(1), 56–66. <https://doi.org/10.21831/lt.v11i1.71319>

INTRODUCTION

Incivility has become an increasingly heated topic of discussion, especially since Microsoft released the results of its Digital Civility Index (DCI) survey in February 2021. According to the survey conducted by Microsoft in 2020, Indonesia was ranked 29th out of 32 countries with low levels of civility in terms of digital behavior. This was revealed in the Digital Civility Index (DCI), which describes the uncivilized behavior of Indonesian citizens while surfing the internet. It is ironic that in a survey of the friendly daily lives of Indonesian people, they are considered to be uncivilized in their communication online. The Microsoft survey also ranked the Asia Pacific countries based on their levels of digital civilization. Singapore topped the list with a DCI score of 59 points, followed by Malaysia with a score of 63 points, the Philippines with 66 points, Thailand with 69 points, and Vietnam with 72 points. Indonesia ranked sixth with a score of 76 points. In this survey, a higher score indicates a lower level of civility (Microsoft, 2021).

Discussions that take place in online comment sections are often filled with rude, offensive, or even hateful language. Recently, communication science has highlighted the issues of impoliteness and incivility in such discussions. Social science researchers have pointed out that using disrespectful and harmful language can be seen as a violation of democratic and social norms. The term 'incivility' has been used to describe different forms of such language (Stoll et al., 2020). Civility occupies a unique place as one of humanity's social values and is a widespread phenomenon in society. In this context, civility is understood as the act of showing respect to others through civilized linguistic behavior. However, civility goes far beyond that and is considered the basis of the respect that people owe each other in public life. Civility generally prevails in religious contexts. However, it can also be considered in other contexts (Al-Hindawi1 & Al-Aadili, 2020).

Linguistic politeness is an important topic that has been heavily researched. However, according to Sifianou (2019), researchers have generally focused on analyzing politeness, while research on civility linguistics has been largely ignored. Although incivility and impoliteness are closely related, it is surprising that researchers tend to choose politeness over civility. Civility is a critical aspect of our daily lives, and it deserves more attention. The terms civility and politeness are sometimes used interchangeably in various disciplines, including sociology, criminology, philosophy, journalism, and political science. However, civility is more commonly used in the study of ethics and etiquette. Experts have offered different definitions of civility and politeness.

Defining the incivility is not easy, because there are many terms often using for the term incivility. Atashzadeh et al. (2021) defined incivility as the negative behavior of insulting others or violating the common norms of behavior in the workplace. Sprunk et al. (2014) said that incivility not only disrupts the teaching-learning process, but also negatively impacts the well-being of an individual and the relationship between individuals. While Natarajan et al. (2017) said that Incivility includes disrespect for others, the inability or unwillingness to listen to other's points of view or to seek common ground, and not appreciating the relevance of social discourse. In the context of higher education, Clark (as cited in Sprunk, 2014) said that incivility "may be demonstrated by students or faculty and...violates the norms of mutual respect in the teaching-learning environment". This points out that when students and/or faculty fail to recognize and obey these norms of mutual respect, emotions such as fear, anger, hostility, and resentment may develop between the parties involved. Incivility included also bullying linguistics (Susanti & Agna, 2023)

On the other hand, the term incivily is the antonym of civility. Papacharissi (2004) defines civility as a set of behaviors that threaten democracy, deny people personal freedom, and stereotype social groups. This definition highlights the crucial role that civility plays in promoting a healthy and vibrant democracy. It is essential that we recognize the significance of civility and the impact it has on our daily lives. In conclusion, while linguistic politeness is an essential area of study, researchers should give more attention to civility linguistics. Civility is crucial for promoting a healthy and vibrant society, and it deserves more attention in research. By recognizing the importance of civility, we can create a more respectful and tolerant society.

While Bonotti (2021) further explains that the structure of politeness can be categorized into five aspects. Firstly, social identities such as gender, race/ethnicity, class, religion, culture, and language. Secondly, social roles such as family roles, work roles, and societal roles. Thirdly, the context of politeness, which is related to power and authority. Fourthly, environmental considerations, which refer to the places where politeness applies, such as public environments, private environments, and digital spaces. Finally, formality and informality, which determine whether the norm applies formally or informally and influences the differences in sanctions for those who violate it. It can be concluded that civility refers to a set of physical and linguistic behaviors that reflect politeness and justification for communal or social groups interacting socially. Deviation from these behaviors is considered incivility. To implement civility, guidelines or principles are needed, which vary in each society and are dynamic due to social, cultural, and political changes. However, there are general rules that can be used as a guide for a civilized life.

Forni (2003) proposed 25 rules of civility, which include both physical and linguistic behaviors. Of the 25 rules, 14 are linguistic civility rules. These include: listening, speaking kindly, avoiding speaking ill, accepting and giving praise, respecting even a subtle "no," respecting others' opinions, time, and space, apologizing earnestly and thoughtfully, asserting oneself, avoiding personal questions, refraining from idle complaints, accepting and giving constructive criticism, and not shifting responsibility and blame.

Research has been conducted on the prevalence of incivility in various aspects of life. One area of research has focused on incivility in people's lives through mass media or social media, while another has delved into incivility in teaching and learning. Researchers (Aisah & Saifullah, 2019; Lailiyah, 2023; Litvinenko, 2023; Bernuzzi et al., 2024) have conducted studies that have shown the prevalence of incivility in communication on email, Twitter, social media, and in the mass media. On the other hand, studies on incivility in teaching and learning in higher education have revealed the occurrence of incivility in online and classroom learning, as well as the incivility of both lecturers

and students (Jacobs et al., 2016; Anna et al., 2022; Putra et al., 2023; Manurung et al., 2024). However, none of these studies have explored the incivility that occurs in communication between students and lecturers via the WhatsApp application. In Indonesia, the use of WhatsApp has become a common means of communication between lecturers and students, and unfortunately, this is also a place where incivility is frequently observed. Examples of incivility that can be observed in WhatsApp communication include the use of profane language, disrespecting the speaker or speech partner's time and space, using offensive language or inappropriate greetings, or sending anonymous messages.

RESEARCH METHOD

This research is a qualitative study that focuses on describing the communication strategies that involve linguistic incivility between students and lecturers. The study also aims to describe the speech acts that represent linguistic incivility. The data for this research was collected from communication in six WA groups consisting of students and lecturers. To analyze the data, a distributional method was used to analyze representations of linguistic incivility, and an identity method was used to analyze linguistic incivility strategies (Sudaryanto, 2015). The data was analyzed by collecting, selecting, and classifying the appropriate utterances using relevant concepts and methods. The classification and determination of the types of linguistic incivility were based on two factors, namely the lingual units used (words, phrases, sentences) that serve as markers of incivility and the speech context used to determine specific actions and the strategies of linguistic incivility in communication between students and lecturers. The speech context includes the SPEAKING speech component proposed by Hymes (2001).

FINDINGS AND DISCUSSION

Based on our data, students who use WA tend to display certain communication behaviors. These behaviors include showing respect for other people's time, with 64% of female students and 36% of male students reporting this. Additionally, 33% of female students and 67% of male students reported that they assert themselves in their communication. All students reported avoiding idle complaints and speaking kindly. Half of the students reported listening, while another half reported respecting even subtle "no's". All students reported respecting others' opinions and avoiding shifting responsibility and blame. However, the number of students who reported ignoring others was unspecified.

When exhibiting linguistic incivility, students tend to violate social norms by (1) starting a conversation without using greetings or introducing themselves, (2) using an excessive amount of words, (3) complaining about personal issues, (4) using impolite language to express their own opinions and reject those of others, and (5) using expressions that shift blame onto others.

Incivility Linguistic Strategy

Effective communication is the key to maintaining civility in WhatsApp conversations between students and lecturers. However, studies show that some students use language that is disrespectful and uncivil. To prevent such behavior, it is important to follow eight basic principles of communication while interacting with others. These include avoiding interruptions, using polite language, accepting a "no" gracefully, respecting others' opinions, valuing other people's time, being assertive, avoiding unnecessary complaints, and not shifting blame or responsibility. By following these principles, we can ensure that our conversations are respectful, productive, and civil.

Listen/wait

Listening is an important skill to improve your communication skills. Learners cannot communicate properly unless they fully listen and understand the content. Effective listening requires a strong sense of context. Language learning is a central part of its academic and social life. Many studies have shown that listening plays an important role in the development of communication skills (Yavuz & Celik, 2017; Vani, 2023).

Linguistic incivility is a rampant behavior in online communication, especially on platforms like WhatsApp. It involves interrupting, disregarding, or diverting attention from the speaker, which is quite frustrating for the person on the other end. It is important to be mindful of this behavior and avoid interrupting your conversation partner while they are still typing a message. Let's make online communication a more pleasant experience for everyone by being respectful and patient. Don't forget to refer to data (19) for further details on the matter.

- (19) Lecturer : Après tout, dans la réunion avec la chef de SMA 7, il était convenu que du lundi au vendredi pour PK et le samedi pour KKN ...
Student : **Oui monsieur mais on n'est pas d'accord**
Lecturer : **Attendez. Je n'ai pas encore fini d'expliquer**
- (19) Lecturer : However, at a meeting with the principal at SMA 7, it was agreed that Monday to Friday would be for PK activities and Saturday and Sunday would be for KKN activities...
Student : Yes sir, but we don't agree yet...
Lecturer : Wait a minute, I haven't finished explaining yet.

During a lecture, the lecturer explained that PK implementation would take place from Monday to Friday, while Saturday and Sunday would be reserved for KKN activities, as agreed upon at the SMA 7 meeting. However, a student interrupted the lecturer by saying "Oui monsieur, mais on n'est pas d'accord" (Yes sir, but we don't agree yet...), which caused the lecturer to respond with "Attendez. Je n'ai pas encore fini d'expliquer" (Wait a minute, I haven't finished explaining yet). This indicates that the student violated linguistic etiquette by interrupting the lecturer before he had finished explaining the plan.

In utterance (19), an example of linguistic incivility was observed. A similar example is also present in utterance (20). During a mid-semester exam explanation, a student interrupted the lecturer and pointed out that they had not yet discussed the material from the previous week. The student said, "Désolé monsieur, le sujet de la semaine dernière n'a pas été discuté... 🙏", which translates to "Sorry sir, we haven't discussed last week's material 🙏".

- (20) Lecturer : Bonjour mes étudiants. Comment ça va ?
Aujourd'hui nous allons faire un examen de mi-semestre, oui, selon l'horaire et la séquence au RPS.... et...
Student : **Désolé monsieur, le sujet de la semaine dernière n'a pas été discuté... 🙏**
Lecturer : **Pardon. Je terminerai ma parole**
- (20) Lecturer : Lecturer: Hello my students. How are you ?
Today we are going to do a mid-semester exam, yes, according to the schedule and sequence at RPS.... and...
Student : Sorry sir, last week's topic was not discussed... 🙏 ... 🙏
Lecturer : I will finish my word

Speak kindly

It's important to communicate politely and respectfully, using appropriate language that shows civility because Speaking with kindness, even in the face of hostility, not only models our message of compassion, but it can help prevent escalation and facilitate others' willingness to listen (Rakestraw, 2023). speaking kindly should not only be a form of politeness in communication, but also a language ideology (Dunn, 2013).

One way to show respect is by using proper honorifics. Some students use impolite language, like addressing their teachers with "you," which may come across as disrespectful. In French culture, using "Vous" instead of "Tu" is more polite. However, in Indonesian culture, "anda" shows high

respect for the speaker. In Indonesia, it's more polite to use "Mr." or "Mrs." when addressing someone.

- (21) Student Bonjour Monsieur... maaf mengganggu waktu **Anda**. Este-ce que tu peux donner le enrollment key pour les cours de FOIntermediaire ?
Lecturer Oui bien sûr, mais ce sera bien si vous n'utilisez pas le pronom Anda. Utilisez « Vous » ou « Monsieur », ou Bapak.
Student Ah oui pardon monsieur 🙏.
- (21) Student Good morning Sir... sorry to disturb your time. Este-ce que tu peux donner le enrollment key pour les cours de FOIntermediaire ?
Lecturer Oui bien sûr, mais ce sera bien si vous n'utilisez pas le pronom ou. Utilisez « Vous » ou « Monsieur », ou Mr.
Student Ah oui pardon monsieur 🙏.

In comparison to the previous statement, in the utterance (22), the student accurately uses the pronoun "Vous" to address the lecturer. However, the statement "Pouvez-vous me donner le numéro de téléphone portable de l'élève de votre cours?" which translates to "Can you give me the mobile phone number of the student in your class?" is considered impolite as the student is demanding the lecturer to disclose the private information of the student they are teaching.

- (22) Student Bonjour monsieur..
Bon après-midi monsieur. Désolé, je n'ai pas été ajouté au groupe WA de mémoire.
Pouvez-vous me donner le numéro de téléphone portable de l'élève de votre cours ? ou monsieur qui m'ajoute dans le groupe ?
Merci
- (22) Student Hello sir..
Good afternoon sir. Sorry, I haven't been added to the WA group from memory.
Can you give me the cell phone number of the student in your course? or gentleman who adds me to the group?
THANKS

Respect even a subtle “no”

It can be difficult to say “no,” but it’s a critical skill if you are to protect your own priorities, time, and even your mental wellbeing. Saying “no” does **not** mean you’re rejecting the other person; it means that you’re turning down a specific request that the person is making of your time and energy (FSAP, 2024). But we should say this word. One of the pleasant side effects that I usually see in women who start to say “no” and who start to refocus some care and energy on themselves, is an increase in energy, freedom, joy and happiness (Richard, 2013).

It is considered polite to use indirect language when saying "no" instead of using the word directly. For example, during a lecture when the lecturer asked a question about a previous assignment, a student responded with "Non.... pas encore monsieur" (not yet sir). This direct answer was considered disrespectful. Instead, it would be more respectful for the student to use a phrase such as "Non Monsieur, Je suis desole monsieur" (No sir, I'm sorry sir).

- (23) Lecturer Ce devoir se fait en groupe. 2 personnes par groupe. La semaine prochaine chaque groupe l'expliquera dans le Zoom
Student oui monsieur.... D'accord
Lecturer (Seminggu kemudian)
Avez-vous terminé le devoir de la semaine dernière ? veuillez-vous présenter dans le zoom ?
Student **Non** pas encore monsieur.
Lecturer Lhooo la semaine dernière, vous avez dit oui .. et maintenant vous dites Non.
- (23) Lecturer This assignment is done in groups. 2 people per group. Next week each group will explain it in Zoom
Student yes sir.... Okay
Lecturer (a week later)
Student Did you finish last week's homework? please present yourself in the zoom?
Lecturer Lhooo last week, you said yes.. and now you say No.

Respect others' opinions

Respecting others' opinions is crucial as it allows individuals to express themselves confidently without suppressing their thoughts and feelings. By respecting others' opinions, we demonstrate care and build mutual respect, which are essential aspects of our individuality and how we interact with others (Kevin, 2023). However, It's ironic that freedom of expression is highly valued yet sharing a personal opinion can spark feuds, online and even offline. Today, simply agreeing or disagreeing with a post can invite threats from anonymous individuals. Social media discussions can escalate into heated debates. Besides respecting others, it's important to respect opinions for various reasons: (a) broadens horizons, (b) allows mutual learning, (c) fosters peace, etc. (Ponio, 2022).

It is important that both students and lecturers are given the right to express their opinions in a respectful manner. This will help in establishing harmonious communication during the learning process. Unfortunately, it is not uncommon for students to misunderstand and ridicule the opinions of their peers, particularly during class discussions. For instance, during a recent discussion about working on holidays, one student shared their positive opinion, stating that they would be paid more on holidays. However, some other students responded with mockery, saying things like "That's a lie, monsieur... you know, even going to college on a normal day he is skipping class, monsieur... especially if you want to work on a holiday." It is crucial for all individuals in a learning environment to respect each other's opinions in order to create a positive and productive atmosphere.

- (24) Lecturer Que pensez-vous du travail pendant les vacances ?
Student1 Je suis d'accord monsieur, car c'est payé plus cher.
Student2 Bohong itu monsieur... lha kuliah hari biasa aja bolosan itu monsieur... apalagi mau kerja di hari libur
- (24) Lecturer What do you think about working during the holidays?
Student1 I agree sir, because it costs more.
Student2 That's a lie, sir... you're just skipping classes on normal days, sir... especially when you want to work on holidays

The students' speech (24) was deemed linguistically uncivil. If he disagrees with Student1, he can say, "I agree with you, but..." in a more civilized way.

Respect other people's time

When we send email or post to a discussion group, we are taking up other people's time (or bandwidth). The word “bandwidth” is also sometimes used to refer to the storage capacity of a host system. When you accidentally post the same note to the same newsgroup five times, you are wasting both time (of the people who check all five copies of the posting) and bandwidth (Shea, 2023). Privacy is an integral part of every individual's life, and it is vital to respect it. It encompasses having a special time that one needs for themselves, which is separate from the time spent serving others. Just because we're online, does not mean we're any less busy. In fact, workloads often increase in a digital environment. Timely responses and pithy replies will not only ingratiate your fellow peers but will encourage them to do the same (Sttelcom, 2020).

Disrupting this personal time can cause conflicts. Therefore, it becomes crucial to consider and value other people's time. The statement above serves as an example of how violating this principle can harm relationships and create misunderstandings. Let us ensure that we respect each other's privacy and time to maintain healthy and peaceful interactions.

- (25) Student **29 /1/ 2022**
Bonjour madame, C'est un grand plaisir de vous revoir. Est-ce que je peut demander quelques chose ? 🙏.
- Lecturer Est-ce qu'on peut discuter lundi? C'est le week-end aujourd'hui.
- (25) Student 29/1/2022
Hello madam, It is a great pleasure to see you again. Can I ask something? 🙏.
- Lecturer Can we chat on Monday? It's the weekend today.

On January 29, 2022, a conversation ensued between some students and their lecturer. The students requested to consult with the lecturer on that day. However, the lecturer, in a bid to ensure that the consultation was productive and successful, advised that they hold the discussion on Monday instead since it was a holiday that day. This would allow for ample time to prepare and for the lecturer to be fully focused and attentive. Thank you for considering this suggestion.

Assert yourself

Assertiveness is the ability to express our thoughts and feelings openly in an honest, Appropriate, Respectful and Direct way. It is the ability to express your feelings and your rights, respecting the feelings and rights of others. Assertiveness is the most effective way of solving interpersonal problems (Pipas & Jaradat, 2010).

When communicating through the WhatsApp application, it is considered polite for both the speaker and the conversation partner to introduce themselves either by their name or by adding a profile picture to their WhatsApp account. Failing to do so could be seen as a breach of linguistic etiquette and considered impolite (26). For instance, during a conversation, a student asked their lecturer whether their thesis had been signed. However, as the student did not add their name or profile picture on WhatsApp, the lecturer could not identify them and asked, "Sorry, who is this? There is no name or photo on the WA account?"

- (26) Student Excusez-moi, monsieur, j'ai envoyé un dossier de proposition de mon mémoire. Est-ce que vous avez signé ?
- Lecturer Pardon, qui est-ce ? pas de nom, pas de photo
- Student Pardon je suis (nom d'étudiant)
- (26) Student Excuse me, sir, I have sent a proposal for my dissertation. Did you sign?
- Lecturer who is it? no name, no photo
- Student Sorry I am (student name)

Refrain from idle complaints

Refrain from idle complaints is to choose your battles wisely. People who constantly complain are typically seen as negative influences, and can even have a toxic effect on their peers' behavior as well. As a result, civility goes out the window (Parks, 2023). Being mindful of inappropriate complaints is one way to maintain civility. We may not realize that we are complaining when we communicate with others, but it is important to be aware of this. Sometimes, we may complain to the wrong person or to someone who is not willing to listen. For instance, during a course, a student was asked when they would be tutored. In response, the student shared several reasons and complaints, such as their parents' restrictions or being out of town. However, it is important to remember that complaints may not be helpful unless we address them to the right person. That's why the lecturer asked for the real reason behind the student's absence. By being mindful of our complaints and addressing them to the right person, we can maintain linguistic civility and effective communication.

- (27) Student Pardon madame, maintenant je ne peux pas aller au campus parce que je suis à Nganjuk et mes parents ne me permettent pas d'aller au jogja cette semaine. Alors, j'envoyerai ma mémoire que j'ai la révisé. J'espère que c'est bon. Merci beaucoup madame, et je suis désolée
- Lecturer **Donc. Quelle est ta raison exactement ?**
- (27) Student Student Sorry ma'am, now I can't go to campus because I'm in Nganjuk and my parents don't allow me to go to jogja this week. Then I will send my memory that I have revised it. I hope that It's good. Thank you very much ma'am, and I'm sorry
- Lecturer What is your reason exactly?

Utterance (28) is similar to utterance (27) in that it comprises multiple instances of students venting their grievances. The purpose of the complaints was to seek pardon from the lecturer, as the student in question was unable to carry on with their final thesis work, and hence could not avail themselves of the lecturer's guidance.

- (28) Student Assalamualaikum Wr.Wb.
Bonjour, excuse-moi je vous dérange. Je suis Siti Azizah (18204241031). Je voudrais aussi demander une consultation au campus dans cette semaine. Mais je suis désolée, aujourd'hui et demain je suis à Madiun parce que ma grand-mère doit faire un contrôle à l'hôpital. J'attendrai votre temps libre, Madame Merci beaucoup 🙏
- (28) Student Assalamualaikum Wr.Wb.
Hello, sorry, I'm bothering you. I am (students' name) (18204241031). I would also like to request a consultation on campus this week. But I'm sorry, today and tomorrow I'm in Madiun because my grandmother has to have a check-up at the hospital. I will wait for your free time, Madam Thank you very much 🙏

Don't shift responsibility and blame

Civilization is characterized by individuals who take responsibility for their actions and fulfill their obligations without blaming others. Responsibility is vital for success in interpersonal communication. The term 'interpersonal responsibility' highlights its importance. In teaching and learning, we assert that students must assume greater responsibility for their learning in order to attain deep understanding and transferable skills that benefit them throughout their lives (Carpenter, 2013). According to Deveci and Ayish (2018), interpersonal responsibility starts with individuals actively caring for the relationship, regardless of the support from others. Teaching and learning are a balancing partnership between teachers and students in sharing learning responsibilities. Many

schools fail to systematically cultivate the skills needed for students to become more responsible for their own learning. Both teachers and students must adjust to new roles for shared learning.

However, sometimes people fail to take responsibility and resort to pointing fingers at others for their mistakes. For instance, in speech example (29), the lecturer inquired why no student had submitted their assignments. One student, instead of owning up to their mistake, blamed their friends and the lecturer for not providing clear information about the deadline. This student failed to acknowledge the fact that the lecturer had already provided clear instructions the previous week. This kind of speech is uncivil and goes against the principles of effective communication.

- (29) Lecturer Mais. Pourquoi personne a envoyé le devoir au Besmart ? qui est le chef de classe ?
Student **Je ne sais pas la date limite du devoir parce qu'il n'y a pas des informations dans le WA Group.**
- (29) Lecturer But. Why did no one send the assignment to Besmart? who is the class leader?
Student I don't know the deadline for the assignment because there is no information in the WA Group.

CONCLUSION

Based on analyzed data, it can be concluded that students use both linguistic civility strategies and linguistic incivilities when communicating on WhatsApp. The most common form of incivility observed is the violation of respecting other people's time, indicating that some students fail to understand that lecturers have their own time and family responsibilities and are not available 24/7 to serve students.

Additionally, students tend to break various speech act rules, such as initiating a conversation without greetings, using excessive words, complaining about personal issues, using impolite language to convey their opinions, rejecting others' opinions, and shifting blame onto others. This impoliteness has several impacts: the lecturer's pent-up anger, breakdown in communication between lecturers and students, disturbance to the lecturer, and concern about the student's communication skills in the wider community.

This suggests that some students lack an understanding of how to communicate in a more polite and civilized manner. It is crucial to recognize the importance of linguistic civility in communication to ensure respectful and productive interaction between individuals. Therefore, we should strive to use effective communication strategies and uphold the rules of linguistic civility to create a positive and respectful environment for everyone. Consequently, lecturers must provide guidance and direction on how to communicate politely during the teaching and learning process.

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