Politeness in the Language of West Jakarta Metro Police Officers During Dialogic Patrol Activities

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ABSTRACT

This study examines the implementation of politeness strategies in the communication of police officers when carrying out dialogic patrol duties in the jurisdiction of the West Jakarta Metro Police. Politeness is an important aspect in communication between the police and the community, functioning as a foundation for creating effective and harmonious interactions. This study uses the theory of politeness developed by Leech and the theory of impoliteness by Culpeper to analyze data obtained through qualitative methods with observation techniques and conversation recording. The results of the study indicate that police officers often use various politeness maxims, such as the maxim of sympathy, tact, and humility in their dialogues with the community. It was also found that the application of politeness strategies can increase public trust in the police and support the effectiveness of persuasive messages delivered. This study is expected to contribute to the understanding of the importance of politeness for police officers in maintaining good relations with the community.

1. INTRODUCTION

Language politeness is an important aspect of human communication. Language is the main tool used to interact with others, convey ideas, feelings, and information. In this context, language politeness reflects the way we use language politely and respectfully to others. Language politeness does not only include the use of good words, but also involves an understanding of the social context, cultural norms, and sensitivity to the needs and feelings of others.

Language is a communication tool used by humans in socializing, in their lives humans need other humans to fulfill their life needs. In interacting humans are required to use a language that is universally understood in the scope where a person lives. In its use, language is also used as a communication tool not only for socializing, but also as a means of information to convey warnings or appeals regarding current situations that occur in the field.

Police is a term used to refer to law enforcement officers or security agencies tasked with maintaining order, protecting the public, and enforcing the law in a country. The main task of the police is to maintain security and public order, prevent and investigate criminal acts. In this area, members of the patrol police unit carry out their activities by visiting areas within the jurisdiction of the West Jakarta Metro Police.

The police in their obligations are as protectors of the community and servants of the community, especially the patrol unit in the Sat Samapta unit, which has obligations and duties, one of which is to carry out persuasive steps as stated in the Police Chief Regulation. In its duties, the Patrol Police unit will conduct dialogical patrols with the community, the contents of which are persuasive and preventive actions, this greatly allows for two-way communication between the police and the community. Therefore, the police are required to have good and polite language skills so that the appeals conveyed in persuasive and preventive steps will convey their intentions and objectives clearly, therefore good Indonesian language politeness is needed in carrying out their duties.

Politeness in language is an ethic in socializing in society and is used in every language act. Indonesian society highly values politeness in language because it believes that the politeness applied reflects the culture of a society. Politeness in language is one of the important aspects in communicating with others. This is related to the way we use language to convey messages politely and respect the other person. Politeness in language includes using polite words, avoiding harsh or insulting words, and paying attention to the context and situation in speaking.

Language politeness is one of the key aspects in social interaction, especially when police officers carry out their duties in dialogic patrols. Police officers have a central role in maintaining order, security, and law enforcement in society. In carrying out this task, effective communication is an important element to ensure a positive relationship between the police and the community they serve. In this context, language politeness is the main foundation that must be considered by police officers, because it has a major impact on the results of dialogic patrols.

Dialogic patrol activities as the main activity given to the samapta unit, especially the patrol unit. This activity was created with the aim of providing a sense of security in the community. In this activity, police officers visit a location according to the existing vulnerability data and then approach residents or the surrounding community to have a dialogue. In the dialogue, police officers ask about security related to the surrounding area and provide advice to anticipate criminal acts in the area. Dialogic patrol activities carried out by police officers from the patrol unit include two-way communication between police officers and the community being visited. The language used by police officers and the

community is interesting to study from the perspective of the construction of politeness in Indonesian.

In the phenomenon that occurs in the field, not all police officers have good language skills and not all police officers understand the importance of polite language. Some police officers may use rude or impolite language in interacting with the public, which can cause discomfort and distrust from the public.

The urgency of this research is to describe a phenomenon about politeness in Indonesian language used by police when carrying out their duties, then the use of polite language diction used by police members when meeting the public will certainly always change depending on the background of the police member's character and the situation found by the police member when carrying out their duties. This is based on several reasons. First, the age factor is a benchmark that determines language characteristics. Differences in age types represent different language characteristics. Second, social background. The use of language when communicating must of course pay attention to communication ethics, with the interlocutor and at what time we speak. All of these events are a reflection of an undignified personality because they have violated language rules and social norms. This phenomenon will be reviewed further in this study, to provide an overview of the politeness of Indonesian language of police members of the West Jakarta Metro Police, patrol unit in dialogic patrol activities.

1.1 Pragmatic

Pragmatics is a branch of linguistics that studies the relationship between language and the context in which it is used in communication. Pragmatics discusses how speakers and listeners use language to communicate effectively in certain situations. More specifically, pragmatics examines how speech acts, social contexts, social norms, implicatures, and implied intentions affect the understanding and interpretation of communication messages.(Rahadini & Suwarna, 2014). According to Leech (1993) in(Khairil, 2012)Pragmatics is the study of meaning in relation to speech situations (Leech, 1993:10). In addition, Agustina (1995:17) explains the meaning of pragmatics, namely the study of meaning in relation to various speech situations or contexts. Then pragmatics can be called the study of the external structure of language observing various aspects of language use in concrete situations.(Panggalo, 2022).

Furthermore, pragmatics limits its study to language itself, language as a means of communication and language situations. The language situation in question is the situation when the speaker speaks which is closely related to the context of the use of the chosen language. Therefore, pragmatics is a branch of linguistics that studies language based on extralingual factors. Pragmatics studies speech related to the context and situation of speech and analyzes how the meaning of speech can be conveyed well to the speech partner according to the context that underlies the speech.

1.2 Speech Acts

Speech act is an important concept in pragmatics that refers to the actions taken by the speaker when speaking. Speech is what ideas, thoughts, or opinions are in the form of spoken sentences that are conveyed by someone to another person.(Nurpadillah, 2019). According to(Nara, 2021)explains that speech acts are actions shown through words. More specifically, speech acts are the way language is used to carry out certain communicative actions in a context.

Language has a personal or private function (emotive function). This means that the speaker expresses his attitude towards what he says.(Akbar, 2018)This includes speaking actions such as requests, orders, promises, questions, refusals, and so on. Speech is what

ideas, thoughts, or opinions are in the form of spoken sentences that are conveyed by someone to another person.(Alviah, 2014)

Here are some speech acts that are widely known by the general public:

a) Locutionary Acts: This refers to what is actually said by the speaker in a particular language. Locutionary acts include components such as the words used, grammar, and sentence structure.

b) Illocutionary Acts: This is the core of speech acts, namely the communicative actions that the speaker wants to achieve through his/her utterances. Illocutionary acts include various types such as commands, requests, questions, statements, promises, and many more.

c) Perlocutionary Acts: This refers to the impact that the speaker's utterance is intended to have or produce on the recipient of the message. In perlocutionary acts, it is important to understand how the speaker's utterance affects the listener or recipient of the message.

d) Conventional Speech Acts: These are socially recognized speech acts that have certain rules and conventions. Examples include wishing a happy birthday or declaring a marriage.

e) Non-Conventional Speech Acts: These include communicative acts that do not follow common social norms or conventions. Examples include jokes or creative metaphors.

1.3 Politeness in Language

Language is a communication system used by humans to convey messages and information. Language has an important role in human life, because through language humans can communicate with others, convey ideas, thoughts, and feelings.(Jayanti, 2018). Language is also a reflection of the culture and social environment in which it is used. Our culture values speaking politely as showing our true nature as ethical, educated, and cultured human beings who are honored as good human beings.(Setyawan, 2013).

Politeness in language is a symbol of the goodness of the language style spoken by the local community. This politeness is directed towards one main goal, namely to create harmony between participants in the conversation by avoiding negative things from the interaction.(Alviah, 2014). Linguistic politeness is a concept in pragmatics that refers to the way a person uses language politely and in accordance with social norms in communicative interactions.(Jansen & Janssen, 2020). Language politeness is reflected in the manner of communicating through verbal signs or language manners. When communicating, we are subject to cultural norms, not just conveying the ideas we think.(Hasbullah Ridwan & Khamidah, 2021)

According to Leech (1993) in (Wahidah and Wijaya 2017) Maxims are linguistic rules in lingual interaction; rules that regulate actions, language use, and interpretations of the actions and statements of the interlocutor. In addition, there are maxims according to Leech's politeness theory, as follows:

1.3.1 Wisdom Maxim (Tact Maxim)

The maxim of wisdom is a maxim that states that every participant in a speech should adhere to the principle of always reducing his own profits and maximizing the profits of other parties in speaking activities. A person who speaks and implements the maxims of wisdom can be said to be a polite person. If in speaking, a person adheres to the maxims of wisdom, he can avoid envy, envy and impolite attitudes towards the speaker.

Example :

Host: "Please just eat first, son! We were all ahead." Guest: "Wow, I feel uncomfortable, ma'am."

In the above speech, it is clear that what is said by the host maximizes the benefits for the guest. In fact, it is often found that the drinks and food served to the guest are attempted to be acceptable and enjoyed by the guest.

1.3.2 Maxim of Generosity

Maxim of generosity is the maxim of generosity, which requires the participants of the speech to respect others. This respect occurs if the participants of the speech can minimize the benefits for themselves and maximize the benefits for others.

Example :

Boarding house boy A: "Come on, I'll wash your dirty clothes! My clothes aren't dirty much." Boarding house boy

B: "No need, Miss. I'll do the washing this afternoon too."

In the above speech, it can be clearly seen that A is trying to maximize the benefits of the other party by offering to help wash B's dirty clothes. This is the realization of the maxim of generosity or generosity in society.

1.3.3 Approbation Maxim

The maxim of appreciation is a maxim that makes people considered polite if in speaking they always try to give appreciation to others. So, the participants in the speech do not mock or belittle each other.

Example :

Lecturer A: "Sir, earlier I started the first lecture with poetry material". Lecturer B: "Oh yes, earlier I heard the poetry reading very clearly".

In the above speech, the notification delivered by lecturer A to his colleague lecturer B was responded to very well, even accompanied by praise or appreciation by lecturer B. So, in the speech lecturer B behaved politely towards lecturer A.

1.3.4 Modesty Maxim

The Maxim of Modesty or the Maxim of Humility, namely the maxim that expects the participants in the speech to be humble by reducing praise of themselves.

Example: Mrs. A: "Later, you will give a speech at the PPK meeting." Mrs. B: "Wow... I'll be nervous later."

The statement above is a speech between Mrs. PPK when she was going to hold a meeting. Mrs. A showed humility to Mrs. B, by asking her to be the one who gave a speech at the

meeting and not herself, because a person would be said to be arrogant if in speaking activities he always put himself forward.

1.3.5 Agreement Maxim

The maxim of agreement or the maxim of agreement, namely the maxim that requires the participants in the speech to be able to build agreement with each other in the speaking activity. If there is agreement between the two, then they can be said to be behaving politely.

Example :

> Teacher A: "The room is dark, isn't it, ma'am?"

> Teacher B: "He...eh! Where is the switch?"

The statement above is a statement from a teacher to his colleague when they were in the teacher's room. When teacher A stated that the room was dark, teacher B's response by asking where the switch was showed that teacher A and teacher B had a match.

1.3.6 ympath Maxim

The maxim of sympathy is a maxim that expects the participants in the speech to maximize the attitude of sympathy between one party and another. Example:

> Ani: "Tut, my grandmother died."

> Tuti: "Innalillahiwainnailaihi rajiun. I express my condolences."

The statement above is a statement from an employee to a colleague with whom they have a close relationship when they are in the workspace. Ani's statement informing her that her grandmother had died received sympathy from her colleague Tuti who shared her condolences for the death of Ani's grandmother.

In this study using the theory developed by Leech, this theory was chosen because it is in accordance with the needs of researchers in the field and makes it easier for researchers to examine and describe phenomena such as diction used by police when acting in speech with different backgrounds, genders and socio-cultures and events that occur in the field are different. The politeness theory developed by Leech can clearly describe a conversation that is said to be polite if it has the politeness principle, which consists of the maxim of wisdom, the maxim of generosity, the maxim of praise, the maxim of humility, the maxim of agreement and the maxim of sympathy.

1.4 Scale of Language Politeness

The politeness scale refers to the level or degree of politeness or manners in communication. This scale reflects the extent to which an expression or behavior is considered polite or impolite in a particular cultural context. Politeness is closely related to the social and cultural norms that guide human interaction. Politeness scales can vary across cultures and even within the same context, depending on the situation and the relationship between individuals.(Agustina et al., 2020). Some elements that can influence the politeness scale include word choice, intonation, body language, and social norms of behavior. For example, in some cultures, greeting someone politely and using gentle words

may be considered important for maintaining politeness. On the other hand, in other cultures, more direct and assertive communication may be considered more appropriate.

Language politeness proposed by Leech Dalam(Setiawan, 2017) can be indicated as a reference for politeness as follows:

a) Cost-benefit scale refers to the extent of loss and benefit caused by a speech act in an utterance. The more the utterance is detrimental to the speaker, the more the utterance is considered polite. Conversely, the more the utterance is beneficial to the speaker, the more the utterance is considered impolite. When viewed from the perspective of the speech partner, it can be said that the more beneficial it is to the speech partner, the more polite the utterance will be considered. Conversely, the more the utterance is detrimental to the speech partner, the more impolite the utterance will be considered.

b) Optionality scale or choice scale, refers to the number of choices (options) conveyed by the speaker to the speech partner in the speaking activity. The more the speech allows the speaker or speech partner to make many choices and freely, the more polite the speech will be. On the other hand, if the speech does not provide the possibility of choice for the speaker and the speech partner at all, the speech will be considered impolite.

c) Indirectness scale refers to the direct or indirect level of the intention of an utterance. The more direct the utterance is, the more impolite it is considered. Conversely, the more indirect the intention of an utterance is, the more polite it is considered.

d) Authority scale refers to the relationship of social status between the speaker and the speech partner involved in the speech. The further the distance of social rank (rank rating) between the speaker and the speech partner, the speech used will tend to be polite. Conversely, the closer the distance of social status rank between the two, the less politeness rating of the speech used in the speech will tend to be.

e) Social distance scale refers to the social relationship ranking between the speaker and the speech partner involved in a speech. There is a tendency that the closer the social ranking distance between the two, the less polite the speech will be. Conversely, the further the social ranking distance between the speaker and the speech partner, the more polite the speech used.

1.5 Impoliteness in Language

Language is the primary means for humans to communicate and interact in society. With the advancement of technology and globalization, communication has become increasingly important in our lives. However, over the course of history, there have been interesting developments in how we use language in speaking and writing.

Impolite or inappropriate communication behavior has become increasingly visible in modern society. This includes the use of profanity, insults, insults, and disrespectful verbal actions. This phenomenon is known as "linguistic impoliteness." Although linguistic impoliteness is not a new phenomenon, it has gained greater attention in the digital age where communication occurs through online platforms, social media, and instant messaging.

Speakers with more dominant social power will tend to be impolite to interlocutors with weak social power (Wijayanto 2014). Impolite speech will definitely always be remembered by the interlocutor who hears it, this is in accordance with (Jenkins 2013) While your body can usually recover from physical blows, the bad news is that emotional wounds inflicted by words are likely to remain in your memory forever. This shows the importance of using polite language.

Culpeper states in his book entitled The Palgrave Handbook Of Linguistic (Im)Politeness (Holmes and Schnurr 2017) that impoliteness is linguistic behavior designed to cause discomfort or damage social relationships. This is in contrast to politeness which aims to maintain social harmony and pay attention to the feelings of others. Culpeper explains(Holmes & Schnurr, 2017)in detail about the strategies of impoliteness which he classifies into five, namely as follows:

a) Direct impoliteness (bald on record impoliteness), namely the act of threatening the face of the conversation partner directly, clearly, unambiguously and concisely.

b) Positive impoliteness, which is positive impoliteness, includes ignoring, assuming that the person you are talking to does not exist, distancing yourself, being unsympathetic, using inappropriate terms, using language that the person you are talking to does not understand, using taboo language, being rude, and using insulting nicknames when greeting someone.

c) Negative impoliteness, which is the use of language that aims to damage the negative face of the listener or conversation partner. This strategy includes: intimidating (giving the impression that his actions will harm the conversation partner), belittling or harassing, mocking or ridiculing, insulting, not treating the conversation partner seriously, belittling (taking the conversation partner lightly), attacking others (taking advantage of opportunities), using negative pronouns.

d) Sarcasm or mock politeness, namely the use of politeness strategies that are clearly not sincere, pretending to use good expressions or appear polite on the surface but have a bad meaning if understood further.

e) Withholding politeness, namely not carrying out politeness strategies as expected, such as not saying thank you when someone helps you or gives you a gift, not using the word please before asking for help, and not using the word sorry when asking a question to a conversation partner who is older.

The discussion of the Police Members' spoken language impoliteness in this dialogic patrol activity focuses on communication behavior such as diction used by Police Members in carrying out dialogic patrol activities. The assumption of language impoliteness is certainly not limited to that carried out by researchers. The exploration of the Police Members' language impoliteness strategies certainly still needs a deeper study, especially to find facts about the implementation of impoliteness strategies in various scopes of police member performance. This is very useful for classifying the Police Members' impoliteness strategies in supporting a good image in society.

In this study, two theories proposed by Leech (1993) are combined, namely the principle of politeness and the theory of impoliteness proposed by Culpeper. The theory was

chosen because it is in accordance with the research concept to be conducted by the researcher

2. METHODOLOGY

Research methods are a way used by researchers to obtain data and process it.(Hartati, 2019). Method is a way in which researchers can solve problems and get answers to a problem.(Anggra et al., 2012). This study uses a qualitative approach, and data sources are taken through researcher observations in the field .in May 2024. In this study using recording and note techniques and. In data processing, data analysis techniques are needed. In qualitative research according to Miles and Huberman with the procedure, namely, 1) Data reduction, 2) data presentation, 3) Conclusion drawing or verification. For more clarity, it needs to be explained as follows:

a) Data reduction in this study was carried out by selecting, centralizing, and simplifying data. This process is to make it easier for researchers to categorize and group and discard irrelevant data. The reduction stage can be started when researchers identify and read thoroughly to get an overview of the data being studied and then organize it into a regular categorization.

b) Data presentation is done based on the analysis table of maxim work and impoliteness strategies in police communication with the community. Data description is equipped with a narrative to provide a comprehensive explanation.

Drawing conclusions is the last step in this research. Drawing conclusions based on data analyzed with the guidelines of maxim analysis criteria and impoliteness strategies which in the end can answer the formulation of the problems in this research. The steps for drawing conclusions in this research are by collecting data, then reducing it to be analyzed according to the analysis criteria. The last stage in this research is verification. This can be done continuously until the data produced is complete and the research problems can be answered and the drawing of conclusions based on absolute data

3. RESULTS AND DISCUSSION

3.1 Result

No	Maxim	Amount
1.	Maxim of Consensus	1
2	Maxim of Tact	1
3	Maxim of Sympathy	2
4	Maxim of Humility	1

3.2 Discussion
3.2.1 Maxim of Simpti

The sympathy maxim is a maxim that expects the participants in the speech to maximize the attitude of sympathy between one party and another.

> Police: Have a safe journey and a safe return!
> Community: Amen, thank you sir!
> Context: The police hope that migrant workers working abroad who are undergoing training will always be safe.

The speech includes the language politeness Maxim of Sympathy, this can be seen from the sentence "I hope you have a safe departure and a safe return". The choice of diction used by the police officer is very appropriate and realizes language politeness. Based on the speech data (1), the realization of the language politeness of the police officer can be seen with the indicator of the sympathy maxim, namely the maxim that expects the speech participants to maximize the attitude of sympathy between one party and another.

>Police: When working, always prioritize safety, sir!
>Community: Yes sir, we always comply with SOP!
>Context: Police urge construction workers to prioritize safety at work.

The speech includes the Maxim of Sympathy language politeness, this can be seen from the sentence "always prioritize safety, yes!". The choice of diction used by the police officer is very appropriate and realizes politeness of language. Based on the speech data (2), it can be seen the realization of politeness of language of police officers with the indicator of the sympathy maxim, namely the maxim that expects the speech participants to maximize the attitude of sympathy between one party and another. This can be seen from the diction "always prioritize safety, yes!" which means that the speaker cares or sympathizes with the safety of the speech partner. Therefore, it can be said that politeness of language is the sympathy maxim.

3.2.2 Maxim of agreement

The maxim of agreement or the maxim of agreement, namely the maxim that requires the participants in the speech to be able to build agreement with each other in the speaking activity. If there is agreement between the two, then they can be said to be behaving politely.

>Police: So actually the system is what helps us, ma'am, in working!
>Community: Yes sir, that's right, you also feel helped by the system!
>
>Context: The police explained that the system provided by the Government actually helps foreign labor providers.

The utterance includes the politeness of language, the Maxim of agreement or consensus, this can be seen from the sentence "actually the system helps us!". The choice of diction used realizes politeness of language. Based on the utterance of data (6), it can be seen the realization of politeness of language with the indicator of the maxim of agreement or consensus, namely, the maxim that requires the participants in the speech to be able to foster compatibility with each other in the speech activity. If there is compatibility between the two, then they can be said to be polite. This can be seen from the use of the diction "actually helps us". it can be interpreted that the utterance is in the form of information owned by the speaker which is then shared with the speech partner. The speech partner also confirms the information given by the speaker by answering "Yes sir, that's right, we also feel helped". Therefore, it can be said to be the maxim of agreement or consensus because both parties agree on the facts of what is being discussed.

3.2.3 Maxim of Tact

The maxim of wisdom is a maxim that states that every participant in a speech should adhere to the principle of always reducing his own profits and maximizing the profits of other parties in speaking activities. A person who speaks and implements the maxims of wisdom can be said to be a polite person. If in speaking, a person adheres to the maxims of wisdom, he can avoid envy, envy and impolite attitudes towards the speaker.

>Police: If there are any individuals who ask for extortion, don't hesitate to report it to us, okay!
>Community: Yes sir, I will definitely report it so that it doesn't cause any trouble!

Context: Police approach parking attendants in a shopping area

The speech includes politeness of language, the Maxim of Wisdom, this can be seen from the sentence "Don't hesitate to report to us". The choice of diction used by the police officer is very appropriate because it is in accordance with the rules of politeness. Based on the speech data (1), it can be seen that the realization of politeness of language with the indicator of the maxim of wisdom is the maxim that outlines that each participant in the speech should adhere to the principle of always reducing their own advantage and maximizing the advantage of others. This can be seen in the activity of speaking in the sentence "Don't hesitate" can be interpreted as wisdom because the speaker reduces his own advantage and maximizes it for the speech partner. Therefore, it can be said that politeness of language is the maxim of wisdom

3.2.4 Maxim of Humility
The Maxim of Modesty or the Maxim of Humility, namely the maxim that expects the participants in the speech to be humble by reducing praise of themselves.

> Police: "How is the security in the market now, sir?
> Community: "It's safe now that the commander is here"
> Police: Oh sir, that's okay, I'm just doing my job."
> Context: Police ask traditional market security officers

The utterance includes the language politeness of the Maxim of Humility, this can be seen from the sentence "ah, sir, you can do it!". The choice of diction used by the police officer is very appropriate and realizes language politeness. Based on the speech data (12), it can be seen the realization of language politeness of the police officer with the indicator of the maxim of humility, namely the maxim that expects the speech participants to be humble by reducing praise for themselves. This can be seen from the diction "ah, sir, you can do it!" which means that the police as the speech partner who is praised by the speaker shows humility by not exaggerating the praise. Therefore, it can be said that language politeness is the maxim of humility.

4. CONCLUSION

Based on the research results, data shows that police officers highly prioritize politeness in language when having a dialogue with their conversation partners, namely the community. This can be seen from the discovery of speech that is categorized according to Lecch's theory. The results show the use of the maxim of agreement as many as (1), the maxim of wisdom (1), the maxim of sympathy (2), and the maxim of humility (1).

The politeness of language used by police officers when having a dialogue with the community will certainly get a response from the conversation partner who is active in having a conversation. This can be seen in the discussion section where the community as the conversation partner is quite active and open in answering every statement made by the police officer.

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