

## Apologies In “Whatsapp” Produced By Japanese Department Student Of Universitas Muhammadiyah Yogyakarta

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### Abstract

*(Title: Apologies In “Whatsapp” Produced By Japanese Department Student Of Universitas Muhammadiyah Yogyakarta) This paper discusses an apology in Whatsapp by Japanese Department Students of Universitas Muhammadiyah Yogyakarta in several situations use semantic formula. In era digital, Many of them always deliver their message to Whatsapp. They use Whatsapp for sharing information, expressing gratitude and apologies to their friends and teachers. Expressing apologies via Whatsapp is different from expressing it directly. Writing using Whatsapp will be more creative by using emoji or kaomoji based on the situations. Besides that, they usually abbreviate their writing on Whatsapp. The purpose of this research is to know how Japanese Department Students of Universitas Muhammadiyah Yogyakarta expressing apologize via Whatsapp in several situations to the teacher, seniors, and friends. Do they use emoji or kaomoji and how they write an apologizing with the Teacher, Seniors, and Friend?. This research uses a descriptive method with qualitative approaches since analyzed descriptively with the qualitative method. The method of analysis used the semantic formula to classify apologies based on the situation. The result of this research is the student’s tendency most of them use In-speech act instruction designation (apology content, appreciation, etc.) and they not so using emoji to express apologies to teachers.*

**Keywords:** *Apologies; Whatsapp; Semantic Formula*

### INTRODUCTION

Learners of Japanese language must know the use of the language correctly by understanding the culture. Understanding the culture of Japanese society will be easier to achieve by comparing our own culture so that it can be clearly seen the general differences and similarities of cultures objectively. A lack of understanding of culture can cause a problem in communication, included in the apology. A culture of apologies between Japanese and Indonesian are different. There are cultural differences in apology in terms of apologize timing (when apologies are made) and what kind of apology should

be (how appropriate content and apology in a situation), (Spencer-Oatey et al., 2004). Before knowing the culture of apologizing Japanese, students must know characteristic in advance the culture of Indonesian’s apologies to be easier to learn Japanese. Therefore, this research only focuses on apologies produce by Japanese Department Student of Universitas Yogyakarta.

Ohama (2010) has been researched about apologizing strategy using the semantic formula by mobile *e-mail* to senior and college friends. The research used two situations are group work and travelling plan. The result based on two situations is:

- a. The tendency apologizing using semantic formula is Speech Act Indication Expression and Promises Of Self Control.
- b. When apologizing to close friends, they used polite language than casual language.
- c. *Emoji* and *kaomoji* are used in traveling plan situations than group work situation.
- d. Apology appropriate in mobile *email* shouldn't used *emoji* and *kaomoji*.

Previous research used two situations (group work and traveling plan) based on semantic formula to senior and close friends by mobile *email*, while this research used three situations (late to collect assignment, lost the senior's book, and cancel a promise to meet) based on semantic formula to teacher, senior and close friends. This research also used Whatsapp application rather than a mobile *email*.

There are various ways of expressing apologies, direct or indirect. One of the expressions of indirect requests is through Whatsapp application on smartphones. In the digital era, Many of Japanese Department Student of Universitas Muhammadiyah Yogyakarta always deliver their message by Whatsapp. They use Whatsapp for sharing information, expressing gratitude and apologies to their friends and teachers. Texting by using Whatsapp will be more creative by using *emoji* or *kaomoji* based on the situations. This research is aimed to know how they are expressing apologize with Indonesian text using Whatsapp in several situation to the teachers, seniors, and friends, and do they use *emoji* or *kaomoji* in apologizing using Whatsapp.

Leech politeness is concerned with the participant's ability in a social interaction to relative harmony (Leech & Oka, 1993) There are six maxims of the politeness principles, those are:

- a. The Tact Maxim

The tact maxim is concern to minimizing cost and maximizing benefit. Make the loss of others as little as possible and make other people's profits as big as possible.

- b. The Generosity Maxim  
The generosity maxim is about minimizing benefit and maximizing cost. Make the benefit minimizing to self and make the cost maximizing to self.
- c. The Approbation Maxim  
In Expression and assertiveness. Minimizing dispraise of other and maximizing praise of other
- d. The Modesty Maxim  
In Expression and assertiveness. Minimizing praise of self and maximizing dispraise of self.
- e. The Agreement Maxim  
The greement maxim is about keep the disagreement between self and others as little as possible, make maximize agreement between self and others.
- f. The Simpathy Maxim  
The sympathy maxim is about minimize antipathy between self and other, maximize sympathy between self and other.

While (Brown, Levinson, & Levinson, 1987) distinguish politeness strategies on the basis of the illocutionary transparency by which face threatening acts "(FTA) are carried out. The organizing principle for their polite theory comes from the idea that some acts are intrinsically threatening to face and thus require softening (1987: 24). This means, to Brown and Levinson, that face is the essential element of politeness. To be polite is to be face-caring (Gu, 1990). In addition, politeness theory can be used to protect the hearer's face or self-images through various strategies (Pitts, Fowler, Fisher, & Smith, 2014). Among the speech acts we employ in daily communication, apology is one of the most frequently used. Apology is a face- threatening act that

requires the speaker to admit their responsibility for some behavior (or failure to carry out some behavior) that has proved costly to the hearer (Brown et al., 1987). It aims at maintaining the harmony relationship between the speaker and the hearer. To apologize is to act politely, both in vernacular sense and in more technical sense of paying attention to the addressee's face needs (Brown et al., 1987). Apology can be positive and also negative depend on where we see. It can be negative because it is focused on the damage caused by the offence that done by the speaker to the hearer without focussing on S's face when apologizing. Also it can be positive because in this point, we can see the function of apology is to repair S's mistakes to the addressee. So we can see the S's respect and S try to maintenance the better relationship with the addressee. By apologizing, the speaker recognizes the fact that a violation of a social norm has been committed and admitted to the fact that s/he is at least partially involved in its cause. Hence, by their very nature, apologies involve loss of face for both interlocutors. According to Leech's classification of illocutionary functions (Leech & Oka, 1993), apologies can be assigned to the convivial speech act type, in which the illocutionary goal similar to the social goal. In the case of apologies, it is the goal of keeping harmony between speaker and hearer, which makes them inherently polite. (Sw, 2014).

The use of politeness strategies depen on three social variables (Brown et al., 1987): a) the social distance; b) difference between the power of the speaker and the listener; c) The cultural ranking of the speech acts (how threatening or dangerous it is in a specific culture).

Apology Strategy (Semantic Formula) Blum-Kulka et (Ohama,

Sakamoto, & Sakuraba, 2010) There are semantic formula of apology strategy:

- a. Speech Act Indication Expression (Apology substance, gratitude, etc)  
Example: I'm Sorry, Thank you for your attention, etc.
- b. Recognition Of Responsibility  
Example: That's all my fault.
- c. Explanation and Reason  
Example: Because of traffic, I'm late.
- d. Offer For Compensation  
Example: I will buy a new one and return it
- e. Promises Of Self Control  
Example: I will be more carefull

Indonesian express their apology used several strategies, (Choer, 2010) such as addressed, phatic and interjection. but in communication speakers use several strategies. They can use one strategy with another to express apology. Mostly, they used IFID<sup>1</sup> (*Aisatsu*) followed by addressed like "*maafkan saya bu*". But when speakers know toward whom they apology, they will more pay attention their politeness. They will use formal situation when apologizing to the higher power and position like their lecturer, and they usually use informal when apologizing to their friends which is in same power or having close social distance. They mostly add phatic or interjection to express their apology in informal situation like '*wah maaf ya hehe*'.

Indonesian students has been familiar with apology expression. When Indonesian apologizing, they always using a simple word like "*maaf*" or sometime they say in English "*eh, sorry ya*" or just "*sorry*" which isn't reveal the explicit meaning when the speaker asking for apologizing. (Aziz & Lukman, n.d.)

<sup>1</sup> IFID (Illocutionary force indicating device) is an aspect of linguistic or element that indicating the utterance is made certain illocutionary force, or else that constitutes the performance of a certain illocutionary act.

The Indonesian students used IFID (*Aisatsu*) when they are asking for apology. They say “sorry” followed by addressing to make sure their apology is addressed to whom. Besides that, they also can accept their fault by giving an explaining the situation why they did the mistake. Generally, they offer to fix it. They promise not do the mistake again and hope that the hearer will be convinced with their apology. But they also used phatic and interjection. For all the strategies that used by Indonesian students, it can be called that Indonesian students have a good politeness when they apologizing. They realize their fault and accept their fault by giving a repair. (Sw, 2014)

Whatsapp is an instant messaging application in smartphone which practically can be used to write and to send message to the to others. (Barhoumi, 2015). Whatsapp (from the English phrase “whats up?” meaning “whats news”, It allows users to exchange images, videos, and audio, or written messages using their internet connection. Whatsapp has positioned itself as a superior alternative to SMS messaging, which can be very expensive when used in foreign countries due to roaming charge; whatsapp, in contrast, relies on the active wifi network. Not only is Whatsapp often more cost-effective than SMS (Short Message Service), but it also facilitates large group conversations, something that is difficult through SMS. While freely sharing information over the internet is common to many social networks, and other public messaging services, such as Twitter, exist, the private nature of the Whatsapp network makes it rather unique. Not only its registration done exclusively through one’s phone number, but the smartphone is the primary interface for sending and receiving message (Rosenfeld, Sina, Sarne, Avidov, & Kraus, 2018) The feature of Whatsapp Instant Messaging (Whatsapp.com) are: a) Text (Simple, Reliable Messaging); b) Group Chat; c) Whatsapp voice and video

call; d) End to End Encryption; e) Share photo and videos; f) Document sharing; and g) Voice Message.

## METHOD

This research uses the descriptive method with qualitative approaches which analysis is done descriptively with the qualitative method. (Sutedi, 2009), the qualitative approach is research that approaches data, not in the form of numbers and does not need to be processed using statistical methods. The research data could be in the form of sentences, recordings, or other forms. While Descriptive method is a research that is conducted to describes a phenomenon that occurs today by using scientific procedures to answer the problem. The method of analysis used Apology Strategy (Semantic Formula) Blum Kulka et (Ohama, Sakamoto, & Sakuraba, 2010) to classify apologies based on the situation. As samples of this research are 15 students on the Japanese Department Of Universitas Muhammadiyah Yogyakarta.

This research procedure is as follow: a) Collecting of data in Whatsapp based on three situations; b) Classify the data in three situations based on semantic formula; c) Analyzed the data based on semantic formula and speech act and the politeness of the language used; d) Analyzed data based on the use of emojis; e) Conclude.

## RESULT AND DISCUSSION

There are three situations to get data in this research. The situations are:

1. Apologies to the teacher because of late to collect assignment
2. Apologies to senior because of lost the senior’s book
3. Apologies to a friend because of cancel a promise to meet

According to the situations, we analyzed the data based on Blum-Kulka’s semantic

formula. The data analysis of apologies in Whatsapp instant Messaging are:

**Table 1.** Data of apologies in Whatsapp

Apology Strategies	Situation 1	Situation 2	Situation 3
<b>Speech Act Indication Expression</b>	Maaf, mohon maaf, Terima kasih	Maaf, mohon maaf, maaf, maaf banget, terima kasih,	Maaf, maaf, sorry
<b>Recognition Of Responsibility</b>	Saya memang murid yang tidak tepat waktu selalu membuat sensei kecewa	kak saya teledor, karena kelalaian saya,	
<b>Explanation and Reason</b>	Ban motor bocor, Masalah pada laptop, kurang informasi batas waktu pengumpulan		Ada acara organisasi, keperluan mendadak
<b>Offer For Compensation</b>	Besok masih bisa tidak mengumpulkannya?	Nanti saya ganti buku yang baru	Gimana kalau ganti hari esok?,
<b>Promises Of Self Control</b>	Ke depannya tidak saya ulangi.		Nanti kalo masih nyukup waktunya aku nyusul.

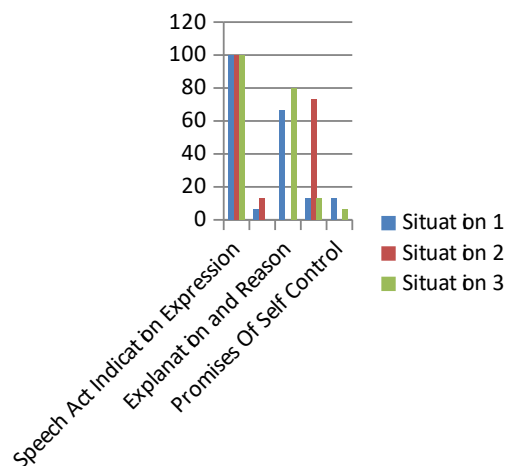
The data analysis shows that in the situation 1 used five of apologies strategy, the situation 2 only used three of apologies strategy (Speech Act Indication Expression, Recognition Of Responsibility, and Offer For Compensation), and the situation 3 used four of apologies strategy (Speech Act Indication Expression, Explanation and Reason, Offer For Compensation, and Promises Of Self Control).

According to the analysis data, there is a frequency usage of apologies strategy form 15 students on the Japanese Department of Universitas Muhammadiyah Yogyakarta.

The graphic of the situation 1 shows that speech act indication expression is 100%, Recognition of responsibility is 6.7%, explanation and reason is 66.7%, Offer for compensation is 13.3%, and Promise of Self Control is 13.3%. Situation 2 shows that speech act indication expression is 100%, Recognition of responsibility is 13.3%, and Offer for compensation is 73.3%. Explanation and reason and Promise of Self Control are 0%. The situation 3 shows that Speech Act Indication Expression is 100%, Explanation and Reason is 80%, Offer For Compensation is 13.3 and Promises Of

Self Control is 6.7%. But, Recognition Of Responsibility is 0%.

Based on the semantic formula, strategies of apology by students in every situation tend to be Speech Act Indication Expression, Explanation and Reason, and Offer for compensation.



**Figure 1** Frequency of apologies strategy use.

In three situations in Speech Act, Indication Expression is 100%, this is because the students naturally used the word “sorry” for apologizing. Situation 1 has five apologies strategy because there’s different power between speaker and

listener. The speaker is more powerless than the listener (Teacher and Student).

They use *emoji* in every situation when apologizing in Whatsapp Instant Messenger. But, they don't use many *emoji* when apologizing to the teacher. In terms of writing, they don't abbreviate words when apologies with the teacher. But, they abbreviate words when writing apologies to seniors and friends. Although among close friends usually, they use casual language, some use polite language when expressing apologies.

## CONCLUSION

The result of this research could find out how the Japanese Department Student of Universitas Muhammadiyah Yogyakarta makes apologies using Whatsapp in three situations and focus on the Indonesian language. Based on situation 1 (apologies to the teacher), They used five of apologies strategy, they are Speech Act Indication Expression, Recognition Of Responsibility, Explanation and Reason, Offer for Compensation, Promises Of Self Control and don't use much *emoji* or abbreviate words when apologizing in Whatsapp Instant Messenger.

Situation 2 (apologies to senior) only used three of the apologies strategy (Speech Act Indication Expression, Recognition Of Responsibility, and Offer For Compensation). Situation 3 (Apologies to a friend) used four of the apologies strategy (Speech Act Indication Expression, Explanation and Reason, Offer For Compensation, Promises Of Self Control). Both of situation 2 and situation 3 used many *emojis* and abbreviated words when apologizing in Whatsapp Instant Messenger. Situation 1 has five apology strategies because there are differences between the power of the speaker and the listener. The speaker is more powerful than the listener (teacher and student). Moreover, the students used casual language and some used polite language

when expressing apologies to close friends and seniors.

This research only focuses on the Indonesian language, and more research is needed to compare Indonesian and Japanese language, how the student makes apologies using Whatsapp Instant Messenger in several situations.

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