



An analysis of speech act in whatsapp

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ABSTRACT

Language is a crucial aspect of our lives, serving as a bridge for communication among individuals. People use language to convey emotions, ideas, desires, and feelings. One platform for communication is WhatsApp. Many people enjoy chatting on WhatsApp, but not all of them grasp the meaning behind each utterance spoken or sent by the speaker or sender. Various linguistic aspects, including speech acts, can be explored on WhatsApp, such as pragmatics, semantics, and sociolinguistics. This study aims to analyze the factors that lead to misunderstandings when performing perlocutionary acts on WhatsApp and how locutionary acts influence perlocutionary acts on the platform. The research findings identify several causes of misunderstandings in the communication process through WhatsApp. Firstly, incorrect punctuation usage contributes to misunderstandings. Secondly, typographical errors are another common factor. Thirdly, incomplete sentences resulting from typing too quickly make it challenging to comprehend the intended message. Fourthly, issues such as poor network connectivity lead to only a fraction of the message reaching the recipient. Additionally, locutionary acts represent the literal meaning of a sentence. The conclusion of this research is the impact of locution on perlocution depends on how effectively locution can convey instructions or meanings of the spoken sentence. If the utterance is not well-understood by the listener, they may not execute or comprehend the intended meaning, leading to perlocutionary acts and miscommunication between the individuals involved.

Keyword: Locutionary; perlocutionary; speech acts; WhatsApp

INTRODUCTION

Language is a very important in our life as the bridge to associate with each other. People at least to convey their emotions, ideas, desire and feeling through language. As Wibowo (2001:3) state that, language is a system of symbols that are meaningful and articulate sound (generated by said tool) that are arbitrary and conventional, which is used as a means of communication by a group of men to give birth to feelings and thoughts. Sometimes people do not realize that they use the language by making unstructured utterance when they talking. But its not a problem because the most important is they understand what does it mean and there is no misunderstand between the speaker and the hearer when they talk or communicate. Yule (1996 :47) in his book said that in the effort to express and asserting himself, people not only produce grammatical structure sentences but they also produce or show actions in that language.

Many kinds of language which we use to communicate. One of them is pragmatics. Pragmatics is a study about speaker meaning. In other word, at pragmatics study about the meaning context or subject between the speaker and hearer. According to Yule (1996 :4), the advantage of

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studying language via Pragmatic is that one can talk about people's intended meanings, their assumptions, their purposes or goals, and the kinds of action that they are performing when they speak. In pragmatics the hearer not only understand the meaning of spoken by the speaker, but hearer also understand the context for interpreting an utterance. Actually, pragmatics divided by many types, such as distances and deixis, inference and reference, presupposition and entailment, speech act and event, politeness and interaction, and etc. The writer focusing in speech act.

Speech act is an utterance that serve as function in communication. Who perform speech acts when offer an apology, greeting, request, complaint, invitation, compliment, or refusal. The study of speech act is very important to understand or decipher the message that can discover in every utterance. Speech act also decided by the language ability of speaker to convey the message when communicate. Moreover, when they speak with each other, the speaker does not only speak the source language but the speaker must interpret the speaker's meaning to the hearer. And the speaker can make the hearer understand the meaning from the utterance what the speaker said. Speech act just perform in dialogue or conversation which performed by speaker and hearer in WhatsApp. Speech can be learn in communicative event, including in WhatsApp, by learning about it, understanding about speech event in utterance which speaker or sender said or received message by hearer in dialogue in chatting. By analyzing the speech events, it is clearly the other way to study about how to identify the message.

Many people like chatting in WhatsApp, but not all of them understand the every utterance's meaning which speaker or sender write in the chat. WhatsApp is the application to communicate with everyone in the world as long you have the number of the other person you want to be friend, WhatsApp not only send text but also can send images, videos, sticker, contact person. In WhatsApp, many linguistic aspects can be learnt, including speech act. The aspects of linguistics are such pragmatics, semantic, sociolinguistics and other. This aspect can be learned in WhatsApp. In WhatsApp, many types of speech acts are performed by many people in our WhatsApp contacts. According to Parker (1986 :17-20), the strategies of speech act there are two dimensions, that is directness (there are two types, that is direct and indirect speech act) and literalness (includes in literal and non literal speech act).

First, language is inseparable act of our daily activities which mean we use language for convey a message, conversation, feeling, opinion, idea and other. J.L Austin (1962) defines speech act as the actions performed in saying something. In specific situations there are moments when we need to be understood language quite correctly.

Second, many experts who concern at this branch of study also gives definition about speech act. Aitchison (2003:106) defines speech act as a number of utterances behave somewhat like actions. He also states that when a person utters a sequence of words the speaker is often trying to achieve some effects with those words; an effect which might in some cases has been accomplished by an alternative action. Then Yule (1996: 47), he states that speech act is an action performed by utterances. He also gives specific labels in English for it such as apology, complaint, compliment, invitation, promise or request. In addition, Parker (1986: 14) states that speech act as every utterance of speech act constitutes some some sort of fact. In general terms, it can usually recognize the type of action performed by a speaker with the utterance. The term of speech act to describe actions such as requesting, commanding, questioning, or informing. It can be defining a speech act as the action performed by a speaker with an utterance (Yule, 2006). (The Mey, 1994) Viewed that speech are actions happening in the world, that is, they bring about change in the existing state of affairs.

Third, the study of speech act is very important for all of us. One benefit we can gain when learning speech is we can decipher or comprehends the meaning in the message that we can discovered in every utterance. Speech act also decided by the language ability of speaker to convey the meaning or message in conversation. If we can understand about the meaning of speech act with clearly. So, when we speak with people in the conversation, the speaker not only speak source (the

utterance have not intention or goal), but the speaker must be interpreted of the speaker's meaning to the hearer. And the speaker can make the hearer understand the meaning of the utterance by speaker said. Speech act just perform in conversation or dialogue which performed by the speaker and hearer.

As mentioned earlier, however, people also use language to perform such actions. There must be an intention behind the utterance. This particular aspect of speech act is regarded as illocutionary act; what the speakers are doing with their words (Cutting, 2002: 16). Yule (1996: 48) adds that the illocutionary act is performed via the communicative force of an utterance which is generally known as illocutionary force.

Locutionary act is literal meaning of a sentence. In other word, locutionary act is the act of saying something. Austin said that the interpretation of locutionary act is concerned with meaning. A locutionary act is an act of producing a meaningful linguistic expression. Locutionary act is the act of what a speaker says.

Yule (1996:48) said that locutionary acts are the basic of utterance, or producing a meaningful linguistic expression. There is no intention of the speaker when he/ she utters the utterance. It is also called the act of saying something (Leech, 1983: 199).

For example: If someone say “close the book!”

The locutionary act is the speaker wants someone or hearer to close the book.

I have just closed the window.

From the example above, although the utterance has good structure but the speaker does not have any goals. The locutionary act perform

The second type of speech act is perlocutionary act. Perlocutionary acts can be called with phrase, the act of affecting someone (Rahardi, 2010: 17). In perlocutionary, there is an influence affect because the speaker tries to influence the listeners to do what he or she wants to do. This is called by as perlocutionary effect.

Perlocutionary act refers to the effect of the utterance has on thoughts or action of the other person. The case perlocutionary act is what the speaker intends to communicate of what the speaker says. Perlocutionary act is called by the act of affecting someone. Perlocutionary act is the act by which the illocution produces a certain effect in or exerts a certain influence of addressee. Perlocutionary act is the expected effect of the speaker to the hearer with an utterance from the speaker. In word or an utterance, the speaker expects that the hearer will achieve an effect or respond from those utterances.

For example: If someone says, where is your homework? It may because you look at your book quickly or you might respond, oh my homework i lost it at my home.

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Illocutionary act is the act of saying, utterance or the act of doing something. It is not only used for informing something, but also doing something as for as speech event was accurate considered. Illocutionary act is performed via the communicative force of an utterance. Illocutionary act is an utterance with some kind of function in mind. in every utterance that we produced it is also another act that performed inside the utterance.

Illocutionary act is the act of saying, which is committed with the intends of speaker by uttering a sentence such as asking, stating, questioning, promising, ordering, apologizing, threatening, and requesting. Illocutionary act is an utterance with some kind of function in mind. Someone might

utter to make a statement, an offer, an explanation, or for some other communicative purpose. This is also generally known as the illocutionary force of the utterance (Yule, 1996:48). This mean, in every utterance that we produced it is also another act that performed inside the utterance. Illocutionary is the act of the utterance. It is the act which is performed by saying the utterance. It is the underlying force of the utterance or the interpretation of the utterance by the hearer (Wagiman, 2008:70). For example: It's gonna rain soon.

Looking at the surface level, the utterance might only be interpreted as informing the hearer about the weather. If it is analyzed based on the illocutionary, the utterance can be regarded as a warning from the speaker to the hearer. The speaker may warn the hearer not to go outside since it is going to rain. Otherwise, he or she warns the hearer to bring an umbrella if the hearer wants to go outside.

The most significant level of action in a speech act the illocutionary act because the force, which has been desired by the speakers, determines this act. Illocutionary act can be the real description of interaction condition.

For another example, the teacher says, when the students were doing exam, five minute agains. In saying this, the teacher is performing the illocutionary act of informing that the exam will be done five minutes again, and perhaps also they exam should be done because the time is almost out. Whereas the result of the illocutionary acts is the understanding on the part of the hearer.

Other examples of illocutionary acts include accusing, apologizing, blaming, congratulating, declaring war, giving permission, joking, marrying, nagging, naming, promising, ordering, refusing, swearing, and thanking (Retnaningsih, 2013: 54-55). According to Searle (1969:34), the illocutionary act is an act performed in saying something. On other words, illocutionary act can be defined as using a sentence to perform a function. When a speaker says something, he or she may perform some functions of act through the utterances such as request complain, etc.

The analysis of this chat in WhatsApp refers to the speaker and hearer which is the sender and the receiver. Thus, the researcher tries to limit the problems by focusing on, to find out the factor make the students misunderstanding in acting perlocutionary act in WhatsApp and how locutionary act affect the perlocutionary in WhatsApp.

RESEARCH METHOD

The writer would use Qualitative Research examine attitudes, experiences and behaviour through such method as interviewed of focused group. It attempts to get an in-depth suggestion from participants. As it is experiences, attitudes, and behaviour which is very important, some people take part in the research, but contact with these people tends to last a lot longer. Then (Creswell 2002) define, Qualitative Research is intended to deeply explore, understand and interpret social phenomena within its natural setting. Also, by using a qualitative researcher methodology, researchers want to collect richer information and get more detailed picture of issues, cases or events. In order to research, the researcher decide to take the sample/population from the fifth semester students of English Literature University of Muslim Indonesia, have five classes. The researcher will take minimal 5 students per class as a sample/population, so if we combine all it will be 25 students that can represent the ability of 135 students in using WhatsApp especially in perlocutionary act. The researcher would gather the sample in one class, to collect the data, after gathering the students into one class the researcher would begin asking the students about the factor that make the students misunderstand in acting perlocutionary act in WhatsApp, the researcher would ask the students for some screenshot of their chat in WhatsApp, after collecting all the data, the researcher analyzed the data to get conclusion in order to answered the research question. The data analysis based on the indicators of the instrument. The data that have been collected used by the writer to analyzed the students answered through interview.

In this study the writer uses random sampling method. This study would oversee the process of perlocutionary act and ask them if they understand the process of speech act in this case was perlocutionary act.

RESULTS AND DISCUSSION

From the results of research conducted by the researcher at University of Muslim Indonesia in a week's time frame with qualitative research methods, that are interviews and documentation, the researcher can describe the results of his research as follows.

A. Factors Make the Students Misunderstand in Acting Perlocutionary Act

In this section the researcher presented what factors make the students misunderstand in acting perlocutionary act, based on the interview, there are 25 respondents from fifth semester that are having interview with the researcher. The answer given as follows:

1. **Respondent 1:** "Sometimes when he/she write some sentence faster he/she didn't put any punctuation, and sometimes its cause by typo from the sender so its really make me and my friends in group WhatsApp misunderstand when reading the message."
2. **Respondent 2:** "sometimes I misunderstand the message in WhatsApp because they forgot the question mark, comma, and full stop"
3. **Respondent 3:** "there are several affects in misunderstanding in the message if they are asking something like about the lecturer is already at campus but they forgot put question mark I dont know if they type in hurry or what but that's sentence is very tricky if they didn't put question mark"
4. **Respondent 4:** "mostly they forgot to put the punctuation and some of them typo in their sentence when they wrote the message in WhatsApp group"
5. **Respondent 5:** "the things that make me misunderstand when i'm reading the chat in WhatsApp grup is that they didn't put any punctuation at all because of that sometimes I can't interpret what are they saying in WhatsApp group about what they want to say"
6. **Respondent 6:** "I think that what make me misunderstand in reading some message in WhatsApp chat is they write only a half sentence that make me didn't understand at all, I dont know if it's intentionally or not but I can't catch the point about their message and sometimes it's misleading because it's the sentence is not complete"
7. **Respondent 7:** "lot of my friends always do typo when they are typing their message, and I directly ask them if they make some typo in their message"
8. **Respondent 8:** "I ever misunderstand when reading a message, it's like this my friend text some message in our group chat but she forgot to put question mark at the last sentence of her message"
9. **Respondnet 9:** "I found misunderstand message in our group chat i don't know if the sender do it intentionally or not but it make me shock when I read the message like this "the lecturer already in the classroom" I hurry up take a bath and firectly goes to campus but when I arrive there is nobody at the class, when check my group in WhatsApp I saw the sender said "is the lecturer already in classroom?, sorry I forgot to put '?' " just because the sender didn't put question mark"
10. **Respondent 10:** "sometimes my friends forgot to put question mark at the last sentence of their message"

11. **Respondent 11:** “there some misunderstand when I read a message if they didn’t put some punctuation in their message, but sometimes I do it also”
12. **Respondent 12:** “there are some case when they type the message is it a statement or question just because they didn’t put punctuation at last of their sentence”
13. **Respondent 13:** “at that time when my friends forgot to put punctuation in their messages”
14. **Respondent 14:** “my friends always forgot to put punctuation at the last of their sentence and sometimes I do what my friends tell me in WhatsApp chat and after I do it, my friends said they forgot to put punctuation in their message”
15. **Respondent 15:** “sometimes what make misunderstand in WhatsApp chat is they forgot to write the complete sentence in their message, like they miss some words in their message and it really mislead me when they ask me to do something for them”
16. **Respondent 16:** “this is a problem that misunderstand for me when I read my friends message in WhatsApp chat they sometimes they do typo when asking something or they forgot to put punctuation”
17. **Respondent 17:** “sometimes because of typo when they write message when they message me in through WhatsApp”
18. **Respondet 18:** “some of my friends really like to me and my friends misunderstand like they forgot to put question mark when asking about lecturer already come it make us misunderstood about the message and thought that the lecturer already in the classroom”
19. **Respondent 19:** “my friends often make me misunderstand when we are chatting together, he/she type some incomplete sentence in WhatsApp”
20. **Respondent 20:** “sometimes when I’m chatting with my friend there a case when bad network happens when we are chatting so some of the message didn’t get send through and only a piece can be send”
21. **Repondent 21:** “there a case when I didn’t read the message carefully when my family asked me to do something and just do it”
22. **Respondent 22:** “if they didn’t put any punctuation or they do typo when they are typing a message to me”
23. **Respondent 23:** “there are several cases for me when I misunderstand some message, they told me through WhatsApp is they always do typo and forgot to put question mark when asking”
24. **Respondent 24:** “mostly they do typo when they send some message in WhatsApp”
25. **Respondent 25:** “I ever misunderstand some message when I’m texting with my friends is because my friends typing something without putting any question mark if they want to ask” It can be conluded that

B. How does locutionary act effect to the perlocutionary

In this section the researcher presented how locutionary act effect to the perlocutionary act, there are 10 pictures that has been taken from the students phone, as follows:



Figure 1.

Locutionary: The meaning of this picture is the sender wants for some dzikir water.

Perlocutionary: the receiver didn't catch the message that conveyed in the chat.

This picture convey that the receiver didn't catch or understand the meaning of the message that has been send to him.



Figure 2.

Locutionary: From the picture above the sender wants to ask if the lecturer already come to campus or not.

Perlocutionary: The receiver thinks that the lecturer already at campus so it makes the receiver hurry up to go to campus.

This picture convey that the sender didn't put any punctuation or question mark at the end of the sentence.



Figure 3.

Locutionary: The sender wants to ask where is the receiver when this video taken.

Perlocutionary: The receiver thinks that the message asking where is the receiver position right now.

This picture convey that the receiver misunderstands the sender message



Figure 4.

Locutionary: The sender said that the sender and the sender father is eating right now.

Perlocutionary: The receiver misunderstands the meaning of the sender message.

The chat convey that the sender tells the receiver that the sender is eating with his father but he forgot to complete the sentence.



Figure 5.

Locutionary: The sender wants to ask the receiver position.

Perlocutionary: The receiver understands the meaning of the message and reply properly.

The chat convey that the sender didn't complete the sentence of the question the sender ask and got different reply from the receiver



Figure 6.

Locutionary: The sender tells the receiver to carry gallon and put into dispenser.

Perlocutionary: The receiver after reading the message thought that the sender wants the receiver to climb on the gallon, so the receiver do it and send the picture back to the sender.

This chat convey that the sender didn't type the proper word to receiver so the receiver thinks different meaning from the message



Figure 7.

Locutionary: The sender wants to ask the translation of "secret" to the receiver

Perlocutionary: The receiver answers the question from the sender

This chat convey that the sender misunderstands with what the receiver replies about the word that the receiver translated for the sender, but the sender didn't catch the message of the receiver.

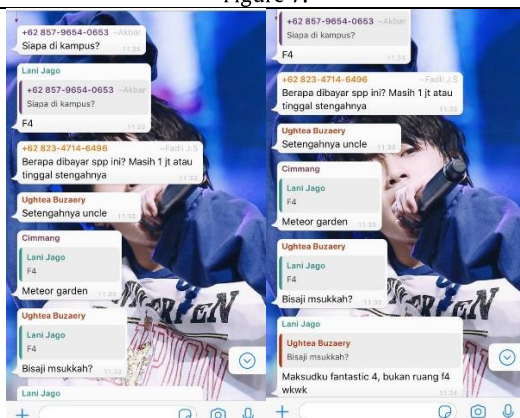


Figure 8.

Locutionary: The sender wants to ask the sender friends who at the campus right now

Perlocutionary: One of the sender friends answer the question

This chat convey that some misunderstanding of the sender friends said f4 but the other thought that it's a they at classroom in f4, but the one who said f4 explain that f4 is their name group.



Figure 9.

Locutionary: The sender want to invite it' s friends to camp.

Perlocutionary: The receiver thinks that the sender wants to ask the receiver to join english camp.

This chat convey that there a misunderstanding between the sender and receiver, the receiver thought the sender ask him to join english camp, but the truth is the sender wants to ask the receiver to join in camping.

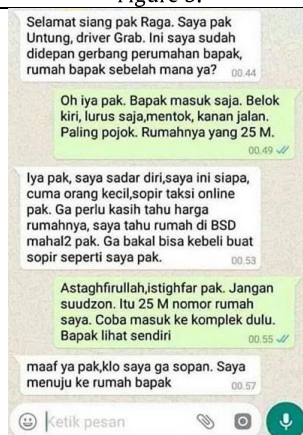


Figure 10

Locutionary: The sender tell the location where he lives.

Perlocutionary: The receiver thought that the sender is showing off.

This chat convey that the receiver misunderstands the sender being show off of the sender wealthy.

CONCLUSION

The researcher shows that the fifth semester students of English Literature in Literature Faculty. There were two conclusion can be present based on researched problems liked following :

1. What factor make the student misunderstand in acting perlocutionary act in WhatsApp

The factor that can make the student misunderstand in acting perlocutionary act in WhatsApp are, first many of the respondent says that the reason why they misunderstand is because many of their friends in WhatsApp when they are typing some message they forgot to put punctuation at the last sentence such as, exclamation mark and question mark, second there also some of them said that most of their friends always do typo when they are typing something into their chat in WhatsApp, third there is some incomplete sentence when they are typing too fast and it's so hard for them to understand what the meaning of their message in chat WhatsApp, and fourth there are case such as bad network so only a little that being send to the receiver.

2. How locutionary act effect perlocutionary act

Locutionary act is literal meaning of a sentence. In other word, locutionary act is the act of saying something, perlocutionary act refers to the effect of the utterance had on thought or action of the other person. The case perlocutionary act is what the speaker intends to communicate of what the speaker says. So the researcher conclude that the locutinary effect the perlocutionary act depend on how the locutionary or the utterance, if the utterance isn't good to be understand by the hearer automatically the hearer will not perform/understand the meaning behind the utterance and there will be miscommunication between the two people.

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