



AN ANALYSIS OF THE USE OF VERBAL AND NONVERBAL MESSAGE IN *WHATSAPP GROUP CHATS* DONE BY NK STUDENTS OF ENGLISH DEPARTMENT OF UNIVERSITAS NEGERI PADANG

Ramel Nadia Chesca¹, Jufri², Saunir Saun³

English Department

Faculty of Languages and Arts

Universitas Negeri Padang

email: ramel.chesca16@gmail.com

Abstract

Language is the oldest tool of communication which already exists from the first time humans were created. The use of language, at first and with the simplest form, is the form of nonverbal, which is language of symbol, sign, body language, face expression, and gesture forms. However, the study of language as a field of linguistics is the language in the form of words, or can be called as academic language. But, even academic language also has errors in their written conversation. Even less, these errors are done by the academic people itself. Based on the analysis of the data, it can be seen that there are 6 types of conversations occur in *WhatsApp Group Chats* “*SASING UNP*” and has 24% of error from total data that analysed was 118 utterances. However, another result of this research proved the hypothesis of researcher, which the dominant conversation happened, was used both verbal and nonverbal.

Key words: language, utterances, symbols, referring expression, *WhatsApp*

A. INTRODUCTION

Language is purely human property and is an ability used to communicate with other humans using signs, words, or movements. Historically, the language used by humans at this time was as important as the language that had existed 20 or 20000 years ago. Only the development of the use of language in communication is flexible and of course follows the technology at the time in which it develops. It can be seen today. Communication that occurs between humans no longer has to be in one place with a face to face, but with the development of technology, communication can unite 2 or more people who are at great distances at one time. This is called communication through social media.

¹ English ELLSP of English Department of FBS Universitas Negeri Padang graduated on March, 2019

² Lecturer of English Department of FBS Universitas Negeri Padang

³ Lecturer of English Department of FBS Universitas Negeri Padang



Social media communication is hoped to train people's writing skill. As the explanation in third paragraph, the written forms is hoped to be replied with written forms too. But what can be found today is social media communication used by people with nonverbal feature or symbols form in responding a verbal utterance. When the sender sent his/her message in written form, he/she gets replied only with a symbol or an emoticon. That is a kind of imbalanced communication which is happened in educational sector.

These phenomena of communication reflected a gap between sender and receiver. Because when the sender sent messages with verbal form and they get the replied just with a symbols or emoticon, it is kinds of imbalance communication. Such communication is a certain problem can be analyzed through linguistics view especially that imbalance communication happens in education sector. As well as the observation above, the researcher found a gap in communication through *WhatsApp* Group chats in English Department of Universitas Negeri Padang.

There are four purposes of this research which hoped to be answered in the findings. First, this research hopes to find out types of written conversation in *WhatsApp group chats "SASING UNP"* done by NK students of English Department of Universitas Negeri Padang. Second, this research hopes to find out the effect of emoticons to the contexts of sentences in *WhatsApp group chats "SASING UNP"* done by NK students of English Department of Universitas Negeri Padang. Third, is to find out the forms of referring expression and its influences on the opening statements to the contexts of utterances in *WhatsApp group chats "SASING UNP"* done by NK students of English Department of Universitas Negeri Padang. The last is to find out percentage of the error of language used in communication through *WhatsApp group chats "SASING UNP"* done by NK students of English Department of Universitas Negeri Padang

Actually, some researches which discussed about emoticon have been done before. First is the research by Caroline Kelly, "*Do you know what I mean > :(A linguistic study of the understanding of emoticons and emojis in text messages*" which focused in studying used of emoticon in text messages universally. Kelly examined the emoticon based on universal understanding of what emoticons mean. Next is the study by Kerslake and Wegerif which focused on the role of gesture in the evolution of language. Then is the study of new digital language by Pele. Pele examined the digital language on Facebook and Instagram. From those researches, no one had focused the study in the use of emoticon in educational sector and its effect to the context of sentences. Emoticon, which claimed as the next digital language, should be used wisely in the communication that happened in educational sector.

B. RESEARCH METHOD

This research was a kind of descriptive research which in the form of qualitative and quantitative methods. There is no statistic formulation occurs to solve the matter (Richardson: 2018). The data of this research were the utterances

found in *WhatsApp* Group chatting history of the NK classes of English Department students registered at 2014 to 2017. The *WhatsApp* group chats of NK students of English Department were chosen as the population because the utterances used in this group seems imbalance since they are often responded written information with symbols. There were two hundred and twelve people in this group, but the researcher had limited the research with those who most active in responding to others and take a part in the group. So the populations were thirty eight members which including into twenty percent of most activeness members.

There were three steps done in order to collect the data. First is the researcher read the chat history. The researcher read the entire chat histories in *WhatsApp group chats “SASING UNP”* of NK students of English Department of Universitas Negeri Padang registered at 2014 until 2017. Next is collecting the chat history. After reading the entire chat histories in *WhatsApp* Group chats of NK students of English Department, the researcher collected both the opening statements and the responds that contains the emoticons. The last is intensive reading. The researcher read again intensively the chat history that already moved into digital observation sheets for the research and restricting the utterances.

After collecting the data, the researcher analysed the data based on three steps. First, the researcher classified the utterances that found in the chat group histories. The utterances were classified into some datum. Each datum consisted of an utterance and followed by its responds. The data were about 10-15 utterances which already followed by its responds. Second, the researcher grouping the emoticon which used in the *WhatsApp Group Chats History* based on human's emotion. The researcher analysed the important parts in the group chat history, and also compared the data based on pragmatics theory. Therefore, the researcher separated the utterances and its respond in the form of nonverbal. After that, the researcher drew a list of the types of emoticons used in the communication. Then, the researcher will compare the error communication between both utterances and emoticons. The last is drawing the conclusion. After analysing the data and find out the result, the last thing that the researcher do was draw the conclusion. It was used to give a brief explanation about the finding. In this research, the conclusion was in the form of the types of written conversation found in *WhatsApp* group chats history along with entire research purposes that already explained in chapter one. In addition, the researcher gave some comments to the result and drew the final statement logically based on the findings.

C. RESULT AND DISCUSSION

1. Research Finding

a. Types of Written Conversation found in *WhatsApp* group chat “SASING UNP”

The data used in this section were the entire chat history of *WhatsApp* group chat “SASING UNP” and the classifications are words used as verbal language and emoticon as nonverbal language. From total 118 chat histories analyzed, there are 6 types of conversations found. They are: verbal message

replied with also with verbal message; verbal message replied with verbal + nonverbal message; verbal message replied only with nonverbal message; verbal + nonverbal message replied with verbal message; verbal + nonverbal message replied also with verbal and nonverbal message; and verbal + nonverbal message replied only with nonverbal message.

b. The Effect of Emoticon to the Context of the Sentences

After analyzing the data, the findings for ideational of verbal utterances used in *WhatsApp Group Chat "SASING UNP"* are obtained. To answer the second research question, it is found that the verbal utterances are not the mostly found type used in *WhatsApp Group Chat "SASING UNP"*. Based on the table above, the verbal utterances found are 10 utterances sent by the sender, and 43 utterances sent by the receiver. This amount is no more than the verbal and nonverbal uses totaling 55 utterances. These results are things that support the theory of researchers described in chapter 1, that good communication is formed by both languages, verbal and nonverbal. So communication that is only expressed verbally without nonverbal is not a better communication. The analysis showed as below.

Table 1 Verbal utterances found in *WhatsApp Group Chat "SASING UNP"*

| Datum | Date | Utterance* | | Response** | | |
|--------------|-----------|------------|--------------------|------------|--------------------|------------|
| | | Verbal | Verbal + Nonverbal | Verbal | Verbal + Nonverbal | Non-verbal |
| 1 | 14-Mar-18 | 1 | | 8 | 8 | 1 |
| 2 | 16-Mar-18 | 1 | | 7 | 0 | 2 |
| 3 | 16-Mar-18 | 1 | | 4 | 1 | 0 |
| 4 | 23-Mar-18 | 1 | | 7 | 7 | 0 |
| 5 | 09-Apr-18 | 1 | | 4 | 2 | 0 |
| 6 | 13-Apr-18 | 1 | | 0 | 3 | 1 |
| 7 | 02-May-18 | 1 | | 2 | 5 | 1 |
| 8 | 05-May-18 | | 1 | 3 | 4 | 0 |
| 9 | 05-May-18 | | 1 | 1 | 4 | 0 |
| 10 | 10-May-18 | 1 | | 1 | 5 | 0 |
| 11 | 31-May-18 | 1 | | 4 | 7 | 0 |
| 12 | 29-Jun-18 | | 1 | 2 | 2 | 2 |
| 13 | 03-Jul-18 | | 1 | 0 | 0 | 3 |
| 14 | 04-Jul-18 | 1 | | 0 | 3 | 0 |
| TOTAL | | | | | | |
| 118 | | 10 | 4 | 43 | 51 | 10 |

*Utterances: message sent by the sender

**Response: message sent by the receiver

c. The forms of Referring Expression and its influences in *WhatsApp* group chat “SASING UNP”

The referring expression found in this analysis was divided into 3 classifications, first was the unique and non-unique referents, second was the concrete and abstract referents, and the last was countable and uncountable referents. Table 2 below will explain classification of referring expression.

Table 2 Referring expression

| No | Types of referring expression | Total | Percentage |
|----|-------------------------------|-----------|-------------|
| 1 | Unique | 17 | 19% |
| 2 | Non-unique | 16 | 18% |
| 3 | Concrete | 6 | 7% |
| 4 | Abstract | 34 | 37% |
| 5 | Countable | 11 | 12% |
| 6 | Uncountable | 6 | 7% |
| | Total | 90 | 100% |

d. The Percentage of Error Communication

Based on the table below, error communication / conversations that occur, both because the response sent by the receiver is only a symbol, and the use of symbols that do not fit the context, is as much as 24% of the total 118 chat analyzed. These results were obtained after conducting research using the Birding (2013) referring expression theory. From the results above, it can be seen that the error that occurs in the use of the verbal language is 19 utterances from all 93 utterances, which is about 20% of the errors that occur. And from verbal and nonverbal language data, there are 10 errors of the total chat number is 25. This is the most error, which is 40%. However, when both data are combined, the errors that appear are not that many. Of the 118 utterances analyzed, there are 29 utterances that contain the errors described above, that is equal to 24% of all data. And 76% of others communicate appropriately.

Table 1 The Percentage of Error Communication occurs in *WhatsApp* group chat “SASING UNP”

| No | Language Used | Total Utterances | Error Utterances | Percentage |
|----|-------------------------------|------------------|------------------|------------|
| 1 | Verbal Language | 93 | 19 | 20% |
| 2 | Verbal and Nonverbal Language | 25 | 10 | 40% |
| | TOTAL | 118 | 29 | 24% |

2. Discussion

The first focus in this study is to find out types of verbal and nonverbal utterances which presented in *WhatsApp Group Chat "SASING UNP"* NK classes of English Department students of Universitas Negeri Padang. Based on the findings, the writer found that six types of the communication that happened in *WhatsApp Group Chat "SASING UNP"* NK classes of English Department students of Universitas Negeri Padang. There are verbal replied with verbal, verbal replied with both verbal and nonverbal, verbal replied only with nonverbal, verbal and nonverbal replied with verbal, verbal and nonverbal replied with both, and verbal and nonverbal replied only with nonverbal (symbol). Even though there are 24% which classified as error communications, but the mostly types found in *WhatsApp Group Chat "SASING UNP"* NK classes of English Department students of Universitas Negeri Padang is the used of both verbal and nonverbal utterances. The data shows that 47% of the entire languages used as communication in WhatsApp Group Chat "SASING UNP" are found as verbal and nonverbal language.

This result of study is quite similar from the study conducted by Caroline Kelly (2015) which entitled *Do you know what I mean > :(- A linguistic study of the understanding of the emoticons and emojis in text messages*. Kelly found that the emoticons do not have a meaning in themselves and that they can have different meanings depending on the situation, and the mood or the person for whom the message is intended. It is a quite similar with the finding in this research, which said that the emoticon, even though they used to accompanying the same word, but the sender used the emoticon in different way.

Actually, the finding of this research is also quite similar from the study conducted by Xiangxi Liu (2015) which entitled "*The linguistic analysis of Chinese Emoticon*" which explored the background and linguistic functions of emoticons, investigated how those special characterizations distinguish Chinese emoticons from other. He discussed the linguistic effects of those Chinese characters which are picked as emoticon, such as the dual effect toward the meaning of character and real life oral communication. In short, he summarized Chinese emoticon as a linguistic defined subgroup of emoticon. However, this research also found the same but just analysed from different fields of linguistics. Liu explored the Chinese emoticon through linguistic functions of the form of emoticon. Meanwhile this research focused on analysing through pragmatics functions.

From the study by Ilaria Moschini, this research seems different. Moschini focused in the theory of socio-semiotic multimodal which is based on the *emoji* face with tears of joy, whereas this research is the study focusing on linguistics point of view. Moschini adopted a socio-semiotic multimodal approach, the study aims at decoding the many semantic and semiotic layers of the 2015 word of the year, with a special focus on the context of cultures out of which it originates. More in detail, Moschini focused on the concept of translation as transduction, that is the movement of meaning across sign systems (Kress 1997), in order to map the history of this pictographic word from language to language, from culture

to culture, from niche discursive communities to the global scenario. Since the semiotic and linguistics are different kind of study, then the focused in both study will also different.

D. CONCLUSION AND SUGGESTIONS

Based on the findings, it can be concluded that first, there are 6 types of communication that found in *WhatsApp Group Chat "SASING UNP"* of English Department students of Universitas Negeri Padang. They are: Verbal utterance *replied with* verbal language, verbal utterance *replied with* both verbal and nonverbal language, verbal utterance *replied only with* nonverbal form, verbal and nonverbal utterance *replied with* verbal language, verbal and nonverbal utterance *replied with* both verbal and nonverbal language, and verbal and nonverbal utterance *replied only with* nonverbal form. But, the mostly language used as communication based on *WhatsApp Group Chat "SASING UNP"* is using both verbal and nonverbal language, which supported the theory of researcher that already stated in chapter 1; the better communication is happen when both verbal and nonverbal are used.

This study which is the primarily studies about the use of verbal and nonverbal utterances that found in *WhatsApp Group Chat "SASING UNP"* of English Department Students of Universitas Negeri Padang in pragmatics aspect, especially in referring expression. To complete this study which is about the use of verbal and nonverbal language as communication in media social, it is suggested that the future researcher will take another sample of different group. Furthermore, in order to know the other perspectives that study the symbol or any kind of verbal and nonverbal communication, it is suggested that the future researchers who taken interest in discuss verbal and nonverbal, will observe the other fields and perspective of language used as communication. In addition, it is hoped that the future researchers will conduct the study deeper than this study had, for instance to observe the role of verbal and nonverbal language used in order to put participants' sense in writing an utterance.

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