

## Analysis of Illocutionary Speech Acts on 'Whatsapp' Social Media

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### **Abstract:**

*Whatsapp is an internet-based application that has the potential to be used as a medium of This research is motivated by the use of social media among the community which is expanding. One of the most popular messaging media today is WhatsApp. The author analyzes illocutionary speech acts in private WhatsApp conversations. The formulation of the problem in this research is (1) What are the forms of illocutionary speech acts that exist in Private WhatsApp conversations. (2) What is the meaning of the illocutionary speech acts found in conversations on the WhatsApp application? This study follows a pragmatic approach, the object of research is Sri Rahayu's personal WhatsApp conversations with 15 screenshots and 134 utterances. Special pragmatics in the study of speech in the form of illocutionary proposed by Searle (1969) classifies speech acts into five types, namely (1) representative speech acts, (2) directive, (3) expressive, (4) commissive, and (5) declarative. Based on the results of data analysis, it can be concluded that the form of WhatsApp speech consists of: (1) The existing forms of illocutionary speech acts, namely 6 utterances of assertive speech acts, 16 directive speech acts, 4 commissive speech acts, 7 expressive speech acts utterances, and declarative speech acts as many as 2 utterances. (2) The meaning of Illocutionary Acts, which means complaining, asking, asking, proposing, warning, inviting, offering, canceling, surrendering and expressing willingness.*

### **Keywords:**

*illocution; whatsapp; pragmatic*

## I. Introduction

The use of social media among the public is increasingly widespread. There are many social media that are used by the community. The types of media vary, such as messaging media, online games, information seeking media, and others. One of the messaging media of the times now what is in great demand by the public is whatsapp, namely media that uses the internet to make it easier for its users exchange information with other people. WhatsApp as a messaging application is generally used to convey information in the form of text, images or sound. WhatsApp is present in the midst of a community that functions to create virtual social interaction. For example, class groups used by students by using whatsapp features.

According to a study conducted by Trisani (2017), WhatsApp is considered as an effective messaging app because it has responders the most. WhatsApp is the most used application by society as a communication tool as opposed to an application other messages.

According to research conducted by Citra S. (2018), there are several features that are superior to whatsapp, including: (1) WhatsApp has simple chat app, no password required; (2) direct connected to the number on the phone/contacts, just save the phone number; (3) convenient SMS replacement; (4) WhatsApp has a simple interface simple to chat; (5) simple interface, Internet easy to understand and safe. The available features are considered to help make it easier for users to convey messages. Users are made easy because to send messages do

not have to be face to face. By selecting one of the features, information that will be conveyed can be easily accepted. Messages or sentences in whatsapp in essence is an oral interaction that is written down, so that it appears as a speech act. This can be seen from the form of short sentences, as is generally found in a speech. For this reason, WhatsApp users need to pay attention to the speech component. According to Dell Hymes (in Chaer and Agustina, 2010: 48), there are sixteen linguistic components, of which are grouped into eight components called linguistic components.

Originally there were sixteen component, then simplified to eight components, the abbreviation SPEAK: Frame and Stage (Background); participants; objective (intention/outcome); policy (mandate); lock (road); help (means); standard; and genus (type). Sentences in whatsapp are a form of speech act. As a form of speech act, a sentence does not only convey a message, it will but also convey intent, even action. (Yule, 2014) Illocutionary utterances are often found in WhatsApp conversations. The illocutionary speech act contained in it is not an event that occurs by itself, but has a function, contains a specific purpose and purpose and can have an effect or effect on the speech partner. Rustono (1999) suggests that the purpose of speech is what the speaker wants to achieve by carrying out the act of speaking. The purpose of this utterance is the thing behind the utterance. Someone's speech has a purpose. This means that there can be no speech that does not express a purpose.

The similarities between the previous analysis and this analysis are the same as conducting an analysis of WhatsApp. Meanwhile, the difference between this analysis and the previous analysis is that this analysis analyzes Illocutionary speech acts, while the previous analysis only discusses WhatsApp.

Based on the background described above, the researcher is interested in analyzing illocutionary speech acts in WhatsApp conversations. Where the object used is the speech in Sri Rahayu's personal WhatsApp conversation. The title in this study is "Speech Act Analysis on Sri Rahayu's Private Conversations on Social Media (WhatsApp)".

## II. Review of Literature

Pragmatics is a science of language that talks about the meaning conveyed by speakers and interpreted by speech partners. This knowledge requires an interpretation of what is meant by speakers in a context and how the influence of the words themselves. Pragmatics is also a study of contextual meaning. Pragmatics requires an investigation of how the listener can conclude what the speaker has said, so that the speaker's intended meaning can be achieved (Yule, 2014). Pragmatics is the study of language that is context dependent, in other words context must always exist in interpreting language, both language in the sense of linguistic entities as elements, as well as language in a general sense which is much more holistic and broad (Rahardi, 2018). From the various opinions above, it can be concluded that pragmatics is a linguistics that discusses language speech. In pragmatics, speech acts and utterances will be discussed which are called speech acts.

Speech acts are found in language communication. In ongoing communication activities, it is possible for responses or expressions to emerge about everything that is around the speaker as communication material. In pragmatics it is referred to as a speech event or what is often heard as a speech act. Speech act is the product of an utterance sentence under certain conditions and is the smallest unit of language communication that determines the meaning of a sentence in both written and spoken variety.

Yule (2006:82) says that speech acts are actions performed through utterances. Speech acts are part of pragmatic studies. Speech acts are pragmatic elements that involve speakers, listeners or writers, readers and those being talked about. In its application, speech acts are used by several disciplines.

Chaer (1995:65) argues that a speech act is the meaning of a sentence form that distinguishes locutionary, illocutionary, perlocutionary and includes situations in determining the meaning of language. Speech act theory focuses on the use of language to communicate the intent and purpose of speech.

Speech acts are a theory that examines the meaning of language based on the relationship between utterances and the actions performed by speakers. This study is based on the view that (1) speech is a means of communication and (2) new utterances have meaning if they are realized in real acts of communication, for example making statements, questions, orders and requests. Thus, action is a characteristic of speech in communication. So it can be concluded that a speech act is a theory that examines the meaning of language based on the relationship between speech and the actions taken by speakers to their speech partners in communication, meaning that speech is only meaningful if it is realized in real communication actions. Speech acts are divided into three parts, namely locutionary, illocutionary, and perlocutionary. However, this analysis only focuses on illocutionary speech acts.

Forms of Illocutionary Speech Acts are generally related to giving permission, giving orders, thanking, offering, and promising. The forms of illocutionary speech acts include: (a) assertive speech acts, (b) directive speech acts, (c) commissive speech acts, (d) expressive speech acts, and (e) declarative speech acts (Chaer and Agustina, 2010: 53).

Illocutionary speech acts are speech acts that have a purpose related to who is speaking, who is the speech partner, when and where does the speech act occur which creates something in the reader's mind. According to Searle and Ekawati, there are five classes of illocutionary speech acts that have a commutative function in the journal *Lingua* (2020). Illocutionary speech acts can be summed up as speech acts which generally aim to convey information related to speakers and speech partners.

WhatsApp is an application for sending messages. The WhatsApp application is an application that makes it easy for users to exchange messages without credit fees, because WhatsApp uses the same internet data package as email, web browsing and others. With WhatsApp we can chat online, share files, exchange photos, send videos, create stories, and many other things that the WhatsApp application can do. The WhatsApp application not only sends messages to only one person, but can also send messages to many people at once, making it easier for users to interact remotely.

### **III. Result and Discussion**

Speech acts are the study of how speakers and listeners use language. Speech acts are divided into three parts, namely locutionary, illocutionary, and perlocutionary speech acts. However, this analysis only focuses on illocutionary speech acts. This analysis also focuses on illocutionary speech acts on Sri Rahayu's personal whatsapp social media. Where the data is taken from the author's personal conversations.

Forms of Illocutionary Speech Acts in Sri Rahayu's Private Whastapp Conversations in the forms of illocutionary speeches related to giving permission, giving orders, thanking, offering, and promising. The forms of illocutionary speech acts include: (a) assertive speech acts, (b) directive speech acts, (c) commissive speech acts, (d) expressive speech acts, and (e) declarative speech acts. Based on whatsapp data, the illocutionary speech act has a meaning related to who is speaking, who is the speech partner, when and where does the speech act occur which creates something in the reader's mind.


After the data is analyzed, there are five classes of illocutionary speech acts that have a commutative function. The five categories of illocutionary speech acts consist of 34 data in total, namely assertive 6 data, commissive 4 data, directive 16 data, expressive 7 data, and declarative only 1 data. To be clearer, the data will be described as follows:

### 3.1 Assertive Speech Acts

Assertives are illocutionary acts related to the truth of propositions expressed, such as stating, suggesting, boasting, complaining, and claiming.

The results of the analysis found speech texts on WhatsApp that fulfill assertive speech acts. The speech is as follows:

**Table 1.**

	<p>Mumut : <b>Yes, that's why we're confused, how are we going?</b></p> <p>I: We also if I'm not mistaken PLP 3 too</p> <p>Mumut: Isn't it how much sis?</p> <p>Me: Month 8</p> <p>Mumut : Oo yes yes sis, it means the same</p> <p>Mumut: <b>KKN collision with street vendors kk collision with pls</b></p> <p>I: Yes, I don't know how</p> <p>Mumut: Yes sis</p>
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Data source of Sri Rahayu and Mumut's Whatsapp conversations Wednesday, July 20, 2022

“Yeah, that's why we're confused, how are we going?” (D2/T2/1AS)

"Collision of KKN and PKL kk collision with PLP"(D2/T7/2AS)

In the conversation above, it is classified as an Assertive speech act because it expresses a complaint about the KKN procedure that collided with the street vendors. It can be seen from the use of the word "Confused sis, how are we going" (D2/T2/AS) In the data, Mumut explained, "Collision between KKN and PKL kk collided with PLP" (D2/T7/AS). The WA conversation above meant to state that KKN activities with street vendors as well as PLP were running at the same time, so the speakers objected to the following. The data includes Assertive speech acts of complaint, seen in the dialogue, "Yeah, I don't know where to go" (D2/T8/AS).


Based on the data above, it is also a statement of approval as well as a complaint against existing procedures. It can be seen from the word "what's wrong with you" that

speakers complain about the existing procedures. So this data includes assertive speech acts of complaining or speech acts of complaint.

### 3.2 Directive Speech Act

Good conversation in direct form has good ethics, as well as indirect speech on WhatsApp media. Indirect speech acts are found in directive speech acts which are illocutionary acts aimed at making the other party take certain actions. Directive speech acts are types of speech acts used by speakers to order others to do something such as ordering, ordering, begging, advising, and recommending. The characteristic of directive utterances is that there is an action taken by the hearer after listening to the utterance. The results of the analysis found speech texts on WhatsApp that fulfill directive speech acts. The utterances are as follows:

Table 2.

	Nur :	We
	Nur :	P
	Nur :	Will Ira and Hanny be going home tomorrow?
	I :	God willing
	Nur :	I'm still outside
	Nur :	How do you know I'm not coming home
	Nur :	<b>You can piggyback one clan</b>
	I :	OK
	I :	Let me ride the mopen until stone water
	I :	Are you in rock water?
	Nur :	I'm on Raja Ra Island

Source: Rumpi no secret grub conversation Thursday, October 6, 2022

"Nur Hamidah: How do you know tomorrow I won't come home, can you have one of your piggyback rides" (D3/T7/1DIR)

The data above is a recommendation directive speech act uttered by the speaker. The meaning of the utterance is that the speaker invites his friend to go home with the speaker as a pillion, which can be seen from the sentence "you can ride as one of your passengers". The speaker recommends the speech partner to go home with him. Then the sentence above includes a directive recommendation speech act.

### 3.3 Expressive Speech Acts

Good direct or indirect conversation must have good ethics. WhatsApp conversations are indirect conversations that must have good ethics in their speech. In WhatsApp conversations, expressive speech acts were found which were speech acts expressing the speaker's feelings including speeches of thanking, congratulating, apologizing, blaming, praising, and condolences. The results of the analysis found speech text on WhatsApp that fulfilled expressive speech acts. The utterances are as follows:

"Sis Andini: I'm sorry I disturbed you earlier because of it" my sister's eye drops(D7/T5/EKS)

"Sis Andini: Thank you, deck"(D7/T6/EKS)

The meaning of the data is that the speaker apologizes because he feels disturbing the speech partner because he asks for help in dropping eye drops. The data above is an expressive speech act that expresses an apology to the speech partner. It can be seen in the story "Sis Andini: Sorry for bothering earlier because of" drops in my sister's eyes (D7/T5/EKS).

Table 3.

	<p>I :</p> <p>Sister</p> <p>Andini:</p> <p>Sister</p> <p>Andini:</p> <p>Sister</p> <p>Andini:</p> <p>Sister</p> <p>Andini:</p> <p>Sister</p> <p>Andini:</p> <p>Sister</p> <p>Andini:</p> <p>I:</p> <p>I:</p>	<p>Save Sri Rahayu sis, just call me Ira sis</p> <p>Ok my deck</p> <p>If you need help, just tell your brother</p> <p>Don't hesitate”</p> <p><b>Sorry for bothering you earlier because of your eye drops</b></p> <p><b>Thanks deck</b></p> <p>Okay sis</p> <p>It's okay sis, if you don't do that you don't know us</p>
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Source: Sri Rahayu's conversation with Kak Andini on Saturday, 10 September 2022

In addition to apologies, the data above also contains the speaker's thanks to the speech partner for helping the speaker to apply eye drops. It can be seen from the speech "Kak Andini: Thank you Dek" (D7/T6/EKS). From the existing speech evidence, the data is included in expressive illocutionary speech acts.

### 3.3 Commissive Speech Act

Commissive speech is a speech act related to what will be done. Commissive is also a type of speech act that is understood by the speaker to bind himself to future actions such as promising, swearing, and offering something. The results of the analysis found speech texts on WhatsApp that fulfilled expressive speech acts. The utterances are as follows:

Table 4.

	<p>I :</p> <p>Adek Anjay :</p> <p>Adek Anjay :</p> <p>Adek Anjay :</p> <p>Adek Anjay :</p> <p>I :</p> <p>Adek Anjay :</p> <p>I :</p> <p>Adek Anjay :</p>	<p>Ohh okay, can I not tell you</p> <p>Okay, okay</p> <p>Sis</p> <p>I can't deliver you this</p> <p>Crete doesn't exist</p> <p>oh yeah</p> <p><b>I'll just wait when my cree arrives sis</b></p> <p>oh well ok lah</p> <p>You don't need time yet</p> <p>Yes, you need it, if you don't need it, why buy it?</p> <p>But yes, it can still be used in this bag</p>
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Source: Adek Anjay's conversation with Sri Rahayu on Sunday, 11 September 2022

“Adek Anjay: Just wait when my crates arrive” (D5/T7/1KOM)

The meaning of the speaker in the data above is that the speaker promises that he will accompany the speech partner to buy a bag when the speaker's train has arrived. It can be seen from the utterance "Later, when my kretrek arrives" (D5/T7/1KOM). So the speech above is included in the commissive promising illocutionary act, namely the commissive promise. In addition to the data above, there are also other data as below:


"Sis Andini: later if you need help just tell your sister okay"(D7/T3/2KOM)

The meaning of the speaker in the data above is that the speaker offers help if the speech partner needs help. So this utterance is included in the commissive speech act of offering (offering something).

### 3.4 Declarative Speech Acts

Declarative speech is a speech act that means the speaker creates something like a status or situation. In addition, deklasari speeches can change the world through utterances including surrender, dismiss, baptize, give names, appoint, isolate, cancel, prohibit, allow, forgive and punish. The results of the analysis found speech texts on WhatsApp that fulfill declarative speech acts. The utterances are as follows:

Table 5.

	<p>I : Adek Anjay : Adek Anjay : Adek Anjay : Adek Anjay : I : Adek Anjay : I : Adek Anjay : I :</p>	<p>Ohh okay, can I not tell you Okay, okay Sis <b>I can't deliver you this</b> Crete doesn't exist <b>oh yeah</b> I'll just wait when my cree arrives sis <b>oh well ok lah</b> You don't need time yet Yes, you need it, if you don't need it, why buy it? But yes, it can still be used in this bag</p>
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Source: Adek Anjay's conversation with Sri Rahayu on Sunday, 11 September 2022

Adek Anjay : "I can not deliver you this"(D5/T4/DEK)  
Me: oh yeah” (D5/T6/DEK)

The utterances in the data above are declarative speech acts of canceling. It is proven in the story "I can't deliver you this" (D5/T4/DEK). The intention of the speaker in this speech is that the speaker informs or declares cancellation to take the speech partner to buy a bag because the speaker does not have a vehicle.

In addition, there is also a declarative speech act of surrender. In the word "Ohh yauda" (D5/T6/DEK), the speaker surrenders to what has been promised by the speech partner and hopes that the speaker will keep his promise to take the speech partner to buy a bag. From the existing evidence, there are declarative illocutionary speech acts, namely canceling and surrendering.

#### IV. Conclusion

Based on the explanation of the results of the data analysis above, it can be concluded that Illocutionary Speech Acts in Sri Rahayu's personal conversations on WhatsApp social media from 15 screenshots and 134 utterances were found in the form: 6 data assertive, 16 data directive, 7 data expressive, 4 data commissive and declarative speech acts found only 2 data. These speech acts mean complaining, recommending, asking, and offering, canceling and giving up.

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