A Study on Politeness Strategies among Generation X and Y in Islamic Education Classroom

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Abstract : Communication is one of the activities most often used by humans as a social community, the communication used by someone has differences based on their respective backgrounds. one that affects the form of one's communication is generation. Generation Y and Generation X have different communication styles based on their background. The purpose of this study was to find out the strategies used by Y and X generation Y and X master students in communicating in Islamic education classroom. This study uses a qualitative descriptive method, this method is used to describe data accurately and in depth. based on the results of the research, the strategy used by master students of generations Y and X is a politeness strategy, the politeness strategies of generation Y and X master students differ depending on the situation when communicating.

Keywords : Politeness, Generation, Islamic education

INTRODUCTION

Humans are social creatures who need each other. We can see this nature in everyday life, such as the growth of an attitude of mutual help, mutual respect and need for each other, both material and non-material needs (Janus & Misiorek, 2019; Sakman, 2016). In expressing or expressing needs between humans by means of communication, this communication can be conveyed verbally, namely using verbal signs, whether conveyed orally or in writing. Communication can also be conveyed nonverbally, namely communication without verbal signs and not through verbal.

In the daily activities of IKHAC Islamic Boarding School 2 students (KH Abdul Chalim Institute of Islamic Boarding Schools), which consist of generations X and Y, cannot be separated from communication activities, both verbal and non-verbal. Communication theory based on a philosophical approach is divided into 5 (five) parts, structural and functional theory, namely using language to convey meaning to someone. Cognitive and behavioral theory is the process of delivering communication. Communication has its own function in everyday life,

according to Alo Liliweri the function of communication consists of education and teaching, information, discussion, persuasion, promotion and integration. In order for information through communication to be conveyed, we need a communication strategy, this strategy aims to make communication understood correctly (Lestari Pambayun, 2018; Nazaruddin & Ningsih, 2018; Ruler, 2018).

An important step needed in developing a communication strategy is getting to know the audience receiving the message, compiling messages that attract the attention of the audience. Politeness is the norm in a certain society regarding courtesy between public relations and other communities (Amalia Hafid et al., 2022; Fitriah & Hidayat, 2018; Lestari Pambayun, 2018; Mansoor, 2010; Rizqy & Ardi, 2020; Yusuf & Anwar, 2019). The measure of decency can be measured based on decency, custom or propriety that applies in society. The communication strategy used by generations X and Y in PAI 2 class at the KH Abdul Chalim Islamic Boarding School Institute is polite communication. Polite communication can be seen from the language used, the way of communicating and also the sound when communicating. Generation X is the generation that was born at the beginning of the development of technology and information, in the range of 1960 to 1980 (Berkup, 2014; Montana & Petit, 2011; Prawitasari, 2018). Meanwhile, generation Y or what is known as the millennial generation is the generation that was born during the internet boom (Jagnani & Achhnani, 2019; Kelan & Lehnert, 2009; Mendryk, 2016; Trinova et al., 2022).

Generation X is a generation that is flexible and easy to work with, tolerant and easy to accept differences. Generation Y as a generation that was born on technological sophistication, is a generation that is realistic, confident, likes differences, outspoken, likes discussions. Based on the explanation above regarding the differences between generations Y and X, this study aims to determine the politeness strategies between generations Y and X.

The term strategy (strategy) comes from the Greek word "strategos" consisting of a noun and a verb, as a noun is a combination of the words stratos (military) and ago (to lead), as a verb, stratego, means to plan (to plan). According to Syaiful Bahri Djamarah, strategy is a way or method, "In general, strategy means an outline of a course to act in an effort to achieve predetermined goals. According to "Slameto" strategy is a plan regarding the utilization and use of existing potentials and facilities to increase the effectiveness of teaching.

Strategy is a plan to achieve something. In the Big Indonesian Dictionary (KBBI) is a careful plan regarding activities to achieve specific goals. However, when connected with teaching and learning, strategy can be interpreted as a general pattern of teacher and student

activities in the embodiment of teaching and learning to achieve the goals outlined. In the world of education, strategy is defined as a plan, method, or series of activities designed to achieve a particular educational goal. So, a learning strategy is a plan that contains a series of activities designed to achieve certain educational goals. From the definition above it can be concluded that strategy is a planning process carried out by someone within an organization in order to achieve a desired goal.

Politeness is interpreted as customary courtesy, good (speech) behavior, manners, civility. Politeness based on this definition is a form of good manners in behaving (speech) well. Politeness is also a practice of behavior that obeys social rules (Brier & lia dwi jayanti, 2020; Fridolini et al., 2021; Indahsari & Surjowati, 2021; Rosari, 2017; Ruler, 2018; Selfia & Marlina, 2016; Siburian, 2016). Politeness can be summarized as the practical application of good and positive temperament, attitude, behavior by someone (such as being respectful, noble-glorifying, gentle, virtuous, virtuous in language, polite in language and so on) towards or other people who can make a good atmosphere/climate, cheerful, harmony and well-being in various communication situations (such as verbal or non-verbal communication).

Based on this definition, it can be concluded that politeness is something that is useful and beneficial for humans, good behavior that reflects a person's behavior properly and correctly according to place and time. According to Mannheim, generation is an entity consisting of every person/individual who has the same age and age range and has experience following certain historical events (events) where these events are considered historic within a certain time or the same period. Mannheim also stated that social awareness, perspective, the attainment of thinking maturity of the younger generation will later experience development in tandem with the conditions of time and place (where important and historical events and events at that time will be able to have a significant influence).

Generation X, known as Gen Xers. In which this generation was born during the early years of the emergence and development of technology and information such as cable tv, Personal Computer (PC), Internet, video games and others. Generation X has witnessed the birth of internet technology, which today has been able to change the way people interact at work, so that Generation X is considered quite good as a user (Asoba & Mefi, 2022; García et al., 2020; Hamzah et al., 2020; Marelda & Wikaningrum, 2022). The characters of this generation, among others, have the view that what they do is for their life, not the life they live is just for work. Work as a means of fulfilling life goals (Work/Life Balance), Adaptable and tolerant of various lifestyles (flexible), Independent and self-sufficient, respecting freedom and

responsibility (Individualistic), First generation who enjoy a variety of technological sophistication (Technologically Adepts).

Meanwhile, according to Jurkiewicz quoted by Yanuar, Generation X has characteristics including; has the character of being loyal and independent, tough, adaptable, able to accept a change well, money, image and fame are prioritized, hard worker, and calculation of the results of his work. The average generation X entering the world of work was in the 1990s, at which time there were major changes in the social, economic, cultural and industrial sectors. So, this causes some of the characters of generation X to prefer to be safe. Because it is caused by high levels of stress due to busy work.

Generation Y is currently booming with the term millennial generation. This term is taken from a book by Strauss and Howe entitled Millennials Rising: The Next Generation. Generation Y grew and developed in the booming internet era. So many uses instant technology such as SMS, email and social media (Bolton et al., 2013; Dwidienawati et al., 2021; Paulina & Ernawati, 2022). They get a different outlook on life from the previous generation (generation X) by being more flexible. Not only chasing money (wealth), but generation Y is more after shared happiness (togetherness), solidarity and what is equally important is that their existence can be appreciated socially. This millennial generation has a greater sense of narcissism and a high level of self-esteem compared to generation X so this also has an impact on their big expectations at work (this is related to rewards and working conditions. Millennials have a tendency to change jobs if they feel their expectations of work cannot be met.

Millennials grow and develop in a world that is continuously connected for 24 hours so that information for millennials tends to be easier and faster to obtain. So this has an impact on how they seek information, solve problems and communicate patterns with others. The characteristics of the Y generation include them being fans of technology (Tech-Savvy), having open minds (Open minded), achievement oriented (Achievement Oriented), creative in solving problems (Creative Problem Solver), social fans (Social Buffs), prioritizing emotional feeling (Emotionally Charged), easily bored (Easily Bored), more self-centered (Self-Centered) and narcissistic (Narcissistic). According to Lyons in his writing Yanuar, the millennial generation has characteristics including; the characteristics of each person are not the same from one person to another based on where he grew up and grew up, family social conditions, economic conditions, has more attention to material (wealth), communication patterns are very inclusive than in previous generations, his life is much influenced by developments technology so that they become fanatical and global users of social media towards views on economics and politics

so that they appear to be very responsive when changes occur in the surrounding environment. They are also considered to value free time more than the previous generation (generation X).

RESEARCH METHOD

This research will explore the communication strategies of Generation Y students with Generation X at the PAI 2 postgraduate. To explore this, researchers will observe in depth and look for factors that can explain the conditions of the subjects and objects studied. According to the research focus, the researcher uses a qualitative type with a case study research approach (Case Study). Qualitative research is naturalistic research to seek and find understanding or understanding of phenomena in a specific context. Qualitative research is research that intends to understand phenomena about what is experienced by research objects such as behavior, perceptions, motivations, actions, and so on (Gofe et al., 2022; Mwita, 2022b; Rahman, 2019). other holistically in the form of words and language in a special natural context and by utilizing various forms of natural methods.

This qualitative research is rooted in a scientific background as a whole, relies on humans as a research tool, utilizes qualitative methods, conducts inductive data analysis, directs its research objectives to efforts to determine the basic theory, is more concerned with process than results, limits studies with a focus, has a set of criteria to check the validity of the data, the research design is provisional, and the results of the research are agreed upon by both parties (researchers and research subjects). The researcher chose a qualitative approach because it can better understand every phenomenon that is currently unknown, and can help the writer in examining something that is the problem that the writer will examine. Meanwhile, a case study is an intensive and detailed in-depth study of a case which can be in the form of certain events, environments and situations that allow expressing or understanding something. This may be overlooked in extensive survey research. Due to its in-depth and detailed nature, case studies (in general) produce a longitudinal picture.

This type of case study research is research that deals with everything that is meaningful in the history or development of cases that aims to understand the life cycle, or the development of cases that aim to understand the life cycle, or parts of the life cycle, or part of the life cycle of an individual unit namely individuals, families, groups, social institutions of a society (Kächele, 2019; Lucas et al., 2018; Starman, 2017; Symonds & Symonds, 2016). Based on this, this research uses a case study type because the research subject relates to a specific or typical phase of the whole personality, the research emphasizes social research, the tendency of the

approach is inductive and the research is identical to qualitative research. Sources of data in this study are words obtained from informants and documents which are additional data. In this case, the research data was obtained through interviews with students from two generations in the PAI2 IKHAC Mojokerto class. While the data obtained through observation is a research location regarding the communication strategy of Generation Y students with Generation X students at the PAI2 postgraduate, an educational area that can be used to obtain other archives related to the implementation of these observations.

Data screening is obtained from sources that can provide information relevant to the problem under study. In collecting data through interviews using the snowball sampling technique, it is likened to a snowball that keeps rolling, getting bigger and bigger. That is, in obtaining information continuously and will only stop after the information obtained is the same from one informant to another. In this study the techniques used by researchers in data collection were observation, interviews, and documentation which were carried out in the PAI2 class of IKACH Pacet Mojokerto graduate students. Prior to entering the field, the analyst has gathered information identified with the issues present in the exploration target. Then, at that time, go down to the field to dig up information directly about the destination where the exploration problem is to be completed. In this review, the analysts use the following Miles and Huberman examination technique.

The information that scientists have obtained in the field is gathered together and then reduced. Reducing information means summarizing, selecting major issues, focusing on what is important, and looking for subjects and examples (Duwe et al., 2020; Pioli et al., 2022; Uhm et al., 2012). In this way, reduced information provides a clearer picture, and makes it easier for the analyst to lead the collection of further information, and look for it when needed. After the information is reduced, the next step is to introduce the information. In this review information is introduced as account text. By introducing information, it will be clearer what happened, further work plans, considering what has been felt (Lester et al., 2020; Mwita, 2022b; Siddiqui, 2021; Verdinelli & Scagnoli, 2013). The information introduced is information from documentation, meetings, and perceptions.

The last advance in checking information is making conclusions and checks. The underlying goals set are still not permanent, and will change assuming that no strong evidence is found to assist the next phase of information gathering (Coleman, 2022; Mwita, 2022a). However, if the goals raised at the initial stage are supported by valid evidence and can be predicted when the specialist returns to the field to gather information, then, at that point, the

goals put forward are reliable goals. After information from meetings, perceptions and documentation is introduced, the next step is to reach a determination from the information obtained. Checking the legitimacy of subjective examination information should be possible by testing believability (internal legitimacy), adaptability (outside legitimacy), trustworthiness (unshakable quality), and confirmability (objectivity). To check the validity of the information related to the "communication strategy of generation Y students with generation X students at the PAI 2 Mojokerto postgraduate, experts carried out steps or several procedures for the validity of the information which included

Observational diligence expects to observe attributes and components in circumstances that are particularly suitable for the problem or problems being searched for and then focus attention on these in depth (Katz-Buonincontro & Anderson, 2020; Rathi & Ronald, 2022). This implies that the analyst must lead a careful perception and ins and outs on the premise continuously to the striking elements. By looking at the description above, the persistence of perception will be perfected through experts directing accurate and definite perceptions during the exam cycle in PAI 2 Postgraduate class Pacet Mojokerto towards the selected exploration object. Triangulation is an information checking procedure that uses several different options of information to really see the purpose or as a correlation to the information. Triangulation is characterized as actually looking at information from different sources in different ways and on different occasions (Donkoh, 2023; Dźwigoł & Dźwigoł-Barosz, 2020; Fusch et al., 2018; Horák & Lacko, 2022). Furthermore, there are source triangulation, time triangulation, and strategy triangulation.

RESULT AND DISCUSSION

Differences in time, environment and lifestyle determine the character of human life, as well as differences in generations that have characteristics and differences in behavior, communication and lifestyle. The differences between several generations must be addressed wisely by each generation, while still respecting one another, adjusting to each other. One of the different characters in each generation is the character of communication, the communication style of each generation is different according to the development of the environment they experience. Generation X is a generation that was born at the beginning of the development of technology, this generation has the characteristics of being a very disciplined person. This generation is still very close to manners because they are not yet fully open to the world of the internet, so that the influence of communication via the internet has

not changed the character of generation X. Meanwhile, Generation Y is also known as the Millennial Generation. This is a generation that has experienced very rapid internet development, so the characteristic of this generation is openness. Even so, this generation easily gets bored of something.

If we look at the life backgrounds of these two generations, of course, they also have differences in communication styles. Broadly speaking, Generation X is still very close to polite communication. Meanwhile, Y generation is a generation that has experienced development, openness and access to cyberspace or the internet which is very easy to reach, thus affecting different communication styles, such as using slang, slang and language that is considered inappropriate with polite language. Based on the results of observations about the communication of X and Y generation students at the PAI 2 major at the KH Abdul Chalim Islamic Boarding School Institute as follows, there are differences in communication patterns in the two generations, namely communication during formal and non-formal situations. In formal circumstances, the two generations communicate by taking care of each other's words, they use the words njih, dhalem, mboten and other tatak rama languages. Both generations express polite sentences to each other. In terms of how to communicate, these two generations occasionally looked at the other person's face, lowered their head, lowered their voice. While the interlocutor pays attention to every word that is expressed, replies to the speech that is conveyed when it is finished.

Whereas in non-formal situations, there is little difference between generations X and Y in class PAI 2 at the KH Abdul Chalim Islamic Boarding School Institute. The words chosen by these two generations still use polite words in the form of njih, dhalem, mboten and other polite language, listen carefully to what the interlocutor says, look at each other more often, the words expressed contain a lot of composition words that are not formal or more close to joking. The voice when speaking is not soft, but speaks in a rather loud voice, this is because the discussion being discussed contains humor.

CONCLUSION

The different eras experienced by two generations can affect different lifestyles, one of which is in communication problems. Based on the results of the above observations it can be concluded that the communication strategies between generations Y and X are not much different, in general they still use politeness strategies when communicating. However, there are differences between formal and non-formal communication, in formal activities it is very

important to maintain polite communication starting from the choice of words, speaking words, body gestures and responses.

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