



Article

## Analyzing Expressive Speech Acts in Comments on ‘Teacher Welfare Issues in the National Education System Bill’

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### A B S T R A C T

This research aims to explain and describe expressive speech acts in the comment section of the Ministry of Education and Culture’s YouTube account “Peel Through the Issue of Teacher Welfare in the Sisdiknas Bill”. The comment section contained seventy examples of expressive speaking activities which analyzed using qualitative approach. Results indicate the presence of 70 instances of expressive speech acts within the comment column, categorized as follows: expressions of gratitude (36), apologies (1), praise (16), complaints (5), and expressions of happiness or pleasure (12). The present study provides significant contributions to the understanding of the many forms and functions of expressive speech acts in virtual communication environments. Through the exploration of the diverse range of expressive speech acts observed inside the comment part of this renowned YouTube account, this study enhances our comprehension of contemporary communication dynamics. Moreover, the conducted research not only paves the way for future inquiries but also holds significant practical consequences for instructional practices in educational settings. Promoting digital literacy and effective communication skills in kids requires an understanding of how people express themselves in digital spaces. Educators have the opportunity to integrate these research findings into their instructional programs and facilitate debates regarding internet communication etiquette, thereby cultivating a generation that is more equipped with knowledge and skills in the digital realm. In summary, this study provides light on the nuances of expressive speech acts in digital contexts and establishes the groundwork for future research in this dynamic field of communication.

## I. INTRODUCTION

Language plays a crucial role as the primary means of communication within human civilization, distinguishing them from other living organisms. People can share information and voice their opinions thanks to its ability to transmit messages, ideas, thoughts, and wishes (Siti Fatikah et al., 2022). Any communication procedure that affects the other person should have a clear goal and function. The primary function of communication is to promote comprehension and mutual understanding among people. Pragmatics,

as a subfield of linguistics, is concerned with the intricate aspects of language utilization within the context of communication. Beyond the realm of semantic theory, it investigates aspects of meaning by examining features of speech meaning that cannot be fully clarified by a direct comparison to the truth conditions of uttered sentences (Tarigan, 2009). Yule (2006) stated pragmatics as a field of study that examines the relationship between language forms and the individuals who employ them. Lavinson defined pragmatics as the study of a language from a functional perspective that seeks

to explain some aspects of linguistic structures concerning several non-linguistic influences and symptoms (Nadar, 2008). In the meantime, pragmatics analysis, according to Rahardi (2005), is strongly based in the contextual features of language. The relevance of context in interpreting a speaker's intention during encounters (Anggraeni & Yudi, 2021). The present context covers the collective information that is exchanged between speakers and their conversation partners, which plays a significant role in forming and adapting speech acts. This component is considered vital within the field of pragmatics.

Among the important topic in pragmatics is speech act which defined as actions that are displayed through speech (Yule, 2006; Wijana, 2009; Aprilia & Lestarini, 2021). Meanwhile, Badelah et al., (2019) defined speech act as a person's ability to perform speech acts that have a reciprocal message under certain circumstances. There are three distinct actions performed by a speaker, namely locution, illocution, and perlocution (Chaer, 2010). The Illocutionary acts is a center of communicative act which displayed through the communicative emphasis of an utterance encompass several forms of communicative intentions, including making declarations, extending offers, providing explanations, and expressing other intentional messages. Searle classified illocutionary speech acts into five distinct categories, namely assertive, directive, commissive, expressive, and declarative (Rahardi, 2005). Expressive speech act is a useful speech act to inform the psychological state of the speaker (Yule, 2006; Tarigan, 2009; Chaer, 2010). Searle argues that expressive acts function as a way for speakers to express or show their feelings and psychological attitudes towards a situation, such as congratulating, thanking, blaming, apologizing, pardoning, condoling, blaming, condoling, and praising (Rahardi, 2005).

The advanced of technology has brought about a rapid integration of social media with language and communication. Social media has become a prominent platform for individuals to engage in remote communication with other language speakers through the internet (Ayuna Oleni et al., 2019). The proliferation of technology has led to the emergence and advancement of numerous social media platforms, such as Facebook, Instagram, WhatsApp, Twitter, TikTok, YouTube, among others. Among the various

platforms available, YouTube is notable for its multiple advantages. This platform offers users the opportunity to access a diverse array of information, entertainment, lifestyles, interests, and education. Additionally, YouTube exerts a substantial influence on the formation of individuals' perceptions, emotions, and perspectives, rendering it a captivating medium for its users. The Ministry of Education and Culture of the Republic of Indonesia is one YouTube account that receives a lot of attention from the general population.

Netizens frequently employ expressions in their comments to highlight the point and intention of the communication. With the advancement of technology, social media and the internet have made it possible for people to meet online and communicate virtually. One platform that facilitates virtual interactions between speech partners and speakers even in the absence of in-person meetings is YouTube, which enables virtual interactions through text. One prominent Indonesian person who has garnered significant attention is Mr. Nadiem Makarim, commonly referred to as "Mas Minister." Nadiem Makarim, an Indonesian entrepreneur, presently holds the position of Minister of Education, Culture, Research, and Technology. Mr. Nadiem Makarim, being a prominent individual, consistently garners significant attention from society at large. A multitude of perspectives are expressed on Mr. Nadiem Makarim, encompassing both favorable and unfavorable opinions.

As the Minister of Education, obtaining precise performance data is essential for reporting and evaluating the efficacy of his work system. He and his team document their activities, including text messages, photographs, and videos, in order to ensure precision. Positive and unfavorable comments are received by the Ministry of Education and Culture on these uploads on their YouTube channel. The YouTube account is subject to vigilant observation by its users, frequently providing rise to contentious discussions among advocates and opponents. Among the the top video which invite pros and cons is about the Issue of Teacher Welfare Education System Bill. The video has been watched by 371,972 with 2.6 thousand comments and has been liked by 9.4 thousand users. In the video, the Minister of Education, Culture, Research and Technology (Mendikbudristek), Mr. Nadiem Anwar Makarim, together with the Head of the Education Standards,

Curriculum and Assessment Agency (BSKAP), Mr. Anindito Aditomo, discuss the obstacles and solutions related to teacher welfare. In the dialogue, the Minister of Education and Research and the Head of BSKAP also explained how the Sisdiknas Bill seeks to create a more inclusive and fair teacher governance, by giving recognition to early childhood educators, non-formal educators, and educators in pesantren. This certainly causes various forms of comments from the Indonesian people, one of which is expressive speech.

Several researches had done analysis related to expressive speech acts (Mayhelda & Fatmawati, 2023; Maryati & Ningsih, 2023; Widyawati & Asnawi, 2023). Although expressive speech actions have been studied in a variety of settings in earlier research, the study on expressive speech acts in the YouTube comments still limited. The purpose of this study is to determine and analyze the form of expressive speech acts in the comments column of the Ministry of Education and Culture's YouTube account "The Issue of Teacher Welfare in the Education System Bill".

## II. METHOD

The present study utilizes a qualitative methodology, specifically employing content analysis as the selected research method. Qualitative research entails the examination and interpretation of verbal expressions, such as words and narratives, as opposed to quantitative data (Monica et al., 2022). The research technique of content analysis, as described by Bungin (Ningsih et al., 2021), involves the systematic examination of communication content within a given context in order to provide reliable and valid insights.

The data used in this work comprises of instances of expressive speech present in comments, with a particular emphasis on the original commentators rather than subsequent answers. The primary data utilized in this study is derived from the comments section of the official YouTube account of the Ministry of Education and Culture of the Republic of Indonesia. These comments were collected under the video titled "Peel Through the Issue of Teacher Welfare in the Sisdiknas Bill." Several strategies used in data collection, including note-taking, note-taking, and free listening. Data analysis is done in multiple steps: (1) identification, in which researchers find utterances that contain expressive speech acts;

(2) coding, in which research data is coded; (3) analysis, which involves classifying utterances that contain expressive speech acts in the YouTube account's comment section; (4) a more in-depth examination of utterances made by netizens that contain expressive speech acts; and (5) concluding by finding patterns in the research data and making pertinent conclusions.

## III. RESULT

Based on the results of the study done on expressive speech actions in the YouTube comment part of Kemendikbud RI's account, there are seventy data total in the expressive speech acts category, which has been categorized and organized according to the type of expressive speech. This facilitates the work of researchers and provides a comprehensive understanding of the study of expressive speech acts. The existing body of research indicates the presence of several types of expressive speech acts within the comment part of the YouTube account belonging to the Ministry of Education and Culture. The modes of expressive speech include expressive speech acts of gratitude, expressive speech acts of apology, expressive speech acts of praise, expressive speech acts of complaint, and expressive speech acts of joy. The following are the results of an analysis of expressive speech acts in the Ministry of Education and Culture's YouTube account's comment section.

**Table 1. Types of expressive speech acts in Indonesian comment sections Ministry of Education and Culture of the Republic of Indonesia**

No	Expressive Speech Acts	Amount
1	Thank you	36
2	apologize	1
3	praise	16
4	complain	5
5	happiness	12

The findings of this study show that the following are examples of expressive speech acts that can be found in the YouTube comment section of the Ministry of Education and Culture: a) expressing gratitude in the context: expressing gratitude for the good deeds that the speaker has done, expressing gratitude for the pleasure that God gives, and expressing gratitude for feeling helped; b) asking for forgiveness in the context: because of an attitude that does not match the speaker's expectations with the speech partner; c) praising in the context: praising due to the speaker's

intelligence; d) complaining in the context: because of feelings of disappointment that arise from reality that does not match expectations; e) happiness in the context.

#### IV. DISCUSSION

##### Expressive Acts of Gratitude

The purpose of the expressive speech act of thanks is to convey appreciation for the speaker's assistance, assistance received, and potential assistance from the speech partner. This supports the view held by Murti et al. (2018) that expressive speech acts of gratitude are those that take place when the speaker or speech partner is willing to comply with the speaker's requests, or when the speaker is feeling grateful for the speaker's kindness in giving something to them, or when the speaker simply appreciates what the speaker has done.

##### Data 1:

@ Sitinuraini: *"Thank you Mr. Nadiem, hopefully, it will be achieved, very hopeful for me who has served for 16 years as a kindergarten teacher"*.

The text was spoken by @Sitinuraini in the Ministry of Education and Culture's YouTube comment column regarding Mr. Nadiem Makarim and Mr. Anindito Aditomo's discussion regarding the issue of teacher welfare designed in the Sisdiknas Bill. The @Sitinuraini account expressed gratitude and prayed that the Sisdikas Bill that was designed could be realized.

Based on the Data 1, it includes expressive speech acts of gratitude marked by the words *"Thank you, Mr. Nadiem"*. The speech was spoken by @sitinuraini who expressed her gratitude to Mr. Nadiem Makarim for drafting the Sisdiknas Bill for teachers and she hopes that the Sisdiknas Bill can be achieved because she has served as a kindergarten teacher for 16 years. The words *"Thank you, Mr. Nadiem"* spoken by @sitinuraini to Mr. Nadiem Makarim as a form of psychological attitude expressing his pleasure in the form of expressing appreciation and praising as gratitude from a teacher who hopes that the Sisdiknas Bill will be designed can be realized. In line with that (Chaer, 2010) argues that the expressive speech act of gratitude is a speech act that is spoken due to kindness and sincerity.

##### Data 2:

@Suryanto: *"Thank you to the minister for fighting for the fate of Indonesian teachers. May you always be healthy."*

The text was spoken by @Suryanto in the comment column of the Ministry of Education and Culture's YouTube about Mr. Nadiem Makarim and Mr. Anindito Aditomo's discussion regarding the issue of teacher welfare designed in the Sisdikas Bill. The @Suryanto account expressed gratitude and prayed for Mr. Nadiem Makarim because he had fought for the fate of teachers.

Data 2 indicates the expressive speech acts of gratitude characterized by the utterance *"Thank you for Mr. Minister"*. The speech is spoken by @suryanto to Mr. Nadiem Makarim because he has fought for the fate of Indonesian teachers. The speech is expressed as a form of psychological attitude in the form of appreciation, an expression of pleasure and happiness as his gratitude to Mr. Nadiem Makarim because he has paid attention to the teachers. In line with that, according to (Chaer, 2010) expressive speech acts of gratitude are speech acts that are spoken due to the kindness and sincerity of the person.

##### Expressive Acts of Apologizing

The act of apologizing can be considered an expressive speech act, as it involves the display of a specific attitude that does not align with the expectations of both the speaker and the recipient of the apology. The speaker's negative feelings against their speech partner for what they did lead to the expressive speech act of apology (Trisnawati et al., 2022). The act of apologizing involves the use of verbal communication to express remorse or regret, typically through the use of the word "sorry."

##### Data 3:

@henilestari: *"Sorry, Mr. Minister, I am an ASN teacher with 22 years of service, I did not pass the PPG / UP exam in 2018 until 2022. Please ask for wisdom because soon I will be retired, thank you, Mr. Minister"*.

The speech was spoken by @henilestari in the Ministry of Education and Culture's YouTube comment column regarding Mr. Nadiem and Mr. Anindito Aditomo's discussion regarding the issue of teacher welfare designed in the Sisdiknas Bill.

Based on the data, Data 3 includes expressive

speech acts of apologizing marked by the utterance “*I apologize, Mr. Minister*”. The speech was spoken by @henilestari to Mr. Nadiem Makarim because the speaker felt that he had worked as an ASN teacher for 22 years but from 2018 to 2022 he had not yet graduated. He also asked Mr. Nadiem Makarim for a policy because soon he would retire from his job. The word “*sorry*” spoken is a form of psychological attitude because it feels that there is an attitude that is not by the expectations of speech partners related to what has been conveyed or related to policies that have occurred during his service as a teacher. In line with this (Chaer, 2010) says that the expressive speech act of saying sorry occurs because the speaker feels guilty about the speech partner, and feels bad feelings for the speech partner.

### Expressive Speech Acts of Praise

Expressive speech acts including praise can be characterized as instances of flattery, wherein speakers show admiration for various aspects or qualities possessed by their speech partners. According to Adha and Arief (2020), the act of praising involves the expression of positive words towards an individual. Consistent with the aforementioned viewpoint, expressive speech acts manifest when speakers experience a state of happiness, leading to the expression of praise (Rahmadhani & Purwo Yudi Utomo, 2020).

#### Data 4:

@teguhsenju:” *A very smart and fair minister*“

The text was spoken by @teguhsenju in the Ministry of Education and Culture’s YouTube comment column regarding Mr. Nadiem Makarim and Mr. Anindito Aditomo’s discussion regarding the issue of teacher welfare designed in the Sisdiknas Bill. The @teguhsenju account expressed his praise to Mr. Nadiem Makarim because he had fought for the fate of teachers.

Data 4 includes expressive speech acts of praise characterized by the utterance “*very smart*”. The speech is spoken by @teguhsenju praising the Minister who is very smart and fair regarding the performance that has been done by Mr. Nadiem Makarim. The speech is a form of the psychological attitude of the speaker as an expression of his appreciation in the form of praise and admiration for Mr. Nadiem Makarim regarding the Siskdiknas Bill that has been designed so that the praising speech comes out. In line with this (Chaer, 2010)

the expressive speech act of praising is a speech act that occurs due to several factors, including the condition of the speaker by the reality that the speaker wants to make the speech partner happy, and wants to seduce the speech partner because of the good deeds done by the speech partner.

#### Data 5:

@Nikomang R: “*Mas minister is amazing*”

The text was spoken by @nikomangrusmianti in the Ministry of Education and Culture RI YouTube comment column regarding Mr. Nadiem Makarim and Mr. Anindito Aditomo’s discussion regarding the issue of teacher welfare designed in the Sisdikas Bill. The account @nikomangrusmianti delivered a speech in the form of praise to Mr. Nadiem Makarim because he had fought for the fate of teachers.

Data 5 includes expressive speech acts of praise characterized by the utterance “*Mas Minister is extraordinary*”. The speech is spoken by @nikomangrusminiati giving praise to Mr. Nadiem because he decided to seek the welfare of teachers in the Sisdiknas Bill. The speech is a form of psychological attitude spoken to Mr. Nadiem Makarim in the form of appreciation and admiration for what has been conveyed by Mr. Nadiem Makarim related to the Sisdiknas Bill. As Chaer (2010) stated that the expressive speech act of praising is a speech act that occurs due to several factors, including the condition of the speaker the reality that the speaker wants to make the speech partner happy, and wants to seduce the speech partner because of the good deeds done by the speech partner.

### Expressive Speech Acts of Complaining

Complaints, as expressive speech acts, serve as a means to articulate feelings of distress or dissatisfaction arising from a discrepancy between anticipated and actual circumstances. The act of expressing complaints is a form of speech in which the speaker communicates their grievances to the interlocutor or intended recipient. This is done with the purpose of articulating the distress caused by various negative experiences, such as anguish, disappointment, or pain (Dwi Saputri et al., 2020). Moreover, the act of delivering a complaint speech arises from the subjective experience of enduring a substantial load, be it physical pain or other distressing circumstances (Soleh & Pratiwi, 2021).

**Data 6:**

@jamaldin: *“We are honorary teachers in public schools alone 300k per month is enough for what the minister”*.

The text was spoken by @jamaldin in the Ministry of Education and Culture’s YouTube comment column regarding Mr. Nadiem Makarim and Mr. Anindito Aditomo’s discussion regarding the issue of teacher welfare designed in the Sisdikas Bill. The @jamaldin account complained to Mr. Nadiem Makarim because he felt that the honorary salary he got was not enough for his living needs.

Data 6 is categorized as expressive speech acts of complaining marked by the utterance *“We are honorary in public schools alone 300k per month is enough for what mas minister”*, the speech was spoken by @jamaldin as a form of psychological attitude of the speaker due to feelings of suffering due to something that is not by reality which is felt as a burden. The speech act shows that the speaker expresses his sadness about the honorarium salary he gets when teaching in public schools. The expressive speech act of complaining occurs due to the desire to show a sense of disappointment, sadness, and difficulty, which occurs due to pain and reality that is not by the wishes (Chaer, 2010).

**Data 7:**

@Hamid Saleh: *“What about the fate of those of us who are temporarily participating in PPG Daljab, is the amount of allowances equalized with those who have never participated in PPG, we are tired now, Mr. Minister”*.

The text was spoken by @hamidahsaleh in the Ministry of Education and Culture’s YouTube comment column regarding Mr. Nadiem Makarim and Mr. Anindito Aditomo’s discussion regarding the issue of teacher welfare designed in the Sisdikas Bill. The @hamidahsaleh account expressed his complaint to Mr. Nadiem Makarim that he felt tired and complained because the number of allowances obtained was equalized with teachers who did not take PPG.

Data 7 is considered as expressive speech acts of complaining marked by the utterance *“we are tired now, Mr. Minister”*, the utterance was spoken by @hamidahsaleh as a complaint, the complaint occurred because the speaker was saddened by his fate who temporarily participated in PPG, but the amount of allowance was equalized with those who had never participated in PPG, and

tired complaints came out. The speech is a form of the psychological attitude of a speaker who is disappointed with government policies related to the salary received not by reality and desire. As Chaer (2010) mentioned the expressive speech act of complaining occurs due to the desire to show disappointment, sadness, and difficulty, which occurs due to pain and reality that does not match the wishes.

**Expressive Acts of Happiness**

Expressive Speech of Happiness refers to a form of speech that encompasses the articulation of an individual’s emotional state characterized by joy and contentment. The phenomenon of expressing happiness is observed when an individual articulates their experience of pleasure, happiness, and emotional responses towards a particular occurrence (Pratiwi & Puspitasari, 2023).

**Data 8:**

@Channelpujiyati: *“Thank God the Sisdiknas Bill presented by Mr. Nadiem is good news for all teachers. Likewise for us PAUD teachers who have not been recognized as teachers in the law, hopefully, the Sisdiknas Bill can run smoothly until it is ratified.”*

The text was spoken by @Channelpujiyati in the Ministry of Education and Culture’s YouTube comment column regarding Mr. Nadiem Makarim and Mr. Anindito Aditomo’s discussion regarding the issue of teacher welfare designed in the Sisdikas Bill. The account @Channelpujiyati expressed her happiness to Mr. Nadiem Makarim because he has fought for the fate of teachers.

Data 8 includes expressive speech acts of happiness marked by the words *“Alhamdulillah the Sisdiknas Bill delivered by Mr. Nadiem is good news for all teachers”*. The speech was spoken by @channelpujiyati because she felt very happy with the Sisdiknas Bill. She also hopes that the Sisdiknas Bill will run smoothly until it is passed. The speech is a form of psychological attitude caused by a sense of pleasure of the speaker who expresses through speech his happiness and gratitude regarding the Sisdikas Bill. The happiness that the speaker has given so that the speaker expresses speech in the form of happiness. The use of expressive speech acts of happiness by @channelpujiyati when she expressed her gratitude through the speech act *“Alhamdulillah”*. As Chaer (2010) argued that expressive speech acts of happiness occur due to

a sense of happiness, pleasure, and falling in love.

**Data 9:**

@yanti yulianti: *“MasyaAllahtabarakallah Alhamdulillah, I am happy with all the struggles of the minister and his staff at the Ministry of Research and Technology, hopefully, the welfare of teachers throughout Indonesia will soon be realized ammin. May health always be for the minister and his staff and get unlimited rewards from Allah SWT ammin “.*

The text was spoken by @yanti yulianti in the Ministry of Education and Culture’s YouTube comment column regarding Mr. Nadiem Makarim and Mr. Anindito Aditomo’s discussion regarding the issue of teacher welfare designed in the Sisdikas Bill. The account @ yanti yulianti expressed her happiness to Mr. Nadiem Makarim and also wished him good health because he had fought for the fate of teachers.

Data 9 includes expressive speech acts of happiness marked by the words *“Alhamdulillah, I am happy”*, the speech was spoken by @yantiyulianti because the speaker felt happy after hearing the news from Mr. Nadiem Makarim about the Sisdiknas Bill designed for the welfare of teachers. The speech is a form of psychological attitude that occurs because of the feeling of happiness, pleasure, and gratitude of a speaker related to what has been conveyed by Mr. Nadiem Makarim about the Sisdiknas Bill. Because Mr. Nadiem Makarim has fought for the welfare of teachers in Indonesia. The use of expressive speech acts performed by @yantiyulianti is when she expresses her feelings and gratitude through the speech act *“Thank God, I am happy”*. In line with this (Chaer, 2010) says that the expressive speech act of happiness occurs due to a sense of happiness, pleasure, and falling in love.

The findings of this study have significant implications for various academic stakeholders, including researchers, educators, and scholars with expertise in pragmatics and expressive speech actions. In the first place, this study can serve as an instructive guide for future researchers who are planning to investigate expressive speech actions. It provides a meticulously structured framework and methodological insights, laying the groundwork for future research. Future investigations can contribute to the ever-growing body of knowledge

in the field of pragmatics if they adhere to the methodologies outlined in this study.

In addition, this research contributes to the development of pragmatic scholarship by enhancing our comprehension of expressive speech acts in the context of virtual communication, particularly on online platforms such as YouTube. This study contributes to the existing scholarly discourse on speech actions by providing insights into their various manifestations and roles within the digital environment.

These findings have the potential to improve educational resources, particularly for pragmatics-focused institutions. Incorporating illustrative examples of expressive speech acts from YouTube’s comments section can aid students in comprehending the complexities of language use in online contexts. Through this integration, students are assisted in gaining digital literacy and proficient virtual communication abilities.

Furthermore, this study can be used as a template for more thorough research projects in the future. Researchers may choose to replicate or modify the methodology presented here in order to analyze speech acts across diverse online platforms and contexts, thus expanding the scope of this field.

In summary, this study not only makes a significant contribution to the scholarly field of pragmatics but also provides valuable implications for educators and emerging researchers. It serves as a blueprint for further exploration of expressive speech acts in digital communication, guiding those interested in exploring this dynamic aspect of language use.

## V. CONCLUSIONS

Based on the results of the research that has been done, it can be concluded that in the comments column of the Ministry of Education and Culture RI YouTube account, there are various forms of expressive speech acts. The forms of speech acts found in the Ministry of Education and Culture RI’s comment column are expressive speech acts of gratitude, apologizing, praising, complaining, and happiness. The expressive speech has different functions according to the utterances spoken by the speakers. The expressive speech consists of expressive speech that functions to express what is thought and poured in the form of comments. The comment is used as a means of expressing the speech indirectly. The results that have been

analyzed and grouped are expressive speech acts of saying thank you as much as 36 data; expressive speech acts of apologizing 1 data; expressive speech acts of praising 16 data; expressive speech acts of complaining 5 data and expressive speech acts of happiness or pleasure as much as 12 data. Based on this research, it can be concluded that expressive speech acts that are mostly found are expressive speech acts of gratitude.

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