LECTURERS' PERSPECTIVE ON STUDENT COMMUNICATION ETHICS TO LECTURERS THROUGH WHATSAPP IN ACADEMIC AFFAIRS

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ABSTRACT

The purpose of carrying out this research is to improve ethics to become human beings who have morals, and are polite, one of which is by communicating with ethical goals as a basic thing for students. These writings and studies have therefore been produced to improve self-ethics and draw attention to the communication problems through the media that lead to misunderstandings, aggression, lack of respect, and misunderstanding of situations that cause discomfort. The focus of this study is to find which conversations between lecturers and students are ethically true and which are not. On data collection using a semi-structured interview technique. The study site for this study was the Sawerigading University of Makassar, Faculty of English Literature. This campus is located on Jl. Kandea, Makassar, South Sulawesi. The Faculty of English Literature is a strategic and suitable place, many students of this faculty also communicate with lecturers via social media WhatsApp. The study period is from November 2022 to February 2023. For this study, the data source was English lecturers teaching at the English Institute. The researchers used a recorder to record the results of the interviews with the lecturers, which the researchers also documented.

Keywords: *Ethics, Communication, Students, WhatsApp*

INTRODUCTION

Students are educated young people, ready to become agents of change, assert themselves in the world of work, and be role models. So good ethics are important to them so that they can maintain their conduct in social life. Having good ethics pays off in itself, especially in the workplace.

Today's society requires good ethics. Good ethics means evaluating actions as employees on an individual basis. If individuals have ethics, they can be role models for others. Also, if they have high ethical standards and receive guidance from their superiors, they can gain confidence and high positions. Therefore, as agents ready to go out into society, students need to learn more about ethics. In the world of work, students need ethics that allow them to make decisions, determine attitudes, and think critically about doing the right thing as human beings.

In addition, students as role models can see where students are valued in social life. Students are seen as role models to emulate, from their appearance to their way of thinking. Accordingly, it is very important to study ethics properly so that the general public perceives students as role models and people and society respect us according to the behaviors and ethics adopted.

Ethics is derived from the Greek word *ethos*, meaning "character," and is used to describe the beliefs and ideas that characterize a society, nation, or ideology. Franz Magnis Suseno (1990) states that ethics are part of moral philosophy. Ethical people are able to fulfill their human duties and responsibilities. Ethics are the basis for shaping a student's character. Good students have good ethics. Students should properly apply ethics such as communicating with and respecting teachers as educators.

There has been much debate recently about the ethics of communication between students and faculty in academia. The communication ethic in question is communication through social media intermediaries. This is because students tend to engage in online lecture activities during the COVID-19 pandemic. Online lectures will enhance communication between students and lecturers via WhatsApp on social media.

WhatsApp on social media is now heavily used by different groups, especially students. Anwar and Riadi define WhatsApp as a chat application that allows someone to send text, image, audio, location, and video messages to other people using any kind of smartphone. WhatsApp allows people to chat, share files, and exchange information online. WhatsApp is an instant

messaging technology like SMS that uses internet data with more attractive support features and is the most popular social media used as a communication medium. The WhatsApp application could be used as a learning tool (Suryadi, 2018, p. 5).

This increasingly sophisticated means of communication is considered one of the triggers for communication ethics issues. For academic purposes, it is necessary and therefore common to contact lecturers via SMS applications in the form of WhatsApp. However, the content and style of the language raise new questions regarding the ethics of students communicating with faculty, such as embarrassment, rudeness, obnoxiousness, etc.

The purpose of carrying out this research is to improve ethics to become human beings who have morals, and are polite, one of which is by communicating with ethical goals as a basic thing for students These writings and studies have therefore been produced to improve self-ethics and draw attention to the communication problems through the media that lead to misunderstandings, aggression, lack of respect, and misunderstanding of situations that cause discomfort. Ethical communication because communication is essential

METHODS

This section presents research findings and a discussion of research findings. Research findings include a description of the ethics of communication between students and teachers via the WhatsApp application in academics.

1. Teacher-student conversations are ethically correct

Here are some examples of ethically correct communication between teachers and students:

> "Assalamualaikum ma'am, sebelumnya saya mohon maaf mengganggu waktunya ma'am. Perkenalkan ma'am, saya atas nama Athira Fahria mahasiswa dari Fakultas Sastra jurusan Pendidikan Bahasa Inggris, semester 2. Mohon izin ma'am, mengenai pemindahan jadwal mata kuliah Pronunciation I&II yang awalnya jadwalnya di hari ini jam 14.45-17.15, apakah boleh dipindahkan jadwalnya ke hari selasa jam 13.00-15.30? karna berhubung pak Ali Khan yang punya jadwal mengajar di kelas kami di hari selasa, namun beliau berada di luar daerah ma'am. Jadi mungkin di hari selasa ma'am bisa masuk di jam 1 ma'am. Atas waktu dan perhatian dari ma'am, saya ucapkan terima kasih. Wassalamualaikum."

From the above dialog, it can be seen that the student is trying to negotiate with the instructor to change the class schedule by texting her message via her Whats app application.

When it comes to ethics, the student phrase "*Assalamualaikum*". This greeting is usually spoken by Muslims to greet each other. Furthermore, the phrase "Ma'am, sorry to disturb your time" is a polite expression of the Indonesian people's character. Then, first verify her identity by entering her name, college, major, and semester. After that, she conveyed the intention and purpose in clear sentences, and end with a word of thanks and say regards.

Lecturer-student communication is not only about rescheduling the lecture but also asking about assignments. "*Assalamualaikum ma'am, mohon maaf mengganggu waktunya ma'am saya Nurul Auliah jurusan Pendidikan Bahasa Inggris Angkatan 2020. Ma'am saya mau bertanya soal tugas ketiga Educational Research ma'am. Terima kasih sebelumnya ma'am.*". This chat snippet seems ambiguous for not asking in full about which things were not yet understood. However, this is still a polite category because it follows the pattern of communication, such as saying her name after an apology from which department and at what class/year then stating the purpose of the message which then ends with an expression of thanks.

Several students also expressed unwillingness to attend classes because their activities overlapped with other activities. However, due to its activities being concurrent with other activities, the student sent an apology stating why he missed the online lecture. "*Assalamualaikum ma'am saya Miftahul Haeriyah dari prodi Pendidikan Bahasa inggris ma'am maaf izin belum bisa join zoom hari ini karna sedang mengawas ujian terima kasih.*" Because there are two activities that take place simultaneously so students have to sacrifice one of them. However, this statement is still in the polite category because the student conveyed an apology accompanied by the reason for her absence from attending lectures that were held online.

2. Ethically untrue teacher-student conversations

Examples of disrespectful student-instructor interactions have different characteristics than those described above. These sentences are usually short and concise, and in writing, they may not use generally accepted language, but common language. An example is shown below.

"*Assalamualaikum ma'am maaf ganggu waktu ta, ke kampuski hari ini ma'am?*"

"*Assalamualaikum Miss bisa setor tugas lewat vc atau bmna ini miss*"

"*Assalamualaikum mam, saya ingin perbaiki nilaiku ma'am*"

From his three example sentences above, there is one informal language, ``*ta*''. It is a regional language understood only by certain communities and means 'we' in the local regional language or 'you' in Indonesian. As well as incomplete sentences that do not reveal the intent of the sentence. Apart from that, the students did not include their names, majors, and campus names which makes lecturers uncomfortable because they feel that these students do not know ethics when communicating with people who are older than them as if students were chatting with their peers moreover this is a lecturer who should be respected and not generalized. based on the results of the interview, the lecturer continued that if something like this happened, she had to scroll up his cellphone screen to check the sender.

Besides that, there are also lecturers who feel irritated when there are students who keep asking short questions and don't directly convey their intentions and goals, such as where is the lecturer, and what time she comes to campus. The lecturer thinks that students should have thought about and conveyed their meaning clearly without using long-winded language because lecturers have a lot of preoccupations that make it difficult for them to answer every single question.

RESULTS

From the several examples of communication between lecturers and students above, it can provide an overview of the correct communication ethics and what a student should do in being polite with his lecturers in the campus environment as well as in an academic context, even though the communication is delivered via electronic devices social media from any student. exist, so that norms and rules in communicating in an academic context have positive norms and polite relationships.

Given the development of electronic devices that are more advanced than in the last ten decades through the industrial revolution 4.0, apart from formal communication in social relations it also provides information on the content of news content or messages conveyed which can be accessed by everyone in a similar community, such as groups in the media. social media and information dissemination groups whose first sender is rarely known because social media technology is increasingly advanced with sharing facilities for each social media user, in this case also including messages delivered directly via text messages.

In communicating digitally, it is very necessary for everyone who is connected through electronic devices in communicating to understand the importance of one knowledge in communicating. Knowledge in communicating can be divided into what and how to communicate, known as content and procedural knowledge. Content knowledge contains an understanding of topics, words, and meanings needed in communication situations (Scott, 2015).

Procedural knowledge is the knowledge of how to design, plan, and implement content knowledge. Above all 1) Skills. One of the causes of poor communication performance is the lack of skills and ability to apply motivation and knowledge to communication. Skills are repetitive and goals lead to action. Anyone can happen to get it, so it has to be repeated over and over, but if a person cannot get more than that, it's not a process of technology. In a case circulated by word of mouth and reported on various online social media, including requests and ordinances from the University of Indonesia (UI), several faculties on the University of Indonesia (UI) campus have set up an ethics policy for students who wish to contact them. is created. Lecturer by cell phone. There are seven ethics set from time to communication procedures. These ethics are advisory in nature. The appeal was shared on the faculty's official social media accounts, including FIA. UI.

The seven ethics namely:

1. Time

Students are encouraged to choose a suitable time to contact their lecturer. Choose a time that people do not normally use for rest or worship. For example, avoid contacting faculty and staff after 8:00 p.m. or during worship hours.

2. Greeting

Start with a greeting.

3. apologize

Apologize for showing courtesy of student humility. For example, sorry for interrupting the lecturer's time.

4. Mention the student's identity

Each lecturer has to deal with hundreds of students every day and not all student phone numbers are stored. Therefore, encourage students to identify themselves at the beginning of any communication or conversation.

5. Use a common language

It is encouraged students to use a common, easily understood language when communicating with the lecturer. Use proper punctuation in formal contexts. Do not abbreviate words like where, who, me, when, or OTW. Avoid informal greetings such as me, ok, iye (yes).

6. Write the message clearly and concisely

Keep the message short and clear. For example, students are required to get the lecturer's signature on the verification sheet. Choose appropriate words to clarify, as in the example below.

"I need your signature on my confirmation sheet. When can I meet your sir?"

7. Say thank you

End the message with a thank you or greeting

CONCLUSION

It is very important for students to include their identity when communicating with lecturers. Besides Name, class (program), and purpose of the meeting or contacting the lecturer. To be a good communicator, people need motivation, knowledge, and skills. These three things are the main elements to analyze in any situation, whether the communicator is competent or not.

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