

## Analysis of Linguistic and Non-Linguistic Features on Language Use in Whats App Chat Groups

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### Article Info

#### *Keywords:*

Keyword 1; Linguistics

Keyword 2; What App

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#### *Article History:*

Received : 17/07/2023

Revised : 20/07/2023

Accepted : 24/07/2023

Available Online:

25/07/2023

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### Abstract

This study aims to describe linguistic and non-linguistic features as well as the types of messages contained in the text of the susu\_L wahtasapp chat group. the data used is the result of text conversations of members of the whatsapp group Susu\_L. the technique used by the author is by taking pictures (captures or screen shots) from cellphones, then observing directly in the group to obtain data, and the last is conducting interviews with the group admins to obtain the information needed. The results of this study are the linguistic features contained in the text of the wahtasapp milk\_L group in the form of morphemes, phrases and sentences and the non-linguistic features contained in the chat group are in the form of emoticons. The types of messages used by group members are in the form of verbal messages and non-verbal messages.

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### Introduction

Every human being has a need to interact and communicate. To carry out these interactions and communications, humans need language. According to Isrofi language is an important means of communication for humans<sup>1</sup>. With language, humans can be able to differentiate from other creatures, because one of the characteristics that is unique to humans is to use their language. Therefore, language cannot be separated from human life as a means of communicating in daily activities. In language there are determining factors, including linguistic factors and non-linguistic factors, one of which is the social factor that considers language cannot be separated by speakers of the language and it cannot be denied that language is part of a social system.

Along with the rapid progress of the times, many language problems began to emerge which were increasingly complex. This results in the language itself which must require the

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<sup>1</sup> Isrofi, D. *Analisis variasi Bahasa Whatsapp Mahasiswa Bahasa Indonesia FKIP UMSU*. Medan: Universitas Muhammadiyah Sumatera Utara. 2018

assistance of other scientific disciplines to be studied. One of them according to Chaer & Leoni is the relationship between sociology and linguistics and makes sociolinguistics multidisciplinary<sup>2</sup>. The study of language related to social factors raises an interesting point. Sociolinguistics places the position of language with speakers of languages in society. This shows that the discipline of sociolinguistics sees language as a social and communication system of society.

Aside from being a social system, language is also seen as a social phenomenon, which can be seen from linguistic and non-linguistic factors. With these factors, it will cause language variations. Language variation is the diversity of languages caused by social interaction activities carried out by different groups or communities and speakers who are not homogeneous. Differences in these variations will be seen if they come from different regions and different social groups. Differences or language variations are not only caused by speakers who are not homogeneous, but because there are many or varied social interactions. This diversity will become stronger if the languages used by speakers are more and more and cover a wide area.

With various advances in information and communication technology at this time, it also influences the field of human life. Information and communication technology has played a role in society and helps smooth the activities of human life, including how to communicate. Along with the development of information and communication technology, the way humans communicate is also affected. Direct face-to-face communication is being replaced by intermediary communication equipment, telephones that used to rely on wireless networks have now been replaced by utilizing signals from cellular phones. In this day and age, even communication via cellular phones does not only exchange written messages and voice messages, but can also exchange messages with pictures and videos. With the advancement of technology and information systems, it makes it easier for humans to carry out communication activities.

The development and progress of information and communication technology has triggered various social network accounts that have begun to emerge which allow humans to connect with each other anywhere and anytime. Messages that used to be via a computer are now becoming easier to use with smartphone or smartphone equipment that can be

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<sup>2</sup> Chaer, A. *Sosiolinguistik Suatu Pengantar*. (Jakarta: Rineka Cipta. 2010)

carried and accessed anywhere and anytime with only the help of internet access. This is in line with William's statement in Kadir (2014) that information technology is the result of using technology that can assist human activities in creating, storing and exchanging information. This statement is also supported by Rogers that information technology is hardware that can collect, process, and exchange information from one individual to another<sup>3</sup>.

Changes in communication patterns are the result of developments in technology and information. Indirectly someone will communicate more often in cyberspace than in the real world. One instant messaging application that is now popular among the public is whatsapp messenger. Whatsapp messenger was founded by Jan Koum and Brian Acton in 2009. They are both graduates of the Yahoo communication information technology industry<sup>4</sup>. In fact, active users of whatsapp messenger in the world through the Google Play Store in early March 2015 on Android phones reached one billion users (Kompas.com). the factors that make the use of the instant whatsapp messenger application high in Indonesia compared to other countries are because people in Indonesia prefer to talk or chat in cyberspace compared to other countries.

Another factor is exchanging messages or information using WhatsApp messenger, you don't need to pay short message service fees or short messages, just by using internet quota, you can exchange information with anyone at any time.

With the increasing use of the whatsapp messenger instant application, researchers are interested in studying the phenomena or linguistic features that exist in the whatsapp milk\_L chat group. This chat group is a group that is used to unite game players so they can play together, said one of the Susu\_L group admins. According to the admin of the group, the reason for being named Susu\_L is because many of the group members often ask for one-on-one (pick-up) when they want to go or play games and in the end the name is created. Interacting in the WhatsApp group is usually the most crowded on Saturdays, because many of the group members have free time and finally gather somewhere to play together.

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<sup>3</sup> Rogers. Communication Technology. (New York: Prentice Hall Company.1989)

<sup>4</sup> Miladiyah, n. Pemanfaatan Whatsapp Messenger Info Dalam Pemberian Informasi dan Peningkatan Kinerja Pada Sub Bagian Program Pemerintah Provisnis Sulawesi Selatan. (Makasar: Universitas Hasanuddin.2017)

In this study, the authors will focus on analyzing the linguistic and non-linguistic features in the Susu\_L WhatsApp chat group. According to Syaputra Linguistic features are a type of language style that can be seen in the form of sentences and paragraphs that are used in writing or orally as a means of communication and conveying information to others<sup>5</sup>. Linguistic features are tools in understanding what is the goal clearly and does not raise doubts in the reader or listener. There are various kinds of linguistic formation processes, such as the process of changing vowel sounds, for example where I know > menekehe, the process of changing consonants, for example consonant < congratulations, the process of adding and removing sounds, for example brother becomes bro, come on becomes yola, sound transfer process, for example iyo becomes yoi (yes), and so on <sup>6</sup>. Besides using message words in electronic mail, emoticons are also often used. Emoticons are symbols that express a person's emotions<sup>7</sup>.

### **Method**

In a research method is important, because research methods really help researchers in achieving goals or results. Sugiyono argues that the research method is a scientific way to obtain data with specific purposes and specific uses<sup>8</sup>. In this study the method used is descriptive method with the aim of making a description, systematic, factual and accurate description of the facts, characteristics and relationships between the phenomena investigated. This type of research is qualitative research with data originating from the contents of the Susu\_L WhatsApp chat group. The data source used in this study is the text results from the contents of the Susu\_L whatsapp group chat. The technique used in this study is an observation technique, namely by accessing the WhatsApp group from Susu\_L, searching, observing, and collecting data. The next is the interview technique. In this case the author conducts interviews with the admin of the group to obtain the information needed by the author.

### **Findings and Discussion**

The results of research on the linguistic and non-linguistic features used in the text content of the Susu\_L whatsapp group chat are as follows:

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<sup>5</sup> Syaputra, j. Analisis Tipe, Fungsi, dan Fitur Linguistik dalam Pengutipan Bagian Pendahuluan Artikel Jurnal Penelitian Berbahasa Indonesia Bidang Ilmu Sosial Humaniora . *Jurna Bindo Sastra* 2 2018, 131-141.

<sup>6</sup> Wijana. Bahasa Gaul remaja Indonesia. (Malang: Aditya Media Publishing, 2010)

<sup>7</sup> Uno, B. Teknologi Informasi dan Komunikasi Pembelajaran. (Jakarta: PT Bumi Aksara. 2010)

<sup>8</sup> Sugiyono. Metode Penelitian Kualitatif. (Bandung: Alfabetas. 2013)

No	Features Linguistics	Feature Non Linguistics
1	Morph	
2	Sentences	
3	Phrases	
4	Type of Message a. Verbal Massage b. NonVerbal	Emoticon

Linguistic Features :

### **Morpheme**

Morphemes are the smallest grammatical units that can distinguish meaning and/or have meaning and cannot be divided into the smallest meaningful parts (Sriningsih, 2015). The types of morphemes include free morphemes, which are morphemes that can stand alone without being bound by other morphemes in one sentence. Examples contained in the whatsapp group text Susu\_L are me, you, eat, drink, sleep, fish.

Furthermore, there are bound morphemes, namely morphemes that cannot stand alone and have no meaning. Bound morphemes will have a clear meaning when combined with other morphemes:

built. Derived from the basic word wake up, then given the affix "in" at the beginning to be built and has the meaning of getting up because there is someone. Another example is that ngangenin comes from the root word miss and is given the affixes "nga" and "in" to become ngangenin and has the meaning to make you miss.

There is another example, namely clitic, which is a morpheme that always appears in a bound state with another form, but its attachment to a morpheme can be changed or replaced with another morpheme. Clitic can be written by stringing words that precede it or follow it. Like me-, -nya, -mu. An example of using clicks in the text of the Susu\_L whatsapp group is:

“Burned in your house tu rik”

There is the word home. It's a clitic use of your kind. Which means your house or someone's house. There is another example of using the clitic. That is

“Is the house nice”

Almost the same as the first example sentence. There is the word house. It is a clitic usage of its kind, which has meaning in someone's home.

Phrase

A phrase is a combination of two or more words that do not have a predicate in their structural arrangement. A phrase is an arrangement in linguistics that is larger than words and smaller than clauses and sentences. An example of using the phrase in the text of the Susu\_L whatsapp group is as follows:

Replaced tomorrow, that's it, I don't know if it's gone,

In this example there are several phrases that do not have a predicate

Sentence

Sentence is a unit of language consisting of subject, predicate, and object. There are several types of sentences, such as active sentences, passive sentences, single sentences, imperative sentences, etc.

In the Susu\_L WhatsApp chat group, there are examples of several sentences, including:

a. Active sentence

This active sentence is a sentence in which the subject does the predicate. In the sense that the subject of the sentence carries out activities or activities or does work. The example is :

I want to play with my friend first

In this example, I am the subject with the predicate, namely playing. The subject does the activity, in this case the activity being carried out is playing. So the sentence is included in the active voice.

Usually the characteristics of this sentence are that the predicate begins with the affix me or -ber which binds the predicate to describe an action or work in a sentence.

b. Passive sentences

Passive sentences are sentences where the subject is subject to work as the purpose of the action. Usually this climate is marked or has characteristics, namely the addition of tar, and e-an. Examples of passive sentences in the whatsapp chat group Susu\_L are as follows:

I've fallen for the enemy's bait

In the example above the subject of the sentence becomes something that is subject to the predicate. The subject does not carry out activities, but can be said to be work material from the predicate. This sentence is the opposite of the active voice.

### c. Interrogative sentence

An interrogative sentence is a sentence that contains questions to someone in order to get information or answers about a problem. In the language of this sentence usually ends with a question mark. An example of using the Ask sentence in the Susu\_L whatsapp group chat is as follows:

So buy clams or not sis?

What's on the agenda next?

In the two examples, these sentences are interrogative sentences because besides ending with a question mark, the sentence also contains information seeking or wanting to ask someone to get an answer from that person.

### Non-linguistic features

The non-linguistic features contained in whatsapp Susu\_L are in the form of emoticons as a sign of taste, such as the feeling of smiling, crying, laughing, happy, all of which are represented by certain symbols or emoticons according to what the members of the group feel. Like the emoticon :D which indicates that someone is laughing. As said by the admin of the group, "someone in the group often entertains themselves by using emoticons in the group text with the aim of entertaining themselves or representing the feelings felt after playing games, especially when playing loss streak games or losing continuously in every game".

### **The types of messages in the Susu\_L whatsapp group chat are as follows:**

#### Verbal Messages

Verbal messages are messages that are conveyed using words and can be received or understood by someone. Verb messages can be words, phrases, or sentences. In the WhatsApp instant application, verbal messages are usually called voice notes. In the Susu\_L whatsapp group, according to the admin of the group, if someone in the group member uses a verbal message or voice note, usually that person is lazy to move (mager) in writing, so the best choice is with a verbal message or voice note to make it easier. In the whatsapp instant application how to use verbal messages is indeed very easy. Someone just needs to press the existing button and say what they want to convey, then the message can be received by other group users.

#### Non-verbal messages

Non-verbal messages are messages that are conveyed without using words directly, this can be understood through gestures, expressions that represent what they feel.

So, the language or message commonly used in whatsapp Susu\_L is that members often use the two messages or combine the two messages in the form of verbal and non-verbal messages. This is useful for confirming the message you want to convey.

### **Conclusions**

Based on the results of the analysis that has been carried out by the author in the whatsapp milk group chat, it can be concluded that the linguistic features used by members of the group are in the form of morphemes, sentences, phrases and non-linguistic features commonly used are emoticons that represent the feelings of that person. Based on the analysis, it was also found that the type of message commonly used was a combination of verbal and non-verbal messages. This is done to reinforce the message that someone wants to convey.

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