

The Factors that Affecting Community's Behavior Using Contaminate and Pleonasm Language Errors on Facebook Shopping Group Online: Sociolinguistic Study

Lia Indriani Tobing¹, Mhd. Pujiono², Rozanna Mulyani³

^{1,2,3}University of Sumatera, Indonesia

liatobing89@gmail.com

Abstract

Language errors caused miscommunication or misunderstanding so that the message cannot well delivered. Pleonasm language errors are the use of excessive words and it can cause a language shift that is when language abnormalities affect the meaning of the language. The purpose of this study is to analyze factors that influence community's behavior in using language errors on facebook accounts of online shopping group based on sociolinguistic studies. This research is a type of mixed method research. The data in this study are words, phrases and sentences that contain pleonasm and contamination. Data sourced from netizens' uploads and comments in the online shopping group. Data collection is done by using substitution. The data were analyzed using Miles, Huberman and Saldana interactive model analysis techniques. Based on the results of the study found as many as 30 (5 forms of words, 20 forms of phrases and 5 forms of sentences), there were 11 contaminations (3 forms of words, 5 forms of sentences and 3 forms of phrases). There are as many as 99 forms of language errors consisting of 30 errors in the form of Lapses, 30 errors in the form of errors, 30 forms of errors in the form of mistakes. The factors that influence language errors such as mother tongue factors, age factors, motivational factors and habits, and environmental factors.

Keywords

language error; sociolinguistic factors; community



I. Introduction

Language errors causing miscommunication or misunderstanding. Errors are deviation that are steady, systematic, and describe a certain stage of development competence, while errors caused by physical factors, such as fatigue or psychological factors. In fact the cause of the error occurred because of (1) the reason for not knowing and (2) the real reason knowing but still doing it. The second reason must be corrected. One example of an error that often occurs is an error in language.

Language errors are not only found in speech but also in written language. This is viewed from the variety of languages based on the means of use (Setyawati, 2013: 2). In fact, the words used to communicate must be understood in the context of sentences, paragraphs and discourses. Words as elements of language, cannot be used arbitrarily, but these words must follow the correct rules. Language errors do not occur systematically, not because they have not mastered the relevant language rule system, but because of the failure to analyze the language rule system that has actually been mastered (Tarigan, 2011: 126).

The scope of language error analysis according to Pateda (in Markhamah and Sabardila (2011: 78) includes affixation, reduplication, preposition, diction, composition, contamination, and pleonasm. According to Setyawati (2013: 10-11) there are three possible causes for someone to make a mistake in language, which is influenced by the language they have mastered, lack of understanding of language users, and inappropriate language teaching. In this study, the researcher wanted to see the form of language errors, namely pleonasm and contamination by netizens on social media Facebook as one of the communication media.

Communication through social media promises a comfortable state of communication, where someone who cannot compose words can be someone who is very poetic, with a very relaxed appearance and state, someone can carry out communication activities with others, lecturers, or someone when we communicate with it must take care of all things, appearance and style of language, but communicating through social media do not have to pay attention to it, sit back with a cup of coffee and use casual clothes a person can carry out communication activities (Marlina, 2020).

Facebook user activities can include personal, public and commercial activities such as shopping online. Online shopping has the advantage that it saves time in buying and saves fuel for going round and round in terms of shopping, also being able to control prices or compare prices from several online shop places.

Facebook has many online shopping group accounts with hundreds of thousands of members. Some of them are Rumah Kebaya Vera which has 236,791 members, this group was created on December 9, 2015. In the posts of netizens in the group, both videos and photos there are many language errors caused by a lack of understanding of the rules of language and the use of language is adjusted to the mindset of the community. The most common language errors found in this group were pleonasm and contamination errors which made the three accounts of this group selected for research.

The kind of pleonasm is the use of excessive words (Setyawati, 2013). The symptoms of pleonasm can be overcome by analyzing the factors that cause it. Analysis of language errors is an attempt to improve, either by way of counseling or coaching. Symptoms of pleonasm can cause language shifts, namely when language abnormalities affect the meaning of the language. Although it is not uncommon, the substitution has undergone an adjustment of meaning to the context of the sentence so that it can be concluded that community's habits of using contamination and pleonasm can later change the role, function of language and the way the community speaks itself. More and more netizens are using redundancy in social media, the language behavior of netizens is getting worse which has an impact on the real world.

In simple terms, sociolinguistics examines the purpose, function and boundaries of language (Sumarsono, 2014: 2). Here there is an affirmation that language is part of culture (language in culture), language is not something that stands alone and language itself has rules.

Sociolinguistics highlights the whole problem related to the social organization of language behavior, not only covering language uses, but also language attitudes, behavior towards language and language uses (Sumarsono, 2014: 2). In sociolinguistic studies, it is possible for people to start from social problems and then relate them to language, but the opposite can also be true, starting with language and then linking them to social phenomena.

Nababan suggests that sociolinguistics is the study of language with a societal dimension (1984: 82), while Kridalaksana stated that sociolinguistics is a science that studies the characteristics and variations of language in language communities (1978: 94).

Another opinion may be that Kerasteh and Verkuyl (in Chaer 1995: 5) state that sociolinguistics is a linguistic discipline that studies social factors that play a role in language use and social interaction.

Based on the experts' opinions regarding sociolinguistics above, it can be concluded that sociolinguistics is the science of language used in social interaction or linguistics that studies the relationship between language behavior and social behavior.

Language behavior is a person's mental attitude in choosing and using language. Basically, a person is having freedom to choose a language and free to use that language. This freedom is a certain part of human rights. Although a person is free to choose and use the language, there are many factors that limit a person in choosing and using the language. Chaer and Agustian (1995: 47) state that language attitude refers to behavior or actions taken based on views as a reaction to the existence of a phenomenon against the use of certain languages by language speakers. Language attitudes can be observed through language behavior or speech behavior, but not every speech behavior reflects language attitudes.

In this study, the researcher focused on the sociolinguistic approach of Corder's perspective (1974). Corder (1974) uses 3 (three) terms to limit language errors: (1) Lapses, (2) Errors, and (3) Mistakes. Lapses, Errors and Mistakes are terms in the area of language errors. The three terms have different domains in viewing language errors.

Based on this phenomenon, it is interesting to study more about influenced factors that influence people's behavior in using language errors on the online shopping group facebook account in sociolinguistic studies.

II. Research Method

This research is using quantitative with a cross sectional study design, to see the factors that influence people in using language errors on online shopping group facebook accounts. While the method used by the author to reveal the problems studied is descriptive qualitative method. There are two types of data forms, namely quantitative variable data and qualitative variable data. The type used in this study is the type of data that uses quantitative variable data in the form of numeric or numeric data obtained from data on language errors used by netizens. This research data is uploaded by netizens from June 2020 to December 2020. The research population is all members of the online shopping group Rumah Kebaya Vera as many as 236,791. To determine the sample, the researcher used a purposive sampling technique so that a total of 98 samples were found. In data collection, researchers used several data collection techniques, namely by using observation and substitution. Furthermore, the data were analyzed using the interactive model analysis technique of Miles, Huberman and Saldana (2014).

III. Results and Discussion

3.1 Results

The following data describes the analysis and discussion of factors that influence people's behavior in using language errors on the Facebook Shopping Group account.

a. Pleonasm Data Analysis on the Online Shopping Group Facebook account

Data 1

The inspiration of Celebrities kebaya

Inspiration for artist kebaya, Luna Maya, Nagita, Syahrini, etc

“Celebrity kebaya inspiration. Inspiration for artist kebaya, Luna Maya, Nagita, Syahrini, and others’

Data 1

The data above shows that the Facebook status contains an affirmation of pleonasm, because there is a waste of meaning, where netizens use the word 'celebrity/artist'. The word 'celebrity/artist' does not need to be added with the word 'luna maya, nagita, syahrini, etc', because everyone already knows that 'luna maya, nagita, syahrini, etc' is a 'celebrity/artist'.

Data 2

The sidimpuan’s dodol is freshly baked still soft, about a kilo of 4 chopsticks around ranto

'Freshly baked sidimpuan dodol is still soft about a kilo of 4 chopsticks around ranto'

Data 2

The data above shows that the Facebook status upload contains an affirmation of pleonasm, because there is a waste of meaning, where netizens use the phrases 'freshly baked' and 'still soft'. The phrase 'freshly baked' does not need to be added with the phrase 'still soft', because everyone knows that freshly cooked dodol must have a soft texture.

b. Shape Contamination on the Online Shopping Group Facebook Account

Data 3

"please don't pollute this brother's live, you'll be immediately blocked, please, please!!

Based on data 3 above, it shows that the Facebook status upload contains contamination. Say 'pollute' only the phonemes/letters of the basic form are subject to decay. Other letters or phonemes do not change. The ambiguous form of putting aside arises because the two correct forms, namely overriding and ruling out, are combined into sidestepping (rancu).

Data 4

"I've put aside the bag that has been fixed, sis, so please tf, sis!!

Based on data 4 above, it shows that the Facebook status upload contains contamination. Say 'put aside' the phonemes/letters of the basic form are subject to decay. Other letters or phonemes do not change. The ambiguous form of putting aside arises because the two correct forms, namely overriding and ruling out, are combined into sidestepping (rancu).

c. Forms of Language Error Lapse on the Online Shopping Group Facebook Account

Data 5

The new sidimpuan dodol is still soft, about a kilo of 4 chopsticks around the ranto

Data 5

The above shows that the Facebook status upload has an error “slip of the pen”, that is, when writing 'msh', it should be 'still' because not everyone understands the abbreviated language.

Data 6

Order directly
Tofu Crispy Kriukz.
1 Box 5000, 15 pieces
There are 10.000, 30 pieces
15,000, 45 pieces free Lemontea
Toppings:
Chili sauce
Cayenne pepper.
Overflowing Sauce.

Data 6

The data above shows that the Facebook status upload has an error “slip of the pen” i.e. in writing 'ka'; 'crispy' ; 'kriukz' should go directly to 'sis'; 'crispy'; and 'crispy' because not everyone understands the language mixed with English.

d. Error form of language Error on the Online Shopping Group Facebook Account

Data 7

The inspiration of Celebrity kebaya
Inspiration for artist kebaya, Luna Maya, Nagita, Syahrini, etc

Data 7

The data above shows that the Facebook status upload has an error, namely netizens violates the rules or rules of grammar (breaches of code) there is no punctuation (period) in the sentence. Sentence 'Inspiration of celebrity kebayas Inspiration of artist kebayas, Luna Maya, Nagita, Syahrini, etc. Netizens seem to have imperfections in constructing sentences. The correct sentence is "Kebaya inspiration that is often used by celebrities, such as Luna Maya, Nagita, Syahrini, etc'.

Data 8

The new sidimpuan dodol is still soft, about a kilo of 4 chopsticks around the ranto

Data 8

The data above shows that the Facebook status upload has an error, namely netizens violates the rules or rules of grammar (breaches of code) there is no punctuation (period) in the sentence. Besides the sentence 'The new Sidimpuan dodol is still soft, about a kilo of 4 chopsticks around Ranto, netizens seem to have itimperfections in constructing sentences. The correct sentence is "*The dodol sidimpuan is freshly cooked, there are about a kilo of 4 chopsticks and the location is around the ranto.*"

e. Mistake Error Form on the Online Shopping Group Facebook Account

Data 9

The inspiration of Celebrity kebaya
Inspiration for artist kebaya, Luna Maya, Nagita, Syahrini, etc
“Celebrity kebaya inspiration. Inspiration for artist kebaya, Luna Maya, Nagita, Syahrini, and others'

Data 9

The data above shows that the Facebook status upload contains an error sentence 'Celebrity kebaya inspiration. Inspiration for artist kebaya, Luna Maya, Nagita, Syahrini, and others' is inaccurate or it can be said that there is an inaccuracy in the use of the expression for the description. Therefore, the sentence is included in the mistake. The expression should use the phrase 'the inspiration of the artist's kebaya.'

Data 10

The new sidimpuan dodol is freshly cooked still soft, about a kilo of 4 chopsticks around the ranto

'freshly cooked sidimpuan dodol is still soft about a kilo of 4 chopsticks around ranto'

Data 10

The above shows that the Facebook status upload contains an error sentence '*The freshly cooked sidimpuan dodol is still soft, about a kilo of 4 chopsticks around the ranto*' is inaccurate or it can be said that there is an inaccuracy in the use of the expression for the description. Therefore, the sentence is included in the mistake. The expression should have used the phrase 'freshly cooked dodol sidimpuan, a kilo of 4 chopsticks'

f. Factors that Influence Community's Behavior in Using Language Errors on the Facebook Online Shopping Group

1. Mother Language Factor

Mother tongue greatly influences netizens in choosing a language as well as in mastering a second language. In addition, mother tongue is a disturbing factor in the language learning process. Things like this are often found in the field, where a netizen unknowingly transfers the local language (mother) when he uses conversation. Mother tongue is closely related to language acquisition or language acquisition that occurs consciously and naturally. Mother tongue is the first language that an individual acquires from birth. This mother tongue is usually obtained from the family environment. In the KBBI, mother tongue is a language that humans have mastered since birth through interaction with the members of their language community, such as their family and community. This language is learned by someone in his childhood at the beginning of language acquisition which is also called the 'first language'. The mother tongue that is used at all times is often carried away in formal or official situations which should use Indonesian properly and correctly.

2. Age factor

The age factor will affect someone in communicating. Patkowsky (in Eda, 2009: 123) claims that the earlier a person is in learning a language, the better and more perfect the pronunciation will be. He stated that language acquisition, in terms of pronunciation (pronunciation) will be different if it is studied before and after the critical period (critical period), the early age is at the age before 15 years. Chaer (2007: 243) children tend to more easily master other languages and even replace the language they have mastered with a new language. In contrast to adults or those whose critical period has gone through time, it is not easy to learn another language, let alone replace the language that has been given to them with another language.

Chamber and Trugil (in Ellis, 2000: 40) explain the relationship between age and language acquisition, people who learn a language after puberty cannot match the accent of native speakers, while those who learn a second language after the age of 15 years or more have difficulty developing grammatical skills compared to those who

learn a second language. who are under 15 years. According to Preston (in Ellis, 2000: 42) it is easier for students to absorb norms/rules from the outside because students have not yet formed self-stereotypes. So, the earlier a person is in learning a second language, the better, especially in terms of pronunciation, so that the age of a person in learning a second language is better. have an influence on the acquisition of the second language. Every individual is unique. They have different characteristics, traits, characteristics as well as abilities in various aspects, including physical aspects, intellectual, emotional, social, language, and talent aspects. In the physical aspects, diversity is found which includes body size, skin color, and other things. relating to the physical aspects of the individual. Everyone has a different level of natural ability to learn a second language. This natural ability is known as language aptitude which is closely related to aspects of human intelligence.

3. Motivational Factors and Habits

The motivational factor is a factor for choosing Indonesia because of the desire to communicate with the language community, to get benefits from the ruler of the language. In addition, language habits are the strongest factor. The widespread use of social media among the public has contributed no small part to the development of the Indonesian language. This is reasonable considering that social media users come from various nationalities and languages who are not bound by social boundaries. This condition certainly affects the language habits of the users. As evidence that there has been a change in Indonesian due to the influence of social media, is the phenomenon of the emergence of alay language among teenagers which contaminates the standard of Indonesian as an official language and a unitary language that must be upheld.

4. Environmental factor

The quality of the language environment is very important to learn the language well, with the language discipline regulations people choose the language that suits their situation. By socializing and interacting with friends and the environment, a person needs language to communicate. The ability to communicate in language is fundamental and very important. By using language, a person will be able to develop social skills with other people. A person will not be able to communicate without the important role of language. A person can express and actualize what is in his mind through language with the aim that other people can understand what that person is thinking. In establishing a relationship, language has an important role so that it can help in interacting with others.

3.2 Discussion

Based on the results of the study, it is known that language errors are errors in the use of speech forms of various linguistic units which include words, sentences, paragraphs, which deviate from the standard system of Indonesian language rules, as well as the use of spelling and punctuation that deviate from the spelling and punctuation system. This language error then becomes a problem that often occurs, especially language errors that are often used by netizens.

Language problems that need to be known include spelling, word selecting, sentence structure, and linea arrangement. However, it should be realized that not many people have many opportunities to learn Indonesian as well as possible. Therefore, it is understandable that in various speeches there are still many linguistic errors, for example regarding spelling, choice of words, sentences, and paragraphs.

The number of language errors found by the author is 12 errors, including diction errors and spelling errors. In this discussion the author will describe some errors that often occur, especially in netizen uploads. The first error is punctuation, there are various punctuation marks, namely period (.), comma (,), semicolon (;), hyphen (-), question mark (?), exclamation mark (!), brackets (), and so on. One of the things that the researchers found was the use of underscores, the use of capslock, which often occurs in netizen uploads, to be precise, the use of capitalized capslock has meant the emphasis and prominence of the titles.

Word choice errors, there are several principles that should be considered in choosing the words used to compose sentences. The principles are accuracy, standard, generality, frugality, and subtlety of meaning. However, until now, there are still many choices of words that are not quite right. Spelling errors, spelling mistakes are also mistakes that are often made by netizens. These netizens did not pay attention to the rules of good and correct spelling.

Contamination continues to appear in the use of language, both in speech and in writing. Contamination is a symptom of language that is ambiguous or messy in composition, both in the composition of sentences, words, or formations. This problem can be solved if the ambiguous sentences are returned to the two original sentences with the correct structure. Likewise with the arrangement of words/phrases or word formations. This language symptom in Indonesian is called confusion or also called chaos. What is confused is the arrangement, or combination of them. For example, two words are combined in a new combination that does not match.

Syntactically, each language has its own syntactic rules that cannot be ignored by the user of the language concerned. One of the rules is the rule that regulates certain types of sentences, for example active sentences and passive sentences. Errors in sentences can be found when someone speaks spoken or written, as we know sentences are grammatical units that are limited by long pauses and final notes that rise and fall when in oral activities.

Mistakes always occur in all children (students) who are in the process of acquiring and learning language. Errors are random, not systematic, not permanent (temporary) and individual. It is a form of creativity in constructing their language skills. If it is distinguished based on the source of the error, then the error (error) occurs in (1) the linguistic category, (2) the performance strategy category, (3) the comparative strategy, and (4) the communication effect category.

It is recognized that interference and intralingual first language in the second language are the main causes of language errors or mistakes. In this case, mistakes or errors in Indonesian are caused, among others, by interference and intralingual first language (B1 = regional language).

Language contact that occurs in bilinguals causes mutual influence between the first language (B1) and the second language (B2). The use of a particular language system in another language is called transfer. When the transfer of the system is concurrent, supports and facilitates the use of language, it is called positive transfer. If it doesn't support and gives difficulties or contradicts, then it is called negative transfer. As a result of negative transfer, learners (students) have difficulty in learning language (B2) and at the same time become a source of errors (errors) in language (B2). Negative transfer is better known as interference, namely: the use of the first language system (B1) in the use of a second language (B2), and the system does not exist or is not the same in that language.

IV. Conclusion

Based on the results of research data analysis conducted by researchers, it is concluded that:

1. Pleonasm and contamination are often used by netizens when communicating in online shopping groups, namely there are as many as 30 forms of pleonasm consisting of and 5 pleonasm of word form, 20 pleonasm of phrase form and 5 pleonasm of sentence form, while in contamination. There are 3 forms of words, 5 forms of sentences and 3 forms of phrases.
2. There are as many as 99 forms of language errors consisting of 30 errors in the form of Lapses, 30 errors in the form of errors, 30 forms of errors in the form of mistakes
3. Found factors that influence language errors namely mother tongue factors, age factors, motivational factors and habits, and environmental factors.

References

- Chaer, Abdul. (2007). Pengantar Semantik Bahasa Indonesia. Jakarta: PT. RINEKA CIPTA.
- Chaer, Abdul. dan Leonie, Agustina. 1995. Sociolinguistik Perkenalan Awal. Jakarta: PT. Rineka Cipta
- Chambers, Jack K.; Trudgill, Peter. (1998). *Dialectology*. Cambridge University Press.
- Kridalaksana, Harimurti. *Kamus Linguistik (edisi keempat)*. Gramedia Pustaka Utama, 2013.
- Markhamah dan Atiqa Sabardila. (2011). Analisis Kesalahan dan Karakteristik Bentuk Pasif Surakarta: Jagat Abjad
- Marlina, et al. (2020). Disclosure of Communication in the Facebook and Impact Social Media on Worship Activities in Dakwah Faculty Students and Science of Communication Media of North Sumatera State University (UINSU). *Budapest International Research and Critics Institute-Journal (BIRCI-Journal)*, Volume 3, No 3, Page: 2142-2148.
- Miles, H., & Huberman, A. M. Saldana.(2014). *Qualitative data analysis: A methods sourcebook*, 3.
- Nababan. (1984). Sociolinguistik suatu pengantar. Jakarta : Gramedia Pustaka Utama
- Setyawati, Nanik.(2013). Analisis Kesalahan Berbahasa Indonesia Teori dan Praktik. Surakarta: Yuma Pustaka
- Sumarsono. (2014). Pendidikan dan pelatihan merupakan salah satu faktor yang penting dalam pengembangan SDM <http://eprints.ung.ac.id>. di akses tanggal, 02 Juni 2015.
- Patkowsky, C. The critical period hypothesis revisited. 2014.
- Preston, W. (1994). *Aliens and dissenters: Federal suppression of radicals, 1903-1933*. University of Illinois Press.
- Tarigan, Henry Guntur. (2011). Membaca Sebagai Suatu Keterampilan Berbahasa. Bandung: Angkasa.