Maxim of Quantity in the Police Officers' Speech Acts: (An Ethnography of Communication)

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Abstract: This research is motivated by the authors' interest in the phenomenon that arises regarding speech acts. Humans in this millennial era more often feel that the speech acts spoken between the speaker and the speech partner are inaccurate or inappropriate, causing misperceptions. That of course has an impact on the social relations of the speaker and the speech partner. Therefore, the principle of cooperation exists to see the extent of the discrepancy of speech acts between the speaker and the speech partner. The principle of cooperation has four maxims namely the maxim of quantity, quality, relevance, and manner. The focus of this research was the principle of cooperation with the maxim of quantity in the speech acts between the Integrated Police Service Center (SPKT) officers and the society. The object of this study was the SPKT Police officers in Depok with the society who reported all their problems. This research applied an ethnographic approach. The results of this study obtained as many as 31 maxims of quantity, both spoken by the police and the society.

1 INTRODUCTION

Speech acts that occur in humans are proof that humans are social creatures. In essence, social beings always communicate both verbally and in writing, directly or indirectly. Speech acts are used by humans in various social interests, such as: debating, discussing, negotiating, arguing, etc. Humans carry out actions and actions using speech or utterance. This is as stated (Shams & Afghari, 2011) in the International Journal on English Language Teaching Published by the Canadian Center of Science and Education which confirms that people take action using speech or utterance. Shams & Afghari (2011) said, "People don't produce the grammatical utterances and words merely to express themselves; they perform actions via these utterances".

Mistakes in speech acts will naturally lead to misunderstandings and quarrels between the speaker and the speech partner. The impact of speech acts is a fatal problem and has a direct impact on the social sustainability of speakers and speech partners.

To create a good speech act, the principle of cooperation is very necessary in its application. The cooperative principle theory that is always used by researchers is the principle of Grice's cooperation. The maxim contained therein is the maxim of quantity, the maxim of quality, the maxim of relevance or relationship, and the maxim of manner. However, this research is limited to the maxim of quantity in the speech act of the Integrated Police Service Center officers at Depok Police Station. Ethnography of Communication Analysis used is (Jonz & Saville-Troike, 1984) model which is then combined with ethnographic analysis of cultural themes, (Spradley, 1980) to see the cultural aspects of the maxim of quantity on the principle of cooperation in speech acts.

2 LITERATURE REVIEW

2.1 Cooperative principle

The principle of cooperation is one of the principles needed to more easily explain the relationship between meaning and power, and to assist in solving problems that arise in semantics using a truth-based approach.

Make your conversational contributions such as is required, at the stage at which it occurs, by the accepted purpose or direction of the talk exchange in which you are engaged (Grice, 1989). Susanti (2016) further stated that in the principle of cooperation try to make our contribution in the conversation as needed, with the aim or direction of the conversation that is acceptable in the current discussion situation.

Grice stated that in order to carry out the principle of cooperation, every speaker must obey the 4 maxims of conversation "(Wijana & Rohmadi, 2010). Similarly, as expressed by Djajasudarma (2012) Conversation has a rule called maxims.

Djajasudarma (2012) also states "Some of the conditions that are considered as language integrity in conversations are: (1) honesty in the use of language, (2) having facts about what is said, and (3) making what is said relevant to the context of speech". The principle of cooperation is broken down into four maxims, as suggested by Grice (1981).

Herbert Paul Grice divides this principle into four types of maxims, which include.

a. *Maxim of Quantity*

Provide the right amount of information, i.e.

1. Your information contribution must be as informative as needed.
2. Your information contribution do not to exceed what is needed.

b. *Maxim of Quality*

Try to make your information contribution correct, namely:

1. Don't say something that you believe is not true.
2. Do not say something that is not convincing proof of truth.

c. *Maxim* **of** *Relation*

Try to make your words relevant.

d. *Maxim* **of** *Manner*

Try to be easy to understand, namely:

1) Avoid vague statements.
2) Avoid circumcision.
3) Keep it concise (avoid long-winded statements)
4) Try to speak regularly (Leech, 1983).

2.2 Speech acts

Speech acts are part of the speech event and the speech event is part of the speech situation. Every speech event is limited to activities or aspects of activities that are directly governed by rules or norms for speakers. Utterance or speech act can consist of one or more speech acts in a speech event and speech situation (Putrayasa, 2014).

Speech actions are individual symptoms, are psychological, and are determined by the speaker's language ability in dealing with certain situations. Speech act emphasizes the meaning or meaning of the act, while the speech event emphasizes the purpose of the event (Suwito, 1983).

Speech act is a communication that is built through the construction of facts and events, which is usually done by humans in their respective lives (Wibowo, 2016). Whereas Mulyana stated that speech act is a function of language as a means of action (Mulyana, 2005). All sentences or utterances spoken by the speaker actually contain certain communication functions. That is, the speech of a speaker of course is not merely just talking, but it contains a specific purpose. Every utterance spoken by the speaker has a specific communication purpose and function which is to be conveyed to the interlocutor in the hope of understanding each other.

Searle in Kasher (1998) suggests that pragmatically there are at least three types of actions that can be realized by a speaker, namely locutionary act, illocutionary act, and act of perlocutionary act.

Locutionary acts can take the form of questions, statements or instructions. Illocutionary speech acts are speech acts to inform something and instruct the speech partners to do something, while speech acts of perlocutionary are effects or results caused by the speech to the speech partners. The speech partner implements what the speaker wants.

A speech besides functions to say or inform something, can also be used to do something. How this can happen, speech acts that are formed are illocutionary acts of speech. The illocutionary act is called The Act of Doing Something (Rahardi, 2009; Sumarsono, 2009). Illocutionary action is what will be achieved by the speaker when saying something and can be an act of expressing, promising, apologizing, threatening, predicting, commanding, asking, etc.

2.3 Ethnography of Communication

This research was conducted with a qualitative approach. This research is also based on social and

cultural research both anthropologically and sociologically. Specifically, this study concentrates on ethnographic research. Ethnographic research has an important role in the study of anthropology, sociology, and linguistics.

Ethnographic research is more focused on the viewpoints and patterns of community life and also includes language behavior in communicating and interacting, as well as the language system used. The diversity of communication and communication practices is an inseparable part of what we know and do as members of a particular culture (Schiffrin, 1994: 137).

Hymes presents a SPEAKING method that can be done by applying the concept of these communication units as communication taxonomies, as follows.

S (Setting, scene): time, place and other physical conditions

P (*Participants*): psychological balance in settings

E (*Ends*): purpose-output / purpose-goal

A (*ActSequences)*: form and content of the message

K (*Keys)*: conversational, serious, or casual tone

I (*Instrumentalities)*: channels, writing, telegraphs, dialects, standard languages

N(*Norms)*: interpretation norms/ interpretation norms

G (*Genre)*: stories, advertisements, etc.

Emzir (2013) asserts that ethnography is a method of social science research. This research strongly believes in up-close, personal experience, and possible participation, not just observations by researchers trained in the art of ethnography. Ethnographic focal points include intensive study of culture and language, intensive study of a single field or domain, as well as a combination of historical, observational, and interview methods. Ethnographic research uses three types of data collection, namely interviews, observation, and documents. An interactional sociolinguistic

approach highlights the broader socio-cultural context in which it takes place. However, this approach pays special attention to linguistic and non-linguistic instructions that explain how people interpret conversation interactions in an ethnographic context.

3 METHODS

This research is a qualitative research using communication ethnography method. This means collecting data, processing data, analyzing data, and presenting data objectively about the maxim of the quantity of the principle of cooperation in speech acts at the police officers at the Integrated Police Service Center. In qualitative research, researchers are key instruments, therefore, researchers must have a provision of theory and broad insight so that they can prepare various questions, be able to analyze and rebuild research objects so that they become clearer. The ethnographic communication method used serves to describe the maxim quantity in SPKT police officers' speech patterns at Depok Police Station.

Schiffrin argues that communication ethnography is an approach to discourse based on anthropology and linguistics. The concept of ethnography is an empirical and theoretical approach that aims to obtain in-depth descriptions and analysis of culture based on intensive data in the field.

4 FINDINGS

The findings from the study of quantity maxim in the speech act of the police officers at the Integrated Police Service (SPKT) at Depok Police Station can be explained as follows:

Table 1: The Speech Act of The Police Officers at The Integrated Police Service (SPKT)

NO	DATE	SPEECH ACTS TRANSCRIPTION	MAXIM OF QUANTITY (PRINCIPLE OF COOPERATION)
1.	22 January 2019	M: *"Jadi sebenarnya masyarakat itu kalo mau apa-apa ke sini dulu ya Pak,"* [So actually, if you want anything, come here first, sir] P : *"Iya"* [Okay]	√
		M: *"Jadi bukan hanya di pos eee pos nya aja"* [So it's not just the police station]	√
		P : *"Pos nya mana maksudnya?"* [Which post does it mean?]	√
		M : *"Pos depan itu Pak"* [The post in front, sir] P : *"Kalo di sana paling nanya aja"* [If you are there, just ask] M : *"Paling nanya he'eh* [It's only asking]	

No.	Date	Conversation	
		P: "Saya paling ndak perlu, ohh itu deh sebentar" [It is not necessary to ..., hold on] *M : "Ohh"*	√
2.	22 January 2019	*M : "Iya, terus Saya mau lapor Pak kehilangan KTP misalnya di sini SPK nya, Pak Saya kemarin kehilangan motor di parkir di sini juga gitu" [Yes, then I want to report the loss of the ID card, for example here the SPK. Sir, I lost my motorcycle yesterday in the parking lot here too]* *P : "Hmm"*	√
3.	22 January 2019	*P 1: "Tunggu nanya dulu, duduk Mas" [Just a second, ask first. Have a sit, Sir]*	√
		P 2: "Duduk" [Have a sit]	√
		P 1: " Silakan duduk, mau laporan apa?" [Just have a sit, what would you like to report]	√
		M: "Kehilangan buku kredit" [I lost my credit book]	
		P 1: "Buku tabungan" [Bank account book?]	√
		M : "Heeh" [Yeah]	
		P 2: "Bank apa?" [What bank?]	√
		M : "BRI"	
		*P2:"BRI 124******64871**"* *(Suara ketikan) [typing sounds]*	√
			√
		P2: "Dari cabang mana ini?" [What branch of Bank?] *M: "Cabang dari di daerah Subang" [The branch of Subang]* *P2: "Daerah Subang" [from Subang]* *(Suara ketikan) [typing sounds]*	√
		P 2 : "KTP nya, tanda tangan di sini ya. Ini berlakunya 14 hari ya jadi diurus cepet" [Your ID card, sign here. This is valid for 14 days, so be taken care of quickly]	√
		M : "14 hari" [fourteen days]	√
		P 2: "Iya" [Yes]	√
		M : "Ini aja ya. Makasih ya" [Is it all? Thanks]	√
		P 2: "Iyaaa [Yes]	
4.	22 January 2019	*P: "Silakan mas. Mau laporan apa?" [Yes, please, Sir. What would you like to report?]*	√
		M:"Laporan kehilangan ATM mba" [I'd like to report of my ATM lost, Madem]	√
		P: "ATM? Bukunya bawa?" [ATM? Do you bring the account book?]	√
		M: "Buku apaan. Tabungan?" [What book, the Bank book?]	
		P: "Iya tabungan, sama KTP ya"	
		M: "Iya" [Yes, the book and your ID] *(Suara ketikan) [Typing sounds]*	√
		M: "Ini udah mba?" [Here you are] *(Heran) [surprised]*	
		P: "Udah" [finished]	√
		M: "Makasih mba" [Thanks, Madam]	√
		P: "Iya" [Yes]	√
5.		*P1: "Duduk" [Have a sit]*	√
		M : "BPKB saya kan hilang nih" [I've lost my BPKB]	√
		P1: "He'eh" [aha]	√
		M: "Terus mau bikin surat kehilangan BPKB nya itu syaratnya apa aja ya" [So, I'd like to make the letter of lost]	
		P1:"Syaratnya banyak" [Some conditionals]	√
		M: "He'eh. Tapi itu atas nama bapak saya" [Aha, but it's on behalf of my father]	√
		P1:"Gak ada masalah" [No problem]	
		M : "Hmm terus ini kalo udah semua bawa ke sini lagi atau gimana?" [So, after this, all these get to bring here again or what?]	√
		P 2 : "Iya, dilengkapi dulu syaratnya" [Sure, make all the conditionals complete first]	√
		M : "He'eh" [Aha]	

5 CONCLUSIONS

Based on the findings obtained, the conclusion in this study is that there are 31 maxims of quantity produced from the people's speech acts at the Depok SPKT on January 22, 2019. Both the police and the reporters use more speech acts that contain maxim of quantity. The maxim of quantity is contained in the Grice's cooperation principle. Maxim of quantity is used more by the police officers to provide a brief and understandable explanations for people who are confused about the problems they are facing.

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