



The Influence of Politeness Norms and Language Skills on How Students Communicate with Teachers in Civic Education Learning Subjects

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Article History:

Received: Nov 17, 2024

Revised: Dec 25, 2024

Accepted: Jan 04, 2025

Online First: Jan 25, 2025

Keywords:

Communicate,
Education,
Language,
Politeness Norms.

Kata kunci

Bahasa,
Komunikasi,
Norma Kesopanan,
Pendidikan.

How to cite:

Sari, J., Rejeki, S., & Saddam, S. (2025). The Influence of Politeness Norms and Language Skills on How Students Communicate with Teachers in Civic Education Learning Subjects. *Edunesia : Jurnal Ilmiah Pendidikan*, 6(1), 510-522.

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Abstract: This study investigates the influence of politeness norms and language skills on communication procedures between students and teachers in junior and senior high school students learning subjects in pink. This research method uses quantitative research with an observational approach involving 92 respondents, and this research instrument uses a Likert scale with 92 questions. The data results using multiple regression tests show that the influence of politeness norms on communication manners significantly affects communication manners with a regression value of 18.6%. Annova F produces a value of 10,024, indicating the significance of the model as a whole, while the sign value of 0.000 confirms each independent variable. This study plays an important role in understanding the influence of politeness norms and language skills on communication manners between students and teachers in civic education learning subjects. This research provides insight into how politeness norms and language skills affect communication between students and teachers, especially in Civics subjects at the junior and senior high school levels.

Abstrak: Penelitian ini bertujuan untuk mengetahui pengaruh norma kesopanan dan kemampuan berbahasa terhadap tata cara berkomunikasi antara siswa dan guru dalam mata pelajaran ppkn pada siswa SMP dan SMA. Metode penelitian ini menggunakan penelitian kuantitatif dengan pendekatan observasional yang melibatkan 92 responden, instrumen penelitian ini menggunakan skala likert dengan 92 pertanyaan. Hasil data dengan menggunakan uji regresi berganda menunjukkan bahwa pengaruh norma kesopanan terhadap tata krama komunikasi berpengaruh signifikan terhadap tata krama komunikasi dengan nilai regresi sebesar 18,6%. Annova F menghasilkan nilai 10.024 yang menunjukkan signifikansi model secara keseluruhan, sedangkan nilai sign sebesar 0.000 menegaskan masing-masing variabel independen. Penelitian ini memberikan peran penting dalam memahami pengaruh norma kesopanan dan kemampuan berbahasa terhadap tata krama komunikasi antara siswa dan guru dalam pembelajaran mata pelajaran PPKn. Kontribusi penelitian ini adalah memberikan wawasan yang mendalam tentang bagaimana norma kesopanan dan kemampuan berbahasa mempengaruhi tata krama komunikasi antara siswa dan guru, khususnya pada mata pelajaran PPKn di tingkat sekolah menengah pertama dan sekolah menengah atas.

A. Introduction

Students in the language are part of the culture, which includes one of the most effective means of communication between humans, which is used daily in language. Many cultural norms regulate a person's linguistic behavior (Antonius et al., 2022). The listener or interlocutor can understand expressions that intend to convey something to others, something that the speaker intends. Indonesia currently uses sarcasm as a means of daily communication, especially with their peers, as a form of closeness; the environment or social media influence this (Kardiana et al., 2021). The ethical rules that have been applied, for example, how to dress on campus, must be polite. If campus residents do not wear clothes politely, then they will be considered not following the rules and not ethical (Lubis & Yusri, 2020).

Politeness norms are a set of unwritten rules that govern individual behavior in social interactions. They determine how we should behave, speak, and respond in various situations. Politeness norms guide our daily lives and ensure that social interactions run smoothly. Politeness norms can vary from one culture to another, and even within the same culture, they can change over time. Norms or rules provide guidance or direction to humans to act and as a guide in behavior. Act and as a guide in behavior. Soedjono Dirdjosisworo explains the definition of norms as follows. Norms are provisions about good and bad human behavior during life association by determining the devices or fragments of rules, recommendations, and prohibitions. Prohibition provisions for actions that, if done or not, can harm everyday life; on the contrary, can harm everyday life. On the other hand, commands are intended for actions that can be suitable for the everyday life of the community, everyday life (Pramono, 2018).

Language skills are something that everyone must master because they can reflect how a person expresses their thoughts orally or in writing. Language skills are listening, speaking, reading, and writing (Hidayat et al., 2023). These four aspects are the most essential things students must master before starting the learning and learning process. Language skills make it easier for a person to express feelings, express their will, and express it (Hutagalung et al., 2024). Language and critical thinking skills are among the benefits of participating in literacy activities. Learners can get it when participating in literacy activities properly. Language skills are also found in literacy, and Language skills include listening, speaking, reading, and writing skills to communicate with different techniques according to the purpose (Hutagalung et al., 2024).

Language politeness is an important aspect of communicating with others. Speakers who use polite language show they are educated, ethical, and cultured. Cultured, as well as gaining respect as a good speaker. Please note that polite language does not always have to use correct or standardized language, but language that is appropriate to the context. Appropriate to the context. Language politeness is related to who the speaker is, who the interlocutor is, and what the object or topic is, who the speaker is, who the interlocutor is, what the object or topic of conversation is, and what the context of the situation is (Aljaatsiyah et al., 2021). In Indonesian language learning, there are many

interactions or speaking activities. Speaking is important so that the interaction process between teachers and students or between students runs well. In learning at school, students are expected to be able to develop an ability to speak in public, especially in front of the class (Saufi et al., 2024).

Good communication provides valuable things for many people and, of course, is beneficial for yourself; by communicating, you can find out the feelings of other people close to you, whether that person has a high quality of feeling towards yourself. Therefore, it is impossible for someone to feel love and affection if they do not establish good communication or are usually said to be harmonious (Cahya et al., 2021). The spoken sentences give someone who feels love and love, and the stentunya a comfortable feeling; it is important to establish communication. Do not know if it is dear; let us get to know each other by communicating warmly and well. Communication is when one tries to transfer messages to others through understanding (Vitasari, 2021; Sari & Septiani, 2020).

Another example is that students must speak politely to lecturers in person or through social media. If students do not speak politely, then they are considered insignificant. In many East Asian societies, politeness is considered a national treasure that is a legacy from the ancestors; politeness becomes a language and cultural character that is very prominent in the region, distinguishing between civilized humans and bar humans (Beta et al., 2020). Behavior and language that create a culture that is often not by an academic identity that emphasizes ethics and manners do not just get caught up in hoax news in both the political and social fields, so in academia, there needs to be rules and examples in communicating between students and teachers (Wartoyo, 2019).

In previous studies, the ethics of rules that have been applied, for example, how to dress on campus must be polite (Kardiana et al., 2021) if campus residents do not wear clothes politely (Egi, 2021). Then, he will be considered not following the rules and unethical; another example is that students must speak politely to lecturers directly or through social media; if students do not speak politely, then the student is considered unethical (Deliyati et al., 2023). This study was conducted to learn about the role of people. Research is backgrounded because many teenagers often use slang when communicating, so now, in communicating with their parents, many are not used to using suitable language, such as applying empathy, openness, and low self-esteem. Good communication can facilitate the delivery of messages and news the teacher gives students in learning materials and character (Ary et al., 2022).

Politeness and so on, but nowadays, the communication carried out by many students does not go as expected. The teacher expects students to interact and communicate well using good language. Communicating with good and polite language is one of the applications of the value of politeness (Putri et al., 2023). Nowadays, it is often heard that the use of language that is not appropriate or commonly said to be less polite in relationships, such as being impatient when doing something, saying bad words to older people and peers, and not respecting teachers (Sari & Septiani, 2020). The research shows that language behavior influences student's education and character development both in

and out. Namely, good or polite language behavior will affect early childhood education and character development, instilling good values and politeness in speaking, behaving, thinking positively, and interacting with others. Language behavior is very influential in education and development so that children can understand the norms of politeness well. They also want to know how parents can help children implement the norms of politeness that they will apply at home, school, and in the community (Musa, 2021). Learning about norms is often taught to children since childhood by parents. Each individual's living conditions shape politeness norms (Deliyati et al., 2023).

This study makes a significant contribution to understanding the influence of politeness norms and language skills on education and student character development, while the contribution is to focus on adolescents who use slang and its influence on communication with parents. This research offers a new perspective on the importance of politeness norms and language skills in education and student character development. As for suggestions for further research, namely, to develop educational programs to improve the language and communication politeness of adolescents and examine the influence of social media on adolescent politeness, As for the difference between this research and previous research, this research focuses on language use in adolescents. In contrast, previous research only focuses on research ethics and manners in general, and this research emphasizes the influence of politeness norms and language skills on education. In contrast, research by Musa focuses on language behavior.

The general purpose of this research is to analyze the influence of norms of politeness and language skills on communication procedures between students and teachers in PPKN learning subjects between students and teachers and identify factors that influence students' language behavior. In addition, this study aims to determine the role of society and parents in shaping norms of politeness. The specific objectives of this study aim to identify the influence of politeness norms and language skills on communication procedures between students and teachers in civic education learning subjects, analyze the relationship between language skills and effective communication, and find out how parents or communities can help children apply politeness norms and language skills that are good and correct. This study also aims to develop effective learning strategies to improve language politeness in students.

B. Method

This study uses quantitative research with an observational approach to determine the effect of politeness norms and language skills on how students communicate with teachers in Civics Education (Civics Education) subjects, especially at the junior and senior high school levels. The sample in this study amounted to 92 students, with 40 male students and 52 female students. The instrument used in this study is a questionnaire consisting of 28 questions designed to measure various aspects of politeness norms and students' language skills.

The Likert scale is used as a measuring tool in this questionnaire, with answer options consisting of four categories: strongly agree, agree, disagree, and strongly disagree. The data obtained from this questionnaire will be analyzed to see how politeness norms and language skills affect how students communicate with teachers in Civics learning. This observational approach allows researchers to observe and record communication phenomena between students and teachers based on the questionnaire results. This study aims to provide insight into the importance of politeness norms and language skills in shaping effective communication procedures in the classroom.

Table 1. Politeness, Language, & Communication Assessment

No	Variable	Description
1	Norms of politeness	<ol style="list-style-type: none"> 1. Respect the teacher when he/she is speaking. 2. I always throw garbage in its place. 3. Respect friends who are praying 4. Help each other when they are taking school exams 5. Can maintain good manners when outside the classroom. 6. Can use the right hand when receiving or giving something. 7. Do not use their right hand when receiving something. 8. Say greetings when entering the class. 9. Wear uniform regularly. 10. Students can respect their elder.
2	Language skills	<ol style="list-style-type: none"> 1. Students can explain the material that the teacher has presented. 2. Students can explain the material that has been explained. 3. Students listen and listen to the teacher who is explaining. 4. Students participate in talking when friends/teachers are talking. 5. Students politely ask the teacher if they do not understand. 6. Students can speak well. 7. Students can process good and correct language when speaking. 8. Students do not speak harshly when in class. 9. Students greet the teacher every morning
3	Manner of communication	<ol style="list-style-type: none"> 1. Students can speak politely and formally when talking to the teacher. 2. Students can do good, be humble, and speak softly. 3. Students respect the other person. 4. The teacher explains the learning material with a clear and sleepy voice. 5. Students can speak honestly and politely. 6. Students can reprimand the teacher if the teacher makes a mistake in a polite way. 7. Students can avoid talking that has no benefit. 8. Students always prioritize adab wherever it is

This research was conducted through several stages, first compiling a questionnaire using the research variables and then distributing the questionnaires to junior and senior high school students. After data collection was completed, the data analysis stage was carried out. The data analysis used was descriptive and multiple linear regression tests to get an overview of the data used in the study seen from the average value, standard, deviation, variance, maximum, minimum, and sum, as for the next step using multiple linear regression tests. In this research method, there are three variables, namely, norms of politeness, and language skills, where the two variables are found to have a significant effect on the variable of communication procedures. At the same time, the analysis is done by processing data using SPSS version 16.0 for Windows. This research was conducted through several stages, first by compiling a questionnaire using the indicators of the research variables.

The quantitative method is a research approach that prioritizes collecting and analyzing numerical data to describe occurring phenomena. This approach focuses on objective measurements and relies on statistical tools for analysis, such as surveys, experiments, or observations, that can be calculated and analyzed mathematically. Quantitative data is collected through questionnaires given to Abu Abdallah al Islami students in West Nusa Tenggara; as many as 92 respondents were involved in this study, and the questionnaire used is shown below. The data collection technique is carried out with the following steps (Yam & Taufik, 2021):

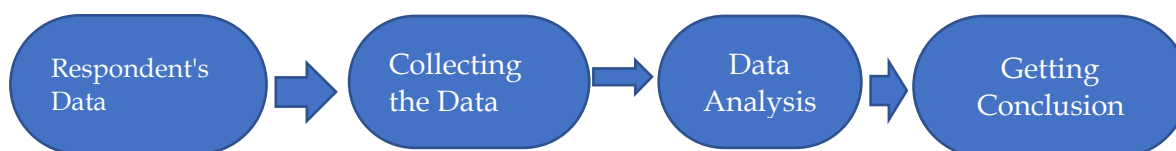


Figure 1. Quantitative Data Collection Techniques

C. Result and Discussion

Result

This study involves several stages to understand the effect of politeness norms and language skills on student communication procedures. The first stage involves preparing questionnaires using the research variables. The questionnaires that have been made are then distributed to respondents and go directly to schools to distribute questionnaires to students as a data collection method. After the data collection is complete, followed by data analysis, the data is applied to the data descriptive statistical method to provide an overview of the distribution of the data obtained.

The multiple regression test method analyzes the relationship between politeness norms and language skills in communication procedures.

Table 2. Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
Norms of politeness	92	22.00	38.00	30.0326	3.98197
Language skills	92	17.00	37.00	28.4457	4.20195
Manner of communication	92	18.00	36.00	28.4674	3.80702
Valid N (listwise)	92				

Table 2 illustrates the results of descriptive statistical analysis related to the norms of politeness (X1), language skills (X2), and manner of communication (Y) variables in this study. The mean of each variable shows that the norm of politeness has the highest value (30.0326), followed by the manner of communication (28.4674). In contrast, language skills (28.4457) had the lowest mean. Standard deviation provides information about the data distribution with the highest standard deviation value found in the language ability variable. This indicates the significant diversity of respondents' responses to the language ability variable, besides the minimum and maximum values providing the limits of data distribution. This descriptive analysis describes the data that has been collected as it is without intending to make conclusions that apply to the public. This study aims to provide an overview of the variables used, such as the minimum value, maximum value, average, and standard deviation in each study. Descriptive analysis is done by presenting data in a frequency distribution table, calculating the average value, total score, and the respondents' achievement level, and interpreting it. Descriptive statistical analysis aims to collect, process, and analyze data so that it can be presented better—furthermore, the results of multiple regression tests.

Hypothesis testing is a method of making decisions based on data analysis from controlled experiments or observations. In statistics, a result is statistically significant if the event is almost impossible to be caused by coincidental factors according to a predetermined probability limit. H_0 is accepted, and H_a is rejected if $\text{sig } F > 0.05$, which means that the independent variables have no significant effect on the related variables. H_0 is rejected, and H_a is accepted if $\text{sig } F < 0.05$, meaning that the independent variables significantly affect the related variables—furthermore, the results of the summary model are in Table 3.

Table 3. Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.431 ^a	.186	.167	3.493

a. Predictors: (Constant), language skills, politeness norms

In Table 3, based on the results of the determination test in Table 2, the adjusted R-square value is .167 (16.7%); this means that the independent in this study affects the dependent variable. The coefficient of determination (R) test is carried out to determine and predict how important the contribution of the influence of politeness norms (X1) and

language skills (X2) on communication procedures (Y). The correlation value of R is 0.431 from the output obtained the R Square coefficient of 0.186, which means that the influence of the norms of politeness and language skills variables is 18.6%. This value implies that the influence of the norms of politeness (X1) and language skills (X2) dramatically affects the variable manner of communication Y). Furthermore, the results of ANOVA are shown in Table 4.

Table 4. Anova^b

	Model	Sum of Squares	Df	Mean Square	F	Sig.
1	Regression	244.682	2	122.341	10.024	.000 ^a
	Residual	1073.999	88	12.205		
	Total	1318.681	90			

a. Predictors: (Constant), language skills, politeness norms

b. Dependent variable: manner of communication

Table 4 shows that the calculated F value is 10,024 with a significance level of 0.000 <0.05, so the regression model can be used to predict variables. The influence of all independent variables on the influence of politeness norms (X1) and language skills on the dependent variable (manner of communication) (Y). If the significance (Sig) <0.05 = significant, as above, the sign value of 0.000 means that the model is considered valid and has a significant effect. In the Anova test in multiple regression, of course, the F test will be calculated as a parameter in the simultaneous test; the simultaneous test here is to assess whether a set of norms of politeness and language skills variables can significantly affect the variable manner of communication. It is known that the value of f count is 10.024, and the pdf table is 2.31, testing the regression relationship between the independent variable of politeness norms (X) and language skills on the variable manner of communication. It is known that the value of the f count is 10.024, and the f table is 2.31. Testing the regression relationship simultaneously between the independent variable of politeness norms (X1) and language skills on the dependent variable has a significant effect on (communication manners) (Y), then the results of coefficients in Table 5.

Table 5. Coefficients

	Model	Unstandardized Coefficients		Standardized Coefficients	T	Sig.
		B	Std. Error	Beta		
1	(Constant)	16.652	3.886		4.285	0.000
	Politeness Norms	0.023	0.092	0.024	0.248	0.805
	Manner of Communication	0.392	0.087	0.432	4.476	0.000

a. Dependent Variable: manner of communication

Table 5 shows that the coefficient value (a) is 16.652 while the values of X1 and X2 (b regression coefficient) are 0.023 and 0.392, so the regression equation can be examined.

Meaning: The constant of 16.652 means that the consistent value of the variable is 16.652. The regression coefficient X1 of 0.023 to the X2 coefficient of 0.392 states that for every 1% increase in the norm of politeness, the value of politeness increases by 0.023, and the X2 regression coefficient of 0.392 states that every increase. Decision-making in multiple regression tests (RSquare) is 0.186, meaning that politeness norms affect language skills by 18.6%. It is known that the calculated F value is $10.024 > F$ Table 2.31 with a significance level of $0.000 > 0.05$, so the regression model can be used to predict the norm of politeness variable, or in other words, there is an influence of the norm of politeness (X1) on (Y). The results of this coefficient test show how influential the norms of politeness and language skills are on the dependent variable of how to communicate. This research can provide important instructions for teachers or community guidelines to improve the norms of politeness and language skills on how to communicate with students and teachers in civic learning subjects. The educational process will run conductively if the communication between students and teachers is harmonious. Communication between students and teachers cannot be judged only in quantity or intensity but also in terms of quality, such as communication ethics. One of the problems faced in education is the decline in student communication ethics to teachers. Communication ethics is the way a person conveys information by moral values so that it can judge whether someone's behavior is good or bad. For this reason, a program or forum is needed that accommodates students in self-actualizing and provides direction related to religious values in order to improve the quality of students' communication ethics to teachers (Nugraha, 2021).

Discussion

The association of fellow adolescents can affect the development of ethical manners when speaking in relationships, especially at school because teenagers will spend more time with friends at school. Spend more time with friends who are at school. The ethics of good manners and etiquette in socializing are needed to maintain good relationships between teenagers so that teenagers can get to know each other and help each other. Then, the behavior of teenagers can always be accepted by anyone who associates with these teenagers. Sometimes teenagers can distinguish ethics in friends they have known for a long time about themselves and new people, both about himself and new people or ethical people who must be respected, such as teachers and people who are new to him. who must be respected, such as teachers and parents. Good student communication skills not only have a good impact on the students themselves but also the teachers. Also has a good impact on the teacher. This happens because, from communication skills, the teacher can observe which students have mastered the material and which have not mastered the material taught. Various efforts have been made to develop mathematical communication skills. These efforts are based on supporting learning theories as a first step in determining what strategies are appropriate and what strategies will be suitable for developing students' communication skills (Hanisyah & Munahefi, 2024).

Interactive learning media affects elementary school students' speaking ability and Indonesian language skills. Students can practice speaking Indonesian directly through various interactive features, such as educational games, dialogs, and voice recordings. Speaking Indonesian directly. They can practice pronouncing words and sentences, improve pronunciation, and develop fluent speaking skills. Fluency (Nilasari & Astuti, 2024). Students become more confident using Indonesian in various communication contexts by participating in fun and challenging interactions. In addition, the use of interactive learning media also has a significant impact on students' significant impact on students' reading skills in elementary school (Simatupang et al., 2024).

The results of the analysis indicate that the norms of politeness and language skills have a significant influence on the manner of communication between students and teachers in ppkn learning, this supports the hypothesis that these variables have an influence on very effective communication as well as in this study the basic concept of norms of politeness plays a role for students in interacting with teachers and the school environment, good language skills facilitate effective communication, as for the impact of this study is to increase awareness of the importance of politeness in communication, and can increase the development of learning strategies that support the value of politeness in the curriculum and the importance of increasing awareness of good and polite language to anyone As for the difference between this research and previous research, this research focuses on language use in adolescents, while previous research only focuses on researching ethics and manners in general, and this research emphasizes the influence of politeness norms and language skills on education while research by musa focuses on language behavior. The general purpose of this research is to analyze the influence of norms of politeness and language skills on communication procedures between students and teachers in PPKN learning subjects between students and teachers and identify factors that influence students' language behavior.

D. Conclusion

The specific objectives of this study aim to identify the influence of politeness norms and language skills on communication procedures between students and teachers in PPKN learning subjects, analyze the relationship between language skills and effective communication, and find out how parents or communities can help children apply politeness norms and language skills that are good and correct. This study also aims to develop effective learning strategies to improve language politeness in students.

The impact of this study is to increase awareness of the importance of politeness in communication. It can increase the development of learning strategies that support the value of politeness in the curriculum and the importance of increasing awareness of good and polite language to anyone.

As for suggestions for further research, namely, to develop educational programs to improve the language and communication politeness of adolescents and examine the influence of social media on adolescent politeness, As for the difference between this

research and previous research, this research focuses on language use in adolescents. In contrast, previous research only focuses on research ethics and manners. This research emphasizes the influence of politeness norms and language skills on education, while research by Musa focuses on language behavior.

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