

## A pragmatics study on verbal abuse against women and children by Bengkulu communities on social-media, at schools, and in families

Irma Diani<sup>1\*</sup>, Arono<sup>2</sup>, Wisma Yunita<sup>3</sup>

<sup>1</sup>Pendidikan Bahasa Indonesia, Fakultas Keguruan dan Ilmu Pendidikan, Universitas Bengkulu, Jl. WR Supratman Kandang Limun Kota Bengkulu, Indonesia.

<sup>2</sup>Pendidikan Bahasa Inggris, Fakultas Keguruan dan Ilmu Pendidikan, Universitas Bengkulu, Jl. WR Supratman Kandang Limun Kota Bengkulu, Indonesia.

<sup>3</sup>[irmadiani@unib.ac.id](mailto:irmadiani@unib.ac.id), [arono@unib.ac.id](mailto:arono@unib.ac.id)<sup>2</sup>, [wismayunita@unib.ac.id](mailto:wismayunita@unib.ac.id)<sup>3</sup>

\*Corresponding author: [irmadiani@unib.ac.id](mailto:irmadiani@unib.ac.id)

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### ABSTRACT

This study aims to discuss verbal abuse against women and children on social media, at schools, and in families by Bengkulu communities in the coastal areas of the Bengkulu province. The verbal abuse was viewed in the use of the language based on pragmatic studies in terms of language functions, presuppositions and implicatures, language politeness, and the reaction of the community in every case of violence, especially family and society in this case family and society, in this case, social media. The design of this study was qualitative research with a phenomenology paradigm. This study involved 35 informants that spread on social media, at schools, and in families with a purposive sampling technique. The data were gathered through documentation and covert observation. The data were analyzed in three stages: data reduction, data display, and conclusion drawing. The triangulation technique was done by involving experts in pragmatics and women activists. The results revealed that there were 35 data on verbal abuse with details of 10 data on verbal abuse on social media, 13 data on violent verbal abuse in the family environment, and 12 data on verbal violence at school that occurred in Bengkulu province in the last three years (2018-2020). The verbal abuses occurred in the form of disrespectful words, bullying, cyberbullying, words that are considered demeaning, insulting, intimidating, blasphemous, homophobic, sarcastic, yelling, cursing, ridiculing, yelling, slander, harsh words, scolding, and nagging excessively, cold, and humiliating in public.



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## INTRODUCTION

Humans use language as a tool to communicate. In other words, language is a tool of verbal communication that is part of inseparable from human life (Ramli et al., 2022). The language used by humans to convey a message and meaning, thoughts, ideas, intentions, feelings, and emotions directly to other humans (Kurniati, 2017). People should pay attention to politeness in interacting using language so that verbal abuse could be prevented. It is intended that the message delivered can be well received by the interlocutor, and the interlocutor does not feel offended by what was said.

Language politeness or manners is one of the strategies to facilitate communication. The speaker's wishes and intentions can be obtained and well understood through politeness (Revita & Oktavianus, 2013). Politeness will connect language with various aspects of the social structure as only with rules of conduct or ethics (Gunawan, 2013). Thus, verbal violence in speaking can be avoided if the speakers use polite expressions so that the interlocutor does not feel hurt and violent verbally and non-verbally.



Linguistically, there is knowledge of Pragmatics that discusses meaning in context (Widya, 2017). Apart from paying attention to politeness, someone carrying out activities and communication must also pay attention to the ethics of politeness and the context (the interlocutor, place, and situation) and understand the meaning and purpose of the utterance to get effective communication (Kurniati & Izhar, 2015). If someone does not understand the context of the speech, then there can be misunderstanding leading to conflict and lead to verbal violence. Context is part of Pragmatic science and is very important and the basis of its existence. The study of intentions speakers, which is not context-based, no produce correct study results because they do not the existence of context will have implications for various kinds of ambiguity (Rahardi, 2020a). Furthermore (Rahardi, 2020b) stated that the social context of language always had a horizontal dimension, while the social context had a vertical dimension.

Verbal abuse is each a greeting addressed to someone who may be considered demeaning, disrespectful, insulting, intimidating, racist, sexist, homophobic, ageism, or blasphemous. Including making sarcastic statements, using a condescending tone of voice, or using excessive and unwanted intimacy (Howells-Johnson, 2000). Erniwati & Fitriani (2020) stated that verbal abuse was carried out through speech, namely yelling, cursing, insulting, ridiculing, shouting, slander, and saying rude and humiliating someone in front of the general with harsh words. Next, Huraerah (2018) mentions that verbal abuse has been done in the form of scolding, cursing, nagging, and yelling excessively, including uttering words which is not appropriate for children.

In Bengkulu province, Indonesia, communication in the form of spoken words that contain abusive language often occurs and causes criminal acts. The cases are in terms of violence against women and children and it has been a serious problem. The results of the preliminary study by interviewing the chairperson of the Women's Empowerment and Child Protection Office (henceforth DP3A-*Dinas Pemberdayaan Perempuan Perlindungan Anak*) of Bengkulu Province revealed that this institution recorded 286 violent cases in 2015. The number of cases that occurred in the January-June 2015 period increased significantly when compared to 2010 which reached 133 cases. The highest number of violence occurred in 2013 which reached 655 cases. While in 2021, there were 425 cases. These cases indicate that the number of violence was quite high. It could even be said that Bengkulu was in an emergency category because the percentage of violent cases is relatively high when compared to the population of Bengkulu Province which is only 2.010.670 (two million, ten thousand, six hundred and seventy) people (BPS Propinsi Bengkulu, 2021). These cases also show that the use of inappropriate language in communication has significant negative impacts on society, especially on women and children. They often became victims of verbal abuse because they are considered weak and not powerless compared to mature men.

Several scholars have conducted studies on verbal abuse such as verbal abuse in teaching and learning activities (Indrawadi et al., 2018; Muzir et al., 2020; Sabarua & Wote, 2018), verbal abuse on social media (Bertaglia et al., 2021; Utoro et al., 2020) such as Facebook and YouTube, against parents in poor urban families (Mahmud et al., 2020), and politeness concept in domestic violence against women (Revita et al., 2020). These studies found that verbal abuse exists in different settings and backgrounds of society in terms of inappropriate and disrespectful expressions. However, to the best of the authors' knowledge, there has been no study that investigates verbal abuse categories based on gender and age group in the Bengkulu Malay language on social media, at schools, and in families. In terms of social media, the previous study was on Facebook and YouTube, while this present study observed verbal abuse on Facebook and Instagram. Meanwhile, studies on the Bengkulu Malay language still focused on grammar (Supadi, 2015), swearing utterances (Rustinar, 2018) in certain events of communication, and politeness (Ariyanti & Lestari, 2018) expressed by the community of Pondok Besi Urban Village, Bengkulu City. These studies were done in with small sample sizes and research settings while this study's present study was conducted in the coastal areas of Bengkulu province. This area is dominated by

people who speak the Bengkulu Malay language and this language is a lingua franca of the Bengkulu province in communication (Diani & Azwandi, 2021).

Based on the gap in the study, this present study focuses on verbal abuse against women and children on social media, at schools, and in families in the last three years (2018-2020). Verbal abuse is terms of the use of language based on pragmatic studies in terms of language functions, presuppositions and implicatures, language politeness, and the reaction of the community in every case of violence. The innovations in this study were the discovery of various problems using the language of verbal violence. As a sign of this study, the pragmatic development model in minimizing verbal abuse in the Malay Bengkulu language to women and children on social media, at schools, and in families will be developed. It aims to educate the communities in the use of the Malay Bengkulu language based on politeness and maxim principles. It is hoped that the pragmatic development based on the results of this study will be able to decrease the amount of violence against women and children due to the use of abusive language. This will be implemented in its use in the community to have good language awareness and be polite, intelligent, and cultured.

## METHODS

This study used a phenomenology paradigm that explains phenomena that occurred in a natural situation. The phenomena were verbal abuse against women and children that occurred on social media, in families, and at schools in the coastal area of Bengkulu. This phenomenology paradigm was under in qualitative research approach based on Cresswell (2017). The main purpose of qualitative research used in this study is to uncover the forms of verbal abuse through utterances in Pragmatic studies by interpreting the meanings of the utterances that contain verbal abuse. Thus, this qualitative approach was used in this study to provide an objective description of verbal violence in the form of language usage in the Malay Bengkulu language.

The subjects of this research were Bengkulu communities in the coastal areas of Bengkulu province that spread on social media (10 informants), at schools (12 informants), and in families (13 informants) with the total of the subjects of this study was 35 informants in which they were as the perpetrators of the verbal abuse. They were taken by using the purposive sampling technique by following the theory of Cresswell (2017) who state that this technique is based on certain concentrations of the researchers. The concentration where the cases were verbal abuse against women and children in the form of language usage and functions during 2018-2020 that happened in the coastal areas of Bengkulu province. Thus, the informants were chosen based on the cases that happened in the field. Moreover, this study had been approved by some institutions in doing the observation and taking the documentation in the field such as the headmasters of SMP (*Sekolah Menengah Pertama* – Junior High School), SD (*Sekolah Dasar* – Elementary School), PAUD (*Pendidikan Anak Usia Dini* – Early Childhood Education), head of RT, and the chief person of the DP3A of Bengkulu Province. It aimed to get a legal license and avoided the conflict of interest in doing the study. The main objects of this study were language usage used in the community openly and based on the facts so that there was any intention to judge an individual or a group of communities.

The data collection techniques carried out in this research included: a) Documentation: It was used to collect data on various cases against women and children on social media. The verbal abuse that happened on Instagram and Facebook was documented by taking a screenshot of the posts; b) Observation: It was used to obtain data directly at schools and in the families who experienced the verbal abuse. The type of observation used was a covert observation by recording the phenomena that were observed in this study that aimed to get naturalistic data.

The data were analyzed qualitatively based on the theory of Miles et al. (2014) who employed three steps of analysis interactively. The procedures of this method were as follows;

- a. Data reduction,



All data gathered from documentation and observation were changed into transcripts. After that, the language analysis was done by data selecting the utterances that contained verbal abuse against women and children. Next, the selected utterances were read again and were grouped based on the pragmatic perspectives in terms of verbal abuse categories; language functions, presuppositions and implicatures, and language politeness which were under the pragmatics perspectives.

- b. Data display, and  
In this step, the data were displayed in a table based on the verbal abuse category.
- c. Conclusion drawing  
In this step, the conclusion was drawn by interpreting the results of the analysis.

In addition, data triangulation was done by involving experts and women activists to check the data analysis. It aimed to treat the validity of the data analysis. The experts were pragmatic lecturers who teach the pragmatic course and have done pragmatic studies. Those lecturers hold associate professor titles. The woman activist was the chairperson of the Women Crisis Centre (WCC) Foundation of Chaya Perempuan Bengkulu and a Parliament member for Bengkulu province.

## RESULT AND DISCUSSION

Data on verbal violence in Bengkulu province were divided into three distinct sections. They are verbal abuse on social media, in the family, and at school. The results and discussion of each result are presented as follows.

### Verbal Abuse on Social Media

#### Excerpt 1

The utterances below were delivered by a man named Deni to his girlfriend whose name was Lisa in the Facebook comment column. At that time, they had just finished playing a game and Lisa made a post on her Facebook page that he had just played a game with Deni. At that time, they lost, and then Deni comment on Lisa's post. Because of the rude comments, Lisa was hurt and did not accept them. He did not want to play games with Deni.

- 1 Deni : *'Ab bengak nian kau main Lis! (Waduh bodoh sekali kamu bermain Lis! – Ouch, you are so stupid at playing games, Lis)*
- 2 Lisa : *'Mano pulo.' (Mana pula – No, I am not)*  
*'Lah tengok tu nah buyan karakter kau mati terus! (Haduh lihat saja kamu bodoh*
- 3 Deni : *sekali bermain karakter game kamu mati terus! – Ouch Look! You are so stupid*  
*playing the game characters. It is always died)*  
*'Dablah eh male aku main samo kau lagi! (Sudah lah malas lagi aku bermain sama*
- 4 Lisa : *kamu lagi! – That is enough. I do not want to play the game with you*  
*anymore)*  
*'Yo udah aku jugo dak galak main samo kau jugo! (Ya sudah aku juga tidak ingin*
- 5 Rabil : *bermain sama kamu lagi! – Ok, fine. I also do not want to play with you*  
*anymore!)*

The forms of utterances 1 and 3 expressed by Deni contained verbal abuse. The utterances were considered rude, ridiculing, nagging, scolding, humiliating in public, insulting, and saying superfluous words that were not appropriate for a woman. This could be seen in 1st and 3rd utterances moments Deni said that Lisa *'bengak'* (stupid) and *'buyan'* (loser).



### Excerpt 2

The extract below was delivered by a Facebook social media user a man against a woman on August 20, 2021, on the Bengkulu Info page. Bengkulu admin info posted an article on his Facebook page about young women achievers, namely the former palace football team who is now the youngest female police chief. At that time the Bengkulu Info admin posted one article on his Facebook page about women Bengkulu youth who excel, namely former Paskibra palace who is now Kapolsek's (Police Chief) youngest woman. Then came the various reactions from Bengkulu netizens who gave comments in the Facebook comment column on the Bengkulu Info account.

1 Admin

*"Berikut sosok Ipda Nadya Ayu Nurlia dari Bengkulu, Eks Paskibra Istana yang kini jabat Kapolsek wanita termuda"* (Here is the Second Police Inspector, Nadya Ayu Nurlia from Bengkulu. She was a former of the Heritage Flag Hoisting Troop at the National Palace and is currently the youngest female police chief)

2 Netizen 1

*"Biaso lah min anak pejabat jadi pejabat, lah ado bagiannyo."* (*Biasalah min anak pejabat jadi pejabat, sudah ada bagiannya*) - It has been a habit, she is the daughter of an official being an official. She has got a privilege for the position)

3 Netizen 2

*"Sudah pasti, ndak jadi apopun pasti jadi, karena udah ado jatah kalau anak pejabat."* (*Sudah pasti, mau jadi apopun pasti jadi, karena sudah ada jatah kalau anak pejabat* - Of course, what she wants will come true because there is a privilege for the daughter of an official)

4 Netizen 3

*"Kalo otak dk memadai dk jugo bisa"* (*Kalau otak tidak memadai tetap saja tidak bisa* – if she is mindless, she cannot have that position)

5 Netizen 2

*"Otak idak memadai, tapi fulus memadai"* (*Otak tidak memadai, tapi uang yang memadai* – She is mindless, but she has much money)

The utterance form of Netizen 1 and Netizen 2 contained verbal abuse meaning defamatory speech, and humiliation in public with sarcastic words. This can be seen in utterances 2,3, and 5 which say that the position obtained by Ipda Nadya Ayu Nurlia is a help because he is a child official, not from his efforts. whereas it is known that he is a young woman who excels in the former palace football team and is a graduate of the applied policy degree year 2020. Thus, the position obtained by her as the youngest female police chief can say to be the result of his labor.

### Excerpt 3

The utterances below were delivered by a Facebook social media user, a girl, on May 8, 2021, on his Facebook wall. That girl read news posted by a TS (Thread Starter) in the Orang Kepahiang group and share it on his wall. This post contained about a young woman who end his life by hanging herself after having a chaotic fight with her husband. At that time, The Orang Kepahiang's admin posted a piece of news that was a young woman who committed suicide with how to hang herself due to noise from her husband. Then the news was shared by a female netizen on Facebook. She gave a rave notice to the woman who ended her life.



- TS : *“Diduga ribut dengan suami, mama muda gantung diri.”* (The youngest mother is suspected of making a fuss with her husband, she hung herself)  
*‘Itula bodong nyakiti diri dewek praii bigal jadi tino kito mati lanangnikah lagi lemak lab dio yg mati kito yg bisa nikah lagi! (Inilah bodoh menyakiti diri sendiri berhenti tolol jadi perempuan kita mati laki-laki menikah lagi enakan dia yang mati kita yang bisa nikah lagi! – How foolish she is. She hurts herself. Stop being a stupid woman. If we died, our husband would get married again. It is better for us if he dies and we can get married again)*

The form of Netizen's utterance above contained verbal abuse with the meaning of scolding speech, cursing, nagging, harsh words, and snapping excessively. It looks in utterance 2 when saying that the woman who ended her life is "Bodoh (stupid) and 'bigal' (stupid). This matter includes verbal violence even though victims who have been cursed and scolded died, this utterance was being seen and judged by others and it made an impression inappropriately.

#### Excerpt 4

The speech below was delivered by a bullying child to their peers. The perpetrator made a clarification apology video after being viral and it was posted by the admin of Bengkulu Info on Instagram. This clarification apology video was addressed to the community and victim. This post invited various reactions and comments from netizens on Instagram. In the video, the perpetrator regrets his actions, but various comments from netizens. They are as follows.

- 1 Netizen 1  
*“Admin kalo klarifikasi tu mukonyo dak usab ditutup, apodio daksetimpal kek gaweannyo tu”*  
*(Admin jika membuat vidio klarifikasi mukanya tidak perlu ditutup, apaan tidak setimpal denganperbuatan yang ia lakukan – Admin, if you post a clarification video from the perpetrator, do not blur the perpetrator's face)*
- 2 Netizen 2  
*‘Iyo nian tu, ndak amb cabe mulutnyo klarifikasi-klarifikasi muda nian minta maaf bae’*  
*(Iya betul sekali, mau saya kasih cabai mulutnya klraifikasi-klarifikasi mudah sekali mintaa maaf saja – yes, it is correct. I will put some chili papers on her mouth. It seems easy for her to apologize by giving clarification)*
- 3 Netizen 3  
*“Enak nian muncung kau ngecek mintaa maaf, kemarin cek gerot nian babi sorangko. Cubo aku nokok palak kau dulu siko. Dak biso aku sabar-sabar lagi nengoknyo, la muak aku ni.’*  
*(Enak sekali mulut kamu mengucapkan permintaan maaf, kemarin seperti orang kuat babi yang satu ini. Coba aku getok kepala kamu dulu sini – It is too easy for you asking apologize, yesterday, this pig looks like a strong person)*
- 4 Netizen 4  
*“Betul nian tu bang, muko ditutup-tutup dasar mental cupu, mental kerupuk”*  
*(Betul sekali itu bang, muka ditutupin dasar mental cupu, mental kerupuk – It could not agree anymore, her face is blurred, she has geeky mental and chip mental)*

The form of utterances by Netizens 2, 3, and 4 contain verbal abuse with the meaning of speech that is considered threatening, demeaning, disrespectful, insulting, intimidating, blaspheming, cursing, nagging, and yelling excessively. What was already seen in speech 2 by Netizen 2 said that he would put chili in the mouth of the bully perpetrator. As seen in story 3 by Netizen 3 when he said to face the culprit looks like a pig and threatened will knock on the head of the perpetrator. Finally, in speech 4, it is by Netizen 4 says the mentality of the perpetrator is stupid and like shrimp crisp. It can be seen from their comments give there is a sense of anger and anger that is very big to the perpetrator so they vent it by raining bullies with comments spicy.

### Excerpt 5

The data below was delivered by some Netizens to women as a victim of fraud from fake police whose news was posted by the admin of the Bengkulu Info Account on Instagram. The admin posted an article on the Instagram feed about fake police who succeeded deceived 5 widows and a midwife. The fake police rank was IPDA (Second Police Inspector), but his real job was as a carpenter. This post invited various comments from netizens of Bengkulu on the Bengkulu info account's comment column. The comments are as presented as follows.

1 Admin

*"Lagakunya Polisi pangkat Ipda, pria tukang kayu ini sukses hamili 5 janda dan Bidan"* (Acting like a second police inspector ranked, this carpenter has successfully conceived 5 widows and a midwife)

2 Netizen 1

*"Nah para civikk, jngn pdang seragam bbb"* (Nah para perempuan, jangan memandang seragam haha - to women, do not look at the person's uniform haha)

3 Netizen 2

*"Kebigalan tinau gegara nginak baju"* (Kebodohan perempuan karena melihat baju - The stupidity of women because of looking at the person's uniform)

The form of speech 3 by Netizen 2 contained verbal violence. The speech is considered not polite, rude, condescending, cursing, or scornful. This can be seen when Netizens 2 mentions the woman who was deceived by the police fake as 'bigal' (stupid).

The findings show that verbal abuse against women occurred on social media such as Facebook and Instagram platforms for those who live in the coastal areas of Bengkulu province. These findings are similar to [Utoro et al. \(2020\)](#) who found that some comments on Facebook contain verbal abuse include including terms of swearing, hyperbole, dysphemism, stigmatization, and association with animals. Moreover, these findings confirm the statement of [Bertaglia et al. \(2021\)](#) who state that nowadays many popular cases of verbal abuse of language occur on social media platforms more than half of the online harassment cases occur on social media platforms. These cases are carried out by the social media users such as Facebook, Instagram, Twitter, and Tiktok.

These findings imply that the attitudes of social media users are low in arguing, commenting, stating, and giving responses to the criminals or perpetrators of various criminal cases that happen in a society that is posted by media account on social media. Moreover, it also occurred for the individuals who share a status on their social media accounts. In the social life of society, the term ethics interacts with people one's morality ([Nugroho, 2018](#)). In other words, people who have no ethics are the same as immoral because their actions and written expressions carried out by them are not based on good considerations when writing comments on social media's comment columns.

The verbal abuse on social media that occurred in this study shows that social media users do not use polite utterances. It is possibly caused by they are free to do these. There are no features that can filter the comments in the comment column that contain verbal violence on social media ([Utoro et al., 2020](#)). As a result, social media users are free to express verbal abuse to the status and posts that are posted by the users.

## Verbal Abuse at Schools

### Excerpt 1

The speech below was delivered by a male student named Udin to friends of a girl named Lala Saat learning Indonesian in class takes place. At that time Udin and Lala were doing the Indonesian assignment given by the teacher. At that time Udin was doing the assignments given by the teacher while Lala has not finished working on them yet even though the school bell is about



to come sound. Seeing this, Udin ordered Lala to quickly finish her task but in a harsh tone. while That's Lala does not accept the harsh words that Udin threw at him.

- 1 Udin : *'Oi la kau udah ngerjoi Babasa Indonesia?'* (*Woy la kamu sudah mengerjakan tugas Babasa Indonesia? – Have you done the Indonesian's assignment?*)
- 2 Lala : *'Belum din, santai dulu lah.'* (*Belum din, santai dulu lah – No, I have not, I will relax myself first*)
- 3 Udin : *'Cepekla kerjoi bengak, bentar lagi bel bunyi!'* (*Cepat kerjakan bodoh, sebentar lagi bel berbunyi! – Do it soon, stupid. The bell is about to ring!*)
- 4 Lala : *'Lah biasa bae nak nyegak nian!'* (*Biasa saja kali mau marah sekali – take it easy, do not be angry!*)

The form of speech 3 by Udin contains verbal violence. The speech is considered rude, cursing, and saying words that are excessive that should not be said to his friend. It can be seen in speech 3 when Udin said Lala was 'stupid' (stupid).

#### Excerpt 2

The speech was conveyed by a student to other students in the school canteen. The student came to the canteen and saw his friend ordering 2 servings of noodles. At that time one of the students came to the school canteen and accidentally saw his friend eating 2 servings of noodles. Seeing this, the student immediately gave a joke to his friend. But this was taken seriously by his friend so he was hurt and did not like his friend's joke.

- Student 1 : *Wai kerbau-kerbau makan mie langsung duo porsi perut karet'. (Wai kerbau-kerbau makan mie langsung dua porsi perut karet – Wow, there are two buffaloes eating two bowls of noodle)*
- Student 2 : *"Yak terserah ambo ngapo kau yangsewot ambo yang bayar bukan kau!" (Ya terserah aku kenapa kamu yang sewot aku yang bayar bukan kamu! – It is up to me. Why are you very emotional? The bill is on me, not yours)*

The form of speech 1 by Student 1 contained verbal abuse. The speech was disrespectful, insulting, blasphemous, and humiliating in public. This was proven when Student 1 said that Student 2 was like a buffalo and his stomach was a rubber stomach because he had eaten two servings of noodles. Although it is considered a joke by his fellow friends. But the joke was taken seriously by Student 2 so it made him feel hurt.

#### Excerpt 3

The speech below was conveyed by a male student to another male student in front of the class. The student saw his male friend gathered and playing with his female friend. At that time, a male student passed in front of the class and saw a group of students gathered consisting of one male student and the rest female students. Seeing this, the male student threw a joke at the other male student. But the male student took this seriously so he was hurt and did not like the student's jokes.

- Student 1 : *'Kau ko awak lanang main kek betino banci nian maro woy.'* (*Kamu ini padahal laki-laki main dengan perempuan banci sekali malu woy – You are a man who makes does domestic abuse to a woman. You are siss. What an embarrassing act*)
- Student 2 : *„laju apo urusannyo kek kau, ambo ngucak kau bae idak.“* (*Jadi apa urusannya sama kamu aku ganggu kamu saja tidak – so what is your business, I do not bother you*)

The form of speech 1 by Student 1 contained verbal abuse. The speech was considered demeaning, disrespectful, insulting, intimidating, blasphemous, homophobic, and humiliating



someone in public. Although it was considered a joke by his fellow friends. However, the joke had been taken seriously by Student 2 so it made him feel hurt.

#### Excerpt 4

The utterances below are conveyed by one student to another student in the school. The student asked his friend to smile at the student who was carrying out an internship at his school. At that time, students were walking, and just then an intern passed by in front of him. One of the students smiled and told his friend to smile at the intern too. But the friend was angry and refused to smile at the intern.

- Student 1 : *Woy senyum kau ko idak sopan keke guru PPL.* ("Woy senyum kamu ini tidak sopan dengan guru PPL – Hey, please smile. You are not polite to the pre-service teachers)  
Student 2 : *'Aposib sok ngatur-ngatur, terserah ambo lah ndake senyum apo idake keke guru PPL.'* (*Apasib sok ngatur-ngatur, terserah aku mau senyum atau tidak dengan guru PPL!* – What is it? You control me too much. It is up to me. if I smile or not with them)

The form of utterance 2 by student 2 contained verbal abuse. The speech was considered not polite, and cold, and refused to accept invitations to respect elders. As students, they should respect their teachers and people older than them.

#### Excerpt 5

The following statement was conveyed by a woman to her female friend at school. Her name is Viona and her friend is named Nova. At that time Viona and Nova accidentally met at school. At that time Viona accidentally met his friend Nova at school. Viona at that time saw that Nova was getting fatter and Viona finally threw a joke on Nova. Nova's joke was taken seriously by Nova, which made Nova hurt.

- 1 Viona : *'Woi Nopa, tamba gendut bae badan kau kini pasti tiduk tulah gawe kau ni kan hababa.'* (*Woi Nopa, tambah gendut saja badan kamu sekarang pasti kerjaan kamu ini tidur saja kan hababa – Hei Nopa, your body look fatter now. I believe that you spend too much time for sleep, don't you?*)  
2 Nova : *'Woi baru jugo betemu, basing bae kau ni ngecek dak!'* (*Woi baru saja bertemu, asal-asalan saja kamu ini berbicara ya – Hey, We have just met. You talk too carelessly*)  
3 Viona : *'Lab nian cek babi pulo hababa.'* (*Lab serius seperti babi pula hababa – I am serious. You are like a pig hahaha*)  
4 Nova : *'Way kau jangan cek itu dak!'* (*Waduh kamu jangan seperti itu! – Ouch! Do not be like that!*)  
5 Viona : *'Wai selo bae Nopa, amb komemain be agak nyegak nian.'* (*Wai biasa saja Nopa, aku ini hanya bercanda saja terlalu marah sekali – Hey, It is just chill out, Nopa. I am just joking. You are too angry*)  
6 Nova : *'Main-main aponyo kalo lah bawak fisik!'* (*Main-main apanya jika sudah bawa fisik! – It is not a joke if you involve physic*)  
7 Viona : *'Lab web, baperan nian jadi orang babi!'* (*Lab, kamu baperan jadi orang, babi! – Hey, you are a very tempered person, pig!*)  
8 Nova : *'Yo seralah kau bae, malas lagi amb!'* (*Ya terserah kamu saja, malas lagi aku! – It is up to you, I do not like it anymore*)

The forms of utterances 1, 3, and 7 spoken by Viona contained verbal abuse. Verbal abuse arose since her speech was considered disrespectful, insulting, demeaning, blasphemous, sarcastic, and humiliating someone in public. This can be seen when she calls Nova getting fat, like a pig, and calls Nova a pig. Even though it was all just a joke and a joke between friends, the joke hurt the heart of the interlocutor, Nova, so it hurt him. It's better if you want to give a joke, just a proper joke.



The results show that verbal abuse exists in the school and is practiced by students. Verbal abuse through utterances is done straightforwardly or not manifested in impolite and humiliating words (Sabarua & Wote, 2018). This case occurred between students and students, and students to teachers. Brennan (2006) claims that verbal abuse will make someone feel uncomfortable with utterances. It has negative impacts on the victims. The cases of verbal abuse through utterances that occurred in schools imply that the students rarely use polite utterances when utterance and communicating. The findings of this research question are similar to Sabarua & Wote (2018) and Muzir et al. (2020). These studies found that verbal abuse through utterances still exists in schools which are done by students and teachers. These findings imply that both students and teachers do not use language that is suitable for educational settings and Indonesian culture.

There are some possible reasons for the cause of verbal abuse through utterances in schools. Sabarua & Wote (2018) claim that internal and external factors cause verbal abuse to occur at schools. Internal factors are possibly caused by students' experiences suffering verbal language abuse/harassment as victims in their lives. Moreover, students or perpetrators may not get enough education from their parents about using polite language in communication-based with the students' local culture and language. The external factors are possibly caused by the environmental situation and conditions which cause students to have bad habits and attitudes of saying verbal harassment. Furthermore, students' local cultural habits of using abusive language, swearing words, and bullying in students' daily conversations in Bengkulu. They may think that those utterances are acceptable to their friends. Rionaldi (2014) emphasizes that verbal language abuses also occurred due to lacking knowledge on the matter of verbal violence itself. In other words, students do not know the effects of those utterances on the victims.

### Verbal Abuse in Families

#### Excerpt 1

The speech was delivered by a sister girl to her younger sister named Aline at home. The sister saw the house was dirty and told his sister to sweep the house. At that time the older sister and younger sister are relaxed at home. Because being having fun doing something the younger brother named Aline said later, she would sweep after the job is done. Because she was angry when the brother said his sister was stupid and lazy because they don't want to sweep House. The sister did not accept it because she was already called stupid and lazy by his brother.

- 1 Ayuk : *'Dek sapu la rumah! (Dek sapu rumah! – Sister, please sweep the house!)*
- 2 Aline : *'Iyo kelak dulu.' (Iya sebentar dulu – Ok, wait a minute)*
- 3 Ayuk : *'Kau ko bengak, malas nian jadi orang!' (Kamu ini bodoh, malas sekali jadi orang! – You are a stupid and lazy person)*
- 4 Aline : *'Lab biaso bae, nak marah ajo!' (Ya biasa saja, mau marah saja! – juts chill out. You are always upset to me)*

The form of speech 3 by the sister was containing verbal abuse. The speech was considered rude, cursing, yelling, nagging, snapping, and saying excessive words that should not be said to his brother. This can be seen in 3 sentences when the sister said Aline her sister is 'stupid' (stupid).

#### Excerpt 2

The following statements were conveyed by a mother to her child when her child came home from school. The child's name is Amir. At that time, he came home from school and had finished carrying out his exams. Then he showed his test results to his mother. He has just finished his school exams. When he arrived home, he showed the results of the test scores. He had obtained to his mother. His mother was angry when she found out that his scores were bad.

- 1 Mother : *'Nagapo nilai kau ni buruk nian?'* (Kenapa nilai kamu ini jelek sekali? – Why are your score very bad?)
- 2 Amir : *'Maaf bu, aku idak teliti.'* (Maaf bu, aku tidak teliti – I am sorry, Mom. I am no careless)  
*'Menurut ibu, bukan karena idak teliti. Kau ni pasti malas belajar, kerjo kau ni main hp tulab idak pernah ibu nengok kau tub belajar.'* (Menurut ibu, bukan karena tidak teliti. Kamu ini pasti malas belajar, kerjaan kamu ini bermain hp makanya ibu tidak pernah melihat kamu itu belajar – In my opinion, it is not. It is because you are too lazy to study. Your work is always to watch cell phone. I have never seen you to study)
- 3 Mother : *'Maaf bu, idak aku ulangi lagi. Aku bakal lebih giat lagi belajarnya.'* (Maaf bu, tidak akan aku ulangi lagi. Aku akan lebih giat belajarnya – I am sorry mom. I will not do it again. I will study hard)

The form of Amir's mother's speech contained verbal abuse with the meaning of speech that scolds and scolds Amir. This can be seen in speech 3 when Amir's mother said that his grades were bad not because he was not careful, but because he was lazy to study and preferred to watch on his cell phone. His mother should give motivated and enthusiastic to him so that he can improve his learning achievement.

#### Excerpt 3

The following statement was conveyed by a mother to her 6-year-old child outside the home. The mother was angry with her child because it was late in the afternoon and she had not come home because her son was playing. At that time the mother went to look for the whereabouts of her son who until the afternoon had not returned home because he was busy playing with his friends. When she met her child, the mother vented her emotions to her child with harsh words. The child looked very scared and obeyed the words of his mother who told him to go home.

- 1 Mother : *'Baliklah anjing, dari pagi ke petang disiko tulab gawean kau!'* (Baliklah anjing dari pagi sampai sore disinilah terus kerjaan kamu – Hey bitch, go home now. From morning to evening, you are always here)
- 2 Daughter : *'Iyo agek ehh.'* (Iya bentar lagi – Yup, in a minute)  
*'Balik dak kau, melawan nian kau anak setan!'* (Balik gak kamu, benar-benar melawan kamu, anak setan! – Are you going to home or not? You really make insubordinate, demond child)
- 3 Mother : *'Iyo.'* (iya - ok)

The forms of utterances 1 and 3 by the mother had a part of verbal abuse. The speech was conveyed in a tone that shouted, shouted, and was abusive words and should not be spoken to children who are still in the process of development. This can be seen when the mother curses her child as a dog and demon child.

#### Excerpt 4

The speech was conveyed by a father to his daughter named Tia. Tia is the second child who is not very smart and likes to be lazy. While her sister named Ria is a beautiful and intelligent child. Reports have just been distributed. Tia did not get in the top 10 while her sister Ria got ranked 1 in her class. At that time, Tia and Ria had just come home from school after the distribution of report cards at their school. At that time Ria said that she got the first rank in her class, while her sister Tia was not ranked in the top 10 in her class. Knowing this, the father praises Ria and scolds Tia instead.



- 1 Father : *'Ngapo pacak kau idak dapek rangking Tia? Ngapo kau bodo nian sampai dak masuk 10 besar!'* (Kenapa bisa kamu tidak mendapatkan rangking Tia? Kenapa kamu bodoh sekali hingga tidak masuk 10 besar! – Why did noy you get a rank, Tia? Why are you very stupid so that you were not in the top ten in the class?)
- 2 Tia : (Terdiam – fall silent)
- 3 Father : *'Ai bigal kau ni Tia, tengok ayuk kau itu nyo bae pacak dapek rangking 1 dikelasnya, kau kapan pacak dapek rangking 1?'* (Haduh bodoh kamu ini Tia, lihat kakak kamu itu dia saja bisa mendapatkan rangking 1 dikelasnya, kamu kapan bisa dapat rangking 1? – Oh Gosh, you are stupid, Tia. Look at your sister, she could get the first rank in her class. When will you get it?)
- 4 Tia : *'Tia lah berusaha Pak, tapi cak itulah yang biso Tia dapek.'* (Tia sudah berusaha Pak, tapi seperti itulah basil yang bisa Tia dapatkan – I have done my best, Dad but I only could achieve this result)
- 5 Father : *'Sebarusnyo kau tu belajar terus, jangan asik bae main hp idak ingek belajar, malah main terus.'* (Sebarusnya kamu itu belajar terus, jangan asik saja bermain hp tidak ingat belajar, malah main terus – You should keep studying. Do not always watch your cell phone. You do not remember to study. You spent too much your time by watching the cell phone)
- 6 Tia : *'Iyo Pak besok Tia belajar lebih giat.'* (Iya Pak besok Tia belajar lebih giat – I will Dad, I will study hard later)
- 7 Father : *'Hp tu buek belajar, idak bukak yang idak penting Tia, tulah jadi bigal kau?'* (Hp itu untuk belajar, tidak dibuka untuk yang tidak penting Tia, makanya jadi bodoh kamu? – The cell phone is used to study. It is not to open important things. It makes you stupid)
- 8 Tia : *'Iyo maaf Pak.'* (Iya maaf Pak – I am really sorry, Dad)

The forms of utterances 1, 3, and 7 by the father were found of verbal abuse. The speech was considered rude, with cursing, yelling, shouting, and nagging excessively, including saying words that are not appropriate for children. It can be seen in the father's speech that he said his daughter was 'stupid' and 'bigal' (stupid). The father should motivate his daughter so that she can improve his learning achievement, not intimidate her.

#### Excerpt 5

The story was conveyed by a woman named Enjel to her female friend named Jihan at Engel's residence. At that time Jihan was playing at Enjel's house and Jihan saw that Enjel was feeling annoyed. At that time Jihan was playing at Angel's house and Jihan asked why Enjel looked angry. When she asked her, it turned out that was the reason that made Enjel angry. It was because she was upset. After all, her sister took her workbook and it turns out that tomorrow the assignment will be submitted.

- 1 Jihan : *'Ngapo kau ko marah-marab?'* (Kenapa kamu ini marah-marab? – Why are you angry?)
- 2 Enjel : *'Kesal nn ambo hariko Ji.'* (Kesal sekali aku hari ini Ji – I am really upset today, Ji)
- 3 Jihan : *'Ado apo emang nyo?'* (Ada apa emangnya? – What is wrong?)
- 4 Enjel : *'Adek ambo kona pantek nian coret-coret buku tugas ambo, besok nak dikumpul pulo tugas ko.'* (Adik aku ini pantek sekali coret-coret buku tugas aku, besok mau dikumpul pula tugas ini – my sister is really ass, she made notes on my assignment book, tomorrow it is going to be submitted)
- 5 Jihan : *'Galak buku kau tu di coret-coret kek adek kau? Haha.'* (Sering buku kamu itu di coret-coret sama adik kamu? – Does your sister make notes on your book? hahaha)
- 6 Enjel : *'Iyo galak nian nyo cak itu byuan nian nyo ko.'* (Iya sering sekali dia seperti itu bodoh sekali dia itu – Yes, it does. She often does it. She is very stupid)
- 7 Jihan : *'Kasi tau elok-elok ajo kek adek kau dakusah nak marah-marab nian.'* (Beri tahu baik-baik saja adik kamu tidak perlu mau marah-marab sekali – You should advise her patiently. You do not need to be very angry to her)

The utterances in forms 4 and 6 by Enjel contained verbal abuse. These utterances were considered rude, cursing, yelling, shouting, and nagging excessively, including saying inappropriate words to her little sister. It can be seen in Enjel's speech that she said his sister was 'pentek' (ass) and 'buyan' (stupid). As an older sister, Enjel should have told and taught his sister patiently, instead of scolding her.

The results show verbal abuse through utterances in the family that live in the coastal areas of Bengkulu province. Moreover, these findings show that verbal abuse through utterances was mostly carried out by parents to their children and occurred for the women victims. These findings support the research findings of [Mahmud et al. \(2020\)](#) who found that verbal abuse occurred in a family who live in an urban area and the condition of poor economic status. Some factors that caused these phenomena are a lack of education, economic (low income), habits, or environment ([Mahmud et al., 2020](#)). The preparators of verbal abuse who have low education seem not to know how to educate their children in using polite language. They may think that the verbal abuse that they expressed is acceptable for their children, but it is not. [Utami et al. \(2014\)](#) and [Suyanto \(2010\)](#) stated that getting lower parents' education would be getting higher the verbal abuse against children including women. It is because they might think that the children are regarded as a weak individual and do not know many things. This factor is suitable for the condition in the coastal areas of Bengkulu province where the parents have low education and most of their professionals is a fisherman, builders, and traders.

The next factor is caused by the economic status of the parents. The community that lives in the coastal areas is lower economic status and often does verbal abuse ([Indrawadi et al., 2018](#)) because they live in poverty conditions. This poverty condition influences the preparators' (such as parents and children) emotions in saying something or in communicating. As a result, verbal abuse in terms of rude, cursing, yelling, and shouting is expressed by them, for example, "anjing (dog or bitch), pantek (ass), and buyan (stupid)" to the victims. The poverty condition makes the preparators cannot control their emotion when they get angry ([Mahmud et al., 2020](#)).

The last factor is caused by the habits of the people who live in the coastal areas. Their environments are mostly of the same social status and age. Using impolite and verbal abuse language for them is a habit. These utterances are used by them in their daily lives. Meanwhile, the language that they use is not appropriate for the youngest generation. [Mamesah \(2018\)](#) states that verbal abuse is the violence of words that causes pain of feeling and psychically hurt. It can hurt their children mentally and it has bad impacts on their children in the future.

Regarding the findings of this study, the verbal abuse against women and children on social media that happen in the Bengkulu communities is considered as the most worrying than the cases at schools and in families. The social media users on Instagram and Facebook cannot control their language or utterances through the comments that they posted. They are free to speak or write anything they want without thinking about the effects of their utterances on the victims and others. These comments or speeches will be read and listened to by the public easily because most people now use social media in communication. Meanwhile, the verbal abuse in the families and at schools still can be controlled by the neighborhoods and the head of RT (known as *Rukun Tetangga* – The Neighbourhood Association) Neighbourhood if the case is in the family and by teachers if the case is at schools. They can advise the perpetrators directly, while it is difficult to be carried out on social media, the use of polite expressions in communication must be used by the communities in all aspects of life and places.

## CONCLUSIONS

As argued in the results section, it can be concluded that there are still many forms of verbal violence that occurs in the community in Bengkulu province both in the family environment, social media, and schools. Forms of verbal abuse found in the form of rude words, bullying, cyberbullying, words that are considered demeaning, insulting, intimidating,





blasphemous, homophobic, sarcastic, yelling, cursing, insulting, ridiculing, shouting, slandering, harsh words, scolding and nagging excessively, coldly, and publicly humiliating. Victims of verbal violence are targeting women and children. This study found 35 data on verbal violence against women and children on social media, families, and schools in the coastal area of Bengkulu province with details on 10 data on verbal violence that occurred on social media, 13 data on verbal violence that occurred in the family environment, and 12 data on verbal violence that occurred in the family. verbal violence that occurs in the school environment.

In addition, this study has some limitations. The subjects of this study are limited to the community in the coastal areas, verbal abuse against women and children, and the Malay Bengkulu language. Moreover, this study only focuses on the forms of verbal abuse viewed in the use of language. Therefore, studies of verbal abuse in different locations (Urban and Rural areas) and other languages in Bengkulu province (e.g., Serawai, Rejang, Lembak, Kaur, and Pekal languages) with more sample sizes are suggested to be investigated by further researchers. It aims to decrease the number of violence and criminal cases using appropriate language in daily communication of every community or ethnic group in Bengkulu province.

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