

# Identification Emotional Markers as a Strategy for Building Communication Functions through Serial Speech *Keluarga Beti*

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**Abstract.** The use of a person's language can determine the emotions that are being felt. Language as an expression of emotion can be found in various literary works, one of which is the comedy humor series. Emotions in a series can be seen through the accompanying verbal and non-verbal cues. This study aims to identify the function of language in the expression of angry emotions and satirical language styles contained in *the Beti Family series* in 2019 YouTube channel. This research is a type of descriptive qualitative research. The theory used in this study is the theory of language functions put forward and the theory of emotions. The results of this study indicate that there are five language functions in the expression of angry emotions, namely expressive functions, conative functions, referential functions, metalingual functions and phatic functions. Expressions of angry emotions are emphasized with emotional cues.

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## 1 Introduction

Emotions are a person's condition in certain situations which are shown through body expressions. Emotion refers to a typical thought, psychological and biological conditions, as well as various tendencies in acting [1]. Emotional expressions can affect a person's actions. The action taken is determined by the situation that is being felt by the individual [2].

In everyday life individuals can experience different situations that can express positive or negative feelings. These positive feelings, for example happiness, smiling, and laughing while negative feelings such as sadness, anxiety, or frustration [3]. One of the emotions that humans often feel is anger. Anger can be caused by internal factors, such as personality, lack of problem solving skills, depression, anxiety, and external anger factors such as traffic jams, loud noises, the influence of friends, social media, and others [4].

Angry emotions can be expressed in three ways, which are called anger in, anger out, and anger in control [3]. Anger in can be interpreted as angry emotions that are not expressed or only held in the heart. Anger out can mean physical expression of angry emotions, such as hitting and hurting with objects or verbally by swearing, criticizing, and insulting, while anger in control is a form of expressing angry emotions by being patient, calm, and able to control one's own emotions. In ascertaining the emotion an individual is feeling, one needs to consider the accompanying emotional markers. Emotional markers can be seen in two ways, namely verbally and non-verbally. Emotional markers or so-called cues to emotion are divided into six categories, namely facial cues, Vocal cues, Physiological Cues, Gesture and Body Movement, Action cues, and Verbal cues [5]. A person's emotional expression can be determined through facial expressions, gestures, voice, and verbal language according to the situation that occurred at that time [6].

Markers of verbal emotion can be seen through the language used by speakers. This relates to the function of language as a means of self-expression. Language functions can be divided into six types, namely expressive functions, directive functions, referential functions, metalingual functions, poetic functions, and phatic functions [7]. Emotions felt by individuals will affect the use of the language used. The use of language in determining one's emotions can be studied using psycholinguistics. Psycholinguistics is a science that explains the nature of language structures, how these structures are obtained and used when speaking [8]. Psycholinguistics or psychological language is the study of the relationship between linguistic factors and psychological aspects [9].

## 2. Research Methods

This research is a qualitative descriptive study, using the Beti Youtube family series as an object of study. Data collection was carried out using the observing method and note taking techniques. Data were analyzed using language function theory and emotion theory.

## 3. Result and Discussion

The narratives in the Beti Family series are motivated by Medan and Javanese culture, so that the intonation in each character's speech has the potential to lead to different interpretations. Speech intonation in the Medan dialect tends to be high, very different from the Javanese dialect. High intonation in speech cannot be interpreted as speech that has angry intentions.

Therefore, this view of the angry emotion needs to be straightened out by looking at the emotional cues that accompany it. The utterances conveyed by someone have the intention to be conveyed. This relates to the function of language as a means of communication. The function of language as a communication tool is divided into six types of functions, namely expressive function, conative function, referential function, metalingual function, phatic function, and poetic function.

### 1. Expressive Function

The expressive or emotive function means that language can express the speaker's feelings, such as feeling angry, sad, happy.

Context : Mak Beti orders Beti to sweep the house in her stead, because Mak Beti is tired of cleaning the house all day. Beti sweeps while singing a song called stepmother which according to her mother is an exaggeration.

(Data 1)

Beti : “Betapa malang nasibku semenjak ditinggal ibu, walau kini dapat ganti seorang ibu, ibu tiriiiiiii” (nyapu sambil bernyanyi)

Mak Beti: “Nggak usah lebay kau bet, ku lempar sutil ini pula kau nanti!. Dapat mamak tiri baru rasa kau, mamak kandung aja udah kejem kaya gini apalagi mamak tiri, mau kau?” (Mak Beti menghampiri Beti yang sedang nyanyi dan berbicara dengan nada tinggi)

Beti : “Ku rasapun lebih baik mamak tiri (Beti menjawab dengan suara pelan)

Mak Beti : “*Hah ngejawabin lagi...ihhhh aku tengok anak ini lah. Nyapu yang betul!*” (melotot sambil melempar sutil dan barang barang lain ke arah Beti disertai penggunaan intonasi tinggi).

Data (1) shows Mak Beti's angry emotions which are shown in the utterances of *Hah ngejawabin lagi...ihhhh aku tengok anak ini lah. Nyapu yang betul!* Mak Beti's angry emotions were reinforced by emotional cues, namely action cues, facial cues, and vocal cues in the form of throwing Beti with a spatula accompanied by emotional expressions of bulging eyes and the use of high intonation in speech. The act of throwing things accompanied by high intonation speech can be one of the characteristics of angry emotions, which in the above context the target of Mak Beti's anger is her own child, namely Beti.

Mak Beti's angry emotion expression above shows the function of language, namely the expressive function which is marked with the marker *ihhh*. Mak Beti was annoyed with Beti because she always answered what her mother said. In real life, answering and refuting what parents say is disgraceful and impolite behavior, because basically every child must obey their parents' orders.

## **2. Conative Function**

The conative function can mean that language is able to influence someone to do or prevent an action.

Context: Mak Beti is having an electrician come to her house, because she is five months in arrears. This made Mak Beti confused to find a way out. Suddenly Beti came home from playing and approached her mother to ask for money. Mak Beti, who was emotional, then cursed at Beti because she felt she was not concerned about the calamity that was befalling her family, all she thought about was money to play with.

(Data 2)

Beti : “Minta duit kenapa mak, maaak” (memohon dengan wajah memelas)

Mak Beti : “Oooo emang nggak ngertiin orang tua kau, udah tau mamaknya kaya gini nggak ada duit kau tengok ni haa”(berbicara dengan nada tinggi sambil menunjukan isi kantong)

Beti : “Sepuluh ribu aja pun mak-mak, pelit kali”

Mak Beti : “*Nanti ku siram air panas ini muncung kau ya Bet ya, kok enteng kali mulut kau minta duit. Orang akupun pening mikirin uang listrik ini gimana bayarnya, enak kali kau minta duit. Nggak ada duitku Bet, pergi sana kau pergi-pergi!*” (berbicara dengan nada tinggi sambil mengarahkan termos ke arah Beti)

Beti : “Yaudah pergi aku!” (pergi meninggalkan dapur).

Data (2) shows Mak Beti's angry emotions as shown in the words *Nanti ku siram air panas ini muncung kau ya Bet ya, kok enteng kali mulut kau minta duit. Orang akupun pening mikirin uang listrik ini gimana bayarnya, enak kali kau minta duit. Nggak ada duitku Bet, pergi sana kau pergi-pergi!* Mak Beti's angry expressions were emphasized with emotional cues, namely action cues, facial cues, and vocal cues in the form of throwing Beti with a flask accompanied by facial expressions, sharp glances and the use of high intonation in speech. Throwing, slamming, kicking and other actions accompanied by high intonation speech can be one of the characteristics of angry emotions.

Mak Beti's angry emotion expression above shows a language function in the form of a conative function, because the utterance elicited an angry response from Beti so she followed her mother's orders to leave the house. Because she kept whining for money, Mak Beti kicked her child out of the house and threatened not to come back. Beti heard the threat well, so she answered the threat by leaving the house.

### 3. Metalingual Fungsi

The metalingual function explains that language can describe itself. This function focuses on code that aims to explain something by using different words with the intent to be conveyed.

Context : Mak Beti called Beti many times to get up and take a shower immediately. However, Beti was busy playing with her cellphone and did not answer her mother's repeated calls.

(Data 3)

Mak Beti : “Aku heran kali nengok kau ya Bet ya, ku tutuk sutil lah mukamu nanti” (tiba-tiba muncul dari pintu dan berbicara dengan nada tinggi sambil membawa sutil)

Bapak Beti : “Ealah matek lah kau Bet, sudah masuk edang mamakmu”

Mak Beti : “Dari tadi dipanggil mamaknya kok nggak nyaut, nyaut sampek doer mulutku manggilin kau”

Beti : “Nggak denger Beti mak, main HP tadi aku” (menjawab dengan wajah memelas)

Mak Beti : “ Itulah kau bangun tidur langsung main HP kebiasaan kali, ku bakar nanti HPmu itu ya, mandi cepet kau sana!!!” (berbicara sambil melotot)

Beti : “Iyaaa mak” (beranjak dari tempat tidur menuju kamar mandi)

Mak Beti : “*Anak gadis kok kerjanya main hape ajaaa, setres aku!*” (berbicara dengan nada tinggi sambil memukul sutil ke tembok).

The data (3) shows Mak Beti's angry emotions shown through speech "*Anak gadis kok kerjaannya main hape ajaaa, stress aku*". Mak Beti's angry emotions were reinforced by emotional cues, namely action cues, facial cues, and vocal cues in the form of hitting a spatula against the wall as a sign of anger accompanied by facial expressions giving stares, grimacing lips and using high intonation in speech. Actions of hitting, slamming, kicking, etc., which are accompanied by high intonation speech, are one of the characteristics of angry emotions.

The expression of Mak Beti's angry emotions above shows the function of language in the form of a metalingual function, because it uses other words other than what is meant. Mak Beti expressed her angry emotions at Beti with sentences *anak gadis kok kerjaannya main hape aja*. This sentence contains an expression of cynicism, which indirectly insinuates that Beti is a lazy girl because she only plays with her cellphone.

#### 4. Referential function

The referential function is a language function that aims to convey information.

Context : Mak Beti orders Beti to sweep the house in her stead, because Mak Beti is tired of cleaning the house all day. Beti sweeps while singing a song called stepmother which according to her mother is an exaggeration.

(Data 4)

Beti : "Betapa malang nasibku semenjak ditinggal ibu, walau kini dapat ganti seorang ibu, ibu tiriiiiii (nyapu sambil bernyanyi)

Mak Beti : "*Nggak usah lebay kau bet, ku lempar sutil ini pula kau nanti! dapat mamak tiri baru rasa kau, mamak kandung aja udah kejem kaya gini apalagi mamak tiri, mau kau?*" (Menghampiri Beti dan berbicara dengan nada tinggi)

Beti : "Ku rasapun lebih baik mamak tiri (Beti menjawab dengan suara pelan)

Mak Beti : "Hah ngejawabin lagi...ihhhh aku anak ini lah. Nyapu yang betul!" (melotot dan melempar sutil ke arah Beti)

Beti : "Iyaaa lo mak"

Data (4) shows Mak Beti's angry emotions shown through speech "*Nggak usah lebay kau bet, ku lempar sutil ini pula kau nanti! dapat mamak tiri baru rasa kau, mamak kandung aja udah kejem kaya gini apalagi mamak tiri, mau kau?*". Mak Beti's angry emotion statement above was emphasized with emotional cues, namely action cues, facial cues, and vocal cues in the form of wanting to hit Beti using a sutil accompanied by angry emotional expressions in the form of fused eyebrows, rounded lips and the use of high intonation in speech. Actions

of hitting, kicking, throwing, and other things that are accompanied by high intonation speech are one of the characteristics of angry emotions.

The expression of Mak Beti's angry emotion above shows the function of language in the form of a referential function, because Mak Beti explained the fact that herself as a biological mother was cruel. This was evidenced by Mak Beti's actions, which would throw her child with sutil, because according to Mak Beti, the song Beti sang was too exaggerated because she felt that the work given to Beti was not too heavy to be called a stepmother. According to KBBI V, a stepmother is a name for a child to his father's wife, not his biological mother. In a fairy tale that is widely circulated in society, the stepmother is famous for her cruel character.

### 5. Fatic Funtion

The phatic function can mean that language functions to express sympathy and solidarity with others.

Context : Martha throws tissue waste from inside the car, but when reminded not to litter, Beti defends Martha.

(Data 5)

Marta : (melempar tisu bekas pakai dari jendela mobil)

Merlin : "Ih kok kau buang ke jalan ta"

Beti : "Ya gapapalah orang tisu aja kok"

Merlin : "*Matamu itu gapapa, kotor la jalanan jadinya nggak bisa kau menjaga lingkungan ya!*"

Joshua : "Iya wee jangan buang sampah dari mobil norak kali nanti ditengok, kumpulin aja dulu disitu nanti sampe rumah baru dibuang ke tong sampah"

Marta : "Keknya dari tadi salah-salah aja lah ya kan Bet"

Merlin : "Makanya kalau mau apa-apa itu mikir pake otak biar nggak salah terus, jangan mikir pake dengkul kek mana mau maju kalo kek gitu terus gitu aja pun nggak ngerti."

Data (5) shows Merlin's angry emotions shown through speech "*Matamu itu gapapa, kotor la jalanan jadinya nggak bisa kau menjaga lingkungan ya!*". Merlin's expression of angry emotions was emphasized with emotional cues, namely facial cues in the form of angry emotional expressions in the form of sharp eye glances.

Merlin's angry emotion expression above shows a language function in the form of a phatic function, because Merlin as a speaker tries to maintain communication by giving advice. In these words Merlin gave advice to Marta and Beti not to litter because it could pollute the streets. This is in accordance with the phatic function of language which seeks to maintain social solidarity, as well as remind each other among friends.

This sentence was emphasized by the advice given to Martha and Beti once again to think before acting as a form of solidarity between friends.

#### 4 Conclusion

In the *Beti Family* video series on Youtube, five language functions are identified in the expression of angry emotions. The five language functions are expressive function, conative function, metalingual function, referential function, and phatic function. Angry emotion expressions in the *Beti family* series are determined through the language used, accompanied by emotional cues which broadly include vocal cues, gestures and body movements, and action cues.

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