

**POLITENESS STRATEGIES USED IN THE COVID-19 VACCINE  
CONTROVERSIES IN REAL AND ANONYMOUS QUORA ACCOUNTS**

**THESIS**

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**DEPARTMENT OF ENGLISH LITERATURE  
FACULTY OF HUMANITIES  
UNIVERSITAS ISLAM NEGERI MAULANA MALIK IBRAHIM  
MALANG  
2023**

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**THESIS**

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The researcher,



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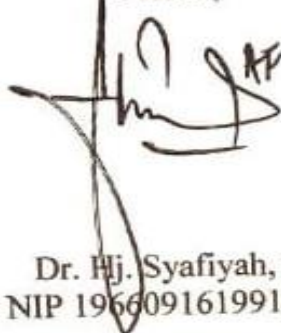
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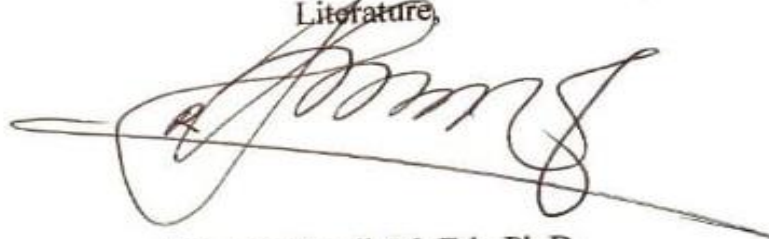
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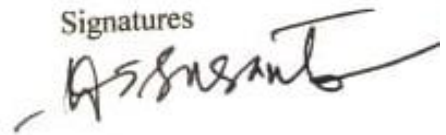
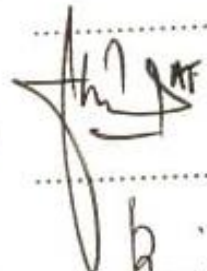
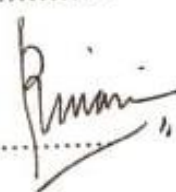
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## MOTTO

مَنْ كَانَ يُؤْمِنُ بِاللَّهِ وَالْيَوْمِ الْآخِرِ فَلْيَقُلْ خَيْرًا أَوْ لِيَصْمُتْ

“Siapa yang beriman kepada Allah dan hari akhir, hendaklah dia berbicara yang baik atau diam” (HR. Bukhari)

**“It’s not always easy, but that’s life. Be strong because there are better days ahead”**

**(Mark Lee- NCT)**

“Itu tidak selalu mudah, tapi itulah hidup. Jadilah kuat karena ada hari-hari yang lebih baik di depan.”

(Mark Lee- NCT)

## **DEDICATION**

This thesis is proudly dedicated to:

My family who's always supports, advises, sacrifices, prays, and motivates me to survive and finish this thesis. All of my family, who always help and cheer me up.

Also my grandparents in heaven. Then, to my lecturer, who guided me to conduct and complete this research.

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Furthermore, the researcher would like to thank profusely to the people who have helped the researcher in completing this thesis, in particular to Dr. Hj. Syafiyah, M.A. as the thesis supervisor who has taken the time to guide, provide input, motivation, solutions, and directions so that the writer can complete this thesis. The researcher also thank the Rector of UIN Malang, Prof. Dr. H. Zainuddin, M.A., Dean of the Faculty of Humaniora UIN Malang, Dr. M. Faishol, M.Ag. Head of the English Literature Study Program, Mr. Ribut Wahyudi, M..Ed., Ph.D. Moh. Mahrush Ali, M.Sn. as my academic advisor, and Lestari Kasih, S.S who provided advice and motivation to the researcher both academically and personally while studying and working on this thesis. The researcher also thank the lecturers of the Universitas Islam Negeri Malang for the knowledge, values, and insights that have been given so far.

The researcher would like to thank the researcher's family, Mrs. Erna and Mr. Sampir Subandi, for their prayes, encouragement, and material and immaterial



support, and my sister, Billy Sahertian, and Masayu Aprianti who always be by my side whenever it is who have sacrificed material and spiritual assets to pray for, encourage, and convince the researcher to continue to move forward and dare to take risks during the researcher's educational process. Besides, I did not forget to thank my uncle, Effendi, who lent me his laptop so that working on this thesis went well. The researcher also thanks all of the researcher's friends who have supported and encouraged the researcher through the ups and downs of working on this thesis. The first the researcher want to say thank you to the researcher's mentor friend, Hidayatun Nafiah, who accompanied and helped the researcher while working on this thesis. Second, the researcher want to say thank you to the researcher's best friends Ajeng Sinta Nurmalida, Shela Yuanita, Gita Rahma Carrera, Luqyana Mardhiyah, and "Rahasia Negara" friends (Fatimah al-Azizah, Diah Novitri, Syaima Anami, Devita Lailatun N, and Derin Nanggari Putri) and thanks to other friends who his name cannot be mentioned one by one, for the experiences we have shared during this lecture.

The researcher also wants to thank herself for surviving this far. Thank you for not giving up while working on and during this lecture process. Thank you for always being patient, strong, and grateful for whatever you are going through, even though it often makes you sad and hurt. Thank you for choosing to survive and keep going until the finish. I am very proud of you. I love you

Finally, the researcher, as ordinary human, are aware of the imperfections and weaknesses in the thesis that the researcher is writing. Therefore, all criticism and suggestions are very welcome. Then, hopefully, this research will provide

insight for English Literature Department students and open up new academic discussions to conduct similar research.

Malang, 24 May 2023

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## ABSTRACT

**Octarina, Melani. (2023).** *Politeness Strategies used in the Covid -19 Vaccine Controversies in Real and Anonymous Quora Accounts.* Undergraduate Thesis. Department of English Literature, Faculty of Humanities, Universitas Islam Negeri Maulana Malik Ibrahim Malang. Advisor: Dr. Hj. Syafiyah, M.A.

**Keywords:** Politeness strategies, Real and anonymous account, Quora, Comment section, the COVID-19 vaccine controversy

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Everyone may participate in online discussions in this digital age. One of the platforms they can use is Quora. They exchanged their ideas and got information from other users on the COVID-19 vaccine controversy, which has been widely discussed since the epidemic. They can reveal (real account) or conceal (anonymous account) their identity. Then, to avoid debate between users, speakers must use politeness strategies adapted to CMC. This study aims to identify differences in politeness between real/non-anonymous and anonymous in the comments column on Quora in discussions about the Covid-19 vaccine controversy. This research is included in the descriptive qualitative research with a pragmatic approach used to describe linguistic data related to the forms of politeness strategies found in the analysis. Then, the data were taken from netizen's comments on the five discussions users most discussed from January 2021 to September 2022. The researcher used the theory of Brown and Levinson (1987), which has been adjusted by Nikzam (2013) and Park (2008), to analyze data on the CMC context. This study found that the most widely used politeness strategies were negative ones, followed by positive politeness, off-record, and bald-on record. However, the researcher also found that speakers use linguistic devices to convey interpersonal and affective attitudes in online communication. The tools used are abbreviations and emoticons that aim to simulate gestures and facial expressions (Park, 2008). Further research is needed to determine politeness in CMC (Computer-Mediated Communication) on different discussion platforms.

## مستخلص البحث

أوكتارينا ، ميلاني. (٢٠٢٣). استراتيجيات التأدب المستخدمة في الجدل حول لقاح COVID-19 على حسابات حقيقية ومجهولة على Quora. أطروحة. قسم الأدب الإنجليزي ، كلية العلوم الإنسانية ، جامعة الدولة الإسلامية مولانا مالك إبراهيم مالانج. المستشارون: دكتور. حجة شافيا. الماجستير.

الكلمات الرئيسية: استراتيجيات التأدب ، الحسابات الحقيقية والحسابات المجهولة ، Quora ، عمود التعليقات ، الجدل حول لقاح COVID-19.

يمكن للجميع المشاركة في المناقشات عبر الإنترنت في هذا العصر الرقمي. ومن المنصات التي يمكنهم استخدامها هي قورا (Quora). تبادلوا الأفكار وتلقوا معلومات من مستخدمين آخرين فيما يتعلق بجدل لقاح كوفيد - 19 الذي نوقش على نطاق واسع منذ النقش. يمكنهم الكشف عن (حساب حقيقي) أو إخفاء (حساب مجهول) هويتهم. بعد ذلك، لتجنب الجدل بين المستخدمين، يجب على المتحدثين استخدام استراتيجيات التأدب التي تم تكييفها بالاتصال بوساطة الكمبيوتر (CMC). تهدف هذا البحث لتحديد الاختلافات في الأدب بين الحقيقي / غير المجهول والمجهول في عمود التعليقات على قورا (Quora) في المناقشات حول الجدل حول لقاح كوفيد -19. يندرج هذا البحث ضمن البحث النوعي الوصفي بمقاربة براغماتية التي تستخدمه لوصف البيانات اللغوية المتعلقة بأشكال استراتيجيات الأدب الموجودة في التحليل. بعد ذلك، يتم أخذ البيانات من تعليقات مستخدمي الإنترنت حول مناقشات المستخدمين الخمسة الأكثر مناقشة من يناير 2021 إلى سبتمبر 2022. استخدمت الباحثة نظرية براون وليفينسون (1987) التي تم تكييفها مع نكزام (2013) و بارك (2008)، لتحليل البيانات في سياق الاتصال بوساطة الكمبيوتر (CMC). وجدت هذا البحث أن استراتيجيات الأدب الأكثر استخدامًا كانت استراتيجيات مهذبة سلبية، تليها مهذبة إيجابية، غير رسمية، ثم أصلع. ومع ذلك، وجد الباحثة أيضًا أن المتحدثين يستخدمون الأجهزة اللغوية للتعبير عن المواقف الشخصية والعاطفية في الاتصال عبر الإنترنت. الأدوات المستخدمة هي الاختصارات والرموز التي تهدف إلى محاكاة الإيماءات وتعبيرات الوجه (بارك، 2008). هناك حاجة إلى مزيد من البحث لمعرفة الأدب في الاتصال بوساطة الكمبيوتر (CMC) (التواصل عبر الكمبيوتر) على منصات مناقشة مختلفة.

## ABSTRAK

**Octarina, Melani. (2023).***Strategi kesopanan yang digunakan dalam kontroversi vaksin COVID-19 oleh akun asli dan anonim pada Quora.* Skripsi. Prodi Sastra Inggris, Fakultas Humaniora, Universitas Islam Negeri Maulana Malik Ibrahim Malang. Pembimbing: Dr. Hj. Syafiyah, M.A.

Kata kunci: Strategi kesopanan, akun asli dan akun anonim, Quora, Kolom komentar, kontroversi vaksin COVID-19

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Setiap orang dapat berpartisipasi dalam diskusi online di era digital ini. Salah satu platform yang bisa mereka gunakan adalah Quora. Mereka saling bertukar pikiran dan mendapat informasi dari pengguna lain mengenai kontroversi vaksin COVID-19 yang ramai diperbincangkan sejak mewabah. Mereka dapat mengungkapkan (akun nyata) atau menyembunyikan (akun anonim) identitas mereka. Kemudian, untuk menghindari perdebatan antar pengguna, penutur harus menggunakan strategi kesantunan yang disesuaikan dengan CMC. Penelitian ini bertujuan untuk mengidentifikasi perbedaan kesantunan antara akun nyata/non-anonim dan anonim pada kolom komentar di Quora dalam diskusi seputar kontroversi vaksin Covid-19. Penelitian ini termasuk dalam penelitian deskriptif kualitatif dengan pendekatan pragmatis yang digunakan untuk mendeskripsikan data linguistik yang berkaitan dengan bentuk-bentuk strategi kesantunan yang ditemukan dalam analisis. Kemudian, data diambil dari komentar netizen pada lima diskusi pengguna yang paling banyak dibicarakan dari Januari 2021 hingga September 2022. Peneliti menggunakan teori Brown dan Levinson (1987) yang telah disesuaikan dengan Nikzam (2013) dan Park (2008), untuk menganalisis data pada konteks CMC. Studi ini menemukan bahwa strategi kesantunan yang paling banyak digunakan adalah strategi kesantunan negatif, diikuti kesantunan positif, off-record, dan bald-on record. Namun, peneliti juga menemukan bahwa penutur menggunakan perangkat linguistik untuk menyampaikan sikap interpersonal dan afektif dalam komunikasi online. Alat yang digunakan adalah singkatan dan emotikon yang bertujuan untuk mensimulasikan gestur dan ekspresi wajah (Park, 2008). Penelitian lebih lanjut diperlukan untuk mengetahui kesopanan dalam CMC (Computer-Mediated Communication) pada platform diskusi yang berbeda.

## TABLE OF CONTENTS

APPROVAL SHEET .....	ii
LEGITIMATION SHEET .....	iii
MOTTO .....	iii
DEDICATION.....	v
ACKNOWLEDGEMENT .....	vi
ABSTRACT.....	ix
مستخلص البحث .....	x
ABSTRAK .....	xi
<b>CHAPTER I INTRODUCTION</b>	
A. Background of the Study .....	1
B. Research Question.....	9
C. Significance of the Study.....	9
D. Scope and Limitation .....	10
E. Definition of Key Terms .....	10
<b>CHAPTER II REVIEW OF RELATED LITERATURE</b>	
A. Theory of Politeness .....	12
1. Politeness Theory by Brown and Levinson .....	12
2. Politeness in Computer-Mediated Communication.....	29
3. Identity and Politeness.....	33
B. Conceptual Framework .....	34
<b>CHAPTER III RESEARCH METHOD</b>	
A. Research Design .....	36
B. Research Instrument.....	36
C. Data and Data Source .....	37
D. Data Collection .....	38
E. Data Analysis .....	39
<b>CHAPTER IV FINDINGS AND DISCUSSION</b>	
A. Findings.....	40
1. Politeness Strategies used by Real Accounts in the Comment sections of the Discussion about COVID-19 Controversy .....	41
2. Politeness Strategies used by Anonymous Accounts in the Comment sections of the Discussion about COVID-19 Controversy .....	58
3. The Way Real and Anonymous Accounts used the Politeness Strategy in Discussing the Covid-19 Vaccine Controversy.....	74

<b>B. Discussion</b> .....	90
<b>CHAPTER V CONCLUSION AND SUGGESTION</b>	
<b>A. Conclusion</b> .....	96
<b>B. Suggestion</b> .....	99
<b>REFERENCES</b> .....	100
<b>CURRICULUM VITAE</b> .....	104
<b>APPENDIXES</b> .....	

## **CHAPTER I**

### **INTRODUCTION**

This chapter discusses the introduction consisting of the study's background, research question, the study's significance, scope and limitations, and definition of key terms.

#### **A. Background of the Study**

In the modern era, there are both direct and indirect ways to communicate with someone (Murti, 2020). Direct communication is when people talk to each other face to face. Indirect communication, on the other hand, can happen online or through social media. Due to this difference in how people talk to each other, the language style is also different, which will also lead to different ways of perception, politeness, and acting between the two people. Then, Alibasyah (2018) states that when people talk to each other indirectly, they tend to pay less attention to their manners/ politeness and faces.

A person also needs an identity account to be able to join discussions on the social media platform of their choice and communicate through it. Nowadays, there are two types of social media accounts based on who they are: anonymous and real (non-anonym). A real/ non- anonym account means users show their real identity information when interacting with others. In contrast, Scott in Herianto (2014) says that anonymity is defined as a state or condition in which the researcher's identity information is not present in an interaction. An anonymous identity is when the writer/speaker tries to hide his identity from the general public.



Anonymous accounts usually show up based on how sensitive the account is and what is being discussed. It is done so that they can express their thoughts more freely since their identities are hidden, which is hard to do if they use their real account (Rini & Manalu, 2020). However, this might lead to face threatening act (FTA) and misunderstandings/disputes among users because the practical use of language is lost, in particular, the literacy skills of social media users, which are frequently neglected by social media users in general (Yus, 2011, p. 265).

To avoid this kind of misunderstanding and conflict, the speakers need to use the proper rules of politeness. Brown Levinson (1987) stated that people could use one of four ways to be polite in their conversation: positive politeness, negative politeness, bald on record, and off the record. The study of politeness is a part of pragmatics. It looks at the rules of behaviour in spoken or written communication. This theory demonstrates awareness of the face wants of others in the contact between speaker and listener, as well as cooperation to respect face others. (Ammaida, 2020)

People can use politeness strategies in social media conversations, like choosing the correct language, dialect, or diction, taking into account the face of the other person, the threat level of a speech act, and how close they are to someone with a higher social status. Using correct punctuation and language will make people more polite in conversation. According to Oemar (2009), language politeness is a rule that helps people choose and use everyday language in a way that makes sense. It is used to avoid anger and offending the other person so that communication can go well (Panuntun, 2021)

In the field of pragmatics, some previous researchers have conducted research on politeness strategies. They are concerned about how to be polite on social media, such as research done on Instagram by Misai (2021), Ammaida (2020), Prayitno et al. (2019), Novelty et al. (2022), Kusmanto(2019), Septinasari (2018), Gunawan (2021), (Adiandini et al., 2022), Cahyani & Wijaya (2023). The research shows that netizens often comment on the accounts of public figures or officials, use positive politeness strategies and give a comment to protect the account owner's reputation. Then, these studies have yet to focus on the comments of netizens in discussion forums where the person concerned is not in the forum to see what politeness strategies will often appear in these comments. Besides, it is also seen from other perspectives, such as the identity used by netizens, namely on real (Non-anonym) or anonymous accounts.

Then, research has been done on discussion forums like Twitter to examine how netizens try to be polite on the accounts of Indonesian politicians. This research was carried out by Murti (2020), Silitonga and Pasaribu (2021), (Anggario, 2016), and (Maros & Rosli, 2017). This research was done to find out how politicians use politeness. It found that netizen use four different types of politeness.

Besides, there is research on politeness comments on the YouTube channel carried out by Harared and Hadi (2020) and Sucitra (2020). They found 13 politeness strategies, threatening positive faces, and showing how important it is to use expressive speech acts to keep politeness in written language. It was decided that the netizens were creative in how they wrote down their ideas. Then, these

studies have not focused on the comments of netizens who are in discussion forums where the person concerned is not in the forum to see what politeness strategies will often appear in these comments.

Furthermore, Dalton (2013) has conducted research on the politeness of anonymous users. This study aims to investigate the politeness strategies used in anonymous online discussions. The results demonstrate the effect of anonymity on politeness strategies in online discussions. Besides, there were research in anonymous social media accounts has been carried out by Herianto (2014), Rini and Manalu (2020) and Ranalan (2018). It reveals that the motivation for creating an anonymous account is for freedom of expression, protecting privacy, and as an opportunity for cyberstalking other Instagram users (Rini & Manalu, 2020), and shows that on anonymous discussion accounts users more often use positive politeness strategies and sometimes there is also impoliteness strategy caused by freedom of expression (Ranalan, 2018). Then, these researchers need to see how they comment but remain polite by using politeness strategies, not leading to impoliteness of the strategy and not causing FTA. Therefore, in this study, the researcher wanted to see how the different strategies used by the two types of accounts distinguish in commenting on an online discussion.

From the previous studies that have been described, it can be concluded that most of the research focuses on the different ways people try to be polite on social media by commenting on the accounts of public figures. Besides, it shows that there are ways to be polite, not only in direct communication but also in indirect communication. The researcher has found that when people comment on

social media such as YouTube, Instagram, and Twitter, they tend to use positive politeness strategies. The study also looked at it from the point of view of gender and accounts from public figures. Therefore, the researcher would discuss politeness strategies on other social media discussion platforms using the perspective of the user's identity. Then, there are other online discussion forums, such as KasKus, Reddit, and Quora, which still need to be explored more deeply. Therefore, this research will discuss one of the social media platforms, namely Quora, which has yet to be explored more profoundly and focuses more on its users' use of politeness.

This study then utilized Brown and Levinson's theory for the politeness strategy used between real and anonymous accounts because it is based on research found by researchers. Previous studies needed to have addressed differences in politeness strategies for various accounts. Besides, this theory explains the structure and characteristics of each type of politeness because it explains the politeness categories, which aligns with this study's aims. However, according to Al-Shalawi's research in Ammaida (2020) regarding politeness in Saudi ESL CMC said that there are differences in politeness in online and face-to-face communication because, among other things, there is no paralinguistic vocalization and prosody. In contrast to speakers in face-to-face conversations, social media users cannot rely on intonation, gestures, or facial expressions to convey their ideas. Researchers continue to discuss the phenomenon of politeness in social media because data from all new aspects of online communication are continually updated. (Sholikatin, 2019)

Then, several researchers have developed Brown and Levinson's politeness theory in online communication/ Computer-Mediated-Communication. There is also Park (2008) and Nikazm (2012), in which researchers found that in politeness in online communication, speakers use various creative linguistic communication devices to protect the faces of their interlocutors. Besides, researchers will also use Nikazm's theory in this study because it follows the topics taken in this study. In real/non-anonymous accounts, users will usually display photos and identity information on their accounts. Then, unlike anonymous accounts, they tend not to leave information about their data. According to McKenna and Bargh in Pratama (2019), said anonymity plays a vital role in online behavior. It may induce the desire to conceal one's identity online and present a distinct character. Also, anonymity can provide the individual with a means of self-expression and the opportunity to reveal a previously concealed aspect of himself.

Besides, Quora is a prominent public question-and-answer discussion platform that supports the functions of social media as well as information exchange (Alam, 2019). The researcher chose Quora because it is not only a common place for people to talk but also has much general information about academics, entertainment, news, and the personal experiences of other users. Turner and Shah in Alam (2019) say that a Quora user will usually give detailed answers to problems and may even use scientific articles as a reference when discussing. It is because, on average, Quora users come from educated circles. It is one of the things that makes Quora different from other places where people can talk.

Other features of the Quora platform make it different from other discussion sites. Be Nice, Be Respectful (BNBR) is the motto/ principle of Quora's question-and-answer section (Wibhisono, 2020). Due to this feature, people who leave comments should put the most important things first and be polite. Users can also use an anonymous feature if they do not want to show who they are. The researcher then employs Brown and Levinson's theory, devised by Nikazm, who studied politeness in CMC, to determine how the structure of the language employed in this study differs from that of other studies. On other platforms, people with anonymous accounts often use free, rude language, which often leads to FTAs. However, on this platform, they will try to be polite and treat the other person respectfully, even though they have different identity perspectives about who they are. Based on this, the researcher would like to study this platform by focusing on ways to be polite that follow the rules of the discussion platform.

As explained before, there is a principle in Quora that can make netizens avoid the emergence of FTAs. In this research, the researcher will use the controversy about the Covid-19 vaccine where there is much controversy starting from the controversial types and implementation of vaccinations. Many have doubts about the vaccine's effectiveness, so there are many issues related to this vaccine. Therefore, there are discussion forums with related topics on various media platforms, one of which is Quora. Not only do accounts using real identities provide comments regarding the COVID-19 vaccine, but also anonymous accounts. The researcher chose this topic to see how Quora users still adhere to the BNBR principles even in sensitive topics and see the differences in their language

style.

Unlike other discussion platforms where in expressing opinions/comments on social media, netizens use various grammar, from polite to impolite. Some use politeness to impoliteness strategies. However, in Quora, there is a language phenomenon. On this platform, netizens tend to use grammar that contains politeness strategies rather than impoliteness to avoid FTA. Then, Ul haq (2020) says that anonymity on Quora only impacts linguistic style, which does not affect sentiment. Besides, he also said that the anonymity that makes users provide the length and objectivity of responses differs from real accounts.

Based on the different ways the real (non-anonym) and anonymous accounts use language. Therefore, this research is based on the idea that there are comments on Quora that use politeness to avoid FTAs, and these comments can be used as data for this research. The second assumption is that there is a significant difference between how real and anonymous accounts to be investigated employ the politeness strategy in the comments. Therefore, in this study, the researcher will seek various forms of politeness that netizens have employed in their real (non-anonymous) and anonymous accounts, which can be analysed using Brown and Levinson's Theory.

## **B. Research Question**

The research questions are formulated explicitly based on the following background:

3. What are the politeness strategies used by real accounts in Quora in the controversy about the vaccine Covid-19?
3. What are the politeness strategies used by anonymous accounts in Quora in the controversy about the vaccine Covid-19?
3. How are politeness strategies used by real and anonymous accounts in Quora in the controversy about the vaccine Covid-19?

## **C. Significance of the Study**

The research aims to enrich knowledge about politeness strategies in practical. It can encourage website developers and netizens on other platforms to be aware of politeness when commenting or discussing on social media so the conversation does not cause debate. This research can also serve as a reference for further research with the latest and more exciting innovations, as there will be many new studies in the future with more diverse topics and research projects. Then, after this research is completed, the results will increase the knowledge of readers or students related to politeness theories and strategies in social media.



#### **D. Scope and Limitation**

The research studies strategies for politeness within the context of pragmatics. This investigation used Brown and Levinson's (1987) theory of politeness. This study investigates the politeness strategies of real and anonymous accounts when commenting on sensitive topics about COVID-19 vaccines. This study examines the language used by real and anonymous accounts in the vaccines comments column. This study only analyzed 5 controversial vaccine topics that have more than 10 comments and between January 2021 and September 2022, namely, the first topic: "Will the COVID-19 vaccines cause serious COVID-19 disease?" the second topic is "Is it possible for someone to die after getting a COVID -19 vaccinations?", the third topic is "How safe are the different COVID-19 (coronavirus) vaccinations?", the fourth topic is "Are there any potential health risks of the COVID-19 vaccination?", and the last topic is "If vaccinated people are still catching Covid19, what is the point of the vaccine?"

#### **E. Definition of Key Terms**

Here are some key terms used as a guideline to make it easier to understand this study:

1. Politeness strategies: strategies that teach people to behave in a manner that seeks to consider the feelings they address, and the face is the public self-image that each individual wishes to claim for himself (Brown & Levinson, 1987, p. 17).
2. An anonymous account: a condition in which the user does not provide information about their data so that it cannot be identified.

3. Real/ non-anonymous account: a condition in which the user puts their real name/ identity in their account so that it can be identified.
4. Quora: an online question-and-answer discussion platform where users can gain knowledge from the answers to their questions. Then, this platform can identify the best answers by voting for positive and negative votes from other users.
5. The COVID-19 vaccine controversies: A polemic exchange that occupies a middle position between discussions and disputes is marked mainly by expressing opposing views about doubts about the COVID-19 vaccine.

## **CHAPTER II**

### **REVIEW OF RELATED LITERATURE**

This chapter discusses the review of related literature consisting of some theories such as politeness, politeness strategies, and politeness in computer-mediated-communication.

#### **A. Theory of Politeness**

Regarding the study of the principle of politeness (politeness), there are several opinions which can generally be stated here, namely politeness according to Leech, Grice, Penelope Brown and Stephen Levinson, and Robin Lakoff. In this research, the researcher used politeness theory by Brown and Levinson.

##### **1. Politeness Theory by Brown and Levinson**

Brown and Levinson's theory consists of two parts. The first part is the basic theory which contains the nature of politeness and how it functions in interactions. The second part is the facial theory which contains three basic meanings: face, face threatening act (FTA), and politeness strategy.

#### **A. Face and Face threatening act (FTA)**

Brown and Levinson (1987) say that politeness depends on how much the speaker cares about his or her "face." It belongs to the speaker and the interlocutor. In this case, "face" doesn't mean physical appearance. It means the sense of public image, or what society calls "self-esteem." Then, they also stated that face is a personal attribute everyone owns and is universal.

This theory classifies "faces" as positive or negative." A positive face has to do with the ideals of solidarity, informality, recognition, and condescending. On the other hand, a negative face is linked to a person's desire to be independent and not be bothered by others. Others accept this desire. Since it has been said that the face is essential, people should take care of it. One way is to use polite speaking patterns that do not hurt the value of the face. The idea of "face" above has more to do with politeness than face. Respect shown through language can lead to politeness. It means that when there is a significant social gap between the speaker and the listener, like between a teacher and a student or a child and a father, the speaker will save face using polite language (Mandala, 2018)

Mandala (2018) also says that being polite in language doesn't always mean being polite, especially if the speaker and the person being spoken to be not very far apart socially (workmates, sidekicks, girlfriends, and so on). Brown and Levinson say this has to do with the politeness principle. There are three ways to measure how polite something is. The three scales are (1) the social distance between the speaker and the listener; (2) the relative power of the speaker and the listener; and (3) the degree of pressure that comes with having to spend money on goods or services (Hasan et al., 2021). To help you understand this face idea better, here are some examples of both polite and impolite ways to use faces in language. A positive face is a desire to be accepted by the speech partner and to be close to them socially. A negative face is a desire to be free from pressure, interference, or force from others, including the speech partner. If the yearning for a positive face cannot be met with words, a threat is imposed upon a positive face. The threat has

a negative face if the intended negative face is not attained. This threat logically results in loss of decorum, or, in simpler terms, humiliation or loss of self-respect. Face threat is negative if the speaker and discourse companion share a close social distance (Fitriani, 2016). Face threat is positive when the speaker and discourse companion have dissimilar social selves.

Then, when the speaker tries to say something to reduce the possibility of offending/threatening the face of the opponent he is speaking to, this action is called the Face Saving Act (FSA). There are two kinds of FSA: positive and negative. A positive Face Saving Act (FSA) is when someone shows solidarity and brings attention to a shared goal. On the other hand, the negative Face Saving Act is a way to save face that stresses the bad side of people who are worried about coercion (Brown & Levinson, 1987).

If the action taken to diminish the face threat to others is referred to as face-saving action, it reduces the face threat to others. In contrast, face-threat action (FTA) refers to actions that threaten the self-image of others (Yule, 1996, p. 61). Like face-saving actions, face-threatening actions (FTA) can be negative or positive. Negative face threats are displayed when someone receives orders, requests, suggestions, advice, reminders, dangers, warnings, offers, and promises from another individual. Positive face-threatening behaviors include disapproval, criticism, insults, complaints, accusations, insults, violence, taboo topics, and interruptions.

## **B. Politeness Strategies**

In this investigation, the researcher will apply this theory to comment-based utterances. Speakers can employ four politeness strategies or general behavior patterns: bald-on-Record, positive politeness, off-the-record, and negative politeness strategy (Brown & Levinson, 1987, p. 60). Each of these decorum techniques will be discussed in the subsequent section.

### **a) Bald-on record**

When employing this strategy, the speaker makes no effort to mitigate threats to the face (FTA) of the interlocutor or reduce the effects of actions that threaten the face (FTA). This strategy will shock, humiliate, and terrify the opponent. This strategy is often employed between intimate acquaintances or family members. This strategy is executed through the use of direct commands. It is also the most frequent expression of "emergency." The speaker typically employs direct communication (Brown & Levinson, 1987).

Example: Close the door!

Then, there are several other bald-on record strategies, namely as follows,

- 1) Showing Disagreement:** This strategy is employed when the speaker disagrees with the interlocutor without toning down the threat in the utterance. Example: No, no one makes your hand stronger.
- 2) Alerting/Great urgency or desperation:** In emergencies, the speaker employs this technique to give the hearer a direct command without minimizing the threat. Example: Watch out!; Your pants are on fire!

- 3) **Task-oriented:** This strategy is used when the speaker wants the interlocutor to fulfil his desires. Example: “Lend me a hand here.”
- 4) **Sympathetic advice or warnings:** In this strategy, the speaker conveys that he cares about the other person (and, consequently, the positive countenance H), so no compensation is required.  
Example: “Your headlights are on!” (Brown & Levinson, 1987).
- 5) **Request:** This strategy is used when speakers ask their interlocutors to do what they want. This strategy usually uses imperative sentences.  
Example: “Put away your jacket”

#### b) Off record

This strategy is employed by speakers to avoid FTA directly by inquiring or insinuating to the other individual. In this strategy, the speakers employs indirect sentences to allow the listener to determine what they means (Brown & Levinson, 1987).

Then, there are 15 strategies in this off-record list, which are:

- 1) **Giving hints:** In this strategy, the speaker states something not directly pertinent to the interlocutor. The speaker hopes that the interlocutor can interpret the intent of the speaker. In this strategy, there is an action that the speaker wants by stating the motive for doing that.  
Example: “It’s dark in here.”
- 2) **Giving association clues:** This strategy wants something from the interlocutor by giving a hint and also having special knowledge between

the speakers so that the listener can take the desired action H is needed to decode it. Example: Oh God, I've got a headache again.

- 3) **Presuppose:** In this strategy, utterances are given utterances that are almost relevant to the context. The speaker presupposes/supposes he/she has done this before by applying the criticism to make it relevant to the previous incident. Example: I washed the car again today.
- 4) **Understate:** The speaker tries to give/say that his speech is less than what is required by the listener/opposite speaker. In addition, the speaker also uses scalar predicates (eg high, good, nice) to protect higher points which will have implications for lower actual conditions. Example: The red dress is quite nice for you. (quite means not too good)
- 5) **Overstate:** It is the opposite of the understate strategy, in which the speaker says less than necessary. In addition, in this utterance the speaker exaggerates something from the actual situation. Example: I tried to call a hundred times, but there was never any answer.
- 6) **Using tautologies:** The speaker employs a tautology to encourage the other party to seek informative interpretations of the negative statements. Example: War is war
- 7) **Using contradictions:** In this strategy, the speaker states two seemingly contradictory statements to encourage the interlocutor to seek an interpretation that reconciles two seemingly contradictory claims. Example: "hmm maybe, between yes and no."



- 8) **Being ironic:** In this strategy, the speaker typically expresses the inverse of what he intends. By employing this strategy, the speaker conveys his meaning indirectly.

Example: John's a real genius. (after John has just done twenty stupid things in a row)

- 9) **Using metaphors:** in this strategy the speaker employs a metaphor which may ordinarily be recorded, but it is possible that the connotation of the speaker's intended metaphor may not be recorded. Example: Heru's real fish. (c.i. He drinks/swims/is slimy like a fish)

- 10) **Using rhetorical questions:** In this strategy, speaker usually uses an interrogative sentence form without intending to get an answer to break the sincerity requirement for the question that the speaker wants the interlocutor to give him the information shown.

Example: How many times I have to tell you . . .? (c.i. Too many)

- 11) **Being ambiguous:** In this strategy, speakers use ambiguity that is achieved through metaphors, because it is not always clear which connotation the metaphor is intended to use. Example: Mark's a pretty smooth cookie.

- 12) **Being vague:** The speaker chooses not to be clear so that what is communicated is also unclear to avoid FTA.

Example: "He is going down the road for a bit." (go to the local pub)

**13) Over-generalizing:** in this strategy the speaker leaves the FTA object vaguely.

Example: "Mature people sometimes help do the dishes." (Brown & Levinson, 1987).

**14) Displacing hearers:** In this strategy, the speaker conducts off-the-record by feigning to convey the FTA to the interlocutor, hoping that the target individual will recognize that the FTA is directed at him.

Example: "Someone must take responsibility for this disaster."

**15) Being incomplete/ Using ellipsis:** The speaker leaves his speech half-finished/says less than needed by leaving the implicature "hanging"

Example: Well, I'll just...

### c) Positive politeness

The speakers usually use utterances that aim to satisfy the positive face of their interlocutors. This strategy usually makes the other person feel like a friend and someone they know. So speakers will use statements that are friendly, show solidarity, and praise to show more unity and minimize differences in status (Brown & Levinson, 1987). Then, there are 15 ways to put it into action. These are:

**1) Notice, attend to H (his/her interest, wants, needs, and goods):** This strategy requires the speaker to consider the condition of the interlocutor. In addition, the interlocutor wishes to be noticed and approved by the speaker in this strategy.

Example: "What a beautiful case this is! Where did it come from?"

(Brown & Levinson, 1987).

- 2) **Exaggerate (interest, approval, sympathy with H):** The speaker employs many words, intonation, stress, and other prosodic elements, as well as intensifying modifiers.

Example: "What a beautiful face you have!"

- 3) **Intensify interest to H:** In this strategy, the speaker increases his interest by telling an engaging story and posing a question that draws the listener into the conversation.

Example: "You will never imagine what Dory said to me last night.

This is exactly your cup of tea."

- 4) **Use in-group identity markers:** In this strategy the speaker claims similarities with the listener brought by the definition of the group.

Example: "buddy" "mate"

- 5) **Seek agreement (safe topics, repetition):** In this strategy, the speaker accentuates his agreement with the interlocutor to satisfy the interlocutor's face/desires

Example: I agree.....

- 6) **Include both S and H in the activity:** In this strategy, the speaker employs the inclusive pronoun "we," which can refer to either "you" or "me." This expression allows S to invoke cooperative assumptions and compensate FTAs.

Example: "I'm feeling really tired. Let's stop for a bite."

- 7) **Avoid disagreement:** In this strategy, the speaker may withhold his opinion

to avoid appearing disapproving

Example: "I like your shoes, but....."

- 8) Presuppose/raise/assert common ground.** In this strategy, speakers use gossip and small talk. In addition, speakers also use POV operations and presupposition manipulation.

Example: Don't you want some brunch now?

- 9) Assume or assert reciprocity:** In this strategy, there is a cooperation between speakers. In their speech, these speakers are also urged to provide evidence from their speech. By showing proof, the speaker can soften the FTA that might emerge from his speech.

Example: 'I'll wash your car for you if you help me to clean my pool.

- 10) Give (or ask for) reasons:** In this strategy, the speaker explains why a desires a specific object. Furthermore, this strategy can be used to censure or complain by requesting or demanding explanations for why the listener does or does not do something.

Example: "Why don't you go to beach this weekend?"

- 11) Joke:** Speakers employ this strategy to exploit politeness strategies to reduce the extent of the FTA. This strategy is also a basic positive courtesy technique to place the listener on 'calm.'

Example: Great car we're having. It's only broke 5 times in a week

- 12) Assert or presuppose S's knowledge of and concern for H's wants:** In this strategy, the speaker and the interlocutor work together by expressing/implying knowledge of the interlocutor's wish to conform to

their wishes (between speakers).

Example: I know you don't like durian but this one will be really good, give it a try! (demand + supply)

**13) Offer, promise:** The Speaker cooperate with the interlocutor by promising/claiming whatever the interlocutor wants and helping to get it.

Example: I'll invite you in my wedding next year.

**14) Be optimistic:** In this strategy, the speaker is hopeful that the other person will assist him in obtaining what he desires. Speakers use optimistic FTA expressions to minimize the generated FTA, such as a bit per second.

Example: "Can I borrow your novel for a moment?"

**15) Give gifts to H (goods, sympathy, understanding, cooperation):** In this strategy, speakers not only give commodities as gifts to their interlocutors, but also gifts desired by human relationships, such as sympathy, being listened to, and understanding.

Example: "I hope you have speedy recovery"

#### d) **Negative politeness**

Negative politeness is a "redressive action aimed at the negative face of the interlocutor." It can be said that the core of negative politeness is discussing the speaker's respect for the interlocutor, which gives freedom to the speaker to react. Aside from that, this kind of negative politeness gives the other person a chance to disagree with or reject what the speaker said. It helps the conversation go well and makes both people feel more at ease. In this negative politeness, there are ten strategies (Brown & Levinson, 1987), namely:

- 1) **Be conventionally indirect:** in this strategy one has to modify direct speech by using certain words and the correct hedges so that the speech does not look like direct speech. Then, Gordon and Lakoff stated in Hartati (2020) that there is a systematic method to use indirect speech in English, which is to state a Felicity condition and then ask a question about it. In this instance, the Felicity condition means that all speakers must meet the communication requirements so that the conversation's speech acts proceed as desired. An example: "Why do you turn on your AC in winter?"

- 2) **Don't presume/ assume (use questions and hedges).**

This strategy is used to avoid making any assumptions on the other person. This strategy uses questions and hedges to give the other person an option not to do so. It can be said that this strategy does not want to force the interlocutor to take action from the speaker. Then,

hedges which are usually used in the form of performative verbs in this strategy include something like, maybe, perhaps. Besides, there are also hedges that are emphasized at the beginning such as I think; I guess...; I assume...; As I remember...;As you know..., and so on (Brown and Levinson, 1987 )

Example:

I think that Anna is coming.

Won't you turn on the lamp?

### 3) **Don't coerce H: Be pessimistic.**

Brown and Levinson said in Hartati (2020) that this strategy, which is called "pessimism," shows that the speaker has doubts about the other person. There are three important parts to this strategy: the use of doubtful (with tags), the subjunctive, and the marker for a small chance. In this strategy, the speaker's tone of voice is also important because it shows how negative they are.

Example: Could you do x? (Brown and Levinson, 1987)

### 4) **Minimize the imposition, Rx.**

This strategy applies to how the speaker minimizes the relationship with the interlocutor. It can be said that in this strategy the speaker pays homage to his interlocutor.

Example: "I just want to ask you if I can get a single sheet of tissue?"

(Brown and Levinson, 1987)

- 5) **Give difference:** this strategy has two sides. The first side is that the speaker has a humble nature and also humbles himself. The other side is when the speaker gives a positive face to his interlocutor to elevate/commend him. Of course, to satisfy the opponent's wishes. In this strategy, the interlocutor is at a higher social level than the speaker.

Example: "We look forward to meeting with you, Sir" (Brown and Levinson, 1987)

- 6) **Communicate S's want not to impinge on H: Strategy 6: Apologize:**  
The speaker shows his reluctance to his interlocutor so as not to offend the negative face of the recipient/interlocutor. Then, there are four ways to show that a speaker does not want to say something, which can lead to FTA.

- Admit the impingement

In this case, the speaker will freely acknowledge striking the opponent in the face.

Example: "I'm sure you must be very sleepy, but....."

- Indicated reluctance

In this second way the speaker will try to show his reluctance to his interlocutor by using hedges.

Example: You never bothered me I know, but.....

- Give overwhelming reasons.

In this way, the speaker can show his/her listener that he/she has a good reason to do FTA. Therefore, you can see that the



speaker usually will not imagine hurting the other interlocutor's feelings.

Example: "I am absolutely lost...."

- Beg forgiveness

In the last way, the speaker apologizes to the interlocutor because he wants to take an action that might cause an FTA. Then Brown and Levinson (1987) say that this strategy will use an apology sentence first before expressing his true request not to offend the other person.

Example: I hope you'll forgive me if..... Excuse me, but..... I'm apologize to.....

## 7) Impersonalize S and H

In this strategy, it is evident that the speaker is employing face-threatening expressions, as it appears that the speaker is someone else. In this approach, avoid using "I" and "you." To avoid this there are 3 ways, namely performative, imperative, and impersonal verbs (Brown and Levinson, 1987)

- Performative

To explain the loss of subject and object references, replace "you" and "I" with the most powerful performing verb.

Example: **I tell you that is so** => The sentence changes to => **it is so.**

- Imperatives

This method contains direct expressions of speech acts that can threaten faces. This is because in this way it removes the

performative complement subject "you" which makes this sentence feared to cause an FTA.

Example: Take that out! (Brown and Levinson, 1987)

- Impersonal verbs

In this way the agent/subject deletion occurs in the form of a verb.

Example: It seems (to me) that...(Brown and Levinson, 1987)

- Passive and circumstantial voices

In this way is to passivate the sentence by removing the agent on the claim to avoid referencing the person involved in the FTA.

Example:

I would appreciate if

The sentence above becomes

It would be appreciated if

- Replacement of the pronouns 'I' and 'you' by indefinite.

Example: "One might think ..." (Brown and Levinson, 1987)

- Pluralization of the 'you' and 'I' pronouns

In short, this method replaces the pronouns "I" and "you" with plural pronouns such as "we" to show the speaker's respect for the interlocutor.

Example: We would to ask you ... (Brown and Levinson, 1987)

- Address terms as 'you' avoidance.

Example: Excuse me (miss/ sir)..... (Brown and Levinson, 1987)

- 8) **Strategy 8: State the FTA as a general rule:** this strategy separates speakers and listeners which can cause FTA. Where this usually occurs in general social regulations/obligations. Which speakers actually do not intend to do FTA but because of the coercion of a situation and the speaker's obligations.

For example:

“Passengers will please refrain from flushing toilets on the train.....”

“You will please refrain from flushing toilets on the train..”

- 9) **Strategy 9: Nominalize:** this method turns actors into nouns/attributes of an action. Then, in this way the form of the sentence will become more formal.

Example from Brown and Levinson, 1987)

“You performed well on the examinations and we were favorably impressed.”

“Your performing well on the examinations impressed us favorably.”

It shows from the following sentence that by nominalizing the subject, the sentence becomes more formal.

- 10) **Strategy 10: Go on record as incurring a debt, or as not incurring**

## **H**

In this way, the speaker corrects the action that caused the FTA by either asserting the debt explicitly or denying it (opposite) in the form of a request/offer to the interlocutor.

Example from Brown and Levinson (1987)

- Requests:

“I’ll never be able to repay you if you.... “(Brown and Levinson, 1987)

- Offers:

“I could easily do it for you..... “(Brown and Levinson, 1987)

In this study, the researcher utilized Brown and Levinson's politeness theory to classify the various categories of politeness strategies used by real and anonymous accounts in response to FTAs. The reason the researcher used this theory because they show that the type of politeness strategy used is determined by three sociological factors: the relative power of the listener over the speaker, the social gap between the speaker and the listener, and the degree of an imposition when committing a face-threatening act which is this theory is suitable to answer two research question in this research.

## **2. Politeness in Computer-Mediated Communication**

Morand and Ocker (2002) reviewed and interpreted Brown and Levinson's Computer-Mediated Communication politeness theory. They state that face-threatening actions are unavoidable in various forms of social interaction, including interactions in social media. It means that interactions in online communication can also threaten the speaker's face, for example, disapproval, interruptions, requests and rejections that speakers cannot avoid. Therefore, Moran and Ocker suggest that "politeness theory can be useful as a tool for politeness research in CMC communication."

Then, Morand and Ocker (2002) also stated that nonverbal cues play an essential role in politeness contexts in face-to-face communication. In a CMC

context, the absence of such cues can contribute to more miscommunication than in a face-to-face context. Besides, Park (2008) states that the theory of politeness in online media shows that speakers use various creative mechanisms taken from linguistics and paralinguistic, which are used as signs of solidarity and interpersonal relationships.

In the general study of online communication and politeness behavior in CMC (email, synchronous chat, and web discussion forums), there are many differences and similarities in the linguistic and non-linguistic politeness features used in direct interactions and social media (Nikazm, 2012). In Computer-Mediated-Communication, speakers frequently use direct speech acts and the style of speech can contribute to the need for participants to adapt to the flow and pace of real-time conversation in synchronous communication modes (Dorta, 2008; Park, 2008). Online communication exhibits positive and negative politeness strategies, similar to face-to-face interactions.

According to Park (2008) states that the negative politeness strategy in CMC is a strategy that satisfies the desire of a negative countenance to be unobstructed, autonomous, and unrestricted. There are a variety of techniques speakers use to assuage the negative face of other speakers. Indirectness is one of the most frequently employed negative forms of civility in daily life. The speaker expresses his intentions and thoughts indirectly using verbal and nonverbal devices such as hedges (discourse markers) and circumlocutions (long explanations and introductory words before the primer).

Park (2008) also finds that speakers utilize verbal and nonverbal strategies to execute negative or positive politeness strategies from direct speech acts. Verbal (e.g., discourse markers, subjunctive markers) and nonverbal (e.g., smiling face) devices increase the direct speech act's illocutionary force and help identify the speaker's positive or negative face. Unlike face-to-face interactions, apologies and conventional directness are negative politeness strategies in online communication. The politeness discourse markers such as please, and hedging, i.e., words that modify or reduce the gravity of action said (Lakoff, 1973). According to Nikazm (2012), it is a device that softens and reduces threatening facial expressions, such as disapproval and requests. As previously mentioned, the physical body and paralinguistic signals (such as intonation, facial expressions, and gestures) are unavailable in CMC because they speak face-to-face. Then, online communication and politeness studies have revealed that nonverbal communication is prevalent among online language users.

Also, it was found that the speaker and the listener had made new tools to use the nonverbal communication usually used in online face-to-face communication. It helped them understand the limitations that CMC channels put on online users. Speakers use new linguistic and paralinguistic tools in online communication to convey interpersonal and affective attitudes. The set contains linguistic form contractions, abbreviations (such as idk: I don't know lol: laugh out loud or OMG: Oh my God), typographical conventions such as capital letters (to indicate extreme concern for the recipient), and emoticons (such as smiley/sad faces and flowers) to simulate gestures and facial expressions.

According to Nikazm (2012), simplified syntactic structures, colloquial language, and spelling changes reflect the spoken language in positive politeness in CMC. Then, chat notes, in particular, are frequently read almost like spoken language transcripts. According to Park (2008) on positive politeness strategies, speakers often use claims of similarity to create positive faces. With the strategy of finding common ground, the speaker aims to reduce social distance. Then, the speaker seeks common ground by conveying a shared background in knowledge, or experience. The strategy can reduce social distance and increase mutual understanding between speakers.

The following strategy is positive politeness: seeking agreement. In this approach, the speaker tries to give the other person a good impression by showing approval and avoiding open disagreement by showing partial agreement before disagreeing. Some of the most frequent linguistic elements for explicit agreement are as follows: "I agree", "that's true", "indeed", "you said it", "me too...", "ditto", "yes," and "I noticed that too." This strategy maintains positive interpersonal relationships with other speakers, thereby fostering an environment conducive to group engagement and collaboration.

Besides, the positive politeness strategy is a type of informality. According to Park (2008) informal speech style can make speakers become familiar. Informality can also bring people closer together and make it easier for them to get along with each other. It can be seen in how people's faces light up when they want to be liked, respected or approached. For example, in greetings that use words like, "dear and honey," and "hi and hello." Other forms of informality can also be realized

through the contraction of linguistic forms such as the stylistics of using informal language such as discourse markers (yup, yes, hey), verbal abbreviations (M2, Me3, ic), and informal (lol). This strategy increases the use of solidarity-oriented forms of language, decreasing social distance and nurturing a positive environment for interpersonal relationships (Park, 2008).

### **3. Identity and Politeness**

Language and identity are two things that greatly influence each other. Through the language used by someone, we can find out that person's identity. According to (Mendoza-Denton, 2002, p. 475), identity is the active negotiation of individual relations with bordering social constructions, the extent to which this negotiation is characterized by language and other semiotic methods. Then, based on their self-identity, their expressions automatically contain different politeness strategies. It is used to whom they speak and how they describe their identity. In a communication on the Internet/online communication, communication offers the concept of anonymity to users where people can mask their true identity or other personal information based on their own choice. This anonymity is thought to play a crucial role in their online behavior (McKenna & Bargh, 2000). Therefore, in online communication, there are 2 types of identities in the form of accounts: real and anonymous.

In a real account, the user's identity is usually written clearly in their bio. Then, Scott in Heriatio (2014) says that anonymity is when identifying information about the author is not in the bio. It can be in the form of a pseudonym or complete anonymity. In online communication, the two accounts differ in their style of



language. In a real account, the user tends to keep the face of the interlocutor because his real identity has been installed in his account. Meanwhile, according to Farral in Heranto (2014), anonymous accounts say that they can freely speak and criticize something without fear of reprisal because of anonymity in the discussion.

The researcher concludes that identity and politeness are interrelated concepts in the study of communication and linguistics. Differences in politeness strategies, language choices, and response patterns between real and anonymous accounts show the influence of identity in interpersonal interactions. Cultural context further shapes the relationship between identity and decency, emphasizing the importance of considering sociocultural norms in understanding these dynamics. With the influence between identity and politeness, the researcher gain insight into how politeness is used in online discussions, namely politeness used by users in online discussions through different account identities.

### **C. Conceptual Framework**

This research used a qualitative descriptive study that analyzes politeness strategies between real and anonymous accounts in discussions about the Covid-19 vaccine. Politeness strategies are needed in conversation to reduce threats between speaker and listener. Besides, this research also strategies and factors used in the discussion.

In answering the first and second research question, namely the types of politeness strategies, the researcher used Brown and Levinson's (1978) politeness theory to classify the politeness strategies found. Politeness strategy classification

includes bald-on record, positive politeness, negative politeness, and off-record politeness. Bald-on records are used by speakers when they are doing nothing to minimize the threat to the listener's face. Positive politeness occurs when the speaker wants his wishes to be respected and approved and builds a sense of solidarity in social interaction. Negative politeness occurs when the speaker wants freedom of action and freedom from coercion. Finally, off-record occurs when the speaker wants to use indirect threatening actions to minimize the threat to the listener's face.

To answer the third research question about how politeness strategies are used in real and anonymous accounts, the researcher looked at the results of data analysis and used the 3 politeness factors in Brown and Levinson's (1987) politeness theory, namely, the relative strength of the listener over the speaker, social inequality between the speaker and the listener, and the level of coercion when engaging in face-threatening actions in the findings.

## **CHAPTER III**

### **RESEARCH METHOD**

This chapter contains the research methodology in this research, such as research design, research instruments, data sources, data collection, and data analysis

#### **A. Research Design**

The current research design is descriptive of qualitative because the researcher collected the data in the written utterances in words or sentences (Creswell, 2014). Then, the data are conducted in a natural setting by real or anonymous netizen accounts that reflects politeness in language. This research uses a pragmatic approach because the study occurs and analyzes pragmatics phenomena and because this research analyze politeness strategy, which is one of the theories in pragmatics. The researcher conducted this research on Quora, where there is a context in Covid-19 vaccine controversy.

#### **B. Research Instrument**

The current research used human instruments as the research instrument (Creswell, 2014). The researcher who conducts observation non-participant by looking at the netizens comment on real and anonymous accounts in platform discussion Quora. As the major research instrument, the researcher gathered, collected, and analyzed the data and results of this research.

### C. Data and Data Source

The researcher took this research data from netizen comments on Quora about the Covid-19 discussion and had more than ten comments from netizens. The researcher chose this subject because the comments provided by the real and anonymous accounts contained politeness strategies that the researcher could analyze in this study.

Then another reason why the researcher chose this discussion topic is that until now, there are still many conspiracies and controversies related to the COVID-19 vaccine because it is often thought to be less effective and dangerous for humans. Besides, they (netizens) use English when commenting on this matter because it is an international topic. The exact amount of info is used for comments between anonymous and real accounts. The researcher does not participate in dialogue because she watches and reads what is said in comments on linked topics. The data is written in the form of comments that show how to be polite. The researcher used words, phrases, or sentences from real and anonymous accounts.

The researcher analysed the most popular topic from COVID-19 discussion, totalling five topics. First topic is Topic 1: "Will the COVID-19 vaccines cause serious COVID-19 disease?" (<https://qr.ae/pyFH5J>), the second topic is "Is it possible for someone to die after getting a COVID-19 vaccination?" (<https://qr.ae/pyFHWR>), the third topic is "How safe are the different COVID-19 (coronavirus) vaccinations?" (<https://qr.ae/pyFH9j>), the fourth topics is "Are there any potential health risks of the COVID-19 vaccination?" (<https://qr.ae/pyFHe8>), and the last topic is "If vaccinated people are still catching Covid19, what is the point of

the vaccine?" (<https://qr.ae/pyFHe0>) Then, the data source in this research collected the comment on January 2021 to September 2022.

#### **D. Data Collection**

In collecting the data, the researcher used Quora as the primary source and took several steps in this research. First, the researcher opened Quora and joined the discussion about the vaccine of Covid-19. The researcher looked at the comments given by netizens on the real and anonymous accounts on the discussion. Before collecting data, the researcher checked whether the account was included in the category of a real or anonymous account. The researcher looked at the identity/biodata in each user's account and categorized whether it is a real account that reveals their identity or an anonymous account that hides their identity.

The researcher understands the comments that have been collected. She chose the discussion column with the most comments by taking five discussion-related topics. The researcher identified the comment data that contains politeness strategies. Then, the researcher selected fifty English languages written by anonymous and real accounts. These consist of each twenty-five comments written by anonymous and real accounts. The researcher started categorizing the types of politeness strategies by anonym and real (non-anonym) account commentators. Then, confirmation of the data that has been identified is carried out and followed by data coding. At this stage, the researcher provided a code for netizens who use accounts with real (Non-anonym) and anonymous identities.

## **E. Data Analysis**

The current research employs descriptive analysis as the technique of data analysis. The researcher employs qualitative data analysis techniques because the data are obtained from netizens' comments in the Quora discussions' comments section.

The data analysis showed how the researcher wants to process data to answer research questions in this study. To answer research questions one and two, the researcher took several steps, First, the politeness that have been found in the data comments categorizing according to the types of politeness strategies and context-dependent reasons that could influence the use of these expressions (Brown & Levinson, 1987). Second, the data are interpreted according to Brown and Levinson (1987) and related previous research. To analyze the data, the researcher included the collected data in the analysis if it fulfilled the categories and requirements of Brown & Levinson's (1987) politeness strategy theory. Then, the next researcher presented the data for discussion. The researcher used specific examples of findings to develop additional interpretive explanations. Next, the researcher also looked at the linguistic device used by the users in their comments in online communication, and the last is the researcher concluded the data analysis. To answer the third research question, the researcher presented the results of data analysis that has been done before to answer the first and second research questions. Then, the researcher presented how to use the politeness strategy between anonymous and real accounts on each topic and strategy related to the theory of Brown and Levinson (1987)

## **CHAPTER IV**

### **FINDINGS AND DISCUSSION**

This chapter presented the findings and discussion. The findings section presented data analyzed using Brown and Levinson's (1987) politeness strategy concept. Therefore, to find out more about politeness carried out by two types of accounts, namely real and anonymous accounts, the researcher also use Brown and Levinson's (1987) politeness theory to find out how to use politeness strategies on real and anonymous accounts from the results of data analysis. Next, the discussion section analyzed and interpreted the research findings.

#### **A. Findings**

This section examines all of the data presented in the thesis's findings section, which demonstrates the politeness strategies speakers employ when discussing the COVID-19 controversy on Quora. This study reveals that there are four politeness strategies in conversation: off-the-record, bald on-the-record, negative politeness, and positive politeness. The researcher then described the distinctions between the use of strategies on anonymous and real/non-anonymous accounts.

This discussion presents the findings and discussion. The findings result from an analysis of politeness which real and anonymous accounts are used in responding to some discussions about the COVID-19 vaccine controversy on Quora. From January 2021 to September 2022, the comment column on Quora served as the data source for this study.

Data is taken from comments written by Quora users (Real and anonymous) in that column. Data context is a comment written by a Quora user in the discussion comment column about COVID-19 (COVID-19 forum). The comments taken by the researcher are five topics about a controversy in the covid-19 vaccine, which has many comments. Then the researcher collects data collection of comments from discussions about controversies in Covid-19 on 5 topics. The researcher then classifies the collected data into appropriate politeness strategies described in the next sub-chapter.

### **1. Politeness Strategies used by Real Accounts in the Comment sections of the Discussion about COVID-19 Controversy**

By following the politeness strategy concept of Brown and Levinson (1987), the researcher found all politeness strategies in real accounts: Bald on-record: 4 comments; Off-record: 2 comments; Positive politeness: 8 comments; and Negative politeness: 11 comments in existing data. Here is the politeness strategies used by real accounts in their comments.

In this data analysis, the data is displayed as follows:

(Account type: real/ anonymous) username (Discussion topic 1-5)

*The comment provided by real and anonymous accounts.*

Example

(Real Account) Melani Octarina (Topic 1: (Topic 1: "Will the COVID-19 vaccines cause serious COVID-19 disease?")

*IMO ,It is impossible because a vaccine is created to treat a disease, not to make it worse. You can look for other research to add to your insight about the benefits of this covid-19 vaccine.*



### a) Bald-on Record

The following data shows the form of politeness bald-on record.

#### Datum 1

(Real/ non-anonymous) Charlie Perrin (Topic 1: "Will the COVID-19 vaccines cause serious COVID-19 disease?")

*Stop listening to antivaxxers. Read all about them at [sorryantivaxxer.com](http://sorryantivaxxer.com) | A repository of stories of anti-vaxxers who died or came close to dying of COVID.*

In the comments above, the speaker uses the bald-on-record politeness strategy. The speaker aims to warn other users to believe the nonsense of anti-vaxxers. In this context, the relationship between this speaker and others is the same or equivalent to Quora users. In carrying out acts of threatening the face of this speaker, no compensation is required because it is done for the user's benefit. The speaker gives advice or warnings in the form of direct representation. Besides, the speaker thinks that the reader must take some action. The speaker advised speakers to read related articles about groups of anti-vaxxers affected by Covid-19 or warnings by providing the fact that the COVID-19 vaccine is safe for use by the public. Therefore, this strategy is a bald-on record because the comments above say something directly to express the need and not need compensation. This speaker uses this strategy because social distance factors influence it. The speaker could comment directly because the speaker was on the same level as other users. Moreover, the speaker uses this strategy for the benefit of other users. Hence speaker was not worried about forcing another user's face.

## **Datum 2**

(Real/ non-anonymous) Frederick Beutler (Topic 1: "Will the COVID-19 vaccines cause serious COVID-19 disease?")

*No. That's another piece of misinformation promulgated by anti-vaxxers. The mRNA vaccines, in particular, are not made by use of the virus, so there cannot be any virus to infect anyone.*

Like the previous data, in the comments above, the speaker also uses a bald-on record politeness strategy in the form of sympathetic advice or warning. Where the speaker wants to advise other users that the information the speaker received needs to be corrected, and the speaker is giving this information for the benefit of the other person speaker said. In this context, the relationship between this speaker and others is the same or equivalent to Quora users. Hence speaker was not worried about forcing another user's face.

## **Datum 3**

(Real/ non-anonymous) Burtis Dockery (Topic 3: "How safe are the different COVID-19 (coronavirus) vaccinations?")

*You are safer being vaccinated than not being vaccinated. period!*

In the comments above the speaker uses the bald-on record politeness strategy. The speaker aims to provide a warning as well as advice to other users that getting the COVID-19 vaccine is better than not. In this context the relationship between this speaker and others is the same or equivalent to Quora users. In carrying out acts of threatening the face of this speaker, no compensation is required because it is done for the benefit of the user. The speaker provides advice or a warning by asserting that this vaccine is safe. As a result, this strategy is a bald-on record, given that the comments above convey the need directly without requiring compensation. This speaker employs this

strategy because it is influenced by factors of social distance. Because the speaker was on the same level as other users, he or she could comment directly. Furthermore, the speaker employs this strategy for the benefit of other users. Therefore, the speaker was unconcerned about forcing the face of another user.

#### **Datum 4**

(Real/Non-anonymous) Alicia Jane Rider (Topic 5: "If vaccinated people are still catching Covid19, what is the point of the vaccine?")

*You don't die! Pretty good reason I think!*

In the comments above, it shows that the speaker uses the bald-on-record politeness strategy. In the sentence above, it can be seen that the speaker said the speech directly. The speaker states the reason why the sender/other speaker must get the vaccine. According to the speaker, this is sufficient reason for the interlocutor to get the COVID-19 vaccine.

#### **b) Off-Record**

Some data that indicate off-record are found below:

#### **Datum 5**

(Real/ non-anonymous) Brian Clark (Topic 1: "Will the COVID-19 vaccines cause serious COVID-19 disease?")

*It would be a waste of time vaccinating people if vaccines gave people the virus. People do need to know that it takes 4 weeks from the first vaccine before they are safe from the virus.*

In the comments above, in answering the previous question, speakers use off-record politeness strategies in the form of over-generalize. In the comments above, the speaker indirectly wants to criticize the interlocutor by saying "People do need to know that it takes 4 weeks from the first vaccine before they

are safe from the virus." This is done by the speaker with the aim of minimizing possible violations due to the comments. Because in this comment, the speaker wants to do FTA indirectly to interlocutors.

### **Datum 6**

(Real/Non-anonymous) Kenneth Taylor (Topic 5: "If vaccinated people are still catching Covid19, what is the point of the vaccine?")

*If people who own fire extinguishers can still lose their house to a fire, what's the point of fire extinguishers? If people wearing their seatbelt or motorcycle helmet can still die in a traffic accident, what's the point of those? If you can still knock a girl up even when wearing a condom, what's the point of birth control? These are dumb questions. The evidence shows that in the overwhelming majority of instances, the preventive measures saved (or prevented, in the case of birth control) lives. The existence of exceptions to the rule doesn't make the rule invalid.*

In the comments above it shows that the speaker uses an off-record politeness strategy of the using rhetorical question type. This strategy can be implemented by asking questions without the intention of receiving answers to circumvent the question's sincerity condition, which states that S wants H to provide him with the displayed information. In the sentence " **The evidence shows that in the overwhelming majority of instances, the preventive measures saved (or prevented, in the case of birth control) lives. The existence of exceptions to the rule doesn't make the rule invalid** " the speaker wants to show information to the interlocutor. On the other hand, the speaker can benefit in the following ways: the speaker can get credit for being tactful, not pushy, and the speaker can take responsibility for potentially face-destroying interpretations.

### c) Positive Politeness

The data found below show the use of positive politeness in the comment section.

#### **Datum 7**

(Real/ non-anonymous) Michael Kowalik (Topic 1: "Will the COVID-19 vaccines cause serious COVID-19 disease?")

*it is possible. Vaccine induced viral interference is a common phenomenon. We have extremely limited understanding of how certain antigens can cause reduced immunity and increase the severity of infections with other strains of the same virus or other viruses. This is in addition to the risk associated with injecting antigens into the skin, which is known to mount a different kind of immune response than to a natural infection via the respiratory system. Anything that enters through the skin will create an allergic response, and if there are residues of non-target proteins retained from the manufacturing process, you could develop serious allergies and auto-immune conditions, depending on the protein's homology to the proteins in your own body and diet.*

The comments above show that the speaker agrees with the questions sent by other speakers. The comments above are included in the category of positive politeness strategies in the form of seeking agreement. The speaker reveals that the speaker agrees with what the sender/other speaker said. The speaker also adds an opinion to support the statement. The speaker said that although speaker has a limited understanding of antigens, the speaker also knows a little about the benefits and risks posed by these antigens.

### Datum 8

(Real/ non- anonymous) Pete Wilkes (Topic 2: "Is it possible for someone to die after getting a COVID-19 vaccination?")

*It's a 100% certainty 😊*

In the comments above, it shows that the speaker answered the question by using a positive politeness strategy in the form of a joke. The speaker expresses the opinion, which in the sentence is followed by emoticons that support the opinion to make jokes for the other person speaker says. These emoticons are also used to simulate gestures and facial expressions, which are useful in CMC.

### Datum 9

(Real/ non- anonymous) Linda Russo Beilat (Topic 2: "Is it possible for someone to die after getting a COVID-19 vaccination?")

*Yes it is. I have friends and family who are all fully vaccinated that got covid . One died. Two in the hospitall. One on a ventilator  
The tests were at home and they were very sick. All fully vaccinated. . There are still ones getting sick. My daughter and family all vacinnayed got jet. Hetvhusnsnds family fully vs. Vinnated had it. Her husband even had pneumonia. These vaccines are a joke. It does nothing.*

In the sentence above, it shows that the speaker uses a positive politeness strategy, namely intensifying the interest of H. In the comments above, the speaker says that the speaker agrees with the question posed by the sender and then draws back the speaker's attention by mentioning family and friends who have received the Covid vaccine. -19. After that, the speaker began to tell the chronology of events. Not only that, the speaker also said that "vaccines are a joke. It does nothing."

### Datum 10

(Real/ non-anonymous) Chantal Gaudino Whittington (Topic 2: “Is it possible for someone to die after getting a COVID-19 vaccination?”)

Anyone who is alive at the time of receiving the vaccination will die after having received it. :P

*If you are asking if it is possible for a person to die right away as a direct result of having received the vaccine—no.*

*The AstraZeneca vaccine is being held in Europe because of concerns that it causes blood clots in some people, which has led to (the last I heard) two deaths. Statistically, this is not considered significant, but it is troubling enough that this particular vaccine is being withdrawn from the market and is undergoing further testing.*

In the comments above, it shows that the speaker uses the positive politeness strategy "joke" when answering questions. In the sentence, "Anyone who is alive at the time of receiving the vaccination will die after having received it.:P." The speaker uses a joke to show solidarity with the sender/other speaker. Then, the speakers also use emoticons to show expressions and gestures that show that it is just a joke. Then, the speaker continued explaining the question the sender raised.

### Datum 11

(Real/ non-anonymous) Tay Mercer (Topic 3: "How safe are the different COVID-19 (coronavirus) vaccinations?")

I know this is something that worries a lot of people. I'm not against vaccination and I plan to go through this soon, but I want to be sure that my doctor has a quality certified drug that is effective, has no (or has few) side effects and is in any case safe for me health. I know that such a vaccine already exists. I have read about vaccination safety on various medical portals and so far I have no reason not to trust this information. If you want to know more about this, then I can advise you on several online resources, where you will find all the information you need to make the right decision.

In the comments above it shows that speakers use positive politeness strategies. The strategy used is Assert or Presuppose S's Knowledge of and Concern for H's wants. In the sentence above, the speaker uses the word "I

know..... But....." which shows the use of offer and apology forms in this strategy. In the comments above, the speaker states the information to the interlocutor. Apart from that, the speaker wants to admit that the speaker does not trust the safety of the Covid-19 vaccine but does not want to cause FTAs to other senders/speakers because they are considered anti-vaxxers.

### **Datum 12**

(Real/ Non-anonymous) Joy Salomon (Topic 4: Are there any potential health risks of the COVID-19 vaccination?)

*No bad side effects, but getting Covid does. After my shot I had an afternoon arm for the rest of the day. My husband had that and was very tired and slept most of the day.*  
 .....

In the comments above, it is clear that the speaker uses a positive politeness approach that makes H. more interested. In the comments above, it is clear that the speaker wants to start involving the speaker in the statement. At first, the speaker said that the COVID-19 vaccine was unlikely to have a harmful effect unless it was exposed to the virus. The speaker believes this is because of the experience after getting the COVID-19 vaccine. Here the speaker began to attract the attention of other speakers with the story. the speaker made up an interesting story about the experiences after the vaccine. She and her husband only had sore arms at the injection site and were tired that day, and were back to normal the next day. Then the speaker said that it also happened with the second vaccine. This shows that the vaccine does not have a harmful effect on the health of the human body. Because apart from being clinically tested by WHO, this vaccine has also gone through a long process before being distributed to the public. Then, the use of this strategy aims to



attract attention and create closeness/solidarity with the speaker/sender.

### **Datum 13**

(Real/ Non-anonymous) Nisheet (Topic 4: Are there any potential health risks of the COVID-19 vaccination?)

*Give us an example of any serious bad effect of the Corona Vaccine which has resulted in any damage that makes us reject it.*

In the comments above, it shows that the speaker uses a positive politeness strategy of the Use of in-group identity markers type. Seen in the comments above, the speaker uses one of the pronouns to replace you and I, namely "us". The use of the pronoun 'we' denotes brotherhood, a group of people united by their knowledge of one thing. Moreover, the pronoun 'we' denotes a team effort and decision made by all community members. The speaker also wants to make other speakers aware of the evidence of congenital diseases from vaccines that have not been proven, which other speakers might have overlooked.

### **Datum 14**

Yossi Shargal (Real) (Topic 4: Are there any potential health risks of the COVID-19 vaccination?)

*Any medicine or vaccine has potential risks. And there is no "the COVID-19 vaccine". There are several.*

*Did you think to ask about the potential risks for any other medicine that you may have taken? Why this obsession with this specific vaccine?*

In the comments above, it shows that the speaker uses a positive politeness strategy of the give or (ask) for reason type. In the sentence above, the speaker first states reasons about medicines and vaccines in the sentence "Any medicine or vaccine has potential risks." Then, in the next sentence line the speaker uses a question strategy to the sender/other speaker in the sentence

"Did you think to ask about potential risks for any other medicine that you may have taken? Why is this obsession with this specific vaccine?" The use of this strategy aims to ask the reasons why the speaker thinks like this. Besides to asking for reasons, speakers also direct other senders/speakers to agree with their opinion that each drug and vaccine has its own risks/side effects.

#### d) Negative politeness

The following are comments found using the negative politeness strategy.

##### **Datum 15**

(Real/ non-anonymous) Jennifer Larson (Topic 1: "Will the COVID-19 vaccines cause serious COVID-19 disease?")

*"No. The Moderna vaccine may cause you to feel sick for a couple of days. You may spike a fever. But it will not give you COVID"*

The comments above are included in the negative politeness strategy category Question and Hedge because the speaker does not want to force the opinion on the questioner. It is indicated by using hedging as the performative verb "may" in the comment. Then, also found an apology for strategy in the form of indicating reluctance in using the word "but," which is used to show the speaker's reluctance to offend the other person.

##### **Datum 16**

(Real/ non-anonymous) Roberto De León González (Topic 2: "Is it possible for someone to die after getting a COVID-19 vaccination?")

*Much more likely, something will die after a Covid-19 vaccination. And that is the virus.*

*When it enters the organism of someone thus immunized, it will have a short, thrilling existence, followed by a most horrible death.*

*It will be torn apart, destroyed, piece by piece, until all that is left of it is some*

*disassembled nucleic acid, misshapen parts here and there and a strong immune memory of its having attempted to hijack healthy cells in order to produce copies of itself.*

In the comments above, it shows that the speaker uses a negative politeness strategy in the form of Nominalize. In this comment, at the beginning of the sentence, the speaker expresses the opinion in passive and formal sentences. Then, the speaker says, "It will be torn apart, destroyed, piece by piece....." It shows that the speaker uses "it" to remove the actor in the speech. The speaker uses the passive form to show that speaker is trying to minimize the offense that may occur because of the comment.

### **Datum 17**

(Real/ non-anonymous) Jo Whitaker (Topic 2: "Is it possible for someone to die after getting a COVID-19 vaccination?")

*The covid vaccine prevents infection by the covid virus. It does not prevent heart attacks or strokes or automobile accidents or any other cause of death. It also does not cause those deaths.*

In the comments above, it shows that the speaker uses a negative politeness strategy in the form of impersonalizing S and H. In this comment, it shows that at the beginning of the sentence the speaker avoids using the pronouns "I" and "You." It shows in the sentence. It does not prevent heart attacks, strokes, automobile accidents, or any other cause of death. It also does not ....." In these two sentences, and the speaker uses "it" to avoid using the pronoun. The speaker uses the passive form to show that the speaker is trying to minimize the possible violations caused by the comment.

### **Datum 18**

(Real/ non-anonymous) Sofia Lee (**Topic 3: "How safe are the different COVID-19 (coronavirus) vaccinations?"**)

*In my personal view, no covid vaccine is safe. All of these have their own side effects. It leaves the body a bit lazy. Maybe I am wrong but yes that is the case. I always believe that precautionary measures are better than vaccination. Disposable 3-Ply Non-Medical Face Masks 200 total masks in packs of 10. 20 packs of 10 face masks are the best option to keep covid away.*

In the comments above it shows that speakers try to express their opinions by using negative politeness strategies in the form of questions, hedges. In the comment above the speaker uses Hedge "in my personal view" in the comment the use of this hedge is used to show that the speaker is not completely sure about something. Hedges refers to “a particle, word or phrase that changes the degree of membership of a predicate or noun phrase in a set ; it is said that membership is partial or true only in certain respects, or that it is more true and complete than one would expect ” (Brown & Levinson, 1978). The use of this strategy aims to minimize FTA on the interlocutor.

### **Datum 19**

(Real/ non-anonymous) Maruti hospital (**Topic 3: "How safe are the different COVID-19 (coronavirus) vaccinations?"**)

*There are strict protections in place to help ensure the safety of all COVID-19 vaccines. Before receiving validation from WHO and national regulatory agencies, COVID-19 vaccines must undergo rigorous testing in clinical trials to prove that they meet internationally agreed benchmarks for safety and efficacy. Unprecedented scientific collaborations have allowed COVID-19 vaccine research, development, and authorizations to be completed in record time – to meet the urgent need for these vaccines while maintaining high safety standards. As with all vaccines, WHO and regulatory authorities will continuously monitor the use of COVID-19 vaccines to identify and respond to any safety issues that might arise, and through that process to assure they remain safe for use around the world.*

**Datum 20**

(Real/ non-anonymous) Aachri Tyagi (Topic 3: "How safe are the different COVID-19 (coronavirus) vaccinations?")

It is the WHO (World Health organization) who are the monitors of the safety of vaccines and the process of making the vaccines. They closely work together with national authorities who ensure that the safety standards are met and are safe for human usage.....

In the two comments above, the speaker uses a negative politeness strategy in the form of the state the FTA as the general rule. In the comments above, the speaker shows WHO's work. WHO is responsible for monitoring the use of the COVID-19 vaccine to identify and respond to any safety issues that may arise. Besides, the speaker also said that WHO was also testing the safety of the Covid-19 vaccine before it was given to the public. Even though using this strategy, the speaker does not need to fix the face of the opponent the speaker is talking to. This is because the speaker uses the politeness strategy to provide the explanation needed by the interlocutor.

**Datum 21**

(Real/ Non-anonymous) Elna Tymes (Topic 4: Are there any potential health risks of the COVID-19 vaccination?)

*Not really. There have been a few adverse events but after research, they have been found to be caused by coinciding conditions, such as blood vessel blockages actually caused by a pre-existing condition, or fever caused by another simultaneous infection. The vaccine causes an increase in the body's own antibodies, which in turn fight and kill the virus.*

In the sentence above, it shows that the speaker uses a negative politeness strategy in the form of a question, hedge. In the first sentence the speaker uses the hedge "really" then the speaker also uses the hedge "few." The use of this strategy aims to soften the statement. Besides, the use of the Hedge strategy in the sentence above shows that the speaker does not want to make

the sender/other speaker offended by the statement or it can be said that the speaker wants to do FSA (Face Saving Act).

### **Datum 22**

(Real/ Non-anonymous) Susan Manek (Topic 4: Are there any potential health risks of the COVID-19 vaccination?)

*“There is always a risk of anaphylactic shock with any vaccine if you have a history of this kind of allergic reaction. That's why they keep you at the injection site for 15–30 minutes after your shot.*

*The adenovirus vaccines (AstraZeneca and J&J) have been associated with blood clots in one out of 100,000 cases with the former and one out of a million cases with the latter.*

*So far the mRNA vaccines have not been associated with any particular health risks beyond the possibility of allergic reactions.*

*All of the vaccines can produce flu-like symptoms but that is not considered a health risk.”*

In the comments above, it shows that the speaker uses a negative politeness strategy in the form of nominalize. Speakers try to avoid the emergence of FTAs by eliminating actors as actors of action. Besides, the speaker also changes the sentence to be passive, where the actor becomes part of the action.

### **Datum 23**

(Real/Non-anonymous) Kenneth Jevs (Topic 5: “If vaccinated people are still catching Covid19, what is the point of the vaccine?”)

*My understanding is vaccination does not prevent you from catching covid 19. But your body after vaccination has the ability to fight the covid 19 infection and heal you. It's a simple logic. If you catch common cold or normal fever your body starts working against it and heals you.*

*Following the prevention measures in addition to vaccination helps you and your loved ones from catching covid 19. Therefore you need not to go through the discomfort and let your body fight it out the infection.*

In the comments above, it is evident that the speaker is using the Hedge type of negative politeness to ask a question. In the speech above, the speaker uses the phrase "my understanding." A hedge is used. It could mean that the person

speaking is not telling the whole truth. The speaker explains how the COVID-19 vaccine works in the comments above. However, the speaker uses Hegde, a word whose purpose is to create social distance or discomfort between the speaker and the listener. The speaker will likely use Hegde when the speaker wants to break social contact. The speaker said this approach is meant to help the opponent save face (FSA).

#### **Datum 24**

(Real/Non-anonymous) Milos Fehir (Topic 5: “If vaccinated people are still catching Covid19, what is the point of the vaccine?”)

*Nowhere has it ever been stated that the Covid vaccine prevents the disease from happening. It gives protection to a certain point, 80-90%, but most importantly of all it prevents you from becoming very very sick if you catch it so much, for the most part. This is the actual power of the vaccine. Instead of dying or needing emergency clinical aid, you get a bad cold.*

In the comments above, it shows that the speaker uses a negative politeness strategy in the form of nominalize. The above utterance is said to be a nominalized form because the speaker changes the sentence/speech into a passive sentence. Besides, speakers express their opinions by using actors as part of the action/action. The purpose of using this strategy is that the speaker wants to minimize the occurrence of FTA (Face threatening act) which will be received by the interlocutor or it can be said that the speaker wants to do FSA (face saving act).

## Datum 25

(Real/Non-anonymous) Joyce Berman (Topic 5: "If vaccinated people are still catching Covid19, what is the point of the vaccine?")

*Good question. It seems as if statistics are coming out of several countries showing that the rate of hospitalization is about the same whether someone is vaccinated or not. I wonder if the only purpose of this insistence on booster shots is just to keep us under the thumb of the government. I don't know, but personally, I had Covid and, at least for me, it was a 5-day cold, and not even a bad one. That was at the very beginning of the outbreak so no vaccine or testing was available at the time. For most people, it's not much worse than that, and there is some evidence in studies that there is a genetic vulnerability. If so, it makes more sense to test for vulnerabilities and leave us alone IMO.*

In the comments above, it shows that speakers tend to use a lot of negative politeness strategies in their speech. The speaker uses the Question, Hedge strategy and can be seen at the beginning of the sentence the speaker starts the speech by giving praise to the speaker by saying a good question. Then, it is continued with a speech that uses several hedges such as "I wonder..; personally....; IMO....." In the comments above the speaker also uses abbreviations that are usually used in online communication such as IMO (in my opinion) and there is also a modification of the hedge as in the phrase "not even a bad one..; very beginning....; it's not much worse....; and some evidence." By using this strategy, the speaker is not fully responsible for the truth of the speech the speaker wrote and this hedge modification also intends to soften the speech delivered by the speaker to avoid damaging the face of the sender/other speaker.



## 2. Politeness Strategies used by Anonymous Accounts in the Comment sections of the Discussion about COVID-19 Controversy

By following the politeness strategy concept of Brown and Levinson (1987), the researcher found all politeness strategies in anonymous accounts: Bald on-record: 2 comments; Off-record: 6 comments on anonymous accounts; Positive politeness: 8 comments; and Negative politeness: 9 comments on the anonymous account in existing data. Here is the politeness strategies used by anonymous accounts in their comments.

In this data analysis, the data is displayed as follows:  
 (Account type: real/ anonymous) username (Discussion topic 1-5)  
*The comment provided by real and anonymous accounts.*

Example

(Anonymous Account) Onyour\_Mel (Topic 1: (Topic 1: "Will the COVID-19 vaccines cause serious COVID-19 disease?")  
*IMO ,It is impossible because a vaccine is created to treat a disease, not to make it worse. You can look for other research to add to your insight about the benefits of this covid-19 vaccine.*

### a) Bald-on Record

The following data shows the form of politeness bald-on record.

#### **Datum 26**

(Anonymous) George Wilson (Topic 1: "Will the COVID-19 vaccines cause serious COVID-19 disease?")

*No. The COVID-19 vaccines are intended to protect people from COVID-19, not to cause "serious COVID-19 disease".*

In the comments above, the speaker uses the bald-on record politeness strategy. The speaker aims to warn other users that the COVID-19 vaccine is not as dangerous as it seems. In this context, the relationship between this

speaker and others is the same or equivalent to Quora users. In carrying out acts of threatening the face of this speaker, no compensation is required because it is done for the user's benefit. The speaker gives advice or warnings in the form of direct representation. Besides, the speaker thinks that the reader must take some action. The speaker provides advice or warnings by providing the fact that the COVID-19 vaccine is safe for use by the public. Therefore, this strategy is a bald-on record because the comments above say something directly to express the need and not need compensation. This speaker uses this strategy because social distance factors influence it. The speaker could comment directly because the speaker was on the same level as other users. Moreover, the speaker uses this strategy for the benefit of other users. Hence speaker was not worried about forcing another user's face.

### **Datum 27**

(Anonymous) Gerald Osbom (Topic 4: Are there any potential health risks of the COVID-19 vaccination?)

*“No, COVID has bad consequences.”*

In the comments, the speakers seem to disagree with the questions posed by the sender/other speakers. In the comments above, it can be seen that the speaker uses a bald-on record politeness strategy in the form of showing disagreement. In the sentence "COVID has bad consequences..." The speaker directly expresses the rejection of the question that makes the Covid-19 vaccine appear to have a harmful effect on the health of the human body. Because the thing that is dangerous is the COVID-19 virus itself.

## b) Off-Record

Some data that indicate off-record are found below:

### Datum 28

(Anonymous) James T Brawen (Topic 1: "Will the COVID-19 vaccines cause serious COVID-19 disease?")

*Thank you, my friend, for asking me to reply to your excellent question.*

*Will the Covid-19 vaccines cause a serious Covid-19 disease?*

*No.*

*The purpose of any vaccine is to prevent serious illness.....*

In the comments above, the speaker uses an off-record politeness strategy in the form of be ironic. Even though it can be seen in the first sentence, the speaker uses positive politeness strategies in the form of notice, attend to H. In the comments above, the speaker wants to provide criticism by indirectly telling the sender/other speakers. In this context, the speaker wants to respect and save face for the opponent. The speaker said the opposite of what the speaker meant. The speaker said "excellent question" in a comment that was the opposite of the point. The utterance was meant to criticize the opponent speaker said. Besides, these speakers think saying an "excellent question" is better than saying a bad comment directly. The speaker uses this strategy because the distance between speakers influences the speaker. The speaker considered the opponent to be of a higher status than himself and deserved respect. Therefore, the speaker employs this strategy to save the interlocutor's dignity by engaging in FTA indirectly and allowing the interlocutor to interpret it.

### **Datum 29**

(Anonymous) Josh Flory (Topic 2: “Is it possible for someone to die after getting a COVID-19 vaccination?”)

*Anything is possible. So far only a hand full of people have died from it. Other deaths are unclear. There are a lot of potential complications and many of them don't even bother with the vaccine itself. People have had heart attacks just getting a needle stuck in their arm. Some people get sick or die from bad needles. The covid 19 vaccine has been the safest vaccine to date. Far safer than any other vaccine. It works well for a virus that is prone to mutation.*

In the comments above, in answering the previous question, speakers use off-record politeness strategies in the form of over-generalize. The speaker indirectly wants to criticize the other person in the comments above. In the comments above, this strategy has several forms in which the speaker can leave the FTA object vaguely.

### **Datum 30**

(Anonymous) Matt Donald (Topic 2: “Is it possible for someone to die after getting a COVID-19 vaccination?”)

*Yes, if it were otherwise it would mean that the vaccination conferred immortality. Of course people also die after eating chocolate, touching paper and almost always after being born.*

In the comments above, it can be seen that the speaker answered the question by using an Off-record politeness strategy in the form of "be ironic." In the sentence above, the speaker says that even someone can die from eating chocolate and touching the paper. It means that speakers want to say that the vaccine is harmless to humans. Of course, humans will die because the vaccine does not give immortality. In this politeness strategy, the speaker wants to criticize and wants to do FTA indirectly the other person but does not want to offend the other person.

**Datum 31**

(Anonymous) Bob Gomez (Topic 4: Are there any potential health risks of the COVID-19 vaccination?)

*Ask all the dead. The dead who have died from the shot.*

Furthermore, in the comments given by the anonymous account above, it shows that the speaker uses an off-record politeness strategy in the form of be ironic. In the sentence above, it shows that this is impossible because people cannot ask questions about people who have died. In the sentence above the speaker actually wants to convey that the speaker wants the speaker to stop worrying about things that have not been proven. Because of course this vaccine is safe because it has been tested before being given to the public.

**Datum 32**

(Anonymous) Jeff Savit (Topic 5: “If vaccinated people are still catching Covid19, what is the point of the vaccine?”)

*The point is that you are much less likely to get hospitalized and die. That isn't good enough for you?*

In the utterance above, it shows that the speaker uses an off-record politeness strategy of the using rhetorical question type. In the comments above the speaker does not intend to ask for answers to the questions the speaker gives. The speaker actually just wants to provide information about the usefulness of the vaccine to the interlocutor. The speaker did this with the aim that the interlocutor would not feel offended and minimize the appearance of FTAs.

### Datum 33

(Anonymous) John VanBerk (Topic 5: "If vaccinated people are still catching Covid19, what is the point of the vaccine?")

*If people still get in car wrecks, what's the point of a safety belt?*

*If people still get HIV, what's the point of protection?*

*If people are still drowning, what's the point of a life vest?*

*Your question and my questions all have the same answer:*

*Because it helps to mitigate or significantly lower my risk of an outcome I don't want.*

In the comments above it shows that the speaker uses an off-record politeness strategy of the using rhetorical question type. Where in the comments above the speaker does not want the answer given by the speaker. The speaker only wants to provide/provide information about vaccines indirectly to the interlocutor by using an analogy with the aim that the interlocutor understands what the speaker means. Besides, the use of this strategy is intended so that the interlocutor is not offended by the comments the speaker conveys so as not to cause FTA directly.

### c) Positive Politeness

The data found below show the use of positive politeness in the comment section.

### Datum 34

(Anonymous) Ron Lawrence (Topic 1: "Will the COVID-19 vaccines cause serious COVID-19 disease?")

*They should not cause serious diseases as some vaccines in the past have done.*

*However, this is a new virus, and it has been doing some unexpected things.*

*Therefore, we will have to just wait and see.*

In the comments above, the speaker uses positive politeness, the avoid disagreement strategy. This comment shows that the speaker avoids

disagreement with the speaker's question, which states that the COVID-19 vaccine seems so dangerous that it can make someone lose their life. It shows that after the first sentence, the speaker uses the word "however" after a statement which seems as if the speaker disagrees with the statement of the sender/interlocutor. Therefore, it can be concluded that in the speaker's comments above speaker uses the positive politeness strategy of "avoid disagreement."

### **Datum 35**

(Anonymous) Max is not here (Topic 2: "Is it possible for someone to die after getting a COVID-19 vaccination?")

*Seeing as vaccines don't make you immortal I don't see why you wouldn't think that. And yes, you can die after taking a vaccine but the point is to weaken the effects of what can make you sick and help prevent you from getting it in the first place.*

In the comments above, the speaker answered the question by using a positive politeness strategy of avoid disagreement. In the comments above, the speaker initially expressed the opinion that the speaker was confused about why the sender thought that way. Then the speaker answered the question above by expressing that speaker agreed, but the speaker also explained/criticized the question. In this comment, it shows that the speaker wants to try to hide the disagreement so as not to cause an FTA for the sender. Therefore, it can be concluded that the speaker uses the strategy to improve the face of the sender/other speakers.

**Datum 36**

(Anonymous) JustAnotherHuman (Topic 2: "Is it possible for someone to die after getting a COVID-19 vaccination?")

*No its not possible. When you get vaccinated for covid you are basically immortal. All knowing and all powerful too.*

*You can see in 4 dimensions and manipulate all 4 basic forces that exist in the universe at your will...*

*Basically when you get the vaccine you become God.*

In the above comment, the speaker uses a positive politeness strategy in the form of a "joke." In the above comment, it shows that the speaker tries to answer the sender's question with a joke. The speaker said that after being vaccinated, a person would become immortal, see 4 dimensions, go to another universe, and even become God. It is due to the many rumors/controversies about the COVID-19 vaccine. Of course, the COVID-19 vaccine does not make a person immortal. Speakers do this to familiarize themselves with other speakers and try to improve the sender's face.

**Datum 37**

(Anonymous) STENDEC (Topic 2: "Is it possible for someone to die after getting a COVID-19 vaccination?")

*Absolutely possible.*

*COVID-19 vaccines don't prevent cancer or heart disease, the most common cause of death in the US. Nor do they prevent industrial accidents, falls, vehicular accidents, homicide, suicide, drownings, or any other similar cause of death.*

*There will be, no question, people who die after being vaccinated against COVID-19.*

Like the previous comment, in the comment above, the speaker uses a positive avoidance type politeness strategy when answering the question. In the comments above, the speaker initially answered the question above by expressing that speaker agreed speaker agreed and said, "Absolutely possible."



However, the speaker also explains/criticizes the question. The speaker said, "this vaccine does not prevent cancer or heart disease, the most common causes of death in the US. Nor do they prevent industrial accidents, falls, vehicular accidents, homicide, suicide, drownings, or any other similar cause of death." In this comment, it shows that the speaker wants to try to avoid the disagreement so as not to cause an FTA for the sender. Therefore, it can be concluded that the speaker uses a positive politeness strategy, "avoid agreement," to improve the face of the sender/other speakers.

### **Datum 38**

(Anonymous) Willie (Topic 3: "How safe are the different COVID-19 (coronavirus) vaccinations?")

*The problem was that we allowed those who were financially benefiting to make the decisions as to whether it is safe.*

In the preceding remarks, the speaker employs the Use of in-group identity markers type of positive politeness. The pronoun "we" is used by the speaker in the comments. Using the pronoun 'we' connotes brotherhood, a group of individuals whose shared knowledge of a subject unites them. In addition, the use of the pronoun 'we' signifies a collective endeavor and decision made by all community members.

**Datum 39**

(Anonymous) Mlwlyons (Topic 3: "How safe are the different COVID-19 (coronavirus) vaccinations?")

Thank you for the question.

*I suggest you go to <http://openvaers.com> and VigiAccess.*

*They are both vaccine adverse reactions reporting systems, VAERS (USA) VigiAccess (WHO). VAERS latest reports are over 1.9 million.*

*The Lazarus Report was a study done on the effectiveness of VAERS. The study reported that as little as 1% of all vaccine reactions were reported.*

In the comments above it shows that the speaker uses positive politeness strategies. Initially the speaker thanked the sender/other speaker for notice to H need. Then, in the next sentence, the strategy speaker uses is offering. The speaker offers the sender/other speaker to open the link speaker has included. The link contains information about vaccine reports needed by other senders/speakers. In this strategy, the speaker tries to demonstrate S's good intentions in satisfying Speaker's positive-face wants.

**Datum 40**

(Anonymous) Don McDougal (Topic 4: Are there any potential health risks of the COVID-19 vaccination?)

We don't know yet they were no tested enough to know if there will be side effects.

In the sentence above it shows that this anonymous Quora account uses a positive politeness strategy of the Use of in-group identity markers type. The speaker uses the pronoun "we" in the comments to increase solidarity, or it can be said that the speaker wants to build a unity between other Quora users. Moreover, the use of the pronoun 'we' denotes brotherhood, a group of people united by their knowledge of one thing and signifies joint efforts and common decisions taken by all members of the community.

**Datum 41**

(Anonymous) Carol Gronicus (Topic 5: “If vaccinated people are still catching Covid19, what is the point of the vaccine?”)

*If you are fully vaccinated and you catch COVID-19, then your symptoms will be greatly reduced. So much so that you may not have to seek medical help. If you have any doubts about that, contact the hospital of your choice and ask. If you are not vaccinated and get the virus, you could well be looking forward to spending days with a respiration tube jammed down your throat just to be able to breathe and may well end up with lung damage.*

In the comments above, it shows that the speaker uses positive politeness in the form of Assume or Assert Reciprocity. In this strategy, it is clear that cooperation between S and H can also be claimed or demanded by providing evidence of mutual rights or obligations. The speaker tries to impart knowledge to the interlocutor by saying what if the interlocutor accepts/does not receive the COVID-19 vaccine. If the speaker accepts it, then the symptoms the speaker received when contracting this virus will be mild and not to the worst conditions such as lung damage. This is done so that speakers can soften their FTA by eliminating debit aspects and/or face-threatening speech act aspects such as criticism and complaints.

#### d) Negative politeness

The following are comments found using the negative politeness strategy.

##### **Datum 42**

(Anonymous) George Linker (Topic 1: "Will the COVID-19 vaccines cause serious COVID-19 disease?")

*"It is one of the possibilities that most don't know exists. It is called vaccine-associated enhanced disease. It has been common in animal trials of mRNA vaccines."*

In the sentence, several words fall into the negative politeness strategy category. In these comments, "it" is included in the negative politeness strategy "Impersonalize S and H." The speaker avoids FTA using performatives instead of "I" and "You" as names. It helps explain why the subject and indirect object of the best-performing verb is less often mentioned directly.

##### **Datum 43**

(Anonymous) Carlos Santos Fernandez (Topic 1: "Will the COVID-19 vaccines cause serious COVID-19 disease?")

*"It will have side effects let you contact COVID-19 in small chance. You may get a breakthrough infection as a risk. The benefits of being overweight are more than the risks from vaccines."*

In the comments above, the speaker uses the same politeness strategy as the previous data: negative politeness in the form of "Nominalize." In answering the question, it shows in the first sentence above that the speaker uses the passive voice. Besides, the speaker removes the actor in the comments when expressing an opinion. The speaker explained how various vaccines are circulating in the community. The removal of the actor as the perpetrator of this action aims to protect the face of the sender/other speaker. Then, in the next sentence, the speaker uses a pronoun followed by the hedge "maybe," which is

used as a hedge for the speaker's expression to the listener. This function presupposes social distance or awkwardness between the speaker and listener and will likely be utilized when the speaker wants to pause their interaction.

#### **Datum 44**

Anonymous (Topic 3: "How safe are the different COVID-19 (coronavirus) vaccinations?")

*The COVID-19 pandemic began, a couple of antibodies have now been completed across the world, including some that use new RNA advancements that have never been upheld for use on individuals already. Although this heap of inoculations has been subject to a comparative consistent and authoritative carefulness as some conveyed at record speed, with measures run in relating to saving time, there have been various adjusted administrations to ensure their prosperity, including being another vaccine.*

In the comments above it shows that speakers use negative politeness strategies in the form of nominalize. In the comments the speaker removes the actor when expressing the opinion. The speaker explained how various vaccines are circulating in the community. The removal of the actor as the perpetrator of this action aims to protect the face of the sender/other speaker.

#### **Datum 45**

(Anonymous) Jennifer Lepa

*"Can't say anything for sure but according to the info that I have gained till date, the COVID-19 coronavirus vaccine is not 100% safe. Apart from many other controversies attached with it, it does not guarantee full recovery and the risk of side effects is always there.*

*So, going for the vaccine is quite risky at these initial stages. So, try your best to go with other safety protocols like hand sanitizing and covering your face with a facemask."*

In the comments above, speakers use negative politeness strategies in the form of apologize. The speaker intends to apologize because the speaker cannot provide valid information to the sender/speaker because the speaker

cannot confirm whether the Covid-19 vaccine is safe or not. However, the speaker commented that the vaccine is still not 100% safe because it does not guarantee a cure for Covid-19. Besides, by using this strategy speakers also try to improve the faces of other speakers.

#### **Datum 46**

(Anonymous) Arti Singh (Topic 3: "How safe are the different COVID-19 (coronavirus) vaccinations?")

*"COVID-19 vaccines are safe. Getting vaccinated will help protect you against developing severe COVID-19 disease. Some mild side effects after getting vaccinated can feel that are signs that your body is building protection. However, a small percentage of people who are fully vaccinated will still get COVID-19 after vaccination if they are exposed to the virus that causes it."*

*Dr. Atul Rastogi the Best Orthopedic Specialist in Meerut says COVID-19 vaccines are effective. It doesn't affect other medications as well. If you have any orthopedic condition and want to go through the surgery then you can take advice from your doctor. You may face no problem after the surgery during the pandemic. Take your shot of vaccination and save yourself.*

In the comments above, the speaker uses the negative politeness strategy in the form of nominalize. Where the speaker eliminates the actor when speaker expresses the opinion. In the comments the speaker makes the actor an attribute of the action, namely Vaccination. Then, when the subject is nominalized, the sentence will become more formal.

#### **Datum 47**

(Anonymous) David Watson (Topic 4: Are there any potential health risks of the COVID-19 vaccination?)

*All medications especially prescription medications have a Benefit to Risk ratio. Even water has one. It is very high B/R as you can die from not enough water, but you can consume too much water and die. The same is true of oxygen. Any vaccine has a B/R but it is relatively high.*

*As a Pharmacist my family gets their vaccines as soon as medically appropriate. "Don't Hesitate, Vaccinate!"*

In the sentence above, it shows that the speaker uses a negative politeness strategy of the State the FTA type as a general rule. In the comments

the speaker mentioned that all things have their respective benefits and risks. This is something that is commonly known by the public. The speaker also said that water and oxygen also have B/R. Apart from that, the speaker also demonstrated the position as a pharmacist who is responsible and knowledgeable about the world of medical drugs. This strategy aims to explain and make the sender/speaker understand and believe/believe in the facts that are happening.

#### **Datum 48**

(Anonymous) Thomas Bun (**Topic 4: Are there any potential health risks of the COVID-19 vaccination?**)

*All medical procedures, operations, medicines and vaccines have potential risks  
Vaccines have been successfully and safely administered for over 200 years.  
There is a very small chance of an adverse reaction or in extreme cases death.*

In the comments above, the speaker tries to express the opinion by using the negative politeness strategy, state the FTA as the general rule. In the comments above, the speaker tries to explain the general thing, namely that everything in the world of health has unpredictable risks. Then, the speakers also said that vaccines have been proven safe for more than 200 years, so adverse reactions are also quite minimal. In this strategy the speaker wants to say facts that need to be known by the sender/other speaker.

#### **Datum 49**

(Anonymous) Ronda Spear (Topic 5: “If vaccinated people are still catching Covid19, what is the point of the vaccine?”)

*It lessens the chance of you getting a serious case of virus. It gives your immune system a heads up. It lessens the chance of people dying and being put on respirators and clogging the hospitals.*

In the comments above, it shows that the speaker uses a negative

politeness strategy in the form of Nominalize. Seen in the above speech, the speaker omitted the actor when expressing the opinion. The speaker said that this covid-19 vaccine would reduce our chances of getting serious cases of the virus. Not only that, this vaccine also gives the body's immune system which will reduce the chances of people dying and wearing respirators and clogging up hospitals. Then, the comment above also turns into a passive sentence, where the speaker is no longer the subject but becomes part of the action. Therefore, the above comments are formal. Then, the goal of the strategy is to keep the sender's/other speakers' faces so that they don't reveal FTA.

### **Datum 50**

(Anonymous) Zbigniewa Juan-McDonald (Topic 5: "If vaccinated people are still catching Covid19, what is the point of the vaccine?")

*Vaccines have never been about not catching what they were created against. Vaccines are designed to prevent severe illness. They give our immune system a two week head start when we encounter a pathogen.*

In the comment above, it shows that the speaker uses a negative politeness strategy of the State the FTA type as a general rule. In the comments above, the speaker shows the function of the vaccine. The speaker explained some common knowledge that vaccines can't be about not catching what they make. Which means it is impossible for a vaccine to cause the disease it is fighting. Vaccines are designed to prevent severe disease by giving our immune system two weeks in advance when we encounter a pathogen. Even though using this strategy, the speaker does not need to fix the face of the opponent the speaker is talking to. This is because the speaker uses the politeness strategy to provide the explanation needed by the interlocutor.



### **3. The Way Real and Anonymous Accounts used the Politeness Strategy in Discussing the Covid-19 Vaccine Controversy**

After analyzing the politeness strategies of real and anonymous accounts, the researcher began to look for how the two accounts used politeness strategies when commenting on 5 topics of the Covid-19 vaccine controversy. By following Brown and Levinson's (1987) politeness theory. The following is a way politeness strategies made by real and anonymous accounts.

#### **a) Politeness Strategies Used by Real and Anonymous Accounts on Quora**

This section describes the ways politeness strategies employed by real and anonymous accounts in the comment section. The researcher looked at the results of data analysis and used the 3 politeness factors in Brown and Levinson's (1987) politeness theory, namely, the relative strength of the listener over the speaker, social inequality between the speaker and the listener, and the level of coercion when engaging in face-threatening actions.

##### **1) Bald-on record strategy**

In the analysis, 4 comments were found using the bald-on record politeness strategy in real account. In these comments the speaker tries to express the opinion in the form of expressing the opinion directly, warning and advice.

Then, it was found that there were 2 comments that used the bald-on record politeness strategy in an anonymous account. The strategies used include saying something directly and showing agreement. In the data that has been analyzed above, it is found that speakers use 6 bald-on record

strategies. The bald-on strategies found in the above data analysis include warning and advice, showing agreement, and saying directly. The following are some comments on data using bald-on-record politeness strategies.

**a) Bald-on record: Sympathetic advice or warnings**

(Real/ non-anonymous) Frederick Beutler (Topic 1: "Will the COVID-19 vaccines cause serious COVID-19 disease?")

*No. That's another piece of misinformation promulgated by anti-vaxxers. The mRNA vaccines, in particular, are not made by use of the virus, so there cannot be any virus to infect anyone.*

The speaker employs the bald-on-record strategy to advise the interlocutor. According to Brown and Levinson (1987), in this strategy, the speaker conveys his concern for the other person (and, by extension, the positive countenance H), so no compensation is necessary. Then, Brown & Levinson (1987) stated that the objective of the bald-on-record strategy was to maximize the effectiveness of speech acts under the circumstances more significant than the speaker's desire to maintain a positive self-image. It can be seen that the speaker utters his speech directly without rambling. The speaker immediately stated that the speaker disagreed with the question, which made it seem as if this vaccine was hazardously seen in the sentence "No. That's another piece of misinformation promulgated by anti-vaxxers."

### **b) Bald-on record: Showing disagreement**

Then, there is one of example data in the showing disagreement strategy.

(Anonymous) Gerald Osbom (**Topic 4: Are there any potential health risks of the COVID-19 vaccination?**)

*No, COVID has bad consequences.*

In the comments above, it shows that the speaker uses a bald-on record politeness strategy in the form of showing disagreement. In the sentence "COVID has bad consequences..." The speaker directly expresses the rejection of the question that makes the Covid-19 vaccine appear to have a harmful effect on the health of the human body. All the speaker's utterances reveal that the speaker disagrees with this question. A strategy that non-minimizes the threat on the face of the interlocutor is seen in the sentence above. This strategy is used with the aim of efficiency, which is known among speakers. Therefore facial improvement is optional in this strategy. Because if it is an urgent case, face repair/compensation will reduce the urgency communicated (Brown & Levinson, 1987, pp. 95-96)

### **2) Off-record strategy**

On real accounts the off-record strategy is only found in 2 comments. The types of off-record strategies used in the comments include over-generalizing and using the rhetorical question. On this anonymous account, off-record politeness strategies were found in 6 comments. The types of off-record politeness strategies used in these comments include be ironic, over-generalize, and use the rhetorical question. The following are some

comments on data using off-record politeness strategies.

**a) Be ironic**

(Anonymous) Matt Donald (Topic 2: "Is it possible for someone to die after getting a COVID-19 vaccination?")

*Yes, if it were otherwise it would mean that the vaccination conferred immortality. Of course people also die after eating chocolate, touching paper and almost always after being born.*

According to Brown and Levinson (1987), the off-record strategy is used by someone to criticize the other person indirectly so as not to cause FTA. It is the same as in the example data above. When the speaker wants to try to criticize his interlocutor by saying that this vaccine is not dangerous, the speaker says an irony so that the interlocutor does not feel offended, which can be seen in the speech the speaker says that, of course, everyone will die even though just eating chocolate and touching the paper.

**b) Over-generalize**

(Real/ non-anonymous) Brian Clark (Topic 1: "Will the COVID-19 vaccines cause serious COVID-19 disease?")

*It would be a waste of time vaccinating people if vaccines gave people the virus.*

*People do need to know that it takes 4 weeks from the first vaccine before they are safe from the virus.*

In the comments above, the speaker indirectly wants to criticize the interlocutor by saying "People do need to know that it takes 4 weeks from the first vaccine before they are safe from the virus." This is done by the speaker with the aim of minimizing possible violations due to the comments. Because in this comment, the speaker wants to do FTA indirectly to interlocutors. Then, according to Brown and Levinson (1987), this over-

generalization strategy functions as criticism; but as a critique with the weight of tradition, which strategy is easier to see than other rule statements.

**c) Use Rhetorical Question**

(Real/Non-anonymous) Kenneth Taylor (Topic 5: “If vaccinated people are still catching Covid19, what is the point of the vaccine?”)

*If people who own fire extinguishers can still lose their house to a fire, what's the point of fire extinguishers? If people wearing their seatbelt or motorcycle helmet can still die in a traffic accident, what's the point of those? If you can still knock a girl up even when wearing a condom, what's the point of birth control? These are dumb questions. The evidence shows that in the overwhelming majority of instances, the preventive measures saved (or prevented, in the case of birth control) lives. The existence of exceptions to the rule doesn't make the rule invalid.*

The speaker uses off-record in the form of a rhetorical question. In this strategy, it can be seen that the speaker gives questions to the interlocutor, but he does not expect any answers from the interlocutor. Then, the speaker also wants to provide information indirectly to the interlocutor. In the sentence, "The evidence shows that in the overwhelming majority of instances, the preventive measures saved (or prevented, in the case of birth control) lives. The existence of exceptions to the rule doesn't make the rule invalid.", the speaker desires to convey information to the other party. On the other hand, speakers can benefit in the following ways. For example, the speaker may receive praise for being tactful and non-aggressive and accept responsibility for interpretations that disfigure faces. As seen in the previous section, this strategy is by Brown and Levinson's (1987) explanation that in this strategy, the speaker can ask a question without intending to receive an answer, thereby violating the seriousness requirement in the question,

namely that S wants H to provide information to them.

### 3) Positive politeness strategy

Next is the positive politeness strategy. In this strategy found, 16 data/comments were used by speakers. This politeness strategy is often used by anonymous accounts rather than real/non-anonymous accounts. The anonymous account has 8 comments, and the real/non-anonymous account has 8 comments. Then, in Real/non-anonymous accounts speakers use strategies such as seeking agreement, intensifying interest to H, joke, Use of in-group identity markers, Assert or presuppose S's knowledge of and concern for H's want, and give or ask for reasons.

Also, in anonymous accounts, speakers use strategies such as avoid disagreement, joke, Notice, attend to H (his/her interests, wants, needs, and goods), Use of in-group identity markers, and Assume or Assert Reciprocity.

The following is an example of a strategy that is based on the data found.

#### a) Avoid Disagreement

(Anonymous)Ron Lawrence (Topic 1: "Will the COVID-19 vaccines cause serious COVID-19 disease?")

*They should not cause serious diseases as some vaccines in the past have done. However, this is a new virus, and it has been doing some unexpected things. Therefore, we will have to just wait and see.*

This comment shows that the speaker avoids disagreement with the

speaker's question, which states that the COVID-19 vaccine seems so dangerous that it can make someone lose their life. It shows that after the first sentence, the speaker uses the word "however" after a statement which seems as if the speaker disagrees with the statement of the sender/interlocutor. The speakers use the avoid of disagreement strategy to express a desire to agree or appear to agree with H, which also leads to a mechanism for pretending to agree, for example, 'token' agreement (Brown & Levinson, 1987).

#### **b) Joke**

(Anonymous) JustAnotherHuman (Topic 2: "Is it possible for someone to die after getting a COVID-19 vaccination?")

*No its not possible. When you get vaccinated for covid you are basically immortal. All knowing and all powerful too.  
You can see in 4 dimensions and manipulate all 4 basic forces that exist in the universe at your will...  
Basically when you get the vaccine you become God.*

In the comment, it is evident that the speaker is attempting to respond to the sender's query with a joke. After being vaccinated, the speaker claimed, a person would become immortal, perceive four dimensions, travel to another universe, and even become God. This is because of the numerous rumours and debates surrounding the COVID-19 vaccine. The COVID-19 vaccine does not, of course, confer immortality. Speakers do this to become acquainted with other speakers and to attempt to save the sender's face. This joke strategy can emphasize shared backgrounds or shared values/knowledge. As in the sentence above, the knowledge that a vaccine cannot yet make humans. Also, Joking is a fundamental positive-

politeness technique for maintaining H 'cool' in order to minimize FTA requests (Brown & Levinson, 1987).

**c) Notice, attend to H (his/her interests, wants, needs, and goods)**

(Anonymous) Mlwlyons (Topic 3: "How safe are the different COVID-19 (coronavirus) vaccinations?")

*Thank you for the question.*

*I suggest you go to <http://openvaers.com> and VigiAccess.*

*They are both vaccine adverse reactions reporting systems, VAERS (USA) VigiAccess (WHO). VAERS latest reports are over 1.9 million.*

*The Lazarus Report was a study done on the effectiveness of VAERS. The study reported that as little as 1% of all vaccine reactions were reported.*

In the comments above it shows that the speaker uses positive politeness strategies. Initially the speaker thanked the sender/other speaker for notice to H need. Then, in the next sentence, the strategy speaker uses is offering. The speaker offers the sender/other speaker to open the link speaker has included. The link contains information about vaccine reports needed by other senders/speakers. In this strategy, the Speaker attempts to establish S's good intentions in satisfying Speaker's positive-face desires. Also, the outcome of this strategy demonstrates that the Speaker must pay attention to aspects of the interlocutor's condition (apparent changes, special possession, anything that appears to indicate that the interlocutor wants the Speaker to pay attention and encourage it) (Brown & Levinson, 1987).



**d) Use of in-group identity markers**

(Real/ Non-anonymous) Nisheet (Topic 4: Are there any potential health risks of the COVID-19 vaccination?)

*Give us an example of any serious bad effect of the Corona Vaccine which has resulted in any damage that makes us reject it.*

In the comments above, the speaker uses one of the pronouns to replace you and I, namely "us". The use of the pronoun 'we' denotes brotherhood, a group of people united by their knowledge of one thing. In the sentence above, which is an example of a greeting/identity to convey membership in a group, the speaker can implicitly claim similarities with the interlocutor brought by the definition of the group (Brown & Levinson, 1987). Moreover, the pronoun 'we' denotes a team effort and decision made by all community members. The speaker also wants to make other speakers aware of the evidence of congenital diseases from vaccines that have not been proven, which other speakers might have overlooked.

**e) Assume or Assert Reciprocity**

(Anonymous) Carol Gronicus (Topic 5: “If vaccinated people are still catching Covid19, what is the point of the vaccine?”)

*If you are fully vaccinated and you catch COVID-19, then your symptoms will be greatly reduced. So much so that you may not have to seek medical help. If you have any doubts about that, contact the hospital of your choice and ask.*

*If you are not vaccinated and get the virus, you could well be looking forward to spending days with a respiration tube jammed down your throat just to be able to breathe and may well end up with lung damage.*

In the utterance, the speaker attempts to educate the interlocutor by asking what will happen if the interlocutor accepts or declines the COVID-19 vaccine. If the speaker accepts it, his or her symptoms from contracting

this virus will be mild and will not progress to severe conditions such as lung injury. Besides, according to Brown and Levinson (1987), using this strategy means referring to reciprocal rights (or habits) of performing FTAs with each other, and speakers can soften their FTAs by eliminating aspects of debt and aspects of face-threatening speech acts such as criticism and complaints.

**f) Seeking agreement**

(Real/ non-anonymous) Michael Kowalik (Topic 1: "Will the COVID-19 vaccines cause serious COVID-19 disease?")

*it is possible. Vaccine induced viral interference is a common phenomenon.....*

In the utterance, the speaker reveals that the speaker agrees with what the sender/other speaker said. The speaker also adds an opinion to support the statement. The speaker said that although speaker has a limited understanding of antigens, the speaker also knows a little about the benefits and risks posed by these antigens. This strategy is a strategy that aims to find ways that allow speakers to agree with their interlocutors (Brown & Levinson, 1987). Also, the comments above discuss topics related to illness, one of the safest topics to emphasize agreement with the interlocutor.

**g) Intensifying interest to H**

(Real/ Non-anonymous) Joy Salomon (**Topic 4: Are there any potential health risks of the COVID-19 vaccination?**)

*No bad side effects, but getting Covid does. After my shot I had an afternoon arm for the rest of the day. My husband had that and was very tired and slept most of the day. We were both fine the next day. Same thing happened with the second shot. We got the Pfizer shot.*

In the comments above it shows that the speaker wants to start involving the speaker in the comment. Here the speaker began to attract the attention of other speakers with the story. The speaker made up an interesting story about the experiences after the vaccine. She and her husband only had sore arms at the injection site and were tired that day, and were back to normal the next day. Then, Brown & Levinson (1987) said that the use of this strategy aims to attract attention and create closeness/solidarity with the speaker/sender.

**h) Assert or presuppose S s knowledge of and concern for H 's want**

(Real/ non-anonymous) Tay Mercer (Topic 3: "How safe are the different COVID-19 (coronavirus) vaccinations?")

*I know this is something that worries a lot of people. I'm not against vaccination and I plan to go through this soon, but I want to be sure that my doctor has a quality certified drug that is effective, has no (or has few) side effects and is in any case safe for me health. ....*

In the sentence above, the speaker uses the word "I know..... But....." which shows the use of offer and apology forms in this strategy. In the comments above, the speaker states the information to the interlocutor. This strategy is used to show that the speaker (P) and the interlocutor (H) are cooperators and thus have the potential to pressure H to cooperate with

S (Brown & Levinson, 1987). Also, the strategy above the speaker (S) implies knowledge about the desire and willingness of the interlocutor (H) to adapt his wishes to theirs.

**i) Give or ask for reasons**

Yossi Shargal (Real) (Topic 4: Are there any potential health risks of the COVID-19 vaccination?)

.....*Did you think to ask about the potential risks for any other medicine that you may have taken? Why this obsession with this specific vaccine?*

The use of this strategy aims to ask the reasons why the speaker thinks like this. Besides to asking for reasons, speakers also direct other senders/speakers to agree with their opinion that each drug and vaccine has its own risks/side effects. In the comments above, it shows that the speaker gave reasons why the speaker wanted what the speaker wanted. Then, the form of indirect suggestion in the comments above that is said by the speaker to the interlocutor who demands rather than gives reasons is a conventional form of positive politeness (Brown & Levinson, 1987)

**4) Negative politeness strategies**

The fourth manner of politeness is the negative politeness strategy. There is Twenty (20) of the data examined above employ negative politeness strategies. In the data analyzed by the researcher, eleven negative politeness strategies were found. This strategy includes Question and Hedge, Nominalize, Impersonalize S and H, State the FTA as the rule, and apologize. Like in real/non-anonymous accounts, the negative politeness

strategy is most used by speakers on anonymous accounts in comments. There are 9 negative politeness strategies found in the data analyzed by the researcher. This strategy includes Nominalize, Impersonalize S and H, State the FTA as a rule, and apologize.

**a) Question and Hedge**

(Real/ non-anonymous) Sofia Lee (Topic 3: "How safe are the different COVID-19 (coronavirus) vaccinations?")

*In my personal view ...It leaves the body a bit lazy. Maybe I am wrong but yes that is the case.*

*I always believe.....*

In the comment above the speaker uses Hedge "in my personal view"

in the comment the use of this hedge is used to show that the speaker is not completely sure about something. It showed that the use of hedge here means that the speaker does not want to burden the interlocutor with what the speaker says, and this is by one of the social class factors belonging to Brown and Levinson (1987), namely the degree of an imposition when committing a face-threatening act. Hedges refers to "a particle, word or phrase that changes the degree of membership of a predicate or noun phrase in a set ; it is said that membership is partial or true only in certain respects, or that it is more true and complete than one would expect " (Brown & Levinson, 1978). The use of this strategy aims to minimize FTA on the interlocutor.

### **b) Nominalize**

(Anonymous) Ronda Spear (Topic 5: "If vaccinated people are still catching Covid19, what is the point of the vaccine?")

*It lessens the chance of you getting a serious case of virus. It gives your immune system a heads up. It lessens the chance of people dying and being put on respirators and clogging the hospitals.*

In the comments above, it shows that the speaker omitted the actor when expressing the opinion. The speaker said that this covid-19 vaccine would reduce our chances of getting serious cases of the virus. Then, the comment above also turns into a passive sentence, where the speaker is no longer the subject but becomes part of the action. Therefore, the above comments are formal. Then, the goal of the strategy is to keep the sender's/other speakers' faces so that they don't reveal FTA. This strategy emphasizes subject nominalization, which makes the sentence more formal. Brown and Levinson (1987) present a scale of "degrees of formality corresponding to degrees of nouniness."

### **c) Impersonalize S and H**

(Anonymous) George Linker (Topic 1: "Will the COVID-19 vaccines cause serious COVID-19 disease?")

*"It is one of the possibilities that most don't know exists. It is called vaccine-associated enhanced disease. It has been common in animal trials of mRNA vaccines."*

The "Impersonalize S and H" strategy, which includes "it" in these comments, is an example of negative politeness. The speaker uses the performatives instead of the pronouns "I" and "You" to prevent FTA. It explains the widespread disappearance of overt references to the subject and indirect object of the top performance verb. In addition, (Brown and

Levinson (1987) assert that this strategy is an additional helpful technique that can demonstrate that the speaker does not wish to annoy the other individual.

**d) State the FTA as the rule**

(Real/ non-anonymous) Maruti hospital (Topic 3: "How safe are the different COVID-19 (coronavirus) vaccinations?")

There are strict protections in place to help ensure the safety of all COVID-19 vaccines. Before receiving validation from WHO and national regulatory agencies, COVID-19 vaccines must undergo rigorous testing in clinical trials to prove that they meet internationally agreed benchmarks for safety and efficacy.

Unprecedented scientific collaborations have allowed COVID-19 vaccine research, development, and authorizations to be completed in record time – to meet the urgent need for these vaccines while maintaining high safety standards. As with all vaccines, WHO and regulatory authorities will continuously monitor the use of COVID-19 vaccines to identify and respond to any safety issues that might arise, and through that process to assure they remain safe for use around the world.

(Real/ non-anonymous) Aachri Tyagi (Topic 3: "How safe are the different COVID-19 (coronavirus) vaccinations?")

It is the WHO (World Health organization) who are the monitors of the safety of vaccines and the process of making the vaccines.

.....

In the comments above, the speaker shows WHO's work. WHO is responsible for monitoring the use of the COVID-19 vaccine to identify and respond to any safety issues that may arise. Besides, the speaker also said that WHO was also testing the safety of the Covid-19 vaccine before it was given to the public. Even though using this strategy, the speaker does not need to fix the face of the opponent the speaker is talking to. This is because the speaker uses the politeness strategy to provide the explanation needed by the interlocutor. This strategy is one way of separating S and H from specific coercion in FTAs, and thus a way of communicating that S does not

wish to violate FTAs but is forced to do so by circumstances by citing FTAs as examples of general social norms, regulations, or obligations (Brown & Levinson, 1987). Thus, the speaker employs this avoidance strategy.

**e) Apologize**

(Anonymous) Jennifer Lepa

*Can't say anything for sure but according to the info that I have gained till date, the COVID-19 coronavirus vaccine is not 100% safe. Apart from many other controversies attached with it, it does not guarantee full recovery and the risk of side effects is always there.*

*So, going for the vaccine is quite risky at these initial stages. So, try your best to go with other safety protocols like hand sanitizing and covering your face with a facemask.*

The speaker intends to apologize because the speaker cannot provide valid information to the sender/speaker because the speaker cannot confirm whether the Covid-19 vaccine is safe or not. However, the speaker commented that the vaccine is still not 100% safe because it does not guarantee a cure for Covid-19. Besides, by using this strategy speakers also try to improve the faces of other speakers. However, the use of this strategy is carried out because of social distance and familiarity between speakers. The purpose of social distance is the existence of a power relationship between the interlocutor and the speaker (Zyihab, 2022).



## **B. Discussion**

In this section, the researcher discussed the research findings of this study. Applying the politeness strategies theory by Brown and Levinson (1987), the researcher obtained 50 data from the five topics about Covid-19 controversies. From the data that has been analyzed above, it appears that in the 5 topics regarding the Covid-19 vaccine controversy on real/non-anonymous and anonymous accounts, 4 types of politeness strategies are found in them.

By following the politeness strategy concept of Brown and Levinson (1987), the researcher found all politeness strategies in real and anonymous accounts: Bald on-record: 6 comments; Off-record: 8 comments; Positive politeness: 16 comments; and Negative politeness: 20 comments in existing data.

In the bald-on record, the speaker does nothing to protect their self-image. The speaker clearly and directly executes the speech act. More significant than the speaker's desire to maintain a positive self-image is the desire to maximize the efficacy of the speech act under all circumstances. In the analysis above, 4 comments were found using the bald-on record politeness strategy in real account. In these comments the speaker tries to express the opinion in the form of expressing the opinion directly, warning and advice.

Then, it was found that there were 2 comments that used the bald-on record politeness strategy in an anonymous account. The strategies used include saying something directly and showing agreement. In the data that has been analyzed above, it is found that speakers use 6 bald-on record strategies. The bald-on strategies found in the above data analysis include warning and advice,

showing agreement, and saying directly. Then, the strategy that is often used in both types of accounts is warning and advice. The data shows that real accounts use more bald-on records than anonymous accounts. In this discussion, the real account tries to make an effective statement to the interlocutor rather than rambling, making the meaning they conveys less striking/accurate to the interlocutor.

The next is off record. This strategy is intended to reduce the burden on the listener. Consequently, the speaker is conducting an action that the listener may interpret as another action. Off the record is a rarely used strategy because most individuals are unfamiliar with its meaning (Zyihab, 2022). On real/ non-anonymous accounts the off-record strategy is only found in 2 comments. The types of off-record strategies used in the comments include over-generalizing and using the rhetorical question. On this anonymous account, off-record politeness strategies were found in 6 comments. The types of off-record politeness strategies used in these comments include be ironic, over-generalize, and use the rhetorical question. Besides, there are several types of off record politeness strategies that do not appear in the data above, namely, Giving hints, Giving association clues, Presuppose, Understate, Overstate, Using tautologies, Using metaphors, Displacing hearer, and Being incomplete/using ellipsis.

The data that has been analyzed shows that anonymous accounts use more off-record politeness strategies than anonymous accounts. It shows that they want to show their criticism indirectly. Following the findings of Chang in Herianto (2014), it is that anonymity in online discussions has an environment

that does not threaten the face of his opponent; therefore, the participants can take risks without losing face, and in the end, the participants feel freer to express their opinions. Besides, it is also supported by the statement from Stein (2013) says that anonymity can protect a person's identity, which makes people more likely to express themselves freely, especially about taboo or controversial subjects. The researcher can then see that this strategy seeks to close the gap between them by demonstrating friendliness and a genuine concern for the listener's need to be respected.

In the study, the researcher also found several positive politeness in data analysis. This strategy emphasizes listener satisfaction based on the positive face of the interlocutor. In this strategy, the speaker expresses appreciation by agreeing on familiarity to develop rapport with the audience. This strategy avoids conflict through positive politeness, such as friendship, commendation, and solidarity. Besides, this strategy is commonly used to get closer to others by expressing intimacy and approbation through words. In this strategy found, 16 data/comments were used by speakers. The anonymous account has 8 comments, and the real/non-anonymous account has 8 comments. Then, in Real/non-anonymous accounts speakers use strategies such as seeking agreement, intensifying interest to H, joke, Use of in-group identity markers, Assert or presuppose S's knowledge of and concern for H's want, and give or ask for reasons.

Also, in anonymous accounts, speakers use strategies such as avoid disagreement, joke, Notice, attend to H (his/her interests, wants, needs, and

goods), Use of in-group identity markers, and Assume or Assert Reciprocity. Besides, the strategy that speakers often use is the strategy of avoiding disagreement and use of in-group identity markers. However, there are several types of positive politeness strategies that have not appeared in the analysed data, such as exaggerate, presuppose/raise/Assert common ground, offer, promise, be optimistic, include both S and H in the activity, and Give gifts. This data analysis shows that real and anonymous accounts have the same number of positive politeness strategies, which means that these two accounts both want to show their sense of solidarity and shorten the distance between the speaker and the interlocutor.

The last strategy is negative politeness. Brown and Levinson (1987) stated that this strategy concentrates on the listener's negative face and avoids coercion. Negative politeness shows respect without offending. This strategy can also be seen as an individual wish to avoid others. This emphasizes the listener's social distance-maintaining strength.

There is Twenty (20) of the data examined above employ negative politeness strategies. The strategy of negative politeness is the one most frequently employed by speakers (real/non-anonymous) in comments. In the data analyzed by the researcher, eleven negative politeness strategies were found. This strategy includes Question and Hedge, Nominalize, Impersonalize S and H, State the FTA as the rule, and apologize. Like in real/non-anonymous accounts, the negative politeness strategy is most used by speakers on anonymous accounts in comments. There are 9 negative politeness strategies

found in the data analyzed by the researcher.

The analysis showed that real accounts use more negative politeness strategies than anonymous accounts. Besides, this strategy was also found to be more than other politeness strategies. It shows that speakers in controversial discussions on Quora tend to maintain/create distance with their interlocutors so as not to offend and cause FTA. Then, the data also showed that anonymous accounts used this negative politeness strategy more frequently than any other strategy. This study's findings are consistent with Nishimura and Yukiko's and Hsieh in Herianto (2014) state that negative politeness strategies are predominantly employed in an anonymous situations. Then, a common strategy that takes the form of nominalize. Besides, some strategies have yet to appear in the data analyzed above, such as indirect, Be pessimistic, Minimize imposition, Give deference, and go on record as incurring a debt.

The findings of the data analysis also showed that in the use of politeness strategies, the two types of accounts also pay attention to three sociological factors (Brown & Levinson, 1987), namely three sociological factors: the relative power of the listener over the speaker, the social gap between the speaker and the listener, and the degree of an imposition when committing a face-threatening act, which of these factors aims to make the conversation between speakers run well.

Besides, it shows that in the data analyzed above, emoticons and abbreviations are used. It is supported by the opinion of the theory of politeness in CMC explained by Nikazm (2012), who adopted Brown and Lenvinson's

theory of politeness. Nikazm (2012) state that the speakers utilize a variety of linguistic and paralinguistic devices to convey interpersonal and affective attitudes in online communication.

Then, there are 3 comments found on the data analyzed above. The users use abbreviation and emoticon in datum 8, 10, and 25. The three comments above show that the use of linguistic devices in politeness at CMC is only found in real/non-anonymous accounts. It indicates that the account is attempting to create a sense of solidarity with the interlocutor. Moreover, this device is also used by speakers to express interpersonal and affective attitudes in online communication (Taleghani-Nikazm, 2012).

## **CHAPTER V**

### **CONCLUSION AND SUGGESTION**

This chapter contains the conclusion of the analysis and suggestion. Conclusions are derived from the formulation of research problems, whereas suggestions are intended to provide information to future researchers interested in conducting similar research.

#### **A. Conclusion**

Based on the previous chapter's findings and discussion, the researcher concludes that politeness strategy by Brown and Levison (1987) is adapted to Park and Nizkam's theory on CMC in the discussion of the COVID-19 vaccine controversy on Quora. In discussions conducted by anonymous and real-anonymous accounts, regardless of the differences in the background of the speakers, they discussed and commented on the COVID-19 vaccine controversy by keeping faces and respecting each other's interlocutors through the use of politeness strategies aimed at avoiding the appearance of FTAs and upholding the rule in Quora is BNPR.

In the data analysis above, it was found that there were 4 types of politeness strategies used by anonymous and real/non-anonymous accounts, which uses negative politeness (21 comments) as the most used strategy, positive politeness (15 comments) and followed by off-record politeness (8 comments), and bald-on record as the last and rarest strategy with 6 comments.

Negative politeness strategies are more common than positive politeness strategies. In the analysis above, it was found that there were 20 politeness strategies in comments, of which there were 9 comments in anonymous accounts and 11 in real/non-anonymous accounts. There are 5 strategies that emerge in this study: Impersonalize S and H, Question and Hedge, Nominalize, state the FTA as a rule, and Apologize. Besides, there are several types of negative politeness strategies that are not found in the analysis data above, namely Be indirect, Don't coerce H: Be pessimistic, Minimize the imposition, Rx, Give deference, and Go incurring in debt. Then, this strategy aims not to impose and disturb the feelings or face of the recipient/interlocutor.

The positive politeness strategy is the second strategy that often appears in the above analysis. It was found that anonymous accounts use this strategy more frequently than real/non-anonymous accounts. Besides, there are several types of positive politeness strategies that have not appeared in the analyzed data, such as exaggerate, presuppose/raise/Assert common ground, offer, promise, be optimistic, include both S and H in the activity, and Give gifts. The aim of using positive politeness strategies is for the speaker to freely reduce the distance between them by exhibiting friendliness and a strong interest in the listener's need to be respected (minimizing FTA), even when discussing controversial topics like the COVID-19 vaccine.

The third position that appears in the data is off-record. Anonymous accounts frequently employ this strategy. Besides, there are several types of off record politeness strategies that do not appear in the data above, namely, Giving



hints, Giving association clues, Presuppose, Understate, Overstate, Using tautologies, Using metaphors, Displacing hearer, and Being incomplete/using ellipsis. The purpose of this strategy is for the speaker to indirectly censure the interlocutor because the speaker does not wish to offend or bring up FTA with the interlocutor. Moreover, this strategy aims to reduce the listener's pressure.

The last position that appears in the data is a bald-on record. This politeness strategy is the least used strategy by speakers on this controversial topic on this Quora platform. This strategy is in fourth place in the list of politeness strategies used by these two types of Quora accounts. In this strategy, anonymous accounts use this strategy more often than real/non-anonymous accounts. Speakers use this strategy to create distance and reduce imposition on the interlocutor.

Then, this study showed that 3 sociological factors influence the use of each politeness strategy (Brown & Levinson, 1987). In bald-on record, speakers tend to use direct sentences and contain suggestions. Then, in the off-record strategy, they try to criticize the other person indirectly by using ironic and rhetorical questions and other sentences. Furthermore, in the positive politeness strategy, they try to eliminate the distance between speakers by showing solidarity, such as using the in-group identity-maker strategy. Finally, in the negative politeness strategy, they create distance to respect fellow speakers using nominalize to reduce imposition on the other person.

Then, linguistic devices are also found, which are usually found in politeness in CMC. There are 3 comments that use the linguistic device. Speakers

use abbreviations and emoticons to simulate gestures and facial expressions that are useful for expressing interpersonal and affective attitudes in online communication (Park, 2008).

## **B. Suggestion**

Based on the findings of the study, the researcher suggests to the future researcher conduct a further study that focuses on politeness in particular. It is because, in this study, not all politeness strategies were found. The researcher found that some sub-strategies did not appear in the data. Therefore, other researchers are suggested to look for other relevant objects to complete all the sub-strategies proposed in the theory of politeness in CMC.

The researcher employs Brown and Levinson's (1987) politeness theory, which has been adopted by Nikazm (2012) and Park (2008), to formulate the theory of politeness in CMC. The researcher also suggests using other politeness theories, like Lakoff (1973) and Leech (1983), to enrich politeness studies and analyse the language function of the utterance. Therefore, it is anticipated that future researchers will be able to use other relevant theories to classify politeness strategies more precisely in CMC. The researcher recommends that future researchers conduct research on politeness in different discussion forums at CMC, such as Facebook, Twitter, Yahoo Answers, and Reddit and then use options to control the conversation.

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## CURRICULUM VITAE



Melani Octarina was born in Malang on October 15, 2000. The researcher is the second child in her family. She graduated from SMAN1 SUMBERPUCUNG in 2018. She started her higher education in 2019 at the Department of English Literature UIN Maulana Malik Ibrahim Malang. During her study at the university, she joined organization Koperasi Mahasiswa Padang Bulan. Then, the reseracher expects this thesis to contribute in the world of education, the writer is also grateful for completing her thesis entitled *“Politeness Strategies used in the Covid -19 Vaccine Controversies in Real and Anonymous Quora Accounts.”*

## APPENDIXES

### Topic 1: "Will the COVID-19 vaccines cause serious COVID-19 disease?"

ANONYMOUS ACCOUNT		
No.	COMMENTS	THE USED STRATEGIES
1.	(Anonymous) George Linker  "It is one of the possibilities that most don't know exists. It is called vaccine- associated enhanced disease. It has been common in animal trials of mRNA vaccines."	Negative politeness strategy "Impersonalize S and H."
2.	(Anonymous) Carlos Santos Fernandez  "It will have side effects let you contact COVID-19 in small chance. <i>You may</i> get a breakthrough infection as a risk. The benefits of being overweight are more than the risks from vaccines."	Negative politeness in the form of "Nominalize."
3.	(Anonymous) George Wilson  No. The COVID-19 vaccines are intended to protect people from COVID-19, not to cause "serious COVID-19 disease".	Bald-on record politeness strategy
4.	(Anonymous) Ron Lawrence  They should not cause serious diseases as some vaccines in the past have done. However, this is a new virus, and it has been doing some unexpected things. Therefore, we will have to just wait and see.	Positive politeness, the avoid disagreement strategy.
5.	(Anonymous) James T Brawen  Thank you, my friend, for asking me to reply to your excellent question. Will the Covid-19 vaccines cause a serious Covid-19 disease? No. The purpose of any vaccine is to prevent serious illness. The purpose of any vaccine is to save lives. All medications contain side effects. Vaccines are classified as medications, and can leave a person feeling "under the weather" for a day or two. But, no Covid-19 vaccine approved by the Food and Drug Administration will cause a person to come down with	Off-record politeness strategy in the form of be ironic.



	Covid-19.	
<b>REAL ACCOUNT</b>		
<b>No.</b>	<b>COMMENT</b>	<b>THE USED STRATEGY</b>
1.	(Real/ non-anonymous) Jennifer Larson  "No. The Moderna vaccine may cause you to feel sick for a couple of days. You may spike a fever. But it will not give you COVID"	Negative politeness strategy category Question and Hedge
2.	(Real/ non-anonymous) Charlie Perrin  Stop listening to antivaxxers. Read all about them at sorryantivaxxer.com   A repository of stories of anti-vaxxers who died or came close to dying of COVID.	Bald-on-record politeness
3.	(Real/ non-anonymous) Frederick Beutler  No. That's another piece of misinformation promulgated by anti-vaxxers. The mRNA vaccines, in particular, are not made by use of the virus, so there cannot be any virus to infect anyone.	Bald-on record politeness strategy in the form of sympathetic advice or warning
4.	(Real/ non-anonymous) Brian Clark  It would be a waste of time vaccinating people if vaccines gave people the virus. People do need to know that it takes 4 weeks from the first vaccine before they are safe from the virus.	Off-record politeness strategies in the form of over-generalize.
5.	(Real/ non-anonymous) Michael Kowalik  it is possible. Vaccine induced viral interference is a common phenomenon. We have extremely limited understanding of how certain antigens can cause reduced immunity and increase the severity of infections with other strains of the same virus or other viruses. This is in addition to the risk associated with injecting antigens into the skin, which is known to mount a different kind of immune response than to a natural infection via the respiratory system. Anything that enters through the skin will create an allergic response, and if there are residues of non-target proteins retained from the manufacturing process, you could develop serious allergies and auto-immune conditions, depending on the protein's homology to the proteins in your own body and diet.	Positive politeness strategies in the form of seeking agreement.

Topic 2: **Is it possible for someone to die after getting a COVID-19 vaccination?**

ANONYMOUS ACCOUNT		
No.	COMMENTS	THE USED STRATEGIES
1.	(Anonymous) Josh Flory  Anything is possible. So far only a hand full of people have died from it. Other deaths are unclear. There are a lot of potential complications and many of them don't even bother with the vaccine itself. People have had heart attacks just getting a needle stuck in their arm. Some people get sick or die from bad needles. The covid 19 vaccine has been the safest vaccine to date. Far safer than any other vaccine. It works well for a virus that is prone to mutation.	Off-record politeness strategies in the form of over-generalize
2.	(Anonymous) JustAnotherHuman  No its not possible. When you get vaccinated for covid you are basically immortal. All knowing and all powerful too. You can see in 4 dimensions and manipulate all 4 basic forces that exist in the universe at your will... Basically when you get the vaccine you become God.	Positive politeness strategy in the form of a "joke."
3.	(Anonymous) Matt Donald  Yes, if it were otherwise it would mean that the vaccination conferred immortality. Of course people also die after eating chocolate, touching paper and almost always after being born.	Off-record politeness strategy in the form of "be ironic."
4.	(Anonymous) Max is not here  Seeing as vaccines don't make you immortal I don't see why you wouldn't think that. And yes, you can die after taking a vaccine but the point is to weaken the effects of what can make you sick and help prevent you from getting it in the first place.	Positive politeness strategy of avoid disagreement.
5.	(Anonymous) STENDEC  Absolutely possible. COVID-19 vaccines don't prevent cancer or heart disease, the most common cause of death in the US. Nor do they prevent industrial accidents, falls, vehicular accidents, homicide, suicide, drownings, or any other similar cause of death. There will be, no question, people who die after being vaccinated against COVID-19.	Positive politeness strategy, "avoid agreement"

<b>REAL ACCOUNT</b>		
<b>No.</b>	<b>COMMENT</b>	<b>THE USED STRATEGY</b>
1.	(Real/ non- anonymous) Pete Wilkes  It's a 100% certainty 😊	Positive politeness strategy in the form of a joke.
2.	(Real/ non- anonymous) Roberto De León González  Much more likely, something will die after a Covid-19 vaccination. And that is the virus.  When it enters the organism of someone thus immunized, it will have a short, thrilling existence, followed by a most horrible death.  It will be torn apart, destroyed, piece by piece, until all that is left of it is some disassembled nucleic acid, misshapen parts here and there and a strong immune memory of its having attempted to hijack healthy cells in order to produce copies of itself.	Negative politeness strategy in the form of Nominalize
3.	(Real/ non- anonymous) Linda Russo Beilat  Yes it is. I have friends and family who are all fully vaccinated that got covid . One died. Two in the hospitall. One on a ventilator  The tests were at home and they were very sick. All fully vaccinated. . There are still ones getting sick. My daughter and family all vacinnayed got jet. Hetvhusnsnds family fully vs. Vinnated had it. Her husband even had pneumonia. These vaccines are a joke. It does nothing.	Positive politeness strategy: intensifying the interest of H
4.	(Real/ non-anonymous) Jo Whitaker  The covid vaccine prevents infection by the covid virus. It does not prevent heart attacks or strokes or automobile accidents or any other cause of death. It also does not cause those deaths.	Negative politeness strategy in the form of impersonalizing S and H
5.	(Real/ non- anonymous) Chantal Gaudino Whittington  Anyone who is alive at the time of receiving the vaccination will die after having received it. :P If you are asking if it is possible for a person to die right away as a direct result of having received the vaccine—no.  The AstraZeneca vaccine is being held in Europe because of concerns that it causes blood clots in some people, which has led to (the last I heard) two deaths. Statistically, this is not considered significant, but it is troubling enough that this particular vaccine is being withdrawn from the market and is undergoing further testing.	Positive politeness strategy "joke"

Topic 3: **"How safe are the different COVID-19 (coronavirus) vaccinations?"**

ANONYMOUS ACCOUNT		
No.	COMMENTS	THE USED STRATEGIES
1.	<p>Anonymous</p> <p>The COVID-19 pandemic began, a couple of antibodies have now been completed across the world, including some that use new RNA advancements that have never been upheld for use on individuals already. Although this heap of inoculations has been subject to a comparative consistent and authoritative carefulness as some conveyed at record speed, with measures run in relating to saving time, there have been various adjusted administrations to ensure their prosperity, including being another vaccine.</p>	Negative politeness strategies in the form of nominalize.
2.	<p>(Anonymous) Willie</p> <p>The problem was that we allowed those who were financially benefiting to make the decisions as to whether it is safe.</p>	Positive politeness strategies in the form of use of in-group identity markers type.
3.	<p>(Anonymous) Jennifer Lepa</p> <p>Can't say anything for sure but according to the info that I have gained till date, the COVID-19 coronavirus vaccine is not 100% safe. Apart from many other controversies attached with it, it does not guarantee full recovery and the risk of side effects is always there.</p> <p>So, going for the vaccine is quite risky at these initial stages. So, try your best to go with other safety protocols like hand sanitizing and covering your face with a facemask.</p>	Negative politeness strategies in the form of apologize
4.	<p>(Anonymous) Arti Singh</p> <p>COVID-19 vaccines are safe. Getting vaccinated will help protect you against developing severe COVID-19 disease. Some mild side effects after getting vaccinated can feel that are signs that your body is building protection. However, a small percentage of people who are fully vaccinated will still get COVID-19 after vaccination if they are exposed to the virus that causes it.</p> <p>Dr. Atul Rastogi the Best Orthopedic Specialist in Meerut says COVID-19 vaccines are effective. It doesn't affect other medications as well. If you have any orthopedic condition and want to go through the surgery then you can take advice from your doctor. You may face no problem after the surgery during the pandemic. Take your shot of vaccination and save yourself.</p>	Negative politeness strategy in the form of nominalize.
5.	<p>(Anonymous) Mlwlyons</p> <p>Thank you for the question. I suggest you go to <a href="http://openvaers.com">http://openvaers.com</a> and <a href="#">VigiAccess</a>.</p>	Positive politeness strategies: Notice, attend to H (his/her interest, wants, needs, and goods

	<p>They are both vaccine adverse reactions reporting systems, VAERS (USA) VigiAccess (WHO). VAERS latest reports are over 1.9 million.</p> <p>The Lazarus Report was a study done on the effectiveness of VAERS. The study reported that as little as 1% of all vaccine reactions were reported.</p>	
<b>REAL ACCOUNT</b>		
No.	COMMENT	THE USED STRATEGY
1.	<p>(Real/ non-anonymous) Sofia Lee</p> <p>In my personal view, no covid vaccine is safe. All of these have their own side effects. It leaves the body a bit lazy. Maybe I am wrong but yes that is the case.</p> <p>I always believe that precautionary measures are better than vaccination. Disposable 3-Ply Non-Medical Face Masks 200 total masks in packs of 10. 20 packs of 10 face masks are the best option to keep covid away.</p>	Negative politeness strategies in the form of questions, hedges.
2.	<p>(Real/ non-anonymous) Burtis Dockery</p> <p>You are safer being vaccinated than not being vaccinated. period!</p>	Bald-on record politeness strategy
3.	<p>(Real/ non-anonymous) Tay Mercer</p> <p>I know this is something that worries a lot of people. I'm not against vaccination and I plan to go through this soon, but I want to be sure that my doctor has a quality certified drug that is effective, has no (or has few) side effects and is in any case safe for me health. I know that such a vaccine already exists. I have read about vaccination safety on various medical portals and so far I have no reason not to trust this information. If you want to know more about this, then I can advise you on several online resources, where you will find all the information you need to make the right decision.</p>	Positive politeness strategies. The strategy used is Assert or Presuppose S's Knowledge of and Concern for H's wants.
4.	<p>(Real/ non-anonymous) Maruti hospital</p> <p>There are strict protections in place to help ensure the safety of all COVID-19 vaccines. Before receiving validation from WHO and national regulatory agencies, COVID-19 vaccines must undergo rigorous testing in clinical trials to prove that they meet internationally agreed benchmarks for safety and efficacy.</p> <p>Unprecedented scientific collaborations have allowed COVID-19 vaccine research, development, and authorizations to be completed in record time – to meet the urgent need for these vaccines while maintaining high safety standards. As with all vaccines, WHO and regulatory authorities will continuously monitor the use of COVID-19 vaccines to identify and respond to any safety issues that might arise, and through that process to assure they remain safe for use around the world.</p>	Negative politeness strategy in the form of the state the FTA as the general rule.
5.	<p>(Real/ non-anonymous) Aachri Tyagi</p> <p>It is the WHO (World Health organization) who are the</p>	Negative politeness strategy in the form of the

	<p>monitors of the safety of vaccines and the process of making the vaccines. They closely work together with national authorities who ensure that the safety standards are met and are safe for human usage.</p> <p>So all the vaccines that the countries are administering have got the approval of WHO. They go through a rigorous, multi-stage testing process which also includes a large-scale clinical trial involving thousands of people. Then an external panel of experts is brought together by WHO and they analyze the results and they set the rules on how the vaccines should be administered. Some of the vaccines have also been developed using modern mRNA vaccine technology.</p> <p>For more information : <a href="https://youtu.be/CrsnwQZIak8">https://youtu.be/CrsnwQZIak8</a></p> <p>Have a good day!</p>	state the FTA as the general rule.
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Topic 4: **Are there any potential health risks of the COVID-19 vaccination?**

<b>ANONYMOUS ACCOUNT</b>		
<b>No.</b>	<b>COMMENTS</b>	<b>THE USED STRATEGIES</b>
<b>1.</b>	(Anonymous) Bob Gomez  Ask all the dead. The dead who have died from the shot.	Off-record politeness strategy in the form of be ironic.
<b>2.</b>	(Anonymous) Don McDougal  We don't know yet they were no tested enough to know if there will be side effects.	Positive politeness strategy of the Use of in-group identity markers
<b>3.</b>	(Anonymous) David Watson  All medications especially prescription medications have a Benefit to Risk ratio. Even water has one. It is very high B/R as you can die from not enough water, but you can consume too much water and die. The same is true of oxygen. Any vaccine has a B/R but it is relatively high. As a Pharmacist my family gets their vaccines as soon as medically appropriate. "Don't Hesitate, Vaccinate!"	Negative politeness strategy of the State the FTA type as a general rule
<b>4.</b>	(Anonymous) Gerald Osbom  No, COVID has bad consequences.	Bald-on record politeness strategy in the form of showing agree
<b>5.</b>	(Anonymous) Thomas Bun  All medical procedures, operations, medicines and vaccines have potential risks Vaccines have been successfully and safely administered for over 200 years. There is a very small chance of an adverse reaction or in extreme cases death.	Negative politeness strategy, state the FTA as the general rule
<b>REAL ACCOUNT</b>		
<b>No.</b>	<b>COMMENT</b>	<b>THE USED STRATEGY</b>

1.	(Real/ Non-anonymous) Elna Tymes  Not really. There have been a few adverse events but after research, they have been found to be caused by coinciding conditions, such as blood vessel blockages actually caused by a pre-existing condition, or fever caused by another simultaneous infection. The vaccine causes an increase in the body's own antibodies, which in turn fight and kill the virus.	Negative politeness strategy in the form of a question, hedge
2.	(Real/ Non-anonymous) Joy Salomon  No bad side effects, but getting Covid does. After my shot I had an afternoon arm for the rest of the day. My husband had that and was very tired and slept most of the day. We were both fine the next day. Same thing happened with the second shot. We got the Pfizer shot.	Positive politeness strategy of the type of intensifying interest to H
3.	(Real/ Non-anonymous) Susan Manek  There is always a risk of anaphylactic shock with any vaccine if you have a history of this kind of allergic reaction. That's why they keep you at the injection site for 15–30 minutes after your shot. The adenovirus vaccines (AstraZeneca and J&J) have been associated with blood clots in one out of 100,000 cases with the former and one out of a million cases with the latter. So far the mRNA vaccines have not been associated with any particular health risks beyond the possibility of allergic reactions. All of the vaccines can produce flu-like symptoms but that is not considered a health risk.	Negative politeness strategy in the form of nominalize
4.	(Real/ Non-anonymous) Nisheet  Give us an example of any serious bad effect of the Corona Vaccine which has resulted in any damage that makes us reject it.	Positive politeness strategy of the Use of in-group identity markers type
5.	Yossi Shargal (Real)  Any medicine or vaccine has potential risks. And there is no "the COVID-19 vaccine". There are several. Did you think to ask about the potential risks for any other medicine that you may have taken? Why this obsession with this specific vaccine?	Positive politeness strategy of the give or (ask) for reason type

Topic 5: **“If vaccinated people are still catching Covid19, what is the point of the vaccine?”**

ANONYMOUS ACCOUNT		
No.	COMMENTS	THE USED STRATEGIES

1.	(Anonymous) Jeff Savit The point is that you are much less likely to get hospitalized and die. That isn't good enough for you?	Off-record politeness strategy of the using rhetorical question type
2.	(Anonymous) Carol Gronicus If you are fully vaccinated and you catch COVID-19, then your symptoms will be greatly reduced. So much so that you may not have to seek medical help. If you have any doubts about that, contact the hospital of your choice and ask. If you are not vaccinated and get the virus, you could well be looking forward to spending days with a respiration tube jammed down your throat just to be able to breathe and may well end up with lung damage.	Positive politeness in the form of Assume or Assert Reciprocity
3.	(Anonymous) John VanBerk If people still get in car wrecks, what's the point of a safety belt? If people still get HIV, what's the point of protection? If people are still drowning, what's the point of a life vest? Your question and my questions all have the same answer: Because it helps to mitigate or significantly lower my risk of an outcome I don't want.	Off-record politeness strategy of the using rhetorical question type
4.	(Anonymous) Ronda Spear It lessens the chance of you getting a serious case of virus. It gives your immune system a heads up. It lessens the chance of people dying and being put on respirators and clogging the hospitals.	Negative politeness strategy in the form of Nominalize
5.	(Anonymous) Zbigniewa Juan-McDonald Vaccines have never been about not catching what they were created against. Vaccines are designed to prevent severe illness. They give our immune system a two week head start when we encounter a pathogen.	Negative politeness strategy of the State the FTA type as a general rule

**REAL ACCOUNT**

No.	COMMENT	THE USED STRATEGY
1.	(Real/Non-anonymous) Kenneth Jevs My understanding is vaccination does not prevent you from catching covid 19. But your body after vaccination has the ability to fight the covid 19 infection and heal you. It's a simple logic. If you catch common cold or normal fever your body starts working against it and heals you. Following the prevention measures in addition to vaccination helps you and your loved ones from catching covid 19. Therefore you need not to go through the discomfort and let your body fight it out the infection.	Negative politeness strategy of the question, Hedge



2.	<p>(Real/Non-anonymous) Milos Fehir</p> <p>Nowhere has it ever been stated that the Covid vaccine prevents the disease from happening. It gives protection to a certain point, 80-90%, but most importantly of all it prevents you from becoming very very sick if you catch it so much, for the most part. This is the actual power of the vaccine. Instead of dying or needing emergency clinical aid, you get a bad cold.</p>	Negative politeness strategy in the form of nominalize
3.	<p>(Real/Non-anonymous) Kenneth Taylor (real)</p> <p>If people who own fire extinguishers can still lose their house to a fire, what's the point of fire extinguishers? If people wearing their seatbelt or motorcycle helmet can still die in a traffic accident, what's the point of those? If you can still knock a girl up even when wearing a condom, what's the point of birth control? These are dumb questions. The evidence shows that in the overwhelming majority of instances, the preventive measures saved (or prevented, in the case of birth control) lives. The existence of exceptions to the rule doesn't make the rule invalid.</p>	Off record politeness strategy of the using rhetorical question type
4.	<p>(Real/Non-anonymous) Alicia Jane Rider</p> <p>You don't die! Pretty good reason I think!</p>	Bald-on record politeness strategy
5.	<p>(Real/Non-anonymous) Joyce Berman</p> <p>Good question. It seems as if statistics are coming out of several countries showing that the rate of hospitalization is about the same whether someone is vaccinated or not. I wonder if the only purpose of this insistence on booster shots is just to keep us under the thumb of the government. I don't know, but personally , I had Covid and, at least for me, it was a 5-day cold, and not even a bad one . That was at the very beginning of the outbreak so no vaccine or testing was available at the time. For most people, it's not much worse than that, and there is some evidence in studies that there is a genetic vulnerability. If so, it makes more sense to test for vulnerabilities and leave us alone IMO.</p>	Negative politeness strategies: Question, Hedge strategy