

**Linguistic Inquiry and Word Count of Positive and Negative  
Emotion on Twitter**

**THESIS**

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**DEPARTMENT OF ENGLISH LITERATURE  
FACULTY OF HUMANITIES  
UIN MAULANA MALIK IBRAHIM MALANG  
2020**

**Linguistic Inquiry and Word Count of Positive and Negative  
Emotion on Twitter**

**THESIS**

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**2020**

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Malang, 26 October 2020

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## APPROVAL SHEET

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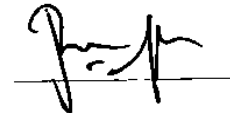
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## **MOTTO**

Show respect even to people who don't deserve it

Not as a reflection of their character,

but

As a reflection of yours

--- Dave Willis---

## **DEDICATION**

This thesis is proudly dedicated to

My beloved parents,

*Bapak Sudarmaji and Ibu Jazilatul Chusniah*

One morning they said, “I want you to be the best version of yourself”.

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All praise belongs to Allah, the Almighty God, who has given me blessings and mercy. *Shalawat* and *salam* I deliver to Muhammad *pbuh*, the prophet inheriting Islam as a peace and hope to the entire universe. For the grace He gives through the chosen prophet, I could finish writing this thesis.

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As an imperfect human, I might make mistakes during my academic journey, particularly when carrying this study and writing this thesis. With this in mind, any feedbacks and suggestions are welcome. This study hopefully can provide new insights for students of English literature in conducting similar research in the future.

Malang, 25 October 2020



Iik Andriani

## ABSTRACT

Andriani, Iik. 2020. *Linguistic Inquiry and Word Count of Positive and Negative Emotion on Twitter* Minor Thesis (*Skripsi*) Department of English Literature, Faculty of Humanities, Universitas Islam Negeri Maulana Malik Ibrahim Malang.

Advisor : Dr. Hj. Rohmani Nur Indah, M. Pd.

Keywords : Emotion, Linguistic Inquiry, Social Media, Status Update

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Personal information and community interactions from many sources are provided in social media open access. Since the millennial era individuals tend to express their feelings, mood, emotional conditions, and opinions through social media in the form of a short text message (Hasan, 2014). Twitter is one of the open-access social media that is still widely used by many people to share information, discuss, and even become one of the business media (Davies, 2017). Social media has played the crucial role in the lives of many people today.

This research concerns with language pattern to express the emotional condition on social media. The research objective is to explain the use of language on Twitter to represent the positive and negative emotions from personal status. To enrich the information about the psychological condition through the linguistic pattern on social media, Linguistic Inquiry and Word Count is used to build a strong relationship between linguistics pattern with the psychological conditions of emotions.

The data of this study are in written form such as words, phrases, and sentences collected from Twitter from June up to August 2020 during the pandemic stay at home phase. There are eight users in some countries which use English as their first or second language. The result shows that status updates observed mostly cover positive emotions compared to negative ones. It is as shown by the result of the computation using Linguistic Inquiry and Word Count. It reflects to some extent that the positive emotions outweigh negative emotions in life in general. Most of the Twitter users in this study sometimes tend to be more enthusiastic in writing status with positive emotions. Therefore, positive biases in status updates are only established if they are more positive than emotional life or even social settings.

## ABSTRAK

Andriani, Iik. 2020. *Linguistic Inquiry and Word Count of Positive and Negative Emotion on Twitter*. Minor Thesis (*Skripsi*) English Literature Department, Humanities Faculty, Universitas Islam Negeri Maulana Malik Ibrahim Malang.

Advisor : Dr. Hj. Rohmani Nur Indah, M. Pd.

Keywords : Emosi, Penyelidikan Linguistik, Sosial Media, Pembaruan Status

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Informasi pribadi dan interaksi komunitas dari berbagai sumber disediakan dalam akses terbuka media sosial. Sejak era milenial individu cenderung mengungkapkan perasaan, suasana hati, kondisi emosional, dan pendapatnya melalui media sosial dalam bentuk pesan singkat (Hasan, 2014). Twitter merupakan salah satu media sosial dengan akses terbuka yang masih banyak digunakan oleh banyak orang untuk berbagi informasi, berdiskusi, bahkan menjadi salah satu media bisnis (Davies, 2017). Media sosial telah memainkan peran penting dalam kehidupan banyak orang saat ini.

Penelitian ini membahas tentang pola bahasa untuk mengekspresikan kondisi emosional di media sosial. Tujuan penelitian untuk menjelaskan penggunaan bahasa di Twitter untuk merepresentasikan emosi positif dan negatif dari status pribadi. Untuk memperkaya informasi tentang kondisi psikologis melalui pola kebahasaan di media sosial, *Linguistic Inquiry and Word Count* digunakan untuk membangun hubungan yang kuat antara pola kebahasaan dengan kondisi psikologis emosi.

Data penelitian ini berbentuk tulisan berupa kata, frasa, dan kalimat yang dikumpulkan dari Twitter dari bulan Juni hingga Agustus 2020 selama fase pandemi. Ada delapan akun Twitter yang dipilih sebagai salah satu objek dalam penelitian ini yang berasal dari beberapa negara yang menggunakan bahasa Inggris sebagai bahasa pertama atau kedua mereka. Hasil penelitian menunjukkan bahwa pembaruan status yang diamati lebih banyak mencakup emosi positif dibandingkan dengan emosi negatif. Hal ini terlihat dari hasil perhitungan menggunakan *Linguistic Inquiry and Word Count*. Dengan demikian, hasil yang diperoleh mencerminkan batas waktu tertentu bahwa emosi positif lebih banyak diungkapkan dalam sosial media daripada emosi negatif dalam kehidupan secara umum. Sebagian besar pengguna Twitter dalam penelitian ini terkadang cenderung lebih antusias menulis status dengan emosi positif. Oleh karena itu, bias positif dalam pembaruan status hanya ditetapkan jika lebih positif daripada kehidupan emosional atau bahkan pengaturan sosial.

## خلاصة

لسلسلة بديلة دد كلمات المشاعر الإيجابية وأندرياني ، إيك. 0202. الاستفسار اللغوي وعلمى تويتر. أطروحة فري (أطروحة) قسم الأدب الإنجليزي ، كلية العلوم الإنسانية ، جامعة الدولة الإسلامية مولانا مالك إبراهيم مالانج.

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وسائل التواصل الاجتماعي ، الكلمات المتداولة: العاطفة ، التحقق اللغوي ، تحديث الحالة

يتم توفير المعلومات الشخصية والتفاعلات المجتمعية من مصادر مختلفة في وسائل التواصل الاجتماعي ذات الوصول المفتوح. منذ العصر الرقمي ، يميل الأفراد إلى خلال وسائل التمتع بمشاعرهم وحالاتهم المزاجية وحالاتهم العاطفية وآراءهم من التواصل الاجتماعي في شكل رسائل قصيرة (حسن ، 4102). rettiWT هو وسيلة تواصل اجتماعي ذات وصول مفتوح لا يزال يستخدمها العديد من الأشخاص على نطاق واسع للمشاركة بالمعلومات والمناقشة وحتى أن تصبح وسيلة أعمال (seivaD ، 7102). لعبت دورًا مهمًا في حياة الكثير من الناس اليوم ووسائل التواصل الاجتماعي

تناقش هذه الدراسة أنماط اللغة المتبعة بعن الظروف العاطفية على وسائل التواصل الاجتماعي. الغرض من هذا البحث هو شرح استخدام اللغة على تويتر لتمييز المشاعر ظروف النفسية من الإيجابية والسلبية من الأحوال الشخصية. لإثراء المعلومات حول ال خلال أنماط اللغة على وسائل التواصل الاجتماعي ، يتم استخدام الاستقصاء اللغوي وعدد الكلمات لبناء علاقة قوية بين أنماط اللغة والظروف النفسية العاطفية.

تأتي البيانات البحثية هذه في شكل كتابية في شكل كلمات وعبارات وجمل تم جمعها في يونيو إلى أغسطس 2020 خلال مرحلة الوباء. هناك ثمانية من rettiWT في الفترة من حسابات rettiWT تم اختيارها كأحد العناصر في هذه الدراسة والتي تأتي من عدة دول تستخدم اللغة الإنجليزية كإحدى أولى أو ثالثة. أظهرت النتائج أن تحديث الحالة شاعر السلبية. يمكن ملاحظة ذلك التي تمت ملاحظتها تضمنت مشاعر إيجابية أكثر من الم من نتائج العمليات الحسابية باستخدام الاستعلام اللغوي وعدد الكلمات. وبالتالي ، فإن النتائج التي تم الحصول عليها تعكس حدًا زمنيًا معينًا يتم التعبير عن المشاعر الإيجابية في وسائل التواصل الاجتماعي أكثر من المشاعر في هذه الدراسة أحيانًا إلى أن يكونوا أكثر Twitter بشكل عام. يميل معظم مستخدمي السلسلة بديلة في الحجاب حماسًا بشأن كتابة الحالات بمشاعر إيجابية. لذلك ، لا يتم تحديد التحيز الإيجابي في تحديثات الحالة إلا إذا كان أكثر إيجابية من الحياة العاطفية أو حتى الإعدادات الاجتماعية.

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## **CHAPTER I**

### **INTRODUCTION**

This introduction chapter initially covers the background of the study as a basic aspect of conducting the research, then the problem of study is proposed and its objective is formulated to answer and give a purpose. Several following sub-chapters involve significance of the study, scope and limitation, definition of key terms, previous studies, and research method which includes research design, data and data source, data collection, and data analysis.

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

Since the millennial era individuals tend to express their feelings, mood, emotional conditions, and opinions through social media in the form of a short text message (Hasan, 2014). Personal information and community interactions from many sources are provided in social media open access. Twitter is one of the open-access social media found by Jack Dorsey in 2006 which is still widely used by many people to share information, discuss, and even become one of the business media. More than 100 million people use Twitter and send 500 million tweets every day (Brownlow et al., 2017). It points out that social media plays a crucial role in the lives of many people today. Most people express their feelings, moods, and emotions in the form of words, phrases, or sentences through their status on social media. Not surprisingly, when someone is sad they will tend to use the words that are more emotional and more negative conversely, they will

tend to use the more expressive and more positive words when expressing happiness.

A study conducted by Lane, et al (2005) said that mood and emotion are puzzles for psychologists that cannot be interpreted exactly because they can occur simultaneously and are related to each other with different phenomena and constructions. Observations made by Ekman (1994) also state that psychological reality about moods and emotions cannot be seen only from the language patterns used. It is possible if the emotions and moods have the same construction but using the opposite word. Furthermore, the moods and emotions can have the same construction with different phenomena. Therefore, the understanding and difference between mood and emotion cannot be interpreted literally and absolute. The terms of mood and emotion speak to a problem for clinicians. Even though the words are habitually utilized traded, most scholastics concur that the develops they speak to are closely related but unmistakable wonders.

Phenomenon and analysis of mood, emotions, and psychological conditions are very complex and quite complicated to identify. Coupled with the widespread use of social media among people who tend to express their emotions through a personal status on the internet, it provides innovations for psychologists and researchers to analyze someone's emotions and psychological conditions. By using the theory and application of LIWC (Linguistic Inquiry and Word Count) and Computerized Text Analysis which was initiated by a Social Psychologist in America, James W Pennebaker in the 1990s will offer assistance to analyze the mental condition of the individual through computerized content effortlessly. This



theory is known as a popular closed approach to analyzing language patterns in various contexts. This hypothesis has started within the early 1990s faltered on the momentous potential of computerized content examination through the improvement of the computer program—Linguistic Inquiry and Word Count (Pennebaker et al, 2007).

To make a deep and clear understanding of this research. Some relevant studies are investigated to enrich the information regarding the use of the social media platform as the subject of the research. First, is the study from Facebook (e.g. Schwartz, 2013; Schwartz, 2014; Pilgun, 2018). Second, is the study from Twitter by (e.g. Flekova, 2018; Brownlow et al., 2017; Nguyen, 2013; Herdagdelen, 2016; Hasan, 2014; Davies, 2017). According to those relevant studies on social media, the researcher classified it into a more specific category. First, is the study which related to psychological conditions such as emotion, degree of depression, and mood, through language on social media that has been conducted by (e.g. Schwartz, 2013; Schwartz, 2014; Nguyen, 2013; Hasan, 2014; Kotikalapudi, 2012). The researcher also has investigated the information related to linguistic aspects to identify mood and emotion on Twitter (e.g. Davies 2017; Brownlow, 2017; Hasan, 2014; Modagala, 2012).

Inside the psycholinguistics approach, for illustration, the accentuation has been on distinguishing how dialect utilized in social media to anticipate a user's identity and passionate state. Several questions are appeared to gain rich information and deep understanding. How emotion is predicted by the language? Does the status always represent their emotional condition?. The positive and

negative emotions can be investigated with Linguistic Inquiry and Word Count by Pennebaker's (1990) since it is the straightforward content investigation program that checks words in mentally significant categories. The findings also predicted the mood, emotion, and psychological condition of the Twitter user (Brownlow et al., 2017; Nguyen, 2013; Flekova 2018). It shows that there are various types of psychological condition and causes which make some people want to share their emotion on social media and it is can be predicted with linguistic features because it has the greater predictive power than latent topics.

Based on the previous studies listed above, some studies use language patterns to identify moods, emotions, gender, personality, age, and depression through social media. Especially with the rise of the current use of Twitter among adolescents to adults, there will be many personal statuses or tweets that will represent someone's emotion. In this manner, the psycholinguistic approach would be an effective way to analyze this kind of subject. The rest by utilizing the application and hypothesis of LIWC and Computerized Text Analysis would be exceptionally simple for analysts to analyze the negative and positive emotions and feelings to the mental condition of someone on social media, particularly on Twitter. Therefore, the difference in this study with others is about the object and focus of the research. This research will investigate the user's emotions beyond their status on Twitter. Hence, in this study, the researcher will use the theory from Pennebaker's (1990) on Linguistic Inquiry and Word Count (LIWC) which classifies the use of linguistic patterns into several parts and types. This theory

provides a vast dictionary with each word will have one or more category (Wapner, 2008).

It is important to know what exactly feels by the user who writes the personal status to express their condition on social media from their language and to avoid prejudice which might can cause misunderstanding. The object that will be studied is some Twitter users who are active in the last two months (so that the author can find out the latest psychological conditions gradually and continuously. Twitter was chosen as the object of the research because Twitter only focuses on short utterances. Twitter only gives 140 characters in each status, so the status that does not give a significant effect on the reader (Rudoy, 2017).

Subsequently, the reason to recognize language utilization or linguistic pattern in individual status on Twitter in this study is that numerous Twitter users compose expressions to precise their moods and emotional conditions internally to urge reactions which can be caught on by others. Additionally, someone's emotions can be translated through the language that they use (Brownlow et al., 2017). Therefore, with the constrained characters gives on Twitter, it could be a challenge for the user to look at the brief articulations that contain verifiable implications as well as the psychological background that underlies the users for making the status. On the other hand, this research is also intended to provide insight into psychology related to linguistic inquiry in social media.

## **B. Research Questions**

The researcher will formulate the problems as follows :

1. How does the use of language on Twitter represent the positive emotions from personal status?
2. How does the use of language on Twitter represent the negative emotions from personal status?

## **C. The objectives of the study**

According to the two points of the research questions above, the research objectives are :

1. To explain the use of language on Twitter to represent the positive emotions from personal status.
2. To explain the use of language on Twitter to represent the negative emotions from personal status.

## **D. Significance of the Study**

Based on the points outlined above, this study aims to analyze the psychological condition through the linguistic pattern on Twitter, the result of this study provides some contributions related to linguistics and the psycholinguistic aspects. First, to enrich the information about the psychological condition through the linguistic pattern on social media, Pennebaker's (1990) theory on Linguistic Inquiry and Word Count can be used to build a strong relationship between linguistics pattern with the psychological conditions of emotions in more detailed

calculations. By this theory, we can easily analyze the text and classify it from the syntax pattern into a psychological condition.

Second, this study will help psychiatrists and psychologist in analyzing the psychological condition of a person through linguistic view on social media by identifying the personal status which may represent the positive and negative emotion that experienced by the Twitter user from the timeline on social media platform with Linguistic Inquiry and Word Count (LIWC) theory by Pennebaker's (1990). Third, this research also contributes to the police or intelligence agent to help identify the particular case in depth through the use of language on social media. They can investigate the cause of the case by interpreting the personal status on a recent or old timeline which may express their mental condition and might be related to the case.

#### **E. Scope of Limitations**

The scope of this study focuses on the linguistic pattern to identifying the positive and negative emotions in social media Twitter with the psycholinguistics approach. Therefore, the limitation of this study is only identifying the positive and negative emotions of the personal status of users who are active in the past several months from August up to June 2020 so that the author can find out the latest psychological conditions gradually and continuously. Hence, the researcher analyzed the linguistic pattern with Pannebaker's (1990) theory of Linguistic Inquiry and Word Count (LIWC).

## **F. Definition of Key Term**

### **1. Psycholinguistics**

Psycholinguistics is the study that connects psychological and neurobiological factors that enable humans to acquire, learn, use, and understand the language (Gernsbacher, 2006).

### **2. Twitter**

Twitter is one of the social media platforms that use short messages, commonly referred to as "tweets".

### **3. Emotions**

An emotion is a feeling such as happiness, love, fear, anger, or hatred, which can be caused by the situation that you are in or the people you are with.

## **G. Previous Study**

In order to make a deep and clear understanding of this research. Some relevant studies are used to enrich the information regarding the topic of the use of language in social media. Hence, there are several relevant studies which use social media platform as the subject of the research. For instance, a single case study regarding social media communication on Facebook and Twitter. First, is the study from Facebook (e.g. Schwartz, 2013; Schwartz, 2014; Pilgun, 2018). Second, is the study from Twitter by (e.g. Flekova, 2018; Brownlow et al., 2017; Nguyen, 2013; Herdagdelen, 2016; Hasan, 2014; Davies, 2017).

According to those relevant studies on social media, the researcher has classified it into a more specific category. First is the study related to psychological conditions such as emotion, degree of depression, and mood, through language on social media (e.g. Schwartz, 2013; Schwartz, 2014; Nguyen, 2013; Hasan, 2014; Kotikalapudi, 2012). The degree of depression can be predicted by the language used in social media (Schwartz, 2014). Kotikalapudi (2012) shows that students with a high degree of depression use the internet and social media much more use the internet and social media rather than student who use the internet and social media rarely. The study related to mood and emotion was conducted by Nguyen (2013) showing that people with low social capital have more random mood swings over time than people with high social capital. Hasan (2014) found that hash-tags and other conventional markers of tweets are useful features for sentiment and emotion classification.

Thus far the researcher has investigated the information related to linguistic aspects to identify mood and emotion on Twitter. The study conducted by Davies (2017) and Brownlow et al. (2017) has investigated the use of language on the personal status of which influenced the mood and emotion of the user on Twitter. In contrast with the study conducted by Hasan (2014) to infer the emotional state, he proposed a new approach by utilizing the well-established Circumplex model to classify individual text messages automatically. Whereas, the research conducted by Modagala (2012) is predicting the transition mood of Twitter users with regression analysis on tweets posted via the Twitter time channel.

Within the linguistics aspect to identify the mood and emotional condition, the researcher also investigated several studies related to psychological aspects that can enrich the understanding of psycholinguistics. Pilgun (2018) analyzed the content and online behavior of political group activists within Facebook's Russian speaking cohort, during the pre-election period by using psycholinguistic and communicative analysis. Regarding with psycholinguistics approach, Flekova (2018) and Schwartz (2013) use the LIWC theory by Pennebaker (1990) through a psycholinguistics approach to analyze some kinds of cases. Flekova (2018) use to analyze the symptoms of influenza-like diseases (ILI) that are self-reported by social media users especially on Twitter by using and Schwartz (2013) use to analyze the personality, gender, and age on Facebook.

Based on those previous studies, yet despite the abundance of research from a variety of contexts, finding, and its function, the research about the use of language to identify mood and emotion through the psycholinguistic approach is rarely explored (Nguyen, 2013). This research will enrich the variety of language patterns to express the emotional condition on social media Twitter and develop the existence of researches by having a different topic.



## **H. Research Method**

In this study, the researcher more focused on the type of qualitative research in document studies. The author used qualitative methods that function to gain more understanding of the phenomenon that is happening (Raharjo, 2017). This study focused on the type of qualitative research in document studies. It focused on the analysis or interpretation of written material based on the context.

In this case, the researcher analyzed and interpreted written statuses on Twitter to find out the positive and negative emotions experienced by the user through a psycholinguistic approach. The researcher randomly selected multiple accounts on Twitter and saw the activity of Twitter users over the past two months. Then the author classified the status in several emotional modes such as positive and negative emotions.

### **1. Instrument**

This research was carried out starting from the data search process, data collection, up to the process of analyzing the data and concluding the results of the research. In this study, the researcher also used instruments in the form of books, journals to look for some references to psycholinguistics and the use of language in social media. The author also used smartphone media and PC to access and monitor the activities of Twitter users.

## **2. Data and Data Source**

The data of this study are in the written form such as words, phrases, and sentences. The data are collected from Twitter. The participants took randomly and confirmed active Twitter users from August up to June 2020. The researcher utilized the participants who use English as their native language and as their second language. There are about 10 participants in some countries which use English as their first or second language. The first account is Daniel Zewde (@dzewde) from Indianapolis, USA, the second account is Jenny Fischer (@jennylynnfisch) from New York, USA, the third account is Maddie Heaps (@maddieheaps) from San Diego, California, the fourth account is Chelle (@chelle\_latrice) from Chicago, the fifth account is Kobe Bean (@thilllll) from the Greenville-United States, the sixth account is Rasiq (@Rasiq07) from London, the seventh account is Rishi (@rishipuff) from Northwestern-USA, the eighth account is Halima (@Hxlima1) from Manchester.

## **3. Data collection**

In this study, the data will be fully taken from Twitter. For the process of data collection, the researcher will classify it into several stages. First, the researcher will take Twitter users who use English as their first or second language. Second, researchers will see the activeness of Twitter users and ensure that they are active for several months from August up to June 2020. Third, researchers will collect the personal status exclude retweet and reply in the last two months. Fourth, from the personal status that has been collected, it will

classify based on words, phrases, and sentences that could indicate the emotional condition they were experienced.

#### **4. Data Analysis**

After the data collection process, the researcher will analyze the data in several stages. In the first step, researchers will classify the positive and negative emotions that are divided into two types, that are positive and negative which are contained in words, phrases, and sentences that are in a personal status written by Twitter users. In the second step, researchers will analyze linguistic patterns using theories from Pannebaker's (1990) theory of Linguistic Inquiry and Word Count (LIWC). In the third step, researchers began to analyze the emotional state of Twitter users using a psychological approach.

## **CHAPTER II**

### **REVIEW OF RELATED LITERATURE**

In this study, the researcher provides several previous studies to get a lot of additional information that can support the idea to identify the positive and negative emotion on Twitter using the LIWC Method by Pennebaker's 1990. The researcher only chooses some previous studies which are relevant to the present study and present the previous research that deals especially with psycholinguistics study on positive and negative mood analysis in general.

#### **A. Social Media**

The existence of technology is very influential in human life from the start of thinking, behaving, and will continue to change from one century to the next. Since the 1980s, communication technology has been the most important element to make it easier for anyone to exchange information on a "many to many" basis through a computer-based communication system. According to the theory of Determinism sparked by McLuhan, the development of communication technology is a factor that can change human culture. In his book entitled *The Gutenberg Galaxy* (1962) McLuhan explained that the history of human life has four periods including a tribal age, literate age, literary age, the print age, and electronic age (electronic era). Technology transition between the periods above is caused by the discovery of communication technology that is not gradual or evolutionary (Griffin, 2003).

In the period of globalization such as the current communication technology with social media has a very influential role in the lives of every human being. The speed with which individuals get to online networking brings about an assortment of wonders identified with the data stream. Some time ago to have traditional media such as television, radio, or newspapers required a large amount of capital and required a lot of labor. However, in this millennium era, everyone can access various sorts of information only by using the internet network even if the power to access is slow, without the necessity for big costs, without expensive tools and may even be shunned employees (Pujho in Junaedi, 2011). The rapid development of social media is additionally triggered by the will of everyone to feel they need to have their media such as Facebook, blog, and, Twitter.

The term social media functions as a general term that includes internet-based sites and services that function for or promote social interaction between individuals who use it as an important part of their interpersonal communication (Mason, 2013). Social media in its current form began to develop in the 1980s, under the form of a Bulletin Board System (BBS), UseNet, and Internet relay chat. This service, though not referred to as social media, is considered a precursor to their modern form. What is more specifically referred to as social media are various tools that began to emerge in the 1990s? One of the first sites that came out in 1995 was eBay. In 1997, the term weblog, coined by Jorn Barger and later shortened to blog by Peter Merholz was revealed. However, the service that will use these names first appeared in 1999 with the arrival of Live Journal

and blogger.com. The next seven years saw improvements in several services that are commonly used today, such as Wikipedia and travel advisors, in 2001.

In 2003, Skype and Word Press debuted. After that, in 2004, Facebook, arguably the most extensive and used service on social media, was launched. In 2005, YouTube emerged, and the following year a service called Twitter began operations. The arrival of two data file formats: one for audio files, named mp3 and flash software plug-in for web browsers, which allows videos to be played more easily in a web browser is what allows these sites and services to be possible. With these two data file formats, users can create and share digital animations and audio resources more easily. In short, this is what directs the internet from being a text-based media to assuming its modern and interactive format (Boyd & Ellison, 2007).

## **B. Twitter**

Twitter is a relatively new phenomenon. According to its website, Twitter is "a real-time information network supported by people around the world that allows anyone to share and discover what is happening right now" (Brownlow, 2017). Twitter is also known as 'micro-blogging', especially in Internet-based messaging services (although users can also send text messages or 'tweets' to their profiles), each message will be displayed publicly rather than privately unless the user specifically sent Private 'Direct Messaging' to specific people (Davies, 2017). The user then selects members from the Twitter community they want to follow,

and the website will display messages posted by people who have been followed in an automatically updated timeline of chronology.

There are many similarities between Twitter and text messaging. The most obvious is the media where friends and acquaintances can communicate with each other, besides that Twitter and text messages are the media under the big banner of technology-mediated communication. Like text messages, the Twitter demographic is mostly young, with the majority of users aged between 18 and 29 years (Lenhart et al, 2010). Another similarity between Twitter and text messaging is that both have limited characters where text messages are no more than 160 characters, while Twitter is slightly lower at only 140 characters (Gouws et al, 2011).

Twitter was founded and inaugurated in 2006 precisely in March. Founded by Jack Dorsey. The Twitter social network is very well known by everyone in the world. Even in 2014, Twitter became one of the top 5 most visited sites by many people (Zhang, 2009). Twitter's popularity has greatly increased in 2012 there were 150 million active users on Twitter. Then the number of users increased in 2014 until there were 600 million Twitter users at that time. In early 2013 there were 350 million tweets or tweets per day (Julie Letierce, 2010). Twitter is currently the most numerous and most popular social network. Twitter initially was not used for the general public but only for the services of the Order employees. But in July 2006 Twitter began to be officially opened to the general public because Twitter users are increasing every day to reach 400 thousand more tweets and last until 2007 (Junco et al., 2011).

Twitter's popularity is increasing every year and beating some social media like Facebook, Instagram, or Path. Until 2010 there were already more than 75,000 Twitter users active on social media. Twitter's founder Jack Dorsey is a student who studies at New York University. Since the inauguration of Twitter for the public, many new features and appearance have been changed. Twitter also works with several well-known companies such as Google, Bing, Yandex, and other companies (Boase, 2006).

### **C. Features in Twitter**

#### **1. Tweet**

The tweet is another term for Twitter and Twitter itself is a term from the status uploaded by Twitter users. This feature serves to send Twitter or the status of each Twitter user.

#### **2. Retweet**

Retweeting is reposting a Tweet. The Retweet feature on Twitter helps you and others quickly share these Tweets to all your followers. You can retweet your Tweets or Tweets from other people.

#### **3. Following**

The following feature is a feature that works to follow friends, relatives, or other accounts on Twitter.



#### **4. Followers**

This feature is used to see who is a follower on Twitter.

#### **5. Bio**

The bio feature is a feature commonly used on several social media networks that serve to find out the short profile of Twitter users.

#### **6. Trending Topic**

This excellent Twitter feature is one of the fastest media to spread and know what is happening, what is most liked, and what is most discussed by all Twitter users in the world by using hashtags or hashtags in the same news.

#### **7. Direct Message**

This feature can be used to start conversations more intensively and more privately to one person or several people on Twitter. In addition to sending a text in this feature, we can also add people, post photos or videos, gifts.

### **D. The use of language on social media**

It is important to remember that the various types of media such as Facebook, Twitter, etc differ from one service to another (Strate, 2017). The difference depends on the purpose of the interaction for example the online communication on games will be different from the way to communicate on Facebook or Twitter. Facebook users can post their messages allowing a wider

audience to access them or use private messages when they want to establish a more personal type of communication. In the case of games, however, communication tends to be much faster because it happens in real-time. Another example of modern online interaction is Twitter, which follows a communication system similar to Facebook (Sauter, 2014). However, most of Twitter is used to read and write messages faster, allowing limited use of character space. Facebook messages, on the other hand, can take longer, reach different depths (Tsay-Vogel, 2018).

These limits have a direct influence on how people deal with one another. Services often integrate communication methods that suit the needs of people who use them and secure their customers (Golbeck, 2016). YouTube is a video media site, YouTube also has a message board-style commenting system that has no restrictions in terms of length. In this section, different users have discussions about video content, replying to questions raised by video creators, or about other topics related to the video. There are also users involved in discussions on various subjects or personal interests. Besides, sites such as Facebook and Twitter allow content from other services such as, for example, YouTube and Reddit, to be linked or shared in users' posts or messages. It is the ability to combine services and share them that brings so many users to social media (Boyd & Ellison, 2007). What's more, social media users come from all over the world, each bringing their background and culture into the mix (Kelly-Holmes & Pietikäinen, 2012). With such a global user base, social media is a mix of languages used in different behaviors and for different purposes. This has resulted in the creation of

alternative dialects which, by their proximity, support real-time communication such as, the acronym used in instant messaging. An example of this acronym is an expression like LOL, which means laughing out loud. One of the oldest acronyms used on the internet, LOL is often used to convey messages that users find the subject of funny conversations. For example, as the tweet was written by @miwon17\_ "ngl..this CB period felt so short.. like 1 day I was anticipating what they r gonna drop the next day is over LOL... I feel like teaser period was longer... it felt like I waited for years"

The reason to use the acronym is just that the way to write the complete sentences is too long. Moreover, at the same time, the services of peer-to-peer are increasingly being used in mainstream communication also increasing the popularity of their (Carter, 2013). Likewise, many other language groups develop their acronyms to express the same meaning as LOL. In Japan, for example, people use two or more letters w to signify laughter. In Indonesia, people use HAHA and AWKOWKOWK in Asian-speaking countries. In some linguistic contexts, people abandon the use of the alphabet altogether, as in Thailand where 555 is used to express entertainment (Kelly-Holmes & Pietikäinen, 2012).

The use of online languages is full of this type of acronym, along with other methods for dealing with the subject or calling attention to something (Golbeck, 2016). An example of this phenomenon is Hashtagging. Hashtagging uses the hashtag # symbol to draw attention to actions or subjects that people think should be considered on social media. For example, a tweet was written by Daniel Zawde on 07 October 2019 "Came to @RegalMovies to see #JokerMovie

today and got pumped to collect more credits...then the cashier claimed em". According to the tweet, he puts the hashtag of #Jokermovie which can relate to such kind of phenomenon and create larger views.

By Hashtagging images or references to a particular event or phenomenon, people succeed in creating trends on social media. Because it uses symbols instead of shortening sentences, hashtags tend to be used in the same way in various languages (Golbeck, 2016). These types of phenomena occur in various languages used on social media, creating a kind of dialectical understanding among users along the Lingua Franca line. However, this is largely tied to the written language because it does not have the auditory feature of spoken dialogue. At the same time, some services offer online voice chat and also make it possible to use a video camera for face-to-face dialogue, such as Skype and Discord (Kreitler, 2017). However, most online interactions occur in written format. Due to time constraints, words or characters, acronyms and various other reference methods are increasing in number and their use in online communication (Iaia, 2016).

## **E. Emotion**

The role of emotions in social media has been the subject of research and media attention since the last few years. However, stereotypes about the emotional profile of status updates - that they are too positive or happy, and are too angry - have solidified, the evidence remains profound and indirect. Furthermore, although researchers have made various efforts to use the emotions

they are expressed in status updates to make conclusions about their emotional lives (Panger, 2017). The validity of producing national happiness indices, predicting mental illness, and evaluating the emotional results of experimental interventions is rarely known. At the individual level, and researchers largely ignored the impact of self-presentation and privacy issues on validity. Finally, while the debate continues about the emotional impact of exploring social media in everyday life, researchers focus only on a limited set of emotions, rather than investigating the range of human emotions (Vincze, 2017).

Since Twitter and Facebook were found, social media has become an indisputable global phenomenon, with 313 million and 1.86 billion people using each service every month, according to the latest company figures. (Hasan, 2010). Emotions are the most central topic for the highest or deepest expectations. Social media movements could be drawn from emotions that overflowed on social media such as anger, hope, or sadness. For example, a case of silencing a woman in Gamergate 2 and Arab Spring to the Black Lives matter that which had become trending and created a movement in society.

Emotions are sadness that spreads through social media after the death of a celebrity or after another mass shooting (Fredrickson, 2001). Emotions are a happy life about describing to our friends, moments of satisfaction we can't wait to tell about the world, and jealousy receives the spotlight from the lives of our friends as we go on with ordinary life. Emotions are entertainment that spreads with smart, up-to-date memes, as in this study that defines emotions as the

calmness of everyday life which is instead reflected as one of the dominant emotions of social media.

**a. Another definition of emotion**

In psychology, there continues to be heated debate about the nature and definition of emotions. The traditional view holds that there is a small set of "basic" emotions that are defined as automatic psychological, physiological, and behavioral responses, tightly coordinated to the specific order of the evolutionary environment, such as the need to escape predators (fear) or exclude impurity (disgust) (Ekman, 1999). Emotions come with specific subjective or conscious experiences and are characterized by distinctive facial or body expressions (e.g. smiles indicate happiness) (Tracy 2014). The core of this view is the belief that emotions are associated with certain action tendencies or repertoires of thought-actions such as the association of anger with the desire to attack. People who are in an upheaval of anger do not always attack, but their ideas about possible actions are narrowed to anger-related behaviors, such as attacks, and their bodies mobilize the physiological resources needed to carry out the behavior (Sabini & Silver, 2005). While negative emotions are believed to narrow the repertoire of our thoughts-actions to enable decisive actions in threatening situations, positive emotions such as interests, pride and love are said to arise in non-threatening situations and to expand the thoughts and actions that come to mind, enabling us to increase resources our personal and social power (Fredrickson, 2001). In short, basic emotions represent specific universal adaptations that have evolved to improve survival.

An alternative view group that includes a wider variety of emotions by separating the conscious appreciation (feelings, experiences) of emotions from the processes of other organisms that are traditionally associated with them (LeDoux, 2014). For example, some automatic threat responses that are programmed in the brain, such as freezing on the spot, are traditionally grouped into "fear" emotions, but people can express these responses without consciously realizing the threat or feeling afraid, and people can feel fear without there is one of these threat responses (LeDoux, 2014). An alternative view group that includes a wider variety of emotions by separating the conscious appreciation (feelings, experiences) of emotions from the processes of other organisms that are traditionally associated with them (Russell, 2003). For example, some automatic threat responses that are programmed in the brain, such as freezing on the spot, are traditionally grouped into "fear" emotions, but people can express these responses without consciously realizing the threat or feeling afraid, and people can feel fear without there is one of these threat responses (LeDoux, 2014).

Ironically, from this point of view, emotions are inseparable from cognition but may be best defined as cognition or conceptual actions that enable us to interpret, respond to, and communicate about patterns of sensation from inside and outside our bodies (Ekman, 1992). We experience emotions when we interpret our internal circumstances as related to or caused by our environment. Because many human problems are universal and many emotions can be recognized across cultures. However, because emotions cannot be biologically verified, culture can detect and assign meaning to different patterns of sensation

(Barrett, 2009). One of the examples is the Ilongot in the Philippines who have bites in the form of euphoric aggression (Rosaldo, 1980) and Germans who have *schadenfreude* or pleasure in the pain of others. In this case, the emotions are no less meaningful but provide greater variation of perception and related behavior.

Among many who support this view, the main element in sensory patterns called emotions is the main influence that is defined as simple feelings of pleasure or displeasure and can be accessed consciously or unconsciously (Barrett, 2009). This main influence comes from self-reported studies of emotions and moods which reveal that some of the meanings of each emotion or mood term can be summarized along the dimensions of valence (pleasant-unpleasant, positive-negative) and arousal (sleepy energy, deactivated-activated). The main influence is considered a neurophysiological state and it is similar to a mood that can be experienced without any known stimulation (Ekman, 1999). This can last a long time but can also change very quickly if it is associated with internal or external stimuli that are being experienced by someone (Panger, 2017). Core effects or main influences can be interpreted as emotions when someone consciously relates to the surrounding environment. For example, feelings of displeasure can be activated in anger when associated with someone who is blocking a goal, fear when interacting with someone dangerous, or jealous when associated with seeing someone who has something we want (Smith & Kim, 2007).

e. g: *"Pet peeve: Feeling shamed for my healthy habits. Stop shaming people for making different choices than you."* (Tweet by @dzwede – 03 October 2019).



Therefore, as a basic emotion, this influence is considered to facilitate ideas, perceptions, memory, judgment, and mood-congruent behavior (Russell, 2003). Positive influences or positive emotions tend to be reminiscent of positive memory and encourage more favorable judgment. Although the basic emotional theory and alternative emotions that have been explained differ on whether emotions are less numerous and are biological or varied gifts and a form of understanding. In practice, the two perspectives complement each other through subjective, conscious self-reporting (Vincze, 2017). The main influence of these emotions provides a simple way to encapsulate and relate emotions to each other, while emotions themselves carry more specific meanings and contextual associations (eg, Ekkakakis, 2013).

The core influence on emotions also contributes to a more complete understanding of emotional life by drawing attention to a state of deactivation or calm that is often overlooked in research. In this study, the term "emotion" broadly refers to emotional phenomena including emotional experience, while "emotional experience" refers more specifically to subjectivity, awareness of emotions including the main influencing influences (Kreitler, 2017).

#### **F. Self-presentation and emotional expression**

Self-presentation and emotional expression are the focus of a large amount of research on social media. However, while several researchers suggest displaying ideal and positive things (Panger, 2017). Unfortunately, the accuracy of the evidence for this is still underdeveloped, mainly because some studies

involve comparisons with relevant baselines. Furthermore, in contrast to the ideas used in social media about inhibiting self-expression, especially negative emotions, initial theories from the broader literature on computer-mediated communication imply that we may be inhibited on social media, or more free to express ourselves, including negative emotions. Exploration of feelings that animates data trade or "virality" includes layers and different points of view, demonstrating energy instead of valence is key in spurring to share. If so, at that point announcements will in general be more on incitement however may not be increasingly positive or negative (Russell, 2003).

#### **a. Positive Emotion**

Even though the desire for authenticity is evident among participants in some of the studies presented so far (Lampinen, 2014), overall this work recommends something of a slant toward the positive in our online networking self-depictions and toward admiration and self-improvement, maybe even to the degree that we present, as Turkle puts it, "fantasies about whom we want" (Grasmuck & Martin, 2008). Like the previous discussion much research on how social media influences well-being and happiness also depends on the assumption of a positive bias, especially in renewing status in social media.

The question of bias is more difficult to answer than merely pointing out that more negative emotions or positive emotions in status updates because bias implies some deviation from baseline or expectations, and there is no significant reason to explain and expose positive and negative emotions that are being

together happened (Pftizner, 2012). As a starting point, however, most research seems to show, using various methods, which we state are more positive than negative emotions in Twitter posts (eg Golder & Macy, 2011, see additions; Garas, & Schweitzer, 2012) and another research based on the Facebook post (Kramer, Guillory, & Hancock, 2014). However, on Twitter, some people sometimes use hashtag to express their emotion such (#excited, #sad, #happy). For example, De Choudhury, Counts, and Gamon (2012) are using an emotional hashtag to explore their emotional condition on tweets post or profile and they are more often use negative emotion rather than positive.

Two studies compared posts with private messages on Facebook and found posts to be more positive than private messages, using self-reported assessments of student samples (Bazarova et al., 2015). A third study found posts containing fewer negative words than private messages on Facebook, using the popular Linguistic Inquiry and Word Count (LIWC) sentiment analysis program with a sample of undergraduate students (Bazarova & Cosley, 2013).

Although the personal message began to provide some information as a comparison, it represented a narrow situation. On the contrary, in this study, I argue that the positive bias hypothesis implies that we present ourselves more positively in status updates than we feel in life in general and might be more positive than we feel or face in the social environment in general. Positive emotions outweigh negative emotions in life in general (Diener et al, 2015). Therefore, positive biases in status updates are only established if they are more positive than emotional life or even social settings. The same reason used by

Jordan et al. (2011), who found people mistakenly linked the emotional lives of others and perhaps more because of social media. Once again, the bottom line is an emotional life. Up to now, there have been no studies that show comparative status updates and emotional life, although three studies are closer than the others. In the first, researchers used a sampling of experiences with undergraduate student samples to assess how people felt after posting or commenting on Facebook, finding that people were more positive and more excited (aroused) up to 10 minutes after they posted or commented.

Although the authors did not assess the actual emotional content of posts and comments and did not distinguish posts from comments in their analysis, which might have different effects (Burke, 2011), this study seems to be in harmony with the idea that people use status updates to selectively share or utilize positive emotions. In the second study, a sample of undergraduate students to report daily for one week about whether they shared the most important positive or negative event of the day with others and, if so, how they shared it. The authors found tweets were more often used to share positive and negative events, while there were no significant differences for Facebook posts and none were used to share in important events that day very often. While the authors only focus on important events compared to the emotional life as a whole, this study offers insight into how the emotional tenor of an event can help determine where we choose to share it. In the case of Twitter, it seems that services are chosen more often to share positive events.

Qiu et al. (2012) seem to offer the clearest demonstration of positive social media biases and the only support for suspicion in research conducted by (Jordan et al, 2011) that Facebook's positivity exceeds that of our portrayal of ourselves in social settings where friends and others can observe us, However, the authors used a small sample and relied on their comparison on general impressions rather than specific examples of self and friend behavior, which meant that responses were relatively more likely to reflect participants' beliefs than examples of certain behaviors (Robinson & Clore, 2002). The author also does not distinguish status updates from other elements or communication channels on Facebook in the two parts of their study, which makes comparisons with previous studies, which often focus on status updates, more difficult. Overall, the evidence for a positive bias in status updates or social media as a whole remains thin, especially for Twitter. Furthermore, most of the evidence of excessive self-presentation, idealization, and positivity on social media, both qualitative and quantitative, comes from studies of young people in their teens or college, so that a large part of the population is under-examined.

#### **b. Negative Emotion**

There have been many studies that showed that computer-based surveys get more accurate results because some people can be more expressive in expressing himself than a face to face survey or with a test. Someone will be more open especially to respond that is considered to the sensitive things or about social stigma. It proves that the literature on self-presentation and emotional expression on social media has focused on the way social media can specifically hinder

previous theories of computer-mediated communication suggesting the opposite: that in many ways computers are clearly liberating or even debilitating (Lampinen, 2014)

A recent study by the Pew Research Center reaffirmed these findings, showing that self-managed Internet questionnaires received less socially desirable responses than telephone questionnaires with direct interviewers (Keeter, 2015). More broadly, early Internet services seemed to offer protection for people with unwanted social stigma or tendencies and opportunities to escape physical and social constraints from the offline world (Lin, 2017). Computer intervened correspondence is generally considered irritating because it offers namelessness, more noteworthy expressive control, and less coordinated or nonverbal input from association accomplices (McKenna & Bargh, 2000). Secrecy is disposed of by diminishing the likelihood that online activities will have ramifications for disconnected personality, making it feasible for certain analysts to attempt new characters and express whatever is at the top of the priority list. Greater expressive control, provided by the ability to compile and edit messages before sending, is considered to promote idealization but also attention and self-reflection, writing letters, and to facilitate self-disclosure among socially anxious (Amichai, 2002).

The communication mediated by a computer seems do not have obstacles because it does not have cues that require direct feedback such as face to face interaction. Eye contact, facial expressions, gestures, head nods are kind of types of direct feedback in a face to face interaction (Kiesler & McGuire, 1984). The unsynchronization and rudeness of computer mediation mean that they are not

directed and are not blocked by these cues, and are not burdened by the need to deal with them at the time. Like the telephone, computer-mediated communication also allows us to avoid eye contact, facilitating discussion of sensitive topics (Hasan, 2010).

The outline in this literature shows the conclusion that traditional communication mediated by computers removes sensitive expressions that are unpleasant or socially undesirable and this includes negative emotions (Kiesler & McGuire, 1984). While obscurity is less normal in internet-based life because Facebook disallows it and because today is progressively regular to interface with individuals we know disconnected, the most widely recognized use instances of web-based social networking keep on offering more noteworthy expressive control and to come up short on the coordinated or unobtrusive nonverbal criticism of up close and personal collaborations (although ostensibly things like emoticon have helped a few) (Golbeck, 2016). To the degree, at that point, that announcements or online networking look like conventional channels like email, talk rooms and message loads up, they possibly portrayed by more negative feelings and socially-unwanted assessments than a significant part of the writing have recommended (Phillips, 2011).

"RIP Trolling" is a Facebook term used to practice damaging a page to commemorate a certain moment for a person who has died. For example, in one case the message reads like "Help me, mummy. In hell it's very hot "was written on the memorial page of a 14-year-old girl who died in England (Carey, 2011; Jane, 2015). Reflecting the theory of disinhibition, a teenager at Alone Together

reports giving himself "permission to say evil things" online because "you don't have to see their reaction" (Turkle, 2011, p. 241), while others say "no brakes" (Turkle, 2011, p. 250). Although there is little research on the prevalence of e-bullying on social media, a recent study by the Pew Research Center found that 40% of online adults have experienced some form of bullying or harassment on the Internet, with a two-thirds report that their most recent incidents have occurred on social media (not including Reddit, games, email, etc.) A quarter of women ages 18-24 also report being harassed online (Duggan, 2014). Overall, the presence of negative intensity and antisocial behavior shows there are limits to every positive bias on social media.

### **G. Linguistic Inquiry and Word Count**

Currently, the technological revolution is an innovation for researchers to be able to develop research in the field of linguistics by linking everyday word usage with real-world behavior. LIWC is one of the results of technological innovation that combines transparent text with psychological factors. LIWC will be able to analyze transparent text by counting the number of words in psychologically meaningful categories. Individual differences, emotions, thinking styles, social relationships, and showing the focus of attention are some of the empirical results obtained using the LIWC application. James J. Bracac (1999) revealed many ways to study human language and communication simultaneously which can be applied by scientists. Understanding good laboratory control studies



that are balanced with the exploration of how people speak naturally in the real world is necessary to be able to validly analyze transparent texts with psychological conditions (Bradac, 1999). However, the most important thing is language research that can replicate theories and findings in various methods and samples. Social relationships and a person's personality can be seen from the words they often use in their daily life. The words we commonly use in everyday life can reflect who we are and how our social relationships are. These are not new or surprising insights. To be able to understand human internal thought patterns and the shape of someone's emotions into other forms is to understand and analyze the language they use every day. Words and language, then, are things of psychology and communication. They are the medium in which cognitive, personality, clinical, and social psychologists seek to understand humans.

The new era in the study of language and psychology has been greatly helped by the simultaneous development of high-speed personal computers, the internet, and statistical strategies. Researchers can begin to link the use of daily language to measures of personality, social behavior, and cognitive style by drawing on large amounts of self-reported text. LIWC - Linguistic Inquiry and Word Count began to be discovered in the early 1990s, it has been found that the tremendous potential of computerized text analysis through the development of computer programs (Pennebaker et al, 2007).

### **a. Content Versus Style Words**

The main target when LIWC was created was to plan proficient frameworks that could join mental procedures and substance through what somebody composed or discussed. As of late, there have been two extremely general classifications of words which have diverse psychometric and mental properties. Action words, descriptive words, and modifiers are words utilized for the content, all in all, to pass on the substance of the correspondence they need (Pennebaker Y. R., 2010). For instance, to come back to an expression "It was a delightful and adoring night" at that point the substance expressions of the expression are: "delight", "adoring", and, "night". Capacity words will be words that associate the words in the substance with style words. Pronouns, relational words, articles, conjunctions, helper action words, and a few other exclusive classifications. Thusly, in this expression which is remembered for the word work is "it," "was," "an," "and."

Even though we will in general have just about 100,000 English words in our jargon, as it were around 500 (or 0.05%) are style words. All things considered, style words make up about 55% of the considerable number of words we express, hear, and read. Besides, substance and style words will in general be prepared in the cerebrum in an unexpected way (Miller, 1995). Based on the psychological perspective, style words reflect how individuals are imparting, though content words pass on what they are stating. It isn't unexpected, at that point, that style words are substantially more firmly connected to proportions of individuals' social and mental universes. For sure, the capacity to utilize style

words requires essential social abilities. Considering the sentence, "I will meet you here later." Although linguistically correct, the sentence has no genuine importance except if the peruser knows who "I" and "you" allude to. Where is "here" and what is implied by "later"? These are on the whole referents that are shared by two individuals in a specific discussion occurring at a specific time. To state, this suggests the speaker realizes that the audience has similar information on these style words (Pennebaker, 2007).

Admonitions concerning PC text investigation. Therapists are continually searching for measures that uncover the mystery, covered up, or misshaped "genuine" self. Freud's fame was somewhat inferable from his attestation that subliminal musings, feelings, and encounters drove our conduct. Individuals keep on being enchanted with his techniques for dream investigation, oversights, and other psychoanalytic cases. This pattern proceeds with another age of measures and hypotheses that depend on a large group of certain estimates, for example, the understood affiliation test (Greenwald et al, 2003), priming systems, and different imaging strategies, for example, utilitarian MRI that all hold out the guarantee of finding the "genuine" individual. Numerous individuals think about the examination of language—particularly capacity or style words—to do likewise. What's more, for sure, they now and again can uncover social mental procedures that individuals can only with significant effort hide.

Despite the intrigue of automated language measures, they are still very rough. Projects, for example, LIWC disregard setting, incongruity, mockery, and expressions. "Mad," for instance, is at present coded as a resentment word. At the

point when individuals make statements, for example, "I'm frantic about him," or "He's as distraught as a hatter" the importance and goal of their expressions will be miscoded. LIWC, similar to any modernized content investigation program, is a probabilistic framework. The investigation of words used as an impression of mental state is in its soonest stages. As depicted beneath, contemplates are giving proof that capacity words can distinguish enthusiastic and organic states, status, genuineness, and a large group of individual contrasts. All things considered, the loose estimation of word meaning and mental states themselves should offer interruption to any individual who depends too vigorously on precisely recognizing individuals' actual selves through their utilization of words (Lampinen, 2014)

#### **b. Emotionality: Positive and Negative Emotions**

The emotional validity of a person can tell us about how that person deals with the world through the extent of how someone expresses emotions and how they express emotions. Everyone has a different way of responding to a problem or event that is considered traumatic or important, the emotional reactions shown can show how a person deals with an event and the extent to which the event will play a role in the future. Someone's emotional response is about how is someone deal and expresses with such a particular moment (Panger, 2017).

Based on the LIWC research, it is assessed accurately in identifying emotions in language use. One example is the word love, kind, sweet, beautiful are words that are included in positive words that tend to be written in positive

events. In contrast with the words evil, dirty, sad are negative words that tend to be written to express a negative event (Kahn et al., 2007). LIWC ratings of positive and negative emotion words correspond with human ratings of the writing excerpts.

For example, the tweet post by Syd Khadka (@SydKhadka) on 24 January 2020 "If only I were strong enough to endure the pain, I would have loved you.". Following the tweet post, we will know the emotional condition by identifying sentences, words, or phrases that contain positive emotions and negative emotions. Expressing a message on social media shows that someone wants to get some attention or even sympathy from some people who are involved in it. The stereotypes about the emotional profile of status updates that they are overly-positive, or overly angry have solidified and the evidence remains circumstantial and indirect (Panger, 2017). Sometimes negative emotions and positive emotions are often written together in a sentence. As stated in the sentence above, some words indicate a form of negative emotion as in the word "pain" while the word "love" can represent positive emotions. In this case, the role of the LIWC program is used to measure the emotional content for the status updates accurately.

Accordingly, the positive and negative emotions above prove how is someone reacts and cope with such a particular condition which involves their tempers and feeling at that time such happy, sad, or angry. Then, these kinds of situations are expressed in the form of words and sentences then uploaded through a status on social media such as Twitter. The role of LIWC in this research is for

curating the data that has been analyzed. LIWC analysis is very helpful for curating the manual analysis data into a system and more detailed calculations. It helps the researcher to make the assumptions and interpretations easily and more precise.

The measure of the degree of immersion can also be done by seeing how many emotion words a person uses. A study conducted by Holmes et al. (2007) which contained four writing sessions found that a woman would use more positive and negative emotion words to describe and cope with the violence they experienced with an intimate partner and that this led to an increased sense of physical pain experience.

Language emotionality reaches out past the basic articulation of pretty much feeling; utilization of feeling words identify with other key language components. In an assessment of the arbitrary arrangement of around 2,800 writings depicted before, feeling words were adversely associated with articles ( $r = - .33$ ), relational words ( $r = - .38$ ), and relativity words ( $r = - .40$ ). These language highlights as we talk about later might be significant in intellectual multifaceted nature and thinking styles. Feeling words were decidedly related with pronoun use ( $r = .29$ ), helper action word use ( $r = .29$ ) and nullification use ( $r = .32$ ). All relationships are profoundly noteworthy,  $p < .001$ . The idea of these connections proposes a more profound significance of the outflow of feeling and thinking styles, and social mindfulness (Strate, 2017).

### CHAPTER III FINDINGS

This chapter answered the questions of the study to investigate the positive and negative emotions through the linguistic pattern on social media by using LIWC. The positive and negative emotions will be predicted and analyzed from the psychological condition on the personal status by several selected accounts on Twitter which are provided from findings and discussion. The researcher then provides overall suggestions and recommendations depending on the study findings, interpretations, and analysis.

The several accounts below are adequated to be the data in this research because they used English as their first or second language that can be seen through the location listed on bio or profile. These accounts are also been active during the allotted time from August 2020 up to June 2020.

1. Daniel Zewde (@dzewde) Indianapolis, USA
2. Jenny Fischer (@jennylynnfisch) New York, USA
3. Maddie Heaps (@maddieheaps) San Diego, California
4. Chelle (@chelle\_latrice) Chicago
5. Kobe Bean (@thilllll) Greenville-United States
6. Rasiq (@Rasiq07) London
7. Rishi (@rishipuff) Northwestern-USA
8. Halima (@Hxlima1) Manchester

### 1. Daniel Zewde (@dzewde) – Indianapolis, USA

The first account in this study is Daniel Zewde (@dzewde) who comes from the city of Indianapolis, USA. There are several reasons why this account can be an object of this research. First, users of this account are from the USA who automatically use English as their everyday language. Second, this account has also been seen to be active in writing a personal status on its Twitter account in the last few months and active within the specified time, from August to June 2020, so it will be easier for researchers to identify emotional conditions that are being experienced periodically from day to day. Third, this account also does not post many photos or videos so that it is following the criteria of the object in this study which focuses on linguistic patterns in personal status.

**Table 1.1 Positive and negative emotions in @dzewde**

No.	Date	Utterances	Positive	Negative
1.	17 August	Seeing @Mutebi33 and @TRTGFC talk about #LovecraftCountry got me ready to watch Ep 1 today.	v	
2.	15 August	KENENISA, NOT KENISIA. PUT SOME RESPECT ON MY COUSIN'S NAME! #MonacoDL		v
3.	13 August	Had some caramel and apples this afternoon with my lunch. Can't tell if I'm 9 years old or 29. Oh well.	v	
4.		Jamming that @JohnnySuite on the Sonos this morning and it's just soooooo smooth.	v	
5.	12 August	Thinking about the kids out at @bhsdogs this morning. @LCbearsXC	v	



		is thinking about y'all this morning.		
6.	11 August	Alright...I'm mad again. Why didn't anyone recommend 6LACK to me???		V
7.	7 August	Today's morning podcast: @Nike Trained with @GBruinvels as the guest. Absolutely fascinating.	V	
8.	4 August	One thing my current employer has spoiled me on: punctuality to meetings. I. Hate. When. People. Are. Late. And. Give. No. Heads. Up.		V
9.	2 August	Listened to @jktrip3 and signed up for @panerabread's free coffee from now to Sep. If you see me and I look like I'm going through withdrawals...MIND YA BIZNEZZ.	V	
10	30 July	Good afternoon to everyone except those of you who never told me to put @TajinUSA on all of my fruit.		V
11		Really disappointed in @IKEAUSA in Fishers today. Your customer service was not the business.		V
12	28 July	So, I bought some pineapple and watermelon this week because I am the physical embodiment of the word "health" (please don't take me seriously), and I started. putting chile and lime salt on them before eating...  I DO NOT TRUST ANY OF YOU WHO HAVE DONE THIS AND NOT PUBLICLY STATED IT. YOU JUST DON'T WANT THE WORLD TO KNOW AND I DO NOT TRUST YOU ANYMORE.  Permanently on my shopping list: EVERYTHING @TajinUSA makes lol.		V
13		Can someone explain to me...why there is a cost associated with grocery pickup? Lol.		V
14		Currently watching #WhatTheHealth. This is fascinating. Lol	V	
15	24 July	Discovered @thisismoonchild this morning and my ears are tingling.		V
16	23 July	Pretty excited that @Bri_Leeper and I found out that we can recycle at our apartment. Is this adulthood?	V	

17	21 July	Just committed the first cardinal sin of zoom...I forgot to put my microphone on mute.		V
18	16 July	Standing in line at @INBMV and heard: They need to send those Chinese (expletive) back to where they came from. I'm racist, but this (expletive) is ridiculous.		V
19	29 June	Hey, @doraborasays...remember that time we broke into someone's house during Driver's Ed? Lololol	V	
20	23 June	I don't know how I didn't know @iDanny_P before this evening, but I'm glad to know her now! #YPSportsChatDEI	V	
21	18 June	Today's petty move: Responding to every comment on a video posted by my hometown news station. Video was a HS baseball team kneeling during the anthem. It was...fun lol.	V	
22	12 June	I just don't understand...how was the vote for lynching as a hate crime...NOT UNANIMOUS?		V
23		Thank you, @beeee_randi, for moderating such a fantastic conversation!	V	
24		Playing #Chixtape5 for the 5..00th time this year. It just doesn't get old.	V	
25	9 June	Today, my VP and the VP for men's basketball let me and a colleague of mine lead a conversation. What transpired today with #NCAACHampionships was an incredible step in the right direction. Thankful for the homie @N_Roberts20 for speaking up today.	V	
26	2 June	Big ups to @rootsoffight for their customer service!		V

Based on table 1 above, there are 26 personal statuses written by Daniel Zewde (@dzewde) from August to June 2020. From these statuses, they are classified into positive emotions and negative emotions based on a checkmark. The results obtained are 14 statuses including positive emotions and 12 states expressing negative emotions. This account often

mentions several other accounts in its posts to strengthen the status or written statement. Like the status that was written on June 29, that he mentioned another account (@doraborasays) to strengthen the status that was made which was about his past experiences - *"Hey, @doraborasays... remember that time we broke into someone's house during Driver's Ed? Lololol."*

### **Content Words**

“Broke” – negative emotion

“Lol” – positive emotion

### **Style words**

“that”, “we”, “into”, “during”.

The word "broke" in the sentence leads to a negative word category which is often used to express a negative thing or a bad moment. However, this status had an acronym "Lol" which is an abbreviation of "Loud of Laugh" which tends to be used to denote something funny, fun, or even ridiculous.

*"Hey, @doraborasays... remember that time we broke into someone's house during Driver's Ed? Lololol. "*

The word "broke" in this status does indicate a negative word, but then there is an abbreviation "LOL" which indicates something funny, even the word "Lol" has been repeated three times for "Lololol". Therefore, if we analyze the sentence in the status as a whole, what is

meant in that status is the account user (@dzewde) wants to remind him of something that was considered funny or ridiculous when he entered someone's house during Driver's Ed, which was done together with a friend (@doraborasays) that was mentioned in that status in the past. So that the status sentence is classified as an expression of positive emotions. Because the word "broke" in the sentence does not mean a negative expression, but rather is a ridiculous story that the account owner and his friends had committed.

**Table 1.2 Traditional LIWC analysis of @dzewde**

Traditional LIWC Dimension	Data	Average for Twitter
I-Words (I, Me, My)	6.9	5.51
Social Words	10.0	9.71
Positive Emotions	4.1	4.57
Negative Emotions	1.8	2.10
Cognitive Processes	10.2	10.77
<b>Summary Variables</b>		
Analytic	53.0	55.92
Clout	46.9	55.45
Authenticity	79.5	55.66
Emotional Tone	70.2	63.35

For measuring the manual analysis above this study has used the traditional LIWC analysis which calculate the data into percentage of each LIWC category, such as social words, negative and positive emotions, analytic, clout, and etc. Accordingly, the traditional LIWC analysis in table 1.2 showed that the percentage of positive emotions is higher than negative emotions. The average of positive emotions is about 4,57 from 4,1 data and the average of negative emotions is 2,10 from 1,8 data. Therefore, the results obtained from manual analysis are related with calculations from traditional LIWC analysis in which the overall data taken from 17 August to 2 June 2020 contains more positive emotions than negative emotions.

## 2. Jenny Fischer (@jennylynnfisch) – New York, USA

The second account in this research is Jenny Fischer (@jennylynnfisch) originally from New York City, USA. Some of the reasons for choosing this account to be one of the objects in this study are users of this account from New York City, USA who use English as the main language used daily. Second, this account appears to be active in the last few months and is in accordance with the period determined in this research, namely between August and June 2020. Third, this account also appears to be active in responding to recent issues that have been happening in the last few months. Thus, this account was chosen as the object of research because researchers would easily identify emotional conditions that are being experienced periodically from day to day.

**Table 2.1 Positive and negative emotions on Jenny Fischer (@jennylynnfisch)**

No.	Date	Utterances	Positive	Negative
1.	30 August	There's silent battles and public ones. Short and long-suffering ones. I know we're told to "be kind" by this. But I'd urge we be compassionate. Being nice is easy. Genuinely caring and connecting is what counts.	V	
2.	27 August	Okay yes, we can pick our causes. We can choose where we administer attention – our capacity for care. But human life is not a cause. And black lives mattering is not a debate. It's a simple concept of having compassion & empathy. Of doing what's right & fighting the good fight.	V	
3.		Activism IS compassion	V	

		And while we're at it: Personal connection is not a prerequisite for compassion. The whole basis of compassion is GENUINE CARE FOR OTHERS. Is personal connection justified/helpful? Yes. But not necessary. Compassion comes from within. It acts outwardly to build connection.		
4.		Milwaukee is historically one of the most segregated cities in America. It's also historically fought for change – from the Open Housing Marches in the 60s to the Sherman Park Riots to today. Today we witnessed history that spanned beyond a city, starting on a basketball court.	V	
5.		From <a href="#">@DocRivers</a> last night to <a href="#">@Bucks</a> today... I can't tell you how proud I am. And you guys already know how Marquette/Milwaukee proud I am. That just went up 100x. <a href="#">#BLACKLIVESMATTER</a> .	V	
6.		We are witnessing HISTORY. Never been prouder to be a <a href="#">@Bucks</a> fan.	V	
7.	26 August	Reasons <a href="#">@CaraLKaye</a> (new Twitter of <a href="#">@CaraKaye_</a> go follow it) and I are friends: We commit to 26 Day workout challenges together  WHO WANTS IN	V	
8.	25 August	Jacob Blake. Wisconsin man. Shot by police, in front of his 3 children, who had a better view of his tragedy than he did. Because he was shot in the back. 7 times. Point blank. If you're truly in the fight for justice you need to keep demanding it. Keep showing up. Keep going.	V	
9.	22 August	What's a girl gotta do to find a decent Old Fashioned and some cheese curds around here <a href="#">@NYC</a> .	V	
10.	18 August	Practice compassion. The genuine care for others goes such a long way.	V	
11.	12 August	Feeling for all of those tied to collegiate athletics right now. Let us not forget the ties to one another in this space during this time. And for the student-athletes in particular – my heart aches for you, the		V

		world could've done better by you and we must do better now.		
12.		Before you can worry about your how and your what, you need to get intentional about your who.	V	
13.	10 August	It has been 150 days since #BreonnaTaylor was murdered by police. She deserved justice 150 days ago. How many more days will it take? Say her name. Arrest her killers.		V
14.	30 July	Embarking on a solo 16 hour drive to Upstate New York tomorrow pls drop podcasts/audio books.	V	
15.	25 July	If you're a basketball fan excited about basketball's return, I'd hope you have tomorrow starred/circled/highlighted on your calendar. @WNBA	V	
16.	23 July	It's never too late to do better.	V	
17.	21 July	It's not about controlling your thoughts. It's about not letting them control you. Now read that again. And remember your mental health matters.	V	
18.	13 July	God loves you too much to answer your prayers at any other time than the right time, and in any other way than the right way.	V	
19.	12 July	I just want someone to play cards with me tbh.		V
20.	6 July	What you're not changing, you're choosing.	V	
21.	2 July	Keep showing up.	V	
22.	25 June	Gratitude IS mindfulness. It's being mentally aware of the many benefits of life.	V	
23.		I've said it for years and I'll say it again. Just because something isn't easy or enjoyable to talk about doesn't mean it's not important.	V	
24.	22 June	Driving for the next 4 hours. Hmu if you wanna talk.	V	
25.	19 June	Storytelling freebie: Dole out recall effect opps frequently. Plug something into the start that does/doesn't make sense, then creatively sneak it in once they've almost forgotten it. In the background. In a millisecond. In a new way. Aha Moments = Interest via Understanding.	V	



26.	17 June	I feel like I'm in the ultimate interim. 2 weeks of unemployment down. 2 weeks until my lease is up in Indy. With that honesty, here's the positive... I've been able to interview college basketball coaches about the social injustices in our country. Content coming soon.  Unemployment*		V
27.	16 June	Whatever is meant in God's plan for you is already manifesting and coming together. Remember that.	V	
28.	12 June	Just because they carry something well doesn't mean it's not heavy. Check in on your friends. Reevaluate your own mental health today.		V
29.	4 June	If you care more about peace than justice, you don't really care about peace. You care about not being bothered by the existence of other people/their suffering. Justice is a prerequisite for peace. Hence "No justice, no peace... Know justice, know peace." In that order. #BLM		V
30.	2 June	Your silence is STILL deafening. #BlackLivesMatter.		V

Based on table 2.1 above, there are 30 personal statuses written by Jenny Fischer (jennyllynnfisch) from August to June 2020. These personal tweets are then classified into positive emotions and negative emotions based on a check mark. Then from the overall status, the results obtained are 23 statuses categorized as positive emotional outbursts and 7 statuses categorized as negative emotional outbursts. Most of the tweets made by Jenny Fischer contain positive vibes and motivations aimed at people who follow them on Twitter. Furthermore, this account also frequently discusses recent issues regarding Black Lives Matter which had become a

trending topic in the last few months. The following is an example of a status that is included in the category of positive emotions and negative emotions which are described based on content words and style words according to Pennebaker's (1990) theory.

**Positive emotions:** “Jacob Blake. Wisconsin man. Shot by police, in front of his 3 children, who had a better view of his tragedy than he did. Because he was shot in the back. 7 times. Point blank. If you're truly in the fight for justice you need to keep demanding it. Keep showing up. Keep going. " (25 August 2020).

**Content Words :** Man, shot, police, children, had, better, view, tragedy, he, did, back, times, point, blank, truly, fight, justice, need, keep, demanding, showing, going.

**Style Words :** By, in front of, who, a, of, his, than, because, was, in, the, if, are, for, to, it, up.

Based on the identification between content and style words above, several words are included in negative emotions including the words "shot", "tragedy", and "fight". Several other words fall into the category of positive emotions such as the word "better", "justice", "demanding". In this case, positive emotions and negative emotions appear simultaneously in a sentence. Classification of these words also cannot be used as a reference in determining the categories of positive emotions or negative

emotions in a sentence. Therefore, it is necessary to analyze contextually in the whole sentence. So what is meant by the status made on August 25, 2020 is about the story of a Wisconsin man named Jacob Blake who was shot by police seven times in the back in front of his three children.

This man has a better view of a tragedy, but it turns out that this man's story ends ill-fated in front of his 3 children. After telling a fragment of the story about Jacob Blake, the owner of this account (jennylynnfisch) gave a kind of quote to continue to fight for good and justice whenever and wherever. Thus, contextually this status contains elements of positive emotions. The positive emotions in this sentence are about how the account owner gives an example of an event and takes the positive side that can be taken from the event. Therefore the words "shot", "fight", and "tragedy" do not mean negative emotions in the category because they only serve as a complement to a story told by the account owner.

**Negative emotions:** "Your silence is STILL deafening.  
#BlackLivesMatter. " (2 June 2020)

**Content Words** : silence, still, deafening.

**Style Words** :your, is.

Based on the content analysis and style words above, two words fall into the negative emotion category, namely the word "silence" and the word "deafening". This fairly short status sentence clearly shows the

negative emotions expressed by the account owner. Overall the sentence, this status means that the silence action by the black race did not get a good response by the government. So that the account owner indirectly protested through the tweet post by adding the hashtag #BlackLivesMatter to get more viewers.

**Table 2.2 Traditional LIWC analysis of (@jennylynnfisch)**

Traditional LIWC Dimension	Data	Average for Twitter
I-Words (I, Me, My)	2.1	5.51
Social Words	12.4	9.71
Positive Emotions	6.2	4.57
Negative Emotions	1.7	2.10
Cognitive Processes	13.3	10.77
<b>Summary Variables</b>		
Analytic	53.4	55.92
Clout	82.1	55.45
Authenticity	74.1	55.66
Emotional Tone	94.7	63.35

For measuring the manual analysis above this study has used the traditional LIWC analysis which calculate the data into percentage of each LIWC category, such as social words, negative and positive emotions,

analytic, clout, and etc. Accordingly, the traditional LIWC analysis in table 2.2 showed that the percentage of positive emotions is higher than negative emotions. The average of positive emotions is about 4,57 from 6,2 data and the average of negative emotions is 2,10 from 1,7 data. Therefore, the results obtained from manual analysis are related with calculations from traditional LIWC analysis in which the overall data taken from 30 August to 2 June 2020 contains more positive emotions than negative emotions.

### **3. Maddie Heaps (@maddieheaps) - San Diego, California**

The third account in this study is Maddie Heaps (@maddieheaps) which comes from the city of San diego, California. Compared to the two previous accounts, this account is super active account in using Twitter social media. Almost every day this Twitter account shows its existence in the form of a personal status, retweet, or replay. In fact, this account can create a personal status more than three times a day. Therefore, this account was chosen to be one of the objects in this study because researchers can easily analyze the emotional conditions that the account owner is experiencing regularly from day to day. This account is also active in voicing its aspirations in various recent issues such as issues related to black lives matter, feminism, covid, and all issues concerning sports. The last but not least, the owner of

this account also uses English as an everyday language which is in accordance with the provisions in this study.

**Table 3.1 Positive and negative emotions on (@maddieheaps)**

No.	Date	Utterances	Positive	Negative
1.	29 August	About to take my first non-holiday vacation since coming to SDSU— going to see my mom for two weeks. OOO on. Email inbox paused. Everyone knows I'm unavailable for the next two weeks. Remember to fill your cup, too. Vacation days and PTO are for using.	V	
2.	28 August	Don't forget that you do not need to fit into one category. You can be a walking contradiction. You do not need to be any one thing besides yourself.	V	
3.		Fighting for racial equality and against systemic racism does not equal "being political."		V
4.	27 August	Open yourself up every day to: - learn something new - be proven wrong - change your mind There is no perfect person in this world that knows everything and is always right. We all, including me, forever and ever, have room to grow, evolve, change, learn, and be better.	V	
5.		"By now, you can tell I have beautiful brown skin. But take a look at your hand, and whatever shade it is, it is beautiful as well. How dare we hate who we are- we are HUMANS." - Julia Jackson, Jacob Blake's mother	V	
6.		Please don't forget that WNBA players and their league have been leading the charge on social justice movements in sports for YEARS.	V	

7.		Old Taylor Swift while writing swim and dive bios HITS DIFFERENT	V	
8.		Sports have always been more than a game. Keep going, @NDFootball and @Bucks.	V	
9.	25 August	Tbh sad it's no longer trendy to tweet out song lyrics to describe your emotions bc dang that would hit DIFFERENT during this global pandemic.		V
10.	24 August	If this weekend has taught me anything it is: - be yourself and use your voice. Why? Because while I've heard horrific words about my appearance and intelligence, I've also been supported by the most amazing people and noticed by some of my female (and male) heroes.	V	
11.		I'm forever here to normalize: - women finding themselves beautiful While knowing: - they are more than a sexual object - deserve spots on every field, in every board room, at any table they choose All while: - speaking their minds because their voices are powerful.	V	
12.	23 August	Really damn proud of myself that through ALL of the hate, harmful messages, and insults I've received this weekend, I've yet to personally "attack" someone's: - appearance - intelligence And have asked others to answer for me when I couldn't give a "kind" response.	V	
13.		I'm hurting. But it won't silence me.		V
14.		When you make a tweet about men referring to women as just sex objects and distractions and then have men come at your own looks because you said you were attractive.  I am more than an object. I can note my attractiveness and not a be distraction. Thanks for proving my point.		V

15.		I speak for the women who feel their voices aren't worthy to be heard. Call me ugly 100 times, I'll stand up 101. I speak for the women who are doing far more incredible things than I am and not getting recognized. Diminish my accomplishments, but not theirs.	V	
16.		Tell a woman, woman in sports, or a woman in a male-dominated field that you appreciate them today. What I've endured the past 24 hours is the tip of the iceberg. We deserve so much better. Women, keep fighting. Tag a badass woman below.	V	
17.	22 August	Woke up this morning. Looking FINE. And still not a distraction to men in sports for just living and breathing.	V	
18.		I've called on men I know to be show allyship and stand up for me multiple times today when another man has attacked my character or looks and let me say it feels DANG good to know I have people in my corner, always.  *to be and show	V	
19.		Hi, hello there. I am a woman. And an attractive one at that. I am not a distraction because I work in sports. I am not a distraction because men who play sports have decided I am. This narrative is the reason more women run away from jobs and interest in sports. Stop it.  If you focus on the fact I brought up my appearance in this tweet you've LITERALLY missed the entire point of this message. Also, I'm a beautiful woman. Will shout it to the rooftops. But my appearance and the job I do are two very different things.  Last but not least, there is no "i don't agree with this so I must reply and say rude, insensitive and harmful things" obligation on this tweet. Thanks!		V



20.		There's nothing I love more than spitting facts about the value of women in a tweet and then finding so many more valuable women to follow and inspire me based on the likes and retweets from said tweet.	V	
21.	19 August	Can we fight as hard against unwritten and written sexist rules in the workplace and schools as we do over a grand slam in baseball or.		V
22.	18 August	Thank you for being you today. I, and the world, need you just as you are.	V	
23.		I've learned that life is truly about empathy. The belief that someone else's experiences matter. An understanding that no 2 people's feelings will always be the same and that the simple fact that we will always have differences. It is how we embrace difference that matters.	V	
24.	17 August	Some 24-year olds in relationships: getting married, having babies Me and my boyfriend: still high-fiving after we fart at the same time WE aRE ALL oN DIFfeREnT pATHs.	V	
25.		It was a rough week. Now, for me, it's time to let that week be that week. Tomorrow is a fresh start. I'm excited.		V
26.		Today is a great day to be kind to someone else for no reason.	V	
27.	16 August	Delivery @ChipotleTweets is my guilty pleasure.	V	
28.	15 August	Follow up to my earlier tweet: your feelings are for you to feel. You don't have to feel sadness or hurt or pain or happiness or stress or any feeling like the world tells you too. You get to feel your feelings. They are yours, and no one else's.	V	

29.	14 August	It's okay to not be okay right now. To be struggling amidst the chaos. Do what you can right now. Do not put pressure on yourself to be alright with all this before you are ready to be. Feelings are for feeling.	V	
30.		Before bed reminder: it's okay to change your opinion on a topic when you become more educated and experienced. Growth, not perfection.	V	
31.	13 August	Today's reminder: Correlation does not equal causation. That is all.	V	
32.	12 August	Fall sports does not equal JUST football. Fall sports does not equal just student-athletes and coaches. It's more than that. Please think about that before you post your "hot take".		V
33.		A black woman, Kamala Harris, just got nominated to be Vice President of the United States of America. The first on a major party ticket. For all the crap the world has thrown us lately, this makes me believe in the good of the world.	V	
34.	11 August	Today was a hard day. Tomorrow is another day. Another chance for great things to happen. Another chance to create. Another chance to grow. Grateful that the hard days are followed by other chances to try again.	V	
35.		I work at an amazing university with amazing staff, coaches, student-athletes, admin, trainers, academic advisors, development officers, travel agents, facility ops managers... I am so blessed.	V	
36.		I'm truly now only answering the question "how are you" with "I'm a goat on a leash in Petco park playing with dogs how about you" for the foreseeable future.		V
37.	10 August	Life as a person who works in sports has definitely not been easy lately. But the community we have, all of us in the trenches of the ups and downs every day? That's UNBEATABLE.	V	

38.		I'm scared. That's the tweet. Stay strong, twitter fam.		V
39.		For us working in collegiate athletics, please know that the way we as admin, coaches, etc. do or do not take care of our mental health through these hard times is seen by our student-athletes and is <b>likely</b> an example for them. What type of example do you want to set?		V
40.	9 August	Saturday reminder: YOUR MENTAL HEALTH MATTERS. Do what you need to do for it today.	V	
41.	8 August	There is a restaurant located .02 miles from Petco Park. I am experiencing no-fan baseball. There's hype videos. An announcer. Fake fan sounds. This is 2020.  Update: I know this fake fan noise is a good attempt. But man, does it sound like the radio can't find the right station.		V
42.		Everyone at said restaurant is standing for the national anthem.		V
43.	6 August	Before you place blame on yourself or someone else, ask yourself: 1. Was this a controllable moment? 2. If it was, what steps could have been taken to fix the problem before, in, or after the moment? 3. What can I or my org learn from this? Mindset shifts can change the world.	V	
44.		Send a friend money for a drink, coffee, or snack today. Show them you're there for them through whatever. <3  This is very much inspired by @desbifit's little venmo chains <3	V	

45.	5 August	Right where you are. As you are. Right now. You are perfect.	v	
46.	4 August	A year ago, I dreamed of being where I am now. (Well, no global pandemic, but, you get the point) You are your life's best project. Never forget that.	v	
47.		Still not over the fact Instagram has basically added comic sans as one of its "new" fonts for stories.		v
48.	3 August	A reminder: Your voice is powerful. If these past few months haven't shown you the power in speaking up for what you believe in, I don't know what will.		v
49.	31 July	I have held in my thoughts about b**st**I for so long. If you follow them, I don't get why you'd follow me. That's the tweet. That's how I keep from saying something that personifies the content they put out.	v	
50.	29 July	Breonna Taylor's murderers are still free. Think about that. It's been 138 days. No knock warrant. Suspect in custody when they entered her home. Mind blowing.		v
51.	28 July	I've tried so hard to get on the photoshop artboard hype but if my scratch disk is full one more time bc of the size of my multi-art board document I will scream.		v
52.	27 July	If you told me in 2020 I'd be watching baseball commentated by Alex Rodriguez with cutout fans in the stands, I would have laughed in your face.		v
53.	26 July	To the badass women in my life, remember this. "Every time you pretend to be less than you are, you steal permission from another woman to exist fully. Don't mistake modesty for humility. Modesty is a silly lie."		v
54.	23 July	Also it's opening day I'm sorry if you need me today I'm going to be rocking to tswift staring at Kraken logos and watching baseball.	v	

55.		A new brand drop and a surprise tswift album could there be a better. Thursday for a social media managing media relations obsessed 24-year old girl.	V	
56.	22 July	I wonder if my desk at work thinks about me. All the great times we had. How warm my bottom made my desk chair. How nicely I kept everything dust-free and sparkly clean. I miss you, Fowler and my work desk.	V	
57.		I would like one day off from the adult problems of rent and jobs and bills please.		V
58.		Mental. Health. Matters. Rich or poor. Black or white. Stop stigmatizing it.	V	
59.	21 July	The more and more I have accepted that life is never <b>EVER</b> going to look how I think it <b>SHOULD</b> , the more happiness I find.	V	
60.		Can we just have a chain of sports people highlighting their favorite people to follow in the industry? We ALL need that type of hype woman/man right now. I'll start @kassieepstein is my inspo for humaning and social media-ing.	V	
61.	19 July	Today I took a deep breath and just realized how much i have. And how grateful I am for all of it. Twitter family, y'all included. Pushing me to grow and be better every single day. Grateful.	V	
62.	18 July	A follow up: this is life for most women. I just spoke from my lived experiences. Seeing so many women in so many other industries say this fits them too? That's scary. Make. Women. Feel. Comfortable. In. The. Work. Place.	V	

63.		<p>I want to say thank you to so many people for reaching out about my recent “viral” tweet. I didn’t say anything new. I’m not a revolutionary in this space. But know that the problem of women feeling uncomfortable in the workplace needs attention. In. ALL. Fields.</p> <p>While I can only speak on my experience as a white woman working in sports, my voice and my struggles amplify and show just part of the problem. Know that for those with less privilege and support have way more to say. My voice will be heard where it’s meant to. But...</p> <p>I’ll step back when I need to. I can’t speak for anyone but myself. But, I will speak in spaces I’m knowledgeable in. My feminism is INTERSECTIONAL and we need the voices of all women on these issues for any real change to be made.</p>	V	
64.	17 July	<p>A few things I don’t stand for: 1. Saying I don’t care about the struggle of other women. If you know me, that’s bullshit. 2. Saying that harassment is something women should get over. Nope. 3. Women attacking other women. 4. Feminism that isn’t intersectional.</p>		V
65.		<p>Want to make something really clear here: My tweet last night in NO way meant to, or had any reason to, exclude womxn, self-identifying or not, in other fields. It was discussing a topic loudly brought up on my feed.</p>	V	
66.		<p>All us women are asking for us to be believed. Be respected. Be treated with fairness. Give us a seat at the table, and then don’t sit in it or tell us we are just there to make it look nicer. We just want to do our damn jobs.</p>		V
67.		<p>Also if you think this is women being loud about the issues of working in sports now, just imagine how many untold stories there are. Disgusted yet?</p>		V

68.		The scary thing is that I do not know many women, culturally “attractive” or not, working in sports who haven’t been in some way harassed or treated unfairly just for being a woman.		V
69.	15 July	I think we should give men one month of being women and then see how often they’d ask us to go back to the kitchen.		V
70.	14 July	Are there people in this world who go Target and actually only buy the things they need? If so, they are unicorns.	V	
71.		New favorite thing my mom does— send long group texts to my family with different sections of notes pertaining to each family member, and then she copy and pastes said notes and puts them into individual texts to us outside the group chat.	V	
72.	13 July	As someone who is a planner, 2020 has literally been the biggest challenge to my mindset that perfection and planning are key. I’m living life right now so unplanned and not always productive and truly allowing freedom for almost anything to come into my life. It’s amazing.	V	
73.		Nothing gives me some good ol’ nostalgia for the pre-COVID days like an ESPN close game alert.		V
74.	12 July	I am so grateful to have so many people in my life I feel like I can confide in and share what I’m going through with. As someone with mental illness, sharing your pain sometimes feels like you’re giving “away” your burdens or looking for someone to feel sorry for you.  Grateful for the friends who remind me that the feelings, struggles, and emotions I have are whatever we refer to as “normal”. That I am not alone. That I’m worthy of all these feelings. And that I’m okay to be sharing them as well.	V	

75.	11 July	I'm sorry but criticizing anyone for wanting to be a good father and think about his family over playing a sport in a global pandemic is a literal joke.	V	
76.	9 July	In the midst of chaos, I always come back to gratitude. For all I have. For all the world has to offer. For the amazing community I have built. If you're needing something to ground you tonight, list three things you're grateful for in the replies. You are loved.	V	
77.		Please don't forget about your mental health today. Please. Take care of yourselves.	V	
78.	8 July	This was said SO much gracefully by @Walsh_PT in the @YPSportsChat GM but we all know some decisive info is going to come out this week. Those of us that work in athletics have the right to feel anxious. Know your strengths and your worth. Know you will get through this.  Ps: for anyone thinking I know anything they don't they are wrong and I'm just here being a support system for us in athletics right now. Times are hard. I'm not trying to keep y'all from scooping any news but I don't have any. Take care of yourselves	V	
79.	6 July	This app shows me frequently that a lot of y'all missed the day in kindergarten when they told you to mind your own damn business and be kind. Just saying.	V	
80.		There are different seasons of your life for a REASON. Your needs will shift. Your goals will shift. Being a complete person isn't a check list. It's seasons and changes. Constant change. In fact, a reminder. Change is the only constant. Keep yourself OPEN to that.	V	



81.	4 July	I'm with someone who buys me flowers for getting through a Wednesday. Someone who listened to me on the phone complain about the effort it takes to shower & buy groceries because those are some of my depression symptoms. And then bought me flowers cause I did the damn thing.	V	
82.	3 July	Happy Thursday, y'all. I believe in you. I believe in your power to be YOU. I believe today is going to be a great day for YOU and ME. I believe in the good of this world. I believe in your light and it's need to shine. I believe in you.	V	
83.	2 July	2020, I'm giving you your chance. It's comeback season time Let's root for the underdog.	V	
84.	1 July	This #SocialMediaDay, please remember that Social Media Managers do not: - call plays - make trades - make picks in the draft - handle league-wide protocols or issues and thus should not have your (the fans) anger surrounding those issues taken out on them.	V	
85.	30 June	For the love of this pandemic can we all please make an agreement to stop posting photos in masks if they are not being worn correctly? We all need to adjust our masks and let it breathe sometimes but let's be the example on social, not the problem.		V
86.	29 June	Do the best you can today. Be the best you can today. And give yourself some grace through your struggles.	V	
87.		Your mental health is worth taking care of.	V	
88.	27 June	In another news today while asking if I could get an antibody test on the phone with a nurse she asked me if I had any COVID-19 symptoms and anyone with anxiety can agree with my reply: "Yeah my chest is tight and I have shortness of breath but that's every day with anxiety"		V

89.		A reminder: you don't have to be at rock bottom to ask for help. When you're feeling like symptoms of mental health issues are arising, you can reach out and ask for support. You don't need to rank how "sick" you are. Any mental health issue is worth treatment and care.	V	
90.		A huge takeaway ALREADY from @sportssummit20 : listen to your fans. Don't become a stagnant brand. Don't remove the human aspect of sports. Don't make it an equation. Be ready to make changes. The sports world is evolving. Your brand should evolve with it. #SportsSummit20		V
91.	23 June	Watching the softball community gather around what is right tonight is just another reason why I am so proud to have gotten a chance to work with these incredible athletes during my time at @USASoftball and why my future daughter will definitely find her way onto a softball team.  PS: softball players are some of the most incredible, focused, caring, strong, and TALENTED women I've ever gotten the chance to be around. Watching them use their voices just proves that.	V	
92.		We've made it almost half way through 2020, y'all. We've been tested. We have been uncomfortable as heck. And I'm sure we will continue to be throughout the second half. But if we use this discomfort to become better people and create a better world? I think it's all worth it.	V	
93.	21 June	Allowing yourself to be treated well by someone else. What a damn concept.		V
94.	20 June	Accomplishments of my 8.5 hour solo drive back to San Diego include: -perfecting my rendition of Beyoncé's rap in the savage remix - learning the multiple layers to Juneteenth and how it's celebrated - eating 1,000 calories of Oreos while stuck in LA traffic A successful trip.	V	

95.	19 June	After three of the best months in my hometown, it's time to get back to where I can keep chasing my dreams. 8-hour drive back to San Diego tomorrow— give me all the car-trip recs	V	
96.	18 June	Leave. Women. Alone. Leave their appearance alone. Leave their size alone. Leave their “worthiness” to you in their mind ALONE. If you think we're bitchy when we finally raise our voices and tell you to stop, IMAGINE the amount of times we had to stay silent.	V	
97.	17 June	Is it just me or does everyone who works in social send loving supportive messages to brands they love when drama is happening because they know what it's like to be on the other side of it no just me okay.		V
98.	15 June	Seeing as I don't have a significant other, kids, or a pet, my mom thinks I should put this as the last line of my work bio: “Heaps lives with her dead plants in downtown San Diego.”	V	
99.	14 June	As the week of Father's Day approaches, a reminder that I am so grateful to the many men who have acted as father figures to me throughout my life. Grateful for the men I know who are amazing fathers. And damn, I miss mine. He wasn't perfect, but he was mine.	V	
100.		Your path is yours. No need to follow anyone else's. In fact, blaze your own trail. Where there isn't a path in front of you, know that you wouldn't be placed without a route if you couldn't create something amazing from not having one.	V	
101.		I know I needed to hear this today: Your mental health is just as important as your physical health. Mental health is a chronic illness. Treatment of chronic illnesses is important, big or small. You aren't leaning on your mental illness as a crutch. It's an illness.	V	
102.	13 June	Seeing as I don't have a significant other, kids, or a pet, my mom thinks I should put this as the last line of my work bio: “Heaps lives with her dead plants in downtown San Diego.”	V	

103.		Happy Loving Day, the "annual celebration of the 1967 Supreme Court case, Loving vs. Virginia", which in a very simplified explanation struck down 16 state bans on interracial marriage as unconstitutional.		V
104.	12 June	Draft days mean more fire content eye candy and I'm all freakin for it. Glad to not be the best in this or any room. Learning is way too damn fun.	V	
105.	11 June	I had been feeling a little paralyzed over this idea that: This isn't about me. It's about black lives matter. While also knowing: I need to be a part of the solution, and work daily to fix racism. But to do that, that inherently includes my experiences and feelings.  Learned today that Black should be capitalized when referring to race. I highly recommend googling why! Learning something new every day.	V	
106.		One step better today, tomorrow, next month, next year, for the rest of your life. This isn't a trend. Black Lives Matter.	V	
107.	10 June	A big learning point for me recently is this: It is not a race to learn the most. Be the smartest. Intake the most information as quickly as possible. It is a concerted effort, a pledge, to learn something new every day. To be better today than you were the day before.	V	
108.	9 June	Something I've learned throughout this past week: I'm quick to post things, repost them, share them on my story if I see a glimmer of hope that the info could change someone's mind. I want so bad to be anti-racist that I often fail to read the entire message. I will be better.	V	
109.		PSA : getting to know Kylie (@kyliemurphy) through the content panel has been one of the best joys of shelter-in-place/quarantine/COVID pandemic so far. Find excuses to get people you admire in the same room as you. It'll make you better.	V	

110.	8 June	Also, if you aren't going to like to see me make statements, realize I was quick to type, and then acknowledge myself messing up and providing additional information, the unfollow button is yours to press. I refuse to constantly be right when the world needs me to be better.		V
111.		There have been many many people disappointing me this week. But to be honest, I've seen so many more human beings impress me with their courage, perserverance, grit, and ability to be themselves this past week. Make. Space. Black Lives MATTER.	V	
112.	6 June	Happy Saturday. This weekend, I challenge y'all to work to diversify your social media feeds. The more I do this, the more I'm embarrassed by how white and heterogeneous mine was. And how much I was missing out on.		V
113.	5 June	Black lives matter. Say. Her. Name. #BreonnaTaylor She deserves justice. Silence isn't an option. We must. Keep. Fighting.	V	
114.		Deep breath in. Try to be better. Use your privilege and speak up. Fall down. Make mistakes. Listen to those who constructively critique you. Understand that being right isn't worth hurting someone else. Realize your lack of knowledge. Try again. You got this.	V	
115.	4 June	"I just wish we fought as hard to understand each other as we do to prove ourselves right. I just wish we put the same effort into real change that we do to social media likes." - @TrentShelton	V	
116.		Student-athletes have been making stronger points on the horrible and senseless acts of racism in this country and giving stronger action plans to fix these issues than plenty of politicians.	V	
117.		A daily reminder that all white people have benefited from systemic racism their entire lives. And a daily reminder that this isn't about how "hard" right now is for white people facing the fact that we have been ignoring a problem that has been so blatantly in our faces forever.		V

Manual analysis based on table 3.1 above shows that there are 117 personal statuses written by the account (@maddieheaps) during August to June 2020. As previously explained, this account is more active in expressing its condition and what is happening on Twitter compared to some previous account. In one month this account can write up to 30 Tweets or even more. The owner of this account also often posts several photos and videos related to what is trending or is being experienced at the time. Not infrequently the status that is written is also related to each other with a tweet before or after. An example is a tweet made on June 29, 2020.

The first status made was *"Do the best you can today. Be the best you can today. And give yourself some grace through your struggles. "* Then a few hours later another status followed, but still with a related theme, namely *"Your mental health is worth taking care of."* If we pay attention, the two statuses have the same correlation and theme, namely about mental health matter and about how to love yourself in any condition and regardless. In this connection, it will be easier for researchers to analyze this status periodically.

Overall data were 117 tweet posts, 81 statuses were categorized as status containing positive emotions and 36 status categorized as negative emotions. For a more detailed explanation, one of the statuses will be taken which is analyzed based on the content and style of words in the sentence.

**Positive emotions:** "Some 24-year olds in relationships: getting married, having babies Me and my boyfriend: still high-fiving after we fart at the same time wE aRe ALL oN DIFfeREnT pATHs." (17 August 2020)

**Content Words :** 24 year, old, relationship, getting, married, having, babies, high, fiving, fart, same, time, different, path, still.

**Style Words :** Some, in, and, my, we, at, the, are, all, on.

Based on the content analysis and style words above, there are several words fall into the negative emotion category, namely the word “old” and the word “different” and the rest are words that are included in the positive emotion category such as the words “relationshi”, “married”, “having ”. After classifying the type of content and style of words, the status sentence needs to be analyzed as a whole. Therefore, the meaning of this status is that the account owner feels happy and comfortable with his marriage which has been running for 24 years and has been blessed with a child, it continues to run smoothly even though the two have their respective differences. Therefore, this status is included in the category of positive emotions even though it contains words that contain negativity.

**Negative emotions:** “In another news today while asking if I could get an antibody test on the phone with a nurse she asked me if I had any COVID-19 symptoms and anyone with anxiety can agree with

my reply:“ Yeah my chest is tight and I have shortness of breath but that's every day with anxiety. " (27 June 2020)

**Content Words:** Another, news, today, asking, get, antibody, test, phone, nurse, asked, had, any, Covid-19, symptoms, anxiety, agree, reply, chest, tight, have, shortness, breath, everyday.

**Style Words:** In, while, if, I, could, an, on, the, with, a, she, and, anyone, can, my, is, of, but, that.

In the status written on June 27, 2020 and based on the content classification and style of words above, it was found that several words contained positive emotions and some words contained negative emotions. The words "news", "today", "antibody", "agree" are some words that fall into the category of positive emotions. Meanwhile, the words "test", "Covid-19", "symptoms", "anxiety", "tight", "shortnesss" are some words that fall into the category of negative emotions. To ensure this status is included in the category of negative emotions is to identify all the sentences in that status. Therefore, the overall meaning in this status is the anxiety that is being experienced by the account owner and is associated with the symptoms of Covid-19.

The owner of this account wants to express the anxiety he feels by writing this status by raising the current Covid-19 issue. Thus, the owner of this account does not mean that he is experiencing symptoms of Covid



but is feeling anxious and needs attention or empathy from people around him, including followers on his Twitter account.

**Tabel 3.2 Traditional LIWC Analysis on August 2020 (@maddieheaps)**

Traditional LIWC Dimension	Data	Average for Twitter
I-Words (I, Me, My)	6.1	5.51
Social Words	13.7	9.71
Positive Emotions	3.6	4.57
Negative Emotions	2.1	2.10
Cognitive Processes	14.4	10.77
<b>Summary Variables</b>		
Analytic	38.3	55.92
Clout	67.4	55.45
Authenticity	78.8	55.66
Emotional Tone	53.4	63.35

**Tabel 3.3 Traditional LIWC Analysis on July 2020 (@maddieheaps)**

Traditional LIWC Dimension	Data	Average for Twitter
I-Words (I, Me, My)	7.0	5.51
Social Words	12.2	9.71
Positive Emotions	3.5	4.57
Negative Emotions	2.3	2.10
Cognitive Processes	14.1	10.77
<b>Summary Variables</b>		
Analytic	37.2	55.92
Clout	56.4	55.45
Authenticity	67.7	55.66
Emotional Tone	47.8	63.35

**Tabel 3.3 Traditional LIWC Analysis on July 2020 (@maddieheaps)**

Traditional LIWC Dimension	Data	Average for Twitter
I-Words (I, Me, My)	7.0	5.51
Social Words	12.2	9.71
Positive Emotions	3.5	4.57
Negative Emotions	2.3	2.10
Cognitive Processes	14.1	10.77
<b>Summary Variables</b>		
Analytic	37.2	55.92
Clout	56.4	55.45
Authenticity	67.7	55.66
Emotional Tone	47.8	63.35

**Tabel 3.4 Traditional LIWC Analysis on June 2020 (@maddieheaps)**

Traditional LIWC Dimension	Data	Average for Twitter
I-Words (I, Me, My)	4.7	5.51
Social Words	11.5	9.71
Positive Emotions	4.8	4.57
Negative Emotions	2.0	2.10
Cognitive Processes	13.0	10.77
<b>Summary Variables</b>		
Analytic	50.8	55.92
Clout	68.9	55.45
Authenticity	52.9	55.66
Emotional Tone	78.2	63.35

For measuring the manual analysis above this study has used the traditional LIWC analysis which calculates the data into the percentage of each LIWC category, such as social words, negative and positive emotions, analytic, clout, and etc. Accordingly, based on those traditional LIWC analysis in table 3.2, 3.3, and 3.4 showed that the percentage of

positive emotions is always been higher than negative emotions. However, based on the traditional LIWC analysis above the emotional tone obtained from August to June 2020 tends to fluctuate. The highest emotional tone is in June, which is 78.2 data and the average of positive emotions is about 4.57 from 4.8 data while the negative emotions is 2.10 from 2.0 data. While the lowest Emotional tone was in July 2020 with an average number of positive emotions, namely 4.57 from 3.5 data and negative emotions 2.10 from 2.3 data. In this case, it means that the account holder expresses his emotional state more often in June than in August and July. However, the overall results obtained from the traditional LIWC analysis and manual analysis still show that the personal status written from August 29 to June 4 2020 in this account contains more positive emotions than negative emotions.

#### **4. Chelle (@chelle\_latrice) - Chicago, IL**

The fourth account in this research is Chelle (@chelle\_latrice) who comes from Chicago, USA. This account is also an active account on social media Twitter which has been joined since March 2013 and has twenty-six thousand followers. In a day, this account can make Tweet posts up to more than five times a day, where emotional conditions will be easier to analyze periodically from day to day. Based on the provisions of the date set in this study, namely from August to June 2020, tracing in this

account can only be done until July 29, 2020. So most of the research in this account is only in August to July 29.

**Tabel 4.1 Positive and negative emotions (@chelle\_latrice)**

No .	Date	Utterences	Positive	Negative
1.	29 August	bro this really been the saddest weirdest most horrible year ever		√
2.		im the quiet client i like to get my hair, lashes, or nails done in silence!	√	
3.		God is so good to me y'all! I can't do nothing but thank him continuously.	√	
4.	28 August	soon as I catch an attitude I go mute. I can't hear. I can't talk. Leave me alone.		√
5.		Homebodies get cheated on too sis u better bring your stupid ass outside sometimes.		√
6.		Y'all be like "iMa wHoLe aSs vIbE" bitch u are a loserrrr.		√
7.		A Nigga Will Tell U He Love U & Tell The Next Bitch How He Don't Even Fuck Wit U.		√
8.		I hate a moody ass man. What's wrong now wanch?!!		√
9.		Stop watchin my page before I post wat u really lookin for and u have a stroke hoe		√
10.	27 August	heavenly father I ask for guidance and strength. keep me motivated.	√	
11.		I want more out of life so that means I gotta go harder, pray longer, move smarter.	√	
12.		U crazy asl if u sleep with the cover over yo head.		√
13.	26 August	personally, i think i'm very pretty.	√	
14.		If she pull her card out first whenever y'all out she's traumatized by broke niggas.		√
15.	25 August	Wats some good shows/movies on Netflix? literally feel like I watched everything.		√
16.		I'm really fina start dressing up more & popping my		√

		shit! I forgot who I really was.		
17.		Messages be way funnier when u kno how the person talk.	v	
18.	23 August	I think everybody figuring out who they real friends & family are this year.  Follow me if you're not already.	v	
19.	21 August	Confession. I CANNOT See At Night, I Just Be Driving & Praying.	v	
20.		I DON'T WANT NO NIGGA WHO REMINDS ME OF THE NIGGA I LEFT.		v
21.		I hate introducing myself, ion be knowing shit about me		v
22.	19 August	Niggas will find a girlfriend in Atlanta and Go see Him every Weekend.	v	
23.		Don't test my ability to move on, I'll act like god never made yo ass.		v
24.		I knew I was toxic when I got mad bc he didn't wanna argue w me.		v
25.	18 August	as long as my life coming together behind closed doors IDGAF what it looks like to the public.	v	
26.		Stop being around people that bring out the person you're not tryna be like anymore!		v
27.		Niggas love getting locked up, if you gay just say dat.	v	
28.	17 August	Appreciate me while I'm nice, cuz I'm really mean as hell.		v
29.		U ever get turned off by somebody's mindset  Like damn... u really think like dat.		v
30.		Having a baby is not even stressful it's having a baby father.		v
31.		Y'all ever broke up with someone, & YO WHOLE family felt relieved?.	v	
32.		I HATEEEEE Secret animosity soooo bad, bitch if you gotta problem SAY SOME.		v

33.	16 August	All i wanna do is work 2days out the week & get a 2,000 paycheck.	V	
34.		Friend dates are important.	V	
35.		Imma be the fine mommy with one child and a lot of money!	V	
36.		Idc how old I am .. hit me with the +4 in uno and I'm on ya ass the whole game.	V	
37.	14 August	I'm literally everyone's side friend. Just here when no one else is.	V	
38.		Sometimes GOD sends a EX back into your life to see if u still stupid.	V	
39.	13 August	Can't sleep for shit.		V
40.	12 August	Y'all Gotta Stop Thinking People Broke Because They Don't Wear Their Money.	V	
41.	11 August	anytime a nigga post a video late at night driving he just fucked something.		V
42.		My biggest flex is I can get anything I want BY MYSELF.	V	
43.		That fan will have yo ass waking up thinkin you got Corona.	V	
44.		I love a nigga that love him some me.	V	
45.		I be wanting to tell y'all happy birthday, it's just y'all didn't tell me.	V	
46.		there's alwaysssss anotherrrrr girllllllllllll.		V
47.		I can't wait to go over to a dude house & put my gun on his dresser.		V
48.	9 August	When i talk I'm rude.. when i don't talk i gotta attitude.. leave me tf alone.		V
49.		All jokes aside. . . Miley Cyrus really snapped on 'Party In The USA.	V	
50.	8 August	I suck at being mad cause soon as you smile at me ima laugh I hate being goofy.	V	
51.		Ppl saying they don't like Megan & Cardi new song...		V



		If you dry just say that!		
52.		Helping a nigga when he down is really a risk idc what anybody say, cause niggas will wake up and act different once they back on they feet.		V
53.		PLEASEEEEE get your own view of a person cause ppl be lying, hating, & hurt!	V	
54.		LORD MAKE ME BETTER ... My attitude, my approach, my mind, my reactions...Amen	V	
55.		U ever been drunk taking care of someone who was drunk too.	V	
56.		My problem is one lil argument and ion really see a future with us anymore.		V
57.	5 August	To be honest you niggas aint too much of a loss , I just got attachment issues.		V
58.		I HATE FAKE POSITIVE PEOPLE . Girl you messy as hell		V
59.		Jhené: "I CANT WAIT TILL U COME OVER" Me: START DET OVERRRR	V	
60.	4 August	Ion gaf what a mf do, just don't try to keep me around while you doing you !		V
61.		To any bitch that has secret Animosity towards me. GIRL FUCK YOU.		V
62.		Niggas get a haircut & start running errands for no reason btch I'll slap you tho	V	
63.		I'm not fake spoiled tell me no fr & watch how i fck your day up now we both mad.	V	
64.		Oh cause i thought a nigga that be faking like he done with me said some.	V	
65.	3 August	Hate when kids wake up crying, like damn you ain't even give today a chance.		V
66.		Bitches be rude and ugly. Pissing me off twice.		V
67.	2 August	I need some nasty shit done to me that's gone have me smilin for a week.		V
68.		Bitches be bragging about not having kids.. Ok so why you shaped like that?		V

69.		When I pop up married with a new born just heart the pictures and keep it moving.	V	
70.		Y'all ever meet a man and be like yea, imma stfu for him	V	
71.		Don't Take My Distance Personal, I'm Getting ME Together.	V	
72.		Road trips	V	
73.	31 July	My problem is....i wanna kno how u feel about me EVERY DAY  Follow me if you're not already.	V	
74.		I got so much potential, I just needa push myself harder	V	
75.		Niggas b tryna catch attitudes so they can chill wit they other bitch.	V	
76.		Niggas b tryna catch attitudes so they can chill wit they other bitch	V	
77.		Im bettering myself because sometimes I was the problem.		V
78.	30 July	Ion miss shit but the money I spent		V
79.		The only D I need is Direct Deposit.	V	
80.		U WILL NEVER KNOW WEN IM BROKE OR UP I DONT BRAG AND I DONT CHANGE, PERIOD.		V
81.		Yall ass ain't even married to nobody talking bout who come before who.	V	
82.		I hate being rushed! Just leave me fuck it. Ion wanna go anymore.		V
83.	29 July	I do not be speeding , it be the car	V	

Based on table 4.1 above, there are 83 statuses created from 29 August to 29 July 2020. During the process of identifying status in the category of positive emotions or negative emotions, there are many slang

words, acronyms, and abbreviations used in writing status. Compared to some previous accounts, this account rarely uses hashtags and makes tweet posts about recent issues. The owner of this account is also quite expressive in expressing the emotional condition he is experiencing. The results obtained from the emotional calcification above are 43 status containing positive emotions and 40 status containing negative emotions. To clarify the classification of the positive and negative categories, one example of status that contains positive emotions and negative emotions will be taken which is analyzed based on the content and style words in it.

**Positive emotions:** *"My biggest flex is I can get anything I want BY MYSELF."* (11 August 2020)

**Content Words** :Biggest, flex, get, anything, want, myself.

**Style Words** :My, is, I, can, by.

In the status made on August 11, 2020, there are no words that contain negative emotions. If examined as a whole, it means that the account owner feels proud of himself because he can get whatever he wants with his flexibility. Therefore, this status very clearly shows positive emotions.

**Negative emotions:** *"Hate when kids wake up crying, like damn you ain't even give today a chance."* (3 August 2020)

**Content Words** :Hate, kids, wake up, crying, damn, even, give, today, chance.

**Style Words** : When, like, you, ain't, a.

The word "hate" and the word "damn" in the sentence refer to negative emotions. Furthermore, if examined as a whole, the purpose of this status is that the account owner is disturbed by the sound of a small child crying when he wakes up which does not seem to allow resting in peace for even one day. Therefore, the Tweet post obviously included into the negative emotion category.

**Tabel 4.2 Traditional LIWC Analysis on 29- 2 August 2020 (@chelle\_latrice)**

Traditional LIWC Dimension	Data	Average for Twitter
I-Words (I, Me, My)	10.4	5.51
Social Words	13.4	9.71
Positive Emotions	3.4	2.10
Negative Emotions	6.4	4.57
Cognitive Processes	11.8	10.77
<b>Summary Variables</b>		
Analytic	24.5	55.92

Clout	36.3	55.45
Authenticity	87.5	55.66
Emotional Tone	1.7	63.35

For measuring the manual analysis above this study has used the traditional LIWC analysis which calculates the data into the percentage of each LIWC category, such as social words, negative and positive emotions, analytic, clout, and etc. Accordingly, based on those traditional LIWC analyses in Tables 4.2 and 4.3 showed that the percentage of negative emotions is higher than positive emotions. In contrast to research in several previous accounts where the percentage of positive emotions is always higher than negative emotions. In this account, for the first time, there is a discrepancy between manual analysis and the results of the traditional LIWC analysis. Based on table 4.2 in August the average result of positive emotions is 2.10 out of 3.4 data, while the average of negative emotions is 4.57 out of 6.8 data. In July the average result of positive emotions was even 0.0 out of 0.0 data and the average result of negative emotions was 4.57 out of 6.8 data. Thus, from the results of the traditional LIWC analysis, it can be concluded that the percentage of positive emotions is very low compared to negative emotions.

**Tabel 4.3 Traditional LIWC Analysis on 31-29 July 2020 (@chelle\_latrice)**

Traditional LIWC Dimension	Data	Average for Twitter
I-Words (I, Me, My)	13.5	5.51
Social Words	7.5	9.71
Positive Emotions	0.0	0.0
Negative Emotions	6.8	4.57
Cognitive Processes	18.0	10.77
<b>Summary Variables</b>		
Analytic	1.0	55.92
Clout	2.6	55.45
Authenticity	96.1	55.66
Emotional Tone	1.0	63.35

For measuring the manual analysis above this study has used the traditional LIWC analysis which calculates the data into the percentage of each LIWC category, such as social words, negative and positive emotions, analytic, clout, and etc. Accordingly, based on the traditional LIWC analysis in table 4.2 and 4.3 showed that the percentage of negative

emotions is higher than positive emotions. In contrast to research in several previous accounts where the percentage of positive emotions is always higher than negative emotions. In this account, for the first time, there is a discrepancy between manual analysis and the results of the traditional LIWC analysis. Based on table 4.2 in August the average result of positive emotions is 2.10 out of 3.4 data, while the average of negative emotions is 4.57 out of 6.8 data. In July the average result of positive emotions was even 0.0 out of 0.0 data and the average result of negative emotions was 4.57 out of 6.8 data. Thus, from the results of the traditional LIWC analysis, it can be concluded that the percentage of positive emotions is very low compared to negative emotions.

#### **5. Kobe Bean (@thillll) - Greenville, United States**

The fifth data in this study is Kobe Bean (@thillll) originating from Greenville, United States. This account has been joined by Twitter since March 2014 and already has 1,083 followers. Based on the provisions in this study, this account is considered worthy of being used as one object in the study. The main reason for choosing this account is because it has been active for the last few months, especially in the period specified in this study, namely August to June 2020. This account is active in making personal status, retweeting, or replaying it, making it easier for researchers to analyze conditions. emotional being experienced at regular intervals. In

addition, users of this account also use English as the main language used every day.

**Table 5.1 Positive and negative emotions on (@thilll)**

No.	Date	Utterences	Positive	Negative
1.	29 August	RIP Chadwick Boseman. Gone too soon.		V
2.	20 August	I think about Kobe everyday.	V	
3.	18 August	My 6 year old cousin just told me he told this girl in his class that she smell like Alligator knees.		V
4.	4 August	i keep thinking today is Wednesday		V
5.	17 July	he so fine.	V	
6.	15 July	All I can think is one day ...	V	
7.	13 July	Honestly, this Jada, August, and Will entanglement is played out. Bc if the roles were reversed, and it was Will who did what Jada did, we wouldn't be here. And that's facts!!!  men do the same thing all the time. So can we accept that yeah it's unfortunate for Will to be going through this pain, but in reality women never get this kinda support when it's us going through the same thing unless it's from other woman who've been through it before		V
8.		don't lose what you have, to what you lost	V	
9.	12 July	God be right on time.	V	
10.		why'd it have to be this way?		V
11.	8 July	How can I pledge allegiance to the flag? When they killing all our sons, all our dads.		V
12.	7 July	yo everybody about to move to Wake County now. Lol	V	
13.		I just noticed my pinned tweet is gone		V
14.		Today Wake County became the first county in NC to declare Juneteenth as a paid holiday for employees.	V	



15.	30 June	Happy Birthday @Keyon_Grant	V	
16.	24 June	one day at a time	V	
17.		almost forgot, to my husband ... I got my ring sized today, I'm a 9 ½.	V	
18.	22 June	first of all, when all y'all get kids?	V	
19.	21 June	As discouraged as I am rn, I can't give up just yet !	V	
20.	18 June	Do it today because today is the tomorrow you thought about yesterday  Read that again.	V	
21.	11 June	this week has been too much		V
22.	9 June	are you living life or is life living you?	V	
23.		I lost a family member last night, and am in the process of gaining a new family member today  It's bittersweet, but it's another reminder to not let life pass you by.		V
24.		Everyday is one day closer to your last. We gotta stop taking life for granted y'all!	V	
25.	7 June	i'm 0-2 tonight.		V
26.	5 June	I can't stand Nadia.		V
27.		Happy Birthday Breonna Taylor.	V	
28.		atp i just need to stop being a flirt.		V
29.		retrograde ain't no joke, lol	V	
30.	4 June	FINALLY GOT MY APP WORKING AGAIN.	V	
31.	1 June	my twitter app really is broke.		V

Based on table 5.1 above, there are 31 personal statuses written by Kobe Bean from 29 August to 1 June 2020. Of the 31 personal statuses, there are 18 statuses that contain positive emotions and 13 data that

contain negative emotions that have been classified based on a checkmark. The statuses made in this post tend to be short sentences and not too detailed so that it is quite difficult to interpret. During the status classification process, several abbreviations were also found that were often used in writing status, such as "rn" which was written in the status "As discouraged as I am rn, I can't give up just yet!" on June 21, 2020. The word "rn" in that status stands for the phrase "right now". The owner of this account is also less expressive in expressing his emotional state in status, for a while he was only active in retweeting a few Tweet posts from several accounts he followed. Therefore, to get a more detailed analysis and a more detailed understanding, some of these statuses will be manually analyzed based on the content and style words in the status sentence according to their respective emotional categories.

**Positive emotions:** *"God be right on time."* (12 July 2020)

**Content Words:** God, right, time

**Style Words:** Be, on

Tweet post made on July 12, 2020, is included in the status category that contains positive emotions. Based on the content and style words above, there are no words that indicate negative emotions. The word "right" clearly shows positive emotions, then supported by other words such as "god" and "time". If interpreted as a whole, then the meaning of this status is that God's plan will come at the right time. Thus the status can be classified in the category of positive emotions.

**Negative emotions:** *“I lost a family member last night, and am in the process of gaining a new family member today. It's bittersweet, but it's another reminder to not let life pass you by. ”* (09 June 2020)

**Content Words** : Lost, family, member, night, process, gaining, new, today, bittersweet, another, reminder, let, life, pass.

**Style Words** : I, a, last, and, am, in, the, of, a, but, it, is, to, not, you, by.

Based on the analysis of the content and style words above, it was found that several words contained positive emotions and several words that contained negative emotions. The words "lost," and "bittersweet," in the sentence indicate negative emotions. While the words "family", "gaining", and "reminder" are words that indicate positive emotions. When viewed from the number of words between negative emotions and positive emotions, the words that contain positive emotions are more than words that contain negative emotions. However, the number of words cannot be used as a reference in categorizing the status into negative emotions or positive emotions. Therefore, these sentences need to be analyzed as a whole in order to determine the category of emotions contained therein.

Therefore, this status was meant as a feeling of sadness because the family member has passed away and the account owner tries to strengthen himself and look for new family members, he also provides a piece of

motivation so as not to miss or waste the life he is living. By writing this status, the owner of this account expects sympathy and empathy from their followers and those around them for the grief that is being experienced. When viewed again from the word content, the words "lost" and the word "bittersweet" are strong words to identify the sad feelings experienced by the account owner at that time who was in a state of grief. Therefore, this status belongs to the category of negative emotions because of the grief that is being experienced by the account owner so that they expect empathy and sympathy by writing the status.

**Table 5.2 Traditional LIWC Analysis (@thrilllll)**

Traditional LIWC Dimension	Data	Average for Twitter
I-Words (I, Me, My)	5.5	5.51
Social Words	11.5	9.71
Positive Emotions	3.0	4.57
Negative Emotions	2.2	2.10
Cognitive Processes	10.2	10.77
<b>Summary Variables</b>		
Analytic	20.3	55.92

Clout	68.9	55.45
Authenticity	78.9	55.66
Emotional Tone	40.6	63.35

For measuring the manual analysis above this study has used the traditional LIWC analysis which calculates the data into the percentage of each LIWC category, such as social words, negative and positive emotions, analytic, clout, and etc. Accordingly, the traditional LIWC analysis in table 5.2 showed that the percentage of positive emotions is higher than negative emotions. The average of positive emotions is about 4,57 from 3,0 data and the average of negative emotions is 2,10 from 2,2 data. Therefore, the results obtained from the manual analysis are related to calculations from traditional LIWC analysis in which the overall data were taken from 29 August to 1 June 2020 contains more positive emotions than negative emotions.

## **6. Rasiq (@Rasiq07), London**

Rasiq (Rasiq07) is the sixth account that was selected as one of the objects in this study. There are several reasons for choosing this account to be one of the objects in this study. The first reason is that the owner of this account resides in London and uses English as the language used daily.

Second, this account has been active in the last few months and within the time frame specified in this study, from August to June 2020, which will make it easier for researchers to analyze the emotional conditions experienced periodically. This account has joined Twitter since August 2018 and has 4,318 followers. In addition, this account is also active in retweeting or replaying several other accounts and often expresses its opinions regarding trending recent issues. Thus, this account is very worthy to be one of the objects in this research. The following is an analysis table of positive emotions and negative emotions from the account (@ Rasiq07).

**Table 6.1 Positive and negative emotions (@Rasiq07)**

No.	Date	Utterences	Positive	Negative
1.	28 August	Tears and not just tears to Allāh. It's something only He will understand. So cry to Allāh. He hears you before you even ask Him	√	
2.	26 August	I don't even think I've met my soulmate yet		√
3.		Jannah is filled with sinners who repented , remember that	√	
4.	4 August	maintaining curly hair is an extreme sport	√	
5.	24 August	Sweet popcorn over salty	√	
6.	17 August	I promise you with Allāh by your side , everything will be a W	√	
7.		I jus wanna fly out , London's acc becoming deaaadd		√
8.	16 August	Missing the Ramadan timeline	√	
9.	14 August	I got my teeth whitened today and I haven't stopped smiling	√	

		But it's sunnah to smile so we move		
10.		So many of us forget that akhlaq is part of your deen. How you treat people, your manners and how you carry yours	V	
11.		Having sabr will get you through things you thought were impossible  * And having faith in Allāh	V	
12.		Remember you suffer more in your imagination than in reality	V	
13.	13 August	Why is it so Hot? Islamically: Allāh allowed the hellfire to exhale twice: once in the winters and once in the summers. Thus, the severest of heats that you feel, it is only a breath of the hellfire; and the severest of colds that you feel, it is only a breath of the hellfire.	V	
14.	6 August	Imagine hurting a soul that Allāh loves ...		V
15.	4 August	A man was asked how he manages to pray 5 times a day? He replied: 'I became certain that no one could stand meeting me 5 times day , no matter what state I was in : happy, sad, lonely, angry. Except the Most Merciful, the Most Loving, Allah.'	V	
16.	2 August	I don't think ive ever met someone as crazy about cars as me		V
17.	31 July	The greatest & most virtuous day in the entire lunar calander is the day of An Nahar (The day of Eid) Eid Mubarak. #EidMubarak #EidAlAdha	V	
18.		I jus clocked my beard is acc big		V
19.	30 July	Not only is it a sunnah to fast on the Day of 'Arafah, tomorrow is also Thursday which is also a sunnah to fast on. Double the rewards for two sunnah's in one, 'in shā' Allāh! " Fasting on the Day of Arafah expiates the sins of the past year and the coming year. "	V	
20.	26 July	Still haven't seen a single Harry Potter movie :)		V
21.	25 July	There is an Arabic saying that goes: "You want to die? Then throw yourself into the sea and you'll see yourself fighting to survive. You do not want to kill yourself,	V	

		rather you want to kill something inside of you”		
22.		But do you tell yourself everyday that Allāh loves you?	✓	
23.	22 July	I can’t wait for this eid	✓	
24.	21 July	So many of us forget that akhlaq is part of your deen. How you treat people, your manners and how you carry yourself It also applies to the way you interact with anyone - no matter what age aswell	✓	
25.	20 July	Imagine you sacrifice ETERNAL Jannah for this temporary world	✓	
26.	16 July	I want to go to a picnic		✓
27.	15 July	you’re not missing out, rather Allāh is protecting you	✓	
28.	13 July	Missing salah messes up my whole mood		✓
29.		Jannah is filled with sinners who repented , remember that	✓	
30.	11 July	Can everyone reading this make dua for one of my closest boys to accept Islam fully and for the love of Allāh to be instilled in his heart	✓	
31.	10 July	So what , JUMMAH in the masjid TOMORROW	✓	
32.	6 July	Why do you follow me	✓	
33.	5 July	Why are you worrying ? For Allāh provides for the ant in a dark hole and the fishes in the depth of the oceans , do you think He will forget you	✓	
34.	4 July	Praying tahajjud late at night when your heart is so heavy is one of the most mesmerising feeling in the world, especially when your head hits the floor. There’s no place in the world more comforting than in front of your Lord and Creator	✓	
35.	3 July	Another day and I still can’t swim		✓
36.	27 June	The whispers you say in your prayer mat to Allāh in sujood is heard in the heavens Subhanallah! Keep making dua.	✓	
37.	23 June	The only that comforts me nowadays is one of the verses from the Qur’an: ‘My Lord hears all my prayers’	✓	
38.		The beautiful thing is that Allah SWT has promised to respond our call upon Him. Maybe not now. Maybe not	✓	



		tomorrow. But He will answer your dua in some way shape or form - in a way that's best for you		
39.		The best among you are those who have the best manners and character. (Bukhari)	V	
40.	21 June	n the end it truly is just you and Allāh	V	
41.	20 June	I need Ramadan again	V	
42.	18 June	Wallahi I've been tryna battle this mental health for too long and I genuinely don't have any strength to continue		V
43.	17 June	Don't forget to make dua during the rain: The Prophet ﷺ said "Two will not be rejected. The Duaa after the Adhan and the Duaa under the rain". Al-Hakim (Sahih)	V	
44.		Whilst we were with the Messenger of Allah ﷺ , rain fell upon us. The Prophet ﷺ then exposed part of his garment so that rain fell on his body. When we asked him why he did so, he replied "Because it has just come from the Exalted Lord". Sahih Muslim	V	
45.		It's so scary how many people are battling mental health		V
46.	16 June	Just remember , first step into Jannah and you're going to forget about all your hardships	V	
47.		Allah knows the small ant in the dark hole, the worm under the mountains and every bird that goes out seeking its provision in the early morning, and you think you will become neglected?! Allah is there, so put your trust in Him.	V	
48.	15 June	Yeah but do they want to meet you in Jannah	V	
49.	14 June	Did you know On that day, the sun will be 1 mile above your head Jahannam/Hellfire will be on leashes and ropes but hear this : There are 70,000 ropes /leashes on Jahannam & each one will be controlled by 70,000 angels. That's 4.9billion angels holding down the hellfire	V	
50.	12 June	What will come to you will never ever miss you, and what will miss you was never meant to be given to you. - and what's not given to you has a wisdom which only Allah knows. For if it was truly good for you - it would be given with ease.	V	
51.		Hate constantly having this heavy heart feeling		V

52.		If the journey of this world was meant to be easy, then sabr wouldn't have been one of the doors of Jannah	v	
53.	9 June	How I forget about the angels that sit on my shoulders and write and write and write.		v
54.	5 June	RACISM ISNT BORN , IT IS TAUGHT RACISM ISNT BORN , IT IS TAUGHT RACISM ISNT BORN , IT IS TAUGHT RACISM ISNT BORN , IT IS TAUGHT		v
55.	2 June	Can't even lie , if you're suffering in silence or need help or even need help with mental health My dm will always be opened	v	
56.		I just got told I look Brazilian????? How?	v	
57.		1st day of June and #Ebola wants to slide in. How do I move out of Earth loooooo	v	
58.	1 June	Remember it's not Allāh who moves from us. He's always there. We're the ones that move away from Him. It takes one salah to go back to Him. How beautiful is that	v	

Based on table 6.1 which analyzes positive emotions and negative emotions based on checkmarks, the results obtained are 58 personal statuses written from August 28 to June 1, 2020. Of these statuses, there are 44 statuses indicating positive emotions and 14 indicating statuses. negative emotions where the number of positive emotions is more than negative emotions. The owner of this account is a religious person, most of the statuses made are related to religion and several times quoted verses from the Koran and hadiths. This account also frequently retweets and replays everything related to religion in its activities. Therefore, to clarify the classification results in table 6.1 one of the statuses in each category of emotion will be taken and analyzed based on the content and style of words contained therein.

**Positive emotions:** *“The greatest & most virtuous day in the entire lunar calendar is the day of An Nahar (The day of Eid) Eid Mubarak. #EidMubarak #EidAlAdha ”* (31 July 2020)

**Content Words** : Greatest, most, virtuous, day, entire, lunar, calendar, AN-Nahar, Eid, Mubarak.

**Style Words** : The, and, in, of, is.

Based on the status made on July 31, 2020, and the analysis based on the content and style of words above, there are several words that indicate positive emotions and there are no words that indicate negative emotions. The words “greatest”, “most”, “virtuous” are some of the words which clearly indicate positive emotions. Overall, the meaning of this status is that the account owner feels very happy and excited about welcoming the Muslim holiday, Eid Adha, which falls on July 31, 2020. Moreover, the owner of this account also uses the hashtags #EidMubarak and #EidAlAdha which participate in celebrating the holiday on Twitter and to include more viewers. Thus, this status is included in the status of the category of positive emotions.

**Negative Emotions** : "Missing salah messes up my whole mood" (13 July 2020)

**Content Words** : Missing, salah, messes, whole, mood.

**Style Words** : Up, my.

The word "missing" and the word "messes" are words that very clearly indicate an overflow of negative emotions. In this status, there are

no words that indicate positive emotions. If interpreted as a whole, the meaning of this status is that the account owner feels in a very messy mood because he has left one of his prayer routines, so this Tweet post is clearly included in the tweet category that expresses the negative emotions that are being experienced at that time.

**Table 6.2 Traditional LIWC Analysis (@Rasiq07)**

Traditional LIWC Dimension	Data	Average for Twitter
I-Words (I, Me, My)	3.0	5.51
Social Words	12.9	9.71
Positive Emotions	3.2	4.57
Negative Emotions	2.5	2.10
Cognitive Processes	10.7	10.77
<b>Summary Variables</b>		
Analytic	51.8	55.92
Clout	88.4	55.45
Authenticity	44.6	55.66
Emotional Tone	37.0	63.35

For measuring the manual analysis above this study has used the traditional LIWC analysis which calculate the data into percentage of each LIWC category, such as social words, negative and positive emotions, analytic, clout, and etc. Accordingly, the traditional LIWC analysis in table 6.2 showed that the percentage of positive emotions is higher than negative emotions. The average of positive emotions is about 4,57 from 3,2 data and the average of negative emotions is 2,10 from 2,5 data. Therefore, the results obtained from manual analysis are related with calculations from traditional LIWC analysis in which the overall data taken from 28 August to 1 June 2020 contains more positive emotions than negative emotions.

#### **7. Rishi (@rishipuff) – Northwestern, USA**

The seventh data in this study is an account named Rishi (@rishipuff) who comes from Northwestern, United States. The owner of the account is an American Indian who works as a comedian and YouTuber based in America. This account already has 9579 followers and has joined Twitter since August 2014. One of the reasons this account was chosen as the object of research is that this account has been active in the last few months, especially within the time frame specified in this study. In the last few months, this account has been active in making Tweet posts, retweeting, replies, and quite often uploading photos and videos that can be viewed from the timeline in this account. In addition, users of this account also use English as the language

used for daily communication. Therefore, this account is feasible and qualifies as one of the objects in this study. To prove the activeness of this account, the following are personal statuses written in this account according to the predetermined time, namely from August to June 2020 by categorizing each status into positive emotions and negative emotions with a checkmark.

**Table 7.1 Positive and negative emotios (@rishipuff)**

No.	Date	Utterences	Positive	Negative
1.	31 August	white girl talking about her asian boyfriend today called him "unconventionally attractive" im praying for that man		✓
2.	29 August	there's nothing i'll miss more about college than having a student-run paper that tweets BREAKING NEWS: before summarizing an email that went out to the entire campus	✓	
3.		i keep being surprised by how much liberals care about the hatch act violation until i remember their anti-trump case is basically just he's a meanie bobeanie who doesn't pway by da wules >:(		✓
4.	28 August	when i actually take my meds for once and it's like ohhhhhh. got it	✓	
5.	27 August	im usually in support of clowning white people just cause but Dev Patel's girlfriend straight up did NOTHING besides be caucasian in a photograph		✓
6.	26 August	eric trump just said his father is fighting for the cancelled man what the fuck is he doing for shane dawson		✓
7.	23 August	i left instagram because someone whose feed is literally only pictures with white people posted a "covert forms of white supremacy" infographic and i was like bro are you just labeling your account		✓
8.	22 August	realizing that when white people tell me what european country they came from i give it exactly as much weight in my head as if they just told me their harry potter house. oftentimes they do both	✓	

9.	21 August	the girl im seeing right now cant know that she's responsible for every nice thing in my apartment like unfortunately trying to impress her is literally the only reason i own a bath mat		V
10.	20 August	i can't believe im gonna have a vice president who eats frozen trader joe's chicken tikka masala	V	
11.	12 August	torn about kamala harris. as an american, i dont give a shit. but as an indian american? i also dont give a shit  context here is that kamala harris is indian which is something no white people know and every indian person is excessively aware of		V
12.	9 August	im so glad dev patel minds his business and doesn't post to the internet cause if he has any fucked up opinions i don't want anybody to tell me about them	V	
13.	6 August	im a simple guy. i wake up, listen to mac miller's discography until i start crying, go to sleep, and do it again the next day. it's easy	V	
14.	3 August	Saw someone post a totally unclickable change.org link to end the genocide of Uighur muslims in the instagram caption to their eid selfie and realized we killed activism and it's beyond resurrection		V
15.	2 August	real talk i cannot believe it's august at the start of quarantine this month was literally entirely hypothetical to me		V
16.	28 July	i would NOT wish covid upon literally anyone. however there are one or two people who i think it might be funny	V	
17.	27 July	website: ur password isn't strong enough me: adds an exclamation point website: mm. that's the stuff. that's so fucking good	V	
18.		your entrepreneur boyfriend can't get hard call that a failed startup		V
19.	26 July	jesus only had 12 followers, died, and started a major world religion. we can't begin to comprehend the implications of a kylie jenner assassination  to anyone who needs to hear it: do NOT assassinate	V	

		kylie jenner. can't believe i still have to say this.		
20.	24 July	yeah being too ugly of a 12 year old to get compared to zayn malik despite being the only brown dude for 8 square miles is my supervillain origin story	V	
21.	20 July	sometimes i see a tweet that's like "there are two kinds of people" and i'm like. surely there are others		V
22.	16 July	no one at my work is tryina make friends over zoom i just asked someone what their job was like and they told me "i am assigned tasks and i complete them"		V
23.	11 July	school sending emails about registering for in-person classes like no i will not be but i fwu for trying.		V
24.	5 July	oh me? me? i'm setting off fireworks inside my landlord's hallway and reclaiming the fourth of july. who asked	V	
25.	2 July	every white dude i meet is just an acquaintance until i can make absolutely sure he doesn't give a fuck about barstool sports	V	
26.		my dad emailed me an article about how "creative majors" are becoming employable which i think is as close to "im proud of you" as im gonna get out of this man	V	
27.	29 June	the french fucked up big when they made "eau de toilette" their word for cologne. that doesn't sound like the same thing at all. L		V
28.	28 June	dermatologists be like i know a spot and then connect you with the proper resources to treat it effectively	V	
29.		seeing two white people in target kiss with their masks on was a good reminder that love is fundamentally stupid as fuck		V
30.	26 June	you will NOT be seeing me at the gym once it opens up. no not because of the virus  i'd encourage everyone to follow me again not because of safety but because self improvement sucks		V
31.	24 June	the coldest thing the internet did was turn those forearm tree tattoos into a meme?? like imagine getting clowned on twitter for something you made a permanent part of your body. i guess racism is worse		V



		tho		
32.	22 June	normalize that everyone who was in a gifted program now has depression which can lead to memory loss and is communist but only bisexuals bomboclaat		V
33.	21 June	wtf my dad keeps asking me to play catch like im not busy texting "oh is it father's day? imagine celebrating a man" to every girl in my contacts. Lol	V	
34.	17 June	people are always like why you crying and it's like why aren't you crying? what u so happy about? racism?		V
35.	16 June	the rush of seeing some nerd ass phd quote retweet a racist saying "Historian here-" then shitting on their life is a million times better than hard drugs	V	
36.	13 June	people giving a lot of credit to gen z right now like they weren't posting those this is america tik toks 2 weeks ago i ain't forget		V
37.		brown dudes spent years advocating for representation so they could each write their own shitty script about wanting to fuck white women so bad  yes i just started ramy		V
38.	11 June	college kids putting 14 books on black abolitionist philosophy on their summer reading list and it's like cool but how much angela davis does it really take for you to just stop saying the n word  "i pledge to educate myself" dude just pledge to stop singing along to mo bamba first		V
39.	5 June	people posting the 8 can't wait graphic are like yesss the police will only kill Black people 28% as much		V
40.	1 June	make your donations monthly you won't be at brunch or a bar for a fat minute anyway	V	

Based on table 7.1 above, the results obtained were 40 personal statuses from 31 August to 1 June 2020. Of the 40 statuses, there were 17 statuses that contain positive emotions and 23 states contain negative emotions which are categorized based on manual analysis with a checkmark. This account is the second account where the number of negative emotions was higher than the number of positive emotions according to classification and manual analysis. Several times, the status made in this account formed such a comedy-themed status, but the function of this status is not only for entertainment but as a form of opinion and protest on several related issues. Therefore, to clarify and provide details on the categories and manual analysis above, one example of the status in each category was taken to be analyzed based on the content and style of words in the sentence.

**Positive emotions:** *"I'm so glad Dev Patel minds his business and doesn't post to the internet cause if he has any fucked up opinions I don't want anybody to tell me about them."* (09 August 2020)

**Content of Words** : Glad, Dev Patel, minds, business, post, internet, fucked, opinions, want, tell.

**Style Words** : I'm, so, his, and, doesn't, to, cause, if, he, has, any, up, I, don't, me, about, them.

The results obtained in this status are that there are some words that contain positive emotions and some words contain negative emotions.

The word "glad" in this status represents a word that contains positive emotions. Meanwhile, the word "fucked" is a word that represents negative emotions. However, these two words are not sufficient to represent a status sentence in a category of positive or negative emotions. Therefore, we need to interpret this status as a whole. The word "fucked up" refers to the account owner's sense of indifference to opinions and affairs about Dev Patel.

Meanwhile, the word contradicts the word "glad" which indicates positive emotions because they feel happy not seeing Dev Patel's activities on social media. So if analyzed as a whole, the status sentence indicates positive emotions because the essence of this status is the feeling of happiness experienced by the account owner because Dev Patel does not post anything on social media and is busy with his personal affairs. The account owner is also not interested in knowing the opinion of Dev Patel and doesn't want anyone to tell him about it.

**Negative Emotions:** *“seeing two white people in target kiss with their masks on was a good reminder that love is fundamentally stupid as fuck” (28 Juni 2020)*

**Content Words :** Seeing, white, people, target, kiss, masks, good, reminder, love, fundamentally, stupid, fuck.

**Style Words :** Two, in, with, their, on, was, a, that, is, as.

In the status sentence made on June 28, 2020, there are two contradictory words. There are the words "Good" and "love" which indicate positive emotions, while the words "stupid" and "fuck" indicate negative emotions. Therefore, it is necessary to do an overall analysis of the sentence. The words "good" and "love" in the sentence describe the phenomenon or incident that being experienced by the account user seeing two people kissing using masks. Meanwhile, the words "stupid" and "fuck" are expressions of resentment in status because they think it is stupid on the basis of love. Hence, the overall status that is written is an expression of the annoyance experienced by the account user because he saw two people kissing using their masks.

**Tabel 7.2 Traditional LIWC Analysis of (@rishipuff)**

Traditional LIWC Dimension	Data	Average for Twitter
I-Words (I, Me, My)	6.9	5.51
Social Words	13.4	9.71
Positive Emotions	2.8	4.57
Negative Emotions	2.7	2.10
Cognitive Processes	11.9	10.77

<b>Summary Variables</b>		
Analytic	41.7	55.92
Clout	52.7	55.45
Authenticity	46.4	55.66
Emotional Tone	27.6	63.35

For measuring the manual analysis above this study has used the traditional LIWC analysis which calculates the data into the percentage of each LIWC category, such as social words, negative and positive emotions, analytic, clout, and etc. Accordingly, the traditional LIWC analysis in table 7.2 showed that the percentage of positive emotions is higher than negative emotions. The average of positive emotions is about 4,57 from 2,8 data and the average of negative emotions is 2,10 from 2,7 data.

The results obtained based on the analysis of the traditional LIWC show different results from the manual analysis. Based on the manual analysis the status indicated negative emotions are higher rather than positive emotions. Therefore, the results obtained from the manual analysis are unrelated to calculations from traditional LIWC analysis in which the overall data taken from 31 August to 1 June 2020 contains more positive emotions than negative emotions.

### 8. Halima (@Hxlima1) – Manchester

The eighth data on this account is Halima (@ Hxlima1) who comes from Manchester. This account user has joined Twitter since November 2019 and already has 2,314 followers on her Twitter account. This account has fulfilled several provisions in this study, such using English as using the main language used for daily. In addition, this account also looks quite active on Twitter by retweeting, replaying, or creating a status. The statuses created in this account also meet the timeliness of this study from June to August 2020. Therefore, this account is considered worthy of being one of the objects of this research. To prove the activeness of this account, the following are personal statuses written in this account according to the predetermined time, namely from August to June 2020 by categorizing each status into positive emotions and negative emotions with a checkmark.

**Table 8.1 Positive and negative emotions (@Hxlima1)**

No.	Date	Utterences	Positive	Negative
1.	31 August	I need a break from my own thoughts.		✓
2.		As long as your heart's in the right place, that's all that matters.	✓	
3.		Consider the fact that maybe God closed that door because He knew you were worth so much more.	✓	
4.	30 August	I just need someone to stick around even when shit gets complicated.		✓
5.	29 August	Your beauty's a waste when your character is ugly.		✓

6.		Certain people really didn't deserve to get to know me like that.		V
7.	28 August	If I give up on you, just know I did everything I could.		V
8.		Hurts to know how easily you gave up on me		V
9.		If you're not ready for commitment, why disturb someone's peace?		V
10.	27 August	A pretty heart >>> a pretty face	V	
11.		I pray you never give up, no matter how hard times get.	V	
12.	26 August	Allah knows your intentions and what's in your heart, you don't owe anyone validation.	V	
13.		Can't say I'm perfect but at least I've got a good heart.	V	
14.		Let your heart trust Allah alone to take care of things that you cannot understand.	V	
15.		People who use past trauma as an excuse for hurting others <<<		V
16.	25 August	Having pure intentions and a good heart gets you far in life.	V	
17.		May every hurt humble you and lead you back to Allah.	V	
18.		It's my own thoughts against me at this point	V	
19.		If you have the patience to stay, you also have the strength to move on.	V	
20.		Know it's okay if all you did today was hold yourself together. I'm proud of you.	V	
21.		Trying to be strong everyday gets exhausting man		V
22.		Sometimes you don't need their love to fix you, you just need them to love you whilst you fix yourself.	V	

23.		People who lie unprovoked <<<		V
24.	24 August	You are as beautiful as your heart is.	V	
25.		Even though it was temporary, thank you for being there when I needed someone.	V	
26.		You're trying, know it's enough.	V	
27.		Maybe Allah wants you closer to Him in Jannah and so He tests you often.	V	
28.		Be kind to yourself. This world is cruel enough.	V	
29.	23 August	Commit to self love before a relationship.	V	
30.		Constantly having a victim mindset ain't it. Learn to own up to your mistakes.		V
31.		I pray you never lose the goodness of your heart.	V	
32.		I just wish it hurt you to hurt me		V
33.		Sometimes the blessings are not in what He gives, but what He takes away.	V	
34.		Sometimes sabr and silence is better than expressing how you really feel.	V	
35.		If you can't be respectful, keep your mouth shut.	V	
36.		Got a habit of looking for forever in people who're always temporary.		V
37.	22 August	I genuinely don't know what I did for you to give up on me like that.		V
38.		I really tried to fix the person who broke me.		V
39.		In the end, all I learned was how to be strong alone.		V
40.		You were toxic, but you felt like home :/		V
41.		People who fake their personality to look good <<<<<		V
42.		Maybe we needed them to break our hearts so that we could finally learn to let go and love	V	



		ourselves.		
43.		Friendship and love in one person >>>>	V	
44.		Take care of her, cause life doesn't bless you with a good woman twice..	V	
45.		I really lost myself in the process of trying to be enough for someone		V
46.		Seeing your friends growing Islamically and focusing on their deen >>>>	V	
47.		You're beautiful, society's ugly.		V
48.	21 August	Trust > love	V	
49.		I pray that God replaces your pain, worries and problems with good health, happiness and peace.	V	
50.		Love yourself first.	V	
51.		Some people will really hurt you to the point you never want to love again.		V
52.		Be more gentle with yourself, you're doing the best you can.	V	
53.		Silence is more powerful than proving a point, let God deal with them.	V	
54.	20 August	I love you through my prayers.	V	
55.		No matter how happy someone looks, the level of hurt they're going through can be inexpressible. Be kind, always.	V	
56.		They'll quit on you when you need them the most. No matter what they put you through, never give up on yourself.	V	
57.		It's the beauty of the heart that matters.	V	
58.		Loyalty outvotes everything.	V	
59.	19 August	Love yourself enough to walk away from something that doesn't benefit you anymore.	V	

60.		When going through a hardship, remind yourself that with the first step in Jannah, you'll forget about all of this pain.	V	
61.		It's a beautiful feeling to understand qadr. Whatever happens, alhamdulillah it happens for the best.	V	
62.		It's always the softest hearts, that get hit the hardest.	V	
63.	18 August	Matters of the heart cannot be described, they just need to be felt. Be it love or pain.	V	
64.		The tongue has no bones, but is strong enough to break a heart. So be careful with your words.	V	
65.		I really wanted our story to be different but you just turned out to be like the rest.		V
66.		Sometimes I wish I felt the love I give out.		V
67.		This dunya really tears apart hearts.		V
68.	17 August	Alhamdulillah for some things not working out the way I wanted them to.	V	
69.		I put my hands in prayer for your happiness before my own. I pray that Allah gives you everything and more, I pray that you're happy without me.		V
70.	16 August	Praying for you in secret.	V	
71.		At some point you just become immune to the pain :/		V
72.	15 August	Maybe I deserve better, but I always wanted you		V
73.		That glow hits different when God turns that pain into peace	V	
74.		No matter how dirty you do me, I'll still always care and that's my problem.		V
75.	14 August	Having to keep yourself busy to feel okay <<<<<<		V

76.		Biggest flex is loving yourself the way you wished they did. Be your own upgrade.	V	
77.		People will quit on you. You have to get up everyday and make sure you never quit on yourself.	V	
78.	13 August	You'll realise who's really there for you when you're at your worst.	V	
79.		Waking up for work at this time really ain't ittt.		V
80.		I'd give you the world just to see you smile, so why you'd do me dirty I'll never understand.		V
81.		I got through my worst days alone, I don't need anyone.		V
82.		I lost someone who didn't care but you lost someone that did, take that L		V
83.	12 August	You can't force them to love you but one day they'll realise what they've lost.	V	
84.		Nothing worse than wasting your energy on the wrong people.		V
85.	11 August	That feeling of contentment after being sad for so long hits differenttt	V	
86.	10 August	Me sleeping to avoid emotional pain.		V
87.		Imagine taking advantage of a soft heart when that person was the only real one there for you		V
88.		A clean heart will always attract blessings.	V	
89.	9 August	Don't abandon the person who was there for you when no one else was.	V	
90.	7 August	Stop chasing them and learn to love yourself first.	V	
91.	6 August	Damaged, but I still pass out love like my pain doesn't exist.		V
92.		Always remember that Allah does not burden a soul beyond that it can bear, better days are to come.	V	

93.		May Allah grant us the strength to face all of life's trials.	V	
94.		Leave it in the hands of Allah, and if it's meant to be it will be.	V	
95.	5 August	If you don't understand the basic concept of loyalty, stay far away from me		V
96.		Crazy how fast you moved on while I'm still trying to heal.		V
97.		Waking up sad just isn't it		V
98.		Each day you'll feel a little better and you'll let go a little more, be patient and give your heart the chance to heal.	V	
99.		May Allah answer your prayers to bring the peace your heart has cried for	V	
100.	4 August	My biggest regret is giving someone all the love I should've given to myself, never again.		V
101.		You can't please the world, but at least be happy with yourself.	V	
102.		If it makes you question your worth, walk away.		V
103.		Temporary people aren't worth your peace.		V
104.	3 August	Either I grow with you or I outgrow you. I'm not standing still for anyone.		V
105.		Don't hurt someone so much that they sit on the prayer mat and cry because of you and the pain you have given them.		V

Based on table 8.1, there are 105 personal statuses written in August from 31-3 August 2020. The status that has been analyzed in this account is deemed sufficient to meet the needs of the research, therefore the status studied is only up to August 2020. Accordingly, the results of the analysis in table 8.1 are obtained 60 status indicating positive emotions

and 45 status indicating negative emotions. Overall, the users of this account tend to exude all their emotions through status with straightforward and yet understandable sentences.

The users of this account also rarely use slang words and abbreviations so that the status sentences can be easily understood. Therefore, to clarify and provide details on the categories and manual analysis above, one example of the status in each category will be taken would be analyzed based on the content and style of words in the sentence.

**Positive emotions :** *“Can’t say I’m perfect but at least I’ve got a good heart.”* (26 Agustus 2020)

**Content Words** : Say, perfect, have, got, good, heart

**Style Words** : Can’t, I’m, but, at least, a

Based on the status which was written on August 26, manual analysis based on content and style words contained several words indicating negative emotions as well as positive emotions. The word "Can't" is a word that represents negative emotions, while the words "perfect" and "good" are words that represent positive emotions. The number of words that indicate positive emotions tends to be higher than words that contain negative emotions. If observed as a whole, the intention that the user of this account is trying to convey is a kind of motivation to love yourself. This account user realizes that he is not a perfect human, but he has a kind heart. So, from the results of the analysis based on the check mark, the analysis using the content and style words, and the interpretation

of the meaning of the sentence as a whole, this status sentence is classified into a sentence that expresses positive sentences.

**Negative emotions :** *“Me sleeping to avoid emotional pain.”* (10 Agustus 2020)

**Content Words :** Sleeping, avoid, emotional, pain

**Style Words :** Me, to

The personal status written on August 10, 2020 is included in the status category that indicates negative emotions. The words "avoid" and "pain" written in this status clearly indicate negative emotions. Moreover, there is not a single word that can interpret positive emotions. Overall, what the account user wants to convey is that he sleeps to relieve the pain he is experiencing. The pain in question is not pain caused by physical abuse but is emotional. Thus, the result of the overall analysis and interpretation, this status sentence is included in a sentence that indicates negative emotions.

**Tabel 8.2 Traditional LIWC Analysis (@Hxlima1)**

Traditional LIWC Dimension	Data	Average for Twitter
I-Words (I, Me, My)	4.9	5.51
Social Words	18.0	9.71
Positive Emotions	6.7	4.57

Negative Emotions	3.5	2.10
Cognitive Processes	16.8	10.77
<b>Summary Variables</b>		
Analytic	28.1	55.92
Clout	94.4	55.45
Authenticity	51.1	55.66
Emotional Tone	83.4	63.35

For measuring the manual analysis above this study has used the traditional LIWC analysis which calculate the data into the percentage of each LIWC category, such as social words, negative and positive emotions, analytic, clout, and etc. Accordingly, the traditional LIWC analysis in table 8.2 showed that the percentage of positive emotions is higher than negative emotions. The average of positive emotions is about 4,57 from 6,7 data and the average of negative emotions is 2,10 from 3,5 data. Therefore, the results obtained from manual analysis are related with calculations from traditional LIWC analysis in which the overall data taken from 31 up to 3 Agustus 2020 contains more positive emotions than negative emosion.

## **CHAPTER IV**

### **FINDING AND DISCUSSION**

#### **The use of language on Twitter represent the positive emotions**

It is important to remember that the various types of media such as Facebook, Twitter, etc differ from one service to another (Strate, 2017). Social media is a mix of languages used in different behaviors and for different purposes with such global users from all over the world.

#### **4.1 Twitter**

Twitter is the media under the big banner of technology-mediated communication. Twitter allows content from other services such as, for example, YouTube and Reddit, to be linked or shared in users' posts or messages. It is the ability to combine services and share them that brings so many users to social media (Boyd & Ellison, 2007). However, most of Twitter is used to read and write messages faster, allowing limited use of character space. Twitter is slightly lower at only 140 characters (Gouws et al, 2011). These limits have a direct influence on how people deal with one another. This has resulted in the creation of alternative dialects which, by their proximity, support real-time communication such as, the acronym used in instant messaging as an example of this acronym is an expression like LOL. The reason to use the acronym is just that the way to write the



complete sentences is too long. LOL is often used to convey messages that users find the subject of funny conversations.

- Daniel Zewde (@dzewde) *“Can someone explain to me...why there is a cost associated with grocery pickup? Lol.”*. This status had an acronym "Lol" which is an abbreviation of "Loud of Laugh". This kind of acronym tends to be used to denote something funny, fun, or even ridiculous. If the status was analyzed as a whole it means that the users felt something ridiculous with the payment of grocery pickup.
- Chelle (@chelle\_latrice) 18 August *“as long as my life coming together behind closed doors IDGAF what it looks like to the public.”* This status had an acronym “IDGAF” which is an abbreviation of “I Don’t Give A Fuck”. This kind of acronym tends to be used to express more negative emotions such as anger, sadness, anxiety, etc.

The use of online languages is full of this type of acronym, along with other methods for dealing with the subject or calling attention to something (Golbeck, 2016). An example of this phenomenon is Hashtagging. Hashtagging uses the hashtag # symbol to draw attention to actions or subjects that people think should be considered on social media. By Hashtagging images or references to a particular event or phenomenon, people succeed in creating trends on social media. Because it uses symbols

instead of shortening sentences, hashtags tend to be used in the same way in various languages (Golbeck, 2016).

- Maddie Heaps (@maddieheaps) on 01 July 2019 *“This #SocialMediaDay, please remember that Social Media Managers do not: - call plays - make trades - make picks in the draft - handle league-wide protocols or issues and thus should not have your (the fans) anger surrounding those issues taken out on them.”* According to the tweet, she puts the hashtag of #SocialMediaDay which can relate to such kind of phenomenon and create larger views.
- Rasiq (@rasiq07) 31 July 2020 *“The greatest & most virtuous day in the entire lunar calendar is the day of An Nahar (The day of Eid) Eid Mubarak. #EidMubarak #EidAlAdha.”* Based on this tweet the hashtag used for a particular event or phenomenon, people succeed in creating trends on social media.

#### **4.1.1 Positive Emotions on Twitter**

The role of emotions in social media has been the subject of research and media attention since the last few years. However, stereotypes about the emotional profile of status updates - that they are too positive or happy, and are too angry - have solidified, the evidence remains profound and indirect. Furthermore, although researchers have made various efforts to use the emotions they are expressed in status

updates to make conclusions about their emotional lives (Panger, 2017). The validity of producing national happiness indices, predicting mental illness, and evaluating the emotional results of experimental interventions is rarely known.

Since Twitter and Facebook were found, social media has become an indisputable global phenomenon, with 313 million and 1.86 billion people using each service every month, according to the latest company figures. (Hasan, 2010). Emotions are the most central topic for the highest or deepest expectations. Social media movements could be drawn from emotions that overflowed on social media such as anger, hope, or sadness.

- Emotions are a happy life concerning describing to our friends, moments of satisfaction we can't wait to tell about the world, and jealousy receives the spotlight from the lives of our friends as we go on with ordinary life.

E.g. **Maddie Heaps (@Maddieheaps)** 27 August 2020 “*Old Taylor Swift while writing swim and dive bios HITS DIFFERENT*”. The status written by @maddieheaps provides the happiness emotion because she was very excited about her idol Taylor Swift who write about swimming and diving and she thought that it was different from others.

**Jenny Fischer (@jennylynfisch)** 27 August 2020 “*We are witnessing HISTORY. Never been prouder to be a @Bucks fan.*” This status provides such positive emotions by mentioning another

account to provide accurate validation about what is being experienced.

- Emotions are entertainment that spreads with smart, up-to-date memes, as in this study that defines emotions as the calmness of everyday life which is instead reflected as one of the dominant emotions of social media.

E.g. **Rishi (@rishipuff)** 16 June 2020 *“The rush of seeing some nerd ass phd quote retweet a racist saying “Historian here-” then shitting on their life is a million times better than hard drugs”*. The status written by Rishi was used kind of meme which express the dominant emotions.

**Jenny Fischer (@jennylynnfisch)** 30 August 2020 *“There are silent battles and public ones. Short and long-suffering ones. I know we’re told to “be kind” by this. But I’d urge we be compassionate. Being nice is easy. Genuinely caring and connecting is what counts.”*. This status shows concern for others as a form of criticism and expression of opinions. This status contains negative emotions which are then expressed by using positive word choices that calm the situation experienced

**Chelle (@chelle\_latrice)** 11 August 2020 *“I be wanting to tell y’all happy birthday, it’s just y’all didn’t tell me.”* This status sparked jokes to represent such positive emotions.

In accordance with those statuses above, some people tend to express their emotions on social media for a variety of purposes. In general, someone will express their emotions on social media to get attention, validation, or even empathy from people around them. The core of this view is the belief that emotions are associated with certain action tendencies or repertoires of thought-actions such as the association of anger with the desire to attack.

#### **4.1.2 Positive Emotion on LIWC Analysis**

Like the previous discussion much research on how social media influences well-being and happiness also depends on the assumption of a positive bias, especially in renewing status in social media. The question of bias is more difficult to answer than merely pointing out that more negative emotions or positive emotions in status updates because bias implies some deviation from baseline or expectations, and there is no significant reason to explain and expose positive and negative emotions that are being together happened (Pftizner, 2012). Although the personal message began to provide some information as a comparison, it represented a narrow situation. On the contrary, in this study, I argue that

the positive bias hypothesis implies that we present ourselves more positively in status updates than we feel in life in general and may be more positive than we feel or face in the social environment in general. Positive emotions outweigh negative emotions in life in general (Diener et al, 2015).

E.g. Halima (@Hxlima1) 27 August 2020 *“I pray you never give up, no matter how hard times get.”*. The status written by Halima included in the status indicating positive emotions, but this is not something that can be rigidly proven. The possibilities user uses a quote to calm the emotional state she was experiencing.

Kobe Bean (@thilllll) 13 July 2020 *“don’t lose what you have, to what you lost”*. This status is also included in positive emotions by using a quote as a form of emotion that wants to be vented on social media.

The same reason used by Jordan et al. (2011), who found people mistakenly linked the emotional lives of others and perhaps more because of social media. Once again, the bottom line is an emotional life. Up to now, there have been no studies that show comparative status updates and emotional life, although three studies are closer than the others. The same result also found that tweets were more often used to share positive and negative events, while there were no significant differences for Facebook posts and none were used to share in important events that day very often.

Compare to the data from the LIWC theory, this research found some statuses contained positive emotions that have been analyzed by this theory according to content and style words. For example, the status was written by Rasiq (@ Rasiq07) on 31 July 2020 “*The greatest & most virtuous day in the entire lunar calendar is the day of An Nahar (The day of Eid) Eid Mubarak. #EidMubarak #EidAlAdha* ”. Accordingly, this status has several words that indicate positive emotions and there are no words that indicate negative emotions. The words “greatest”, “most”, “virtuous” are some of the words which indicate positive emotions. Overall, the meaning of this status is that the account owner feels very happy and excited about welcoming the Muslim holiday, Eid Adha, which falls on July 31, 2020. Moreover, the owner of this account also uses the hashtags #EidMubarak and #EidAlAdha which participate in celebrating the holiday on Twitter and to include more viewers. Hence, this status is included in the status of the category of positive emotions.

There are about eight participants in some countries which use English as their first or second language. The data are collected from Twitter which the participants took randomly and confirmed active Twitter users from August up to June 2020. In line with the method, this research has used the traditional LIWC analysis which calculated the data into the percentage of each LIWC category, such as social words, negative and positive emotions, analytic, clout, etc. To give an example, the table below

was the result of a traditional LIWC analysis of Daniel Zewde @dzewde statuses.

**Table 1.2 Traditional LIWC analysis of @dzewde**

Traditional LIWC Dimension	Data	Average for Twitter
I-Words (I, Me, My)	6.9	5.51
Social Words	10.0	9.71
Positive Emotions	4.1	4.57
Negative Emotions	1.8	2.10
Cognitive Processes	10.2	10.77
<b>Summary Variables</b>		
Analytic	53.0	55.92
Clout	46.9	55.45
Authenticity	79.5	55.66
Emotional Tone	70.2	63.35

Accordingly, the traditional LIWC analysis in table 1.2 showed that the percentage of positive emotions is higher than negative emotions. The average of positive emotions is about 4,57 from 4,1 data and the average of negative emotions is 2,10 from 1,8 data. Therefore, the results obtained from the manual analysis are related to calculations from



traditional LIWC analysis in which the overall data are taken from 17 August to 2 June 2020 contains more positive emotions than negative emotions.

## **4.2 Negative emotions on Twitter**

There have been many studies that showed that computer-based surveys get more accurate results because some people can be more expressive in expressing himself than a face to face survey or with a test. Someone will be more open especially to respond that is considered to the sensitive things or about social stigma. Greater expressive control, provided by the ability to compile and edit messages before sending, is considered to promote idealization but also attention and self-reflection, writing letters, and to facilitate self-disclosure among socially anxious (Amichai, 2002).

The communication mediated by a computer seems do not have obstacles because it does not have cues that require direct feedback such as face to face interaction. Eye contact, facial expressions, gestures, head nods are kind of types of direct feedback in a face to face interaction (Kiesler & McGuire, 1984). Due to this fact, some people tend to express their negative emotions on social media because they feel free to tweet anything. To mention a few negative emotions, there were some statuses written by Chelle Latrice (@chelle\_latrice) on 28 August which included negative emotions.

*“Soon as I catch an attitude I go mute. I can’t hear it. I can’t talk.  
Leave me alone.”*

*“Homebodies get cheated on too sis u better bring your stupid ass  
outside sometimes.”*

*“Y’all be like “iMa wHoLe aSs vIbE” bitch u are a loserrrr.”*

*“A Nigga Will Tell U He Love U & Tell The Next Bitch How He Don't  
Even Fuck Wit U.”*

*“I hate a moody ass man. What’s wrong now wanch?!!”*

*“Stop watchin my page before I post wat u really lookin for and u have  
a stroke hoe.”*

In a day, the user wrote some statuses which indicated negative emotions to express her emotions at that time. Those statuses were analyzed manually and calculated with traditional LIWC analysis. If one of the status above analyzed with content and style word there must be some words that included negative emotions such as “stupid”, “alone”, “bitch”, “hate”, “wrong”, “wanch”. Therefore, those words were showed negative emotions that represent her feeling at that ti

#### 4.2.1 Negative emotions on LIWC Analysis

People who are in an upheaval of anger do not always attack, but their ideas about possible actions are narrowed to anger-related behaviors, such as attacks, and their bodies mobilize the physiological resources needed to carry out the behavior (Sabini & Silver, 2005). LIWC, similar to any modernized content investigation program, is a probabilistic framework. In accordance with LIWC research, it is assessed accurately in identifying emotions in language use. One example is the word love, kind, sweet, beautiful are words that are included in positive words that tend to be written in positive events. In contrast with the words evil, dirty, sad are negative words that tend to be written to express a negative event (Kahn et al., 2007). LIWC ratings of positive and negative emotion words correspond with human ratings of the writing excerpts.

According to the result of this research, two accounts have a higher amount of negative emotions rather than positive emotions. Those accounts were being analyzed manually and calculated by traditional LIWC analysis. The first account was Chelle Latrice from Chicago, IL that has higher negative emotions than positive emotions.

**Tabel 4.2 Traditional LIWC Analysis on 29- 2 August 2020 (@chelle\_latrice)**

Traditional LIWC Dimension	Data	Average for Twitter
I-Words (I, Me, My)	10.4	5.51
Social Words	13.4	9.71
Positive Emotions	3.4	2.10
Negative Emotions	6.4	4.57
Cognitive Processes	11.8	10.77
<b>Summary Variables</b>		
Analytic	24.5	55.92
Clout	36.3	55.45
Authenticity	87.5	55.66
Emotional Tone	1.7	63.35

There were 72 statuses written by (@chelle\_latrice) from 29 to 2 August 2020. Besides, for measuring the manual analysis this study has used the traditional LIWC analysis which calculates the data into the percentage of each LIWC category, such as social words, negative and positive emotions, analytic, clout, etc. Accordingly, based on that traditional LIWC analysis in table 4.2 showed that the percentage of negative emotions is higher than positive emotions. In contrast to research in several previous accounts where the percentage of positive emotions is always higher than negative emotions. In this account, for the first time, there is a discrepancy between manual analysis and the results of the traditional LIWC analysis. Based on table 4.2 in August the average result of positive emotions is 2.10 out of 3.4 data, while the average of negative emotions is 4.57 out of 6.8 data. In July the average result of positive emotions was even 0.0 out of 0.0 data and the average result of negative emotions was 4.57 out of 6.8 data. Thus, from the results of the traditional LIWC analysis, it can be concluded that the percentage of positive emotions is very low compared to negative emotions.

The second account in this study was Rishi (@rishipuff) from Northwestern that has a higher negative emotions amount rather than positive emotions.

**Tabel 7.2 Traditional LIWC Analysis on 31 August up to 01 June 2020 of (@rishipuff)**

Traditional LIWC Dimension	Data	Average for Twitter
I-Words (I, Me, My)	6.9	5.51
Social Words	13.4	9.71
Positive Emotions	2.8	4.57
Negative Emotions	2.7	2.10
Cognitive Processes	11.9	10.77
<b>Summary Variables</b>		
Analytic	41.7	55.92
Clout	52.7	55.45
Authenticity	46.4	55.66
Emotional Tone	27.6	63.35

The results obtained were 40 personal statuses from 31 August to 1 June 2020. Of the 40 statuses, 17 statuses contain positive emotions and 23 states contain negative emotions which are categorized based on manual analysis with a checkmark. This account is the second account where the number of negative emotions was higher than the number of positive emotions according to classification and manual analysis. In line with the manual analysis, those statuses were analyzed by traditional LIWC to accurate the result. Accordingly, the traditional LIWC analysis in table 7.2 showed that the percentage of positive emotions is higher than negative emotions.

The average of positive emotions is about 4,57 from 2,8 data and the average of negative emotions is 2,10 from 2,7 data. The results obtained based on the analysis of the traditional LIWC show different results from the manual analysis. Based on the manual analysis the status indicated negative emotions are higher rather than positive emotions. Therefore, the results obtained from the manual analysis are unrelated to calculations from traditional LIWC analysis in which the overall data taken from 31 August to 1 June 2020 contains more positive emotions than negative emotions.

## **A. Conclusion**

The popularity of social media today greatly affects everything that many people do. Not only in terms of communicating, but social media also show a person's character and emotional appeal. The role of emotions in social media has been the subject of research and media attention since the last few years. The emotional profile of status updates on Twitter as the focus of this study performs the self-presentation of the users. Emotion is the most central topic that varies from negative to positive. However, in the tweets during the pandemic, the statuses mostly cover positive emotions compared to negative ones. It is as shown by the result of the computation using Linguistic Inquiry and Word Count. It reflects some extent that the positive emotions outweigh negative emotions in life in general. Most of the Twitter users in this study sometimes tend to be more enthusiastic in writing status with positive emotions. Besides, when they are in a bad condition they tend to use wise quotes or positive motivational sentences to divert the mood they are experiencing. Therefore, positive biases in status updates are only established if they are more positive than emotional life or even social settings.



## **B. Suggestion**

This research concerns with language pattern to express the emotional condition on social media. The research objective is to explain the use of language on Twitter to represent the positive and negative emotions from personal status. Based on the previous studies listed before, some studies use language patterns to identify moods, emotions, gender, personality, age, and depression through social media. Especially with the rise of the current use of Twitter among adolescents to adults, there are many personal statuses or tweets representing someone's emotion. In this manner, the psycholinguistic approach would be an effective way to analyze this kind of subject. The rest by utilizing the application and hypothesis of LIWC and Computerized Text Analysis would be exceptionally simple for analysts to analyze the negative and positive emotions and feelings to the mental condition of someone on social media, particularly on Twitter. On the other hand, this research is also intended to provide insight into psychology related to linguistic inquiry in social media.

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