

**INTERNET LANGUAGE FEATURES ON QUORA
PLATFORM**

THESIS

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IBRAHIM MALANG**

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INTERNET LANGUAGE FEATURES ON QUORA PLATFORM

THESIS

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STATEMENT OF AUTHORSHIP

I state that the thesis entitled “**Internet Language Features on Quora Platform**” is my original work. I do not include any materials previously written or published by another person, except those cited as references and written in the bibliography. Hereby, if there is any objection or claim, I am only person who is responsible for that.

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MOTTO

“Achieving a bright future will not be easy, you have to be willing to make sacrifices to get it.”

B. J. Habibie

DEDICATION

I proudly dedicate this thesis to my beloved parents and my dearest sisters who never stopped supporting me in all circumstances and always convinced me that everything would be fine.

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Praise and gratitude to Allah SWT, who has given His grace, gifts, and guidance so that I can complete this thesis with the title “Internet Language Features on Quora Platform”. Shalawat and salam to Muhammad SAW. who brought from the darkness to the light part of Islam as rahmatan lil 'alamin.

I would like to thank everyone who has provided help, support, direction, and prayers during the writing of this thesis. First, thank you to my advisor, Mrs. Vita Nur Santi, M.Pd., who has guided me, provided direction, advice, and so on which really helped me so that I could complete the thesis well. Secondly, I would like to thank my parents, my sisters, and my big family who never stop providing support both morally and financially that I cannot get from anyone. Then I would like to thank my friends, Balqies, Luthfia, Mega, and Syalum, who have given me encouragement and motivation while completing my thesis. Finally, thank you to other friends who I cannot mention one by one for being with me during the thesis writing process.

This thesis is far from perfect. I will greatly appreciate the criticism and suggestions given to improve this thesis. Hopefully this thesis can be useful for writers and readers.

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ABSTRACT

Safitri, Lutfia. (2024). Internet Language Features on Quora Platform. Undergraduate Thesis. Department of English Literature, Faculty of Humanities, Universitas Islam Negeri Maulana Malik Ibrahim Malang. Advisor: Vita Nur Santi, M.Pd.

Key word: Internet language, Quora platform, online communication

The development of the internet has led to the development of the internet language as well. In internet language, there are features used in various types of online communication. One of the activities carried out online is a question-and-answer discussion on the Quora platform. Quora is an online question-and-answer discussion platform where users can post questions or answers on any topic. Therefore, this research is here to discuss how internet language features are used on the Quora platform. The researcher only focuses on examining internet language features on the Quora platform in the education category. The researcher uses Danet's theory (2001) to analyze features of internet language. In this study, the researcher used quasi-qualitative method as the research method in which the data were in the form of letters, words, phrases, punctuation marks, and emoticons. As a result, the researcher found that Quora users in the education category only use 6 types of features out of 10 internet language features. The 6 features are all capital letters, multiple punctuation, abbreviation, emoticons, all lower case, and asterisk. The 4 features that were not found were eccentric spelling, description of action, music/noise, and written out laughter. Researchers also found that the most used features are all capital letters and multiple punctuation, which functions to emphasize. For future research, the researcher suggests analyzing internet language features using the latest theory and conducting analysis on other online communication activities besides discussion.

البحث ملخص

الأدب دراسة برنامج الأطروحة. Quora منصة على الإنترنت لغة ميزات. (2024) لطيفة سافيتري، نور فيتا: المشرف. مالانج الحكومية الإسلامية إبراهيم مالك مولانا جامعة الإنسانية، العلوم كلية الإنجليزي، ماجستير سانتي،

الإنترنت عبر التواصل، Quora ومنصة الإنترنت، لغة: المفتاحية الكلمات

من مختلفة أنواع في تُستخدم ميزات على الإنترنت لغة تحتوي. أيضًا الإنترنت في المستخدمة اللغة تطور إلى الإنترنت تطور Quora. Quora منصة على والأجوبة الأسئلة مناقشة هي الإنترنت عبر تُمارس التي الأنشطة إحدى. الإنترنت عبر الاتصالات كيفية لتناقش الدراسة هذه تأتي لذلك، موضوع أي حول الإجابات أو الأسئلة نشر للمستخدمين يمكن حيث للمناقشات منصة هي هذه على التعليم فئة في الإنترنت لغة ميزات دراسة على الباحث ركز. Quora منصة على الإنترنت لغة ميزات استخدام نوعية شبه طريقة الباحث استخدم الدراسة، هذه في. الإنترنت لغة ميزات لتحليل (2001) دانيت نظرية الباحث استخدم. المنصة أن إلى النتائج توصلت. تعبيرية ورموز ترقيم وعلامات وعبارات وكلمات أحرف من تتكون البيانات وكانت بحث، كمنهجية الأحرف هي الست الميزات هذه. الإنترنت لغة ميزات 10 أصل من ميزات 6 استخدموا التعليم فئة في Quora مستخدمين أما. النجمة وعلامة بالكامل، الصغيرة الأحرف التعبيرية، الرموز الاختصارات، المزدوجة، الترقيم علامات بالكامل، الكبيرة أن أيضًا الباحث وجد. المكتوب والضحك الأصوات،/الموسيقى الأفعال، وصف الغريبة، التهجئة فكانت تُستخدم لم التي الميزات في الباحث يوصي. للتأكيد تُستخدم حيث المزدوجة، الترقيم وعلامات بالكامل الكبيرة الأحرف هي استخدامًا الأكثر الميزة الإنترنت عبر الاتصال لأنشطة تحليل وإجراء أحدث، نظريات باستخدام الإنترنت لغة ميزات بتحليل المستقبلية الدراسات المناقشات غير الأخرى

ABSTRAK

Safitri, Lutfia. (2024). Fitur Bahasa Internet di Platform Quora. Skripsi. Program Studi Sastra Inggris, Fakultas Humaniora, Universitas Islam Negeri Maulana Malik Ibrahim Malang. Dosen Pembimbing: Vita Nur Santi, M.Pd.

Kata kunci: Bahasa internet, platform Quora, komunikasi daring

Perkembangan internet telah menyebabkan perkembangan pada bahasa internet juga. Dalam bahasa internet terdapat fitur-fitur yang digunakan dalam berbagai jenis komunikasi online. Salah satu kegiatan yang dilakukan secara online adalah diskusi tanya jawab di platform Quora. Quora merupakan platform diskusi tanya jawab online di mana pengguna dapat memposting pertanyaan atau jawaban tentang topik apapun. Oleh karena itu, penelitian ini hadir untuk membahas bagaimana fitur-fitur bahasa internet digunakan pada platform Quora. Peneliti hanya berfokus untuk meneliti fitur bahasa internet pada platform Quora dalam kategori pendidikan. Peneliti menggunakan teori Danet (2001) untuk menganalisis fitur-fitur bahasa internet. Dalam penelitian ini, peneliti menggunakan metode kuasi-kualitatif sebagai metode penelitian yang datanya berupa huruf, kata, frasa, tanda baca, dan emoticon. Hasilnya, peneliti menemukan bahwa pengguna Quora pada kategori pendidikan hanya menggunakan 6 jenis fitur dari 10 fitur bahasa internet. Keenam fitur tersebut adalah semua huruf kapital, tanda baca ganda, singkatan, emoticon, semua huruf kecil, dan tanda bintang. Empat fitur yang tidak ditemukan adalah ejaan yang eksentrik, deskripsi tindakan, musik/suara, dan tawa yang dituliskan. Peneliti juga menemukan bahwa fitur yang paling banyak digunakan adalah semua huruf kapital dan tanda baca ganda, yang berfungsi untuk memberikan penekanan. Untuk penelitian selanjutnya, peneliti menyarankan untuk menganalisis fitur bahasa internet dengan menggunakan teori terbaru dan melakukan analisis pada aktivitas komunikasi online lainnya selain diskusi.

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CHAPTER I

INTRODUCTION

In this chapter, the researcher explains several subchapters including background of the study, research question, significances of the study, scope and limitations, and definition of key terms.

A. Background of the Study

Internet language emerges from communication activities carried out online. According to Zhang et al. (2019), internet language is a creative product of the increasing development of computer-mediated communication (CMC). In conducting online communication, people begin to use a language that is different from the spoken language commonly used in everyday life because the internet provides a different medium when the communication process occurs. The language used in online communication is called internet language (Squires, 2010). What distinguishes internet language from spoken language is that there are no restrictions in choosing words and how they are written, and it is less bound by standard grammar rules. Therefore, internet language is considered an informal variety of language (Crystal, 2006).

Internet language features can be found in a wide variety of online interactions. Several studies have found the use of internet language on various social media platforms such as Instagram, Facebook, YouTube or Twitter both in the caption and comments section (Haidar et al., 2021; Ohiagu, 2020; Hamada, 2020; Rokhmah, 2019). Internet language can also be found in text messages (Verheijen, 2017; Ahdal & Algouzi, 2021). It means that internet

language is used on various platforms for various contexts and purposes. People communicate online for various purposes, such as sending messages, posting uploads, or commenting on social media.

One of the activities that people can do through online communication is question-and-answer discussions. Online question-and-answer platforms have been popular since the early 2000s, where channels for information retrieval are provided and information arises from natural language questions posed to a community of members who are able to answer these questions or provide feedback on the responses given (Choi et al., 2013). Participants in online question-and-answer discussions are broader and more diverse because there is no place and time barrier. Hence, the information contained in the discussion is also more diverse according to the views of the answerer. Interactions that occur in online question-and-answer discussion forums allow the use of internet language features because the forum is conducted digitally, where participants use written language.

Many researchers have researched internet language features. Several studies were conducted on various social media platforms, such as those conducted by Rahmawati (2020); Alfain (2021); and Yasa et al. (2023). On Twitter, Rahmawati (2020) found that the internet language features most used by users are emoticons and abbreviation. Another research was conducted by Alfain (2021). The researcher classified the data by age, and the result was that teenagers used fewer internet language features than adults. The internet language used by teenagers includes punctuation, abbreviations, and

emoticons. In addition, Yasa et al. (2023) also conducted research on Instagram, namely research on the stylistic features of Netspeak language on 9GAG's Instagram account. The results of this study highlight the diverse nature of Netspeak language on the Instagram platform, one of which is graphic features identified in the form of memes and emojis. Then, there are also orthographic features in the form of punctuation and symbols, alphabet and number, character, and uppercase. The three studies have the aim of identifying how internet language features are used on social media Twitter and Instagram.

Several researchers have also conducted research on internet language features on social media but in the context of gender. Common findings show that female Twitter users are more expressive because they use more features of internet language (Rokhmah, 2019; Siregar & Rustipa, 2020). However, the results of Hamada's research (2020) show that male Instagram users use more internet language features than women. Meanwhile, research conducted by Haydar et al. (2021) shows that female and male commentators on YouTube are the same, they use nine out of ten types of internet language features. These studies focus on comparing the use of internet language features in women and men on social media.

Other researchers have also examined internet language in chatgroup conversations. Nasir & Ghizzy (2019) examined Netspeak linguistic features in synchronous and asynchronous chatgroups. This study revealed linguistic features in chatgroups, including abbreviations, acronyms, and punctuation marks. In addition, Al-Ahdal & Algouzi (2021) also examined internet

language features in asynchronous academic Netspeak EFL Learners in Saudi Arabia. They found that Netspeak EFL learners in Saudi Arabia use internet language features such as excessive punctuation, all lowercase letters, and abbreviations or single letters for words. Similarly, research on internet language in Facebook chatgroup was conducted by Salvacion & Limpot (2021) on Filipino Netspeak. The results of the study show that Filipinos tend to use combined features, blends, acronyms, abbreviations, unique orthography, unconventional use of punctuation, and the use of emojis. Different from some previous studies conducted on social media, these studies analyze the use of internet language features in online communication in the form of chat groups.

Research on internet language features still needs to be explored more widely because the various platforms and purposes for conducting online communication continue to develop. Some previous studies mostly discuss internet language features on social media platforms such as Twitter, Instagram, YouTube, and Facebook, which have informal contexts. Meanwhile, less informal contexts have not been widely studied, for example, on online question-and-answer discussion platforms. In this study, the researcher discusses internet language features on online question-and-answer discussion platforms with the topic of education because the researcher assumes that there are differences between the use of internet language features on social media platforms and question-and-answer discussion platforms. In question-and-answer discussions, especially on the topic of education, the language used tends to be less informal, so internet language features are

assumed to be less used than on other social media platforms where people tend to use informal language. Based on this assumption, the researcher discusses internet language features on an online question-and-answer discussion platform Quora by focusing on the topic of education.

The researcher chooses the research subject Quora as one of the online question-and-answer discussion platforms. It is because Quora is a platform that presents quality information through question-and-answer interactions among users (Tang, 2017). Quora is also one of the most popular question-and-answer platforms, with the number of visits reaching 200 million every month (Setyowati, 2018). Furthermore, the researcher chooses the topic of education because the language used in discussions with educational topics tends to be more formal. This relates to the idea that the topic of a discussion can influence the level of language formality (Koppen et al., 2019).

Previous studies on social media platforms with informal contexts, such as Instagram and Twitter, identified abbreviations and emoticons as the most common features (Hamada, 2020; Rahmawati, 2020). These features are widely used on social media with informal contexts because on these platforms users communicate casually so that emoticons which are generally used to express emotions and abbreviations to save time are more frequent to use. Therefore, the researcher assumes that there are differences between the use of internet language features on the Quora platform in the education category and on other platforms that have a more informal context. In the present study, the

researcher investigates how internet language is used on the Quora platform in the education category, which has a more formal context.

In this study, the researcher uses Danet's (2001) theory to analyze internet language features used by users of online question-and-answer platform called Quora. In addition, Bodo's (2009) theory is used as the supporting theory to analyze the function of internet language features. Internet language features are interesting to study because people use them in online communication, which is currently widely done along with the development of the use of technology in communication.

The purpose of this research is to gain an understanding of the characteristics of language used by people in question-and-answer discussion interactions in a digital environment, specifically what internet language features are used by Quora users in the education category and how the function of their use. This research will be useful for readers to find out how internet language features are used by users on the Quora platform and understand more deeply the use of language in online question-and-answer discussions on the topic of education.

B. Research Question

Based on the background study, the researcher decides that the research question of this study is “How are internet language features used on Quora platform?”

C. Significances of the Study

This current study about the analysis of internet language features on Quora platform is expected to provide results that can theoretically and practically contribute. Theoretically, this research is expected to help enrich insights about internet language features in online communication, especially those used by Quora users in online question-and-answer discussions with educational topics and understand how internet language features are used in less informal contexts. While practically, this research is expected to be useful for Quora platform users, especially those in the education field, to understand better the characteristics of language used by other users so that it is easier to interact with them. In addition, this research is also expected to be useful for future research that discusses the same topic, namely internet language features.

D. Scope and Limitation

Research on internet language features can be categorized within the scope of sociolinguistics. According to Yule (2010), Sociolinguistics is a broad science developed through linguistic interaction with several other disciplines to study the relationship between language and society. In researching internet language features on the Quora platform, sociolinguistics helps to find out how language is used as a tool to show identity and reflect social dynamics in online discussion communities. In addition, the researcher limits the research to focus on education topics on Quora online discussions. The researcher does not involve other topics because the researcher wants to discover the internet language features used by Quora users who are interested in education topic.

E. Definition of Key Terms

1. Online communication is how people communicate, connect, and conduct transactions to send or receive information over the internet using digital media.
2. Internet language is a variety of language used in online communication and emerged due to technological developments.
3. Quora is an online question and answer platform for in-depth discussions and information sharing on specific topics.

CHAPTER II

REVIEW OF RELATED LITERATURE

In the second chapter, the researcher explains the theory used in the research. The researcher explains about sociolinguistics, online communication, internet language, and Quora.

A. Sociolinguistics

According to Yule (2010), Sociolinguistics is a broad science developed through the interaction of linguistics with several other disciplines to study the relationship between language and society. Sociolinguistics is also often defined as the study of the relationship between language and society. Holmes & Wilson (2022) state that sociolinguistics can reveal the reasons for differences in people's speaking styles in different social contexts, identify the social functions of language, and how language is used to convey social meaning. Therefore, Sociolinguistics can contribute to research on how people use language in everyday life including communication in digital environments.

In a digital environment, people cannot be separated from the use of internet language features. Internet language feature is one aspect that is included in the scope of sociolinguistics. That is because sociolinguistics is a field that studies how language is used, changed, and understood in a digital context. In digital communication, people experience adaptation from the use of language commonly used in everyday communication to the language used in the digital environment. In addition, internet language feature is interesting

in sociolinguistic studies because it signifies how technology affects the way people communicate.

B. Online Communication

The existence of the internet, which is increasingly growing and massively used in daily activities, has a significant impact and is difficult to ignore. The internet has various impacts, one of which is to simplify several things in life. Some activities, such as enjoying entertainment, searching for information, and communicating with others, can be done easily with the help of the internet. Communicating with the help of the internet can be called online communication. According to Sultan (2023), Online communication is how people connect, communicate, and conduct transactions to send or receive information over the internet using digital media. Meanwhile, Crystal (2001) calls online communication with the term Computer-Mediated Communication (CMC), which means a communication system that utilizes computers and the internet as the primary media.

Online communication has successfully changed the way people interact and exchange information. Communicating with others does not have to be done face-to-face but can be done remotely. There are two types of online communication, namely synchronous and asynchronous. Synchronous is communication that occurs directly or in real-time, where the sender and receiver exchange messages at the same time. In synchronous communication, participants are involved in conversations that occur directly and simultaneously so they can give responses or feedback immediately (Thurlow

et al., 2004). Some forms of synchronous online communication are instant messaging, video or voice calls, online chat rooms, and so on. On the other hand, according to Meredith & Potter (2014), asynchronous is online communication that occurs with a time delay between sending and receiving messages. In asynchronous communication, the sender and receiver do not need to be in the same place or at the same time. Some forms of asynchronous online communication are E-mail, online discussion forums, comments on blogs, and so on.

C. Internet Language

The advent of technology, which has given birth to various forms of internet media for communication, has played a pivotal role in reshaping the way we communicate. These changes, specifically in linguistic form and language use, can be seen as alterations to existing forms and uses, as well as the emergence of new and original languages. This is in line with Bodomo's (2009) view point, where he claims that the new technologies are changing the nature of the language we use dramatically. Since Computer-Mediated Communication (CMC) emerged as a text-based information exchange medium, several features were adopted according to different communication contexts. These features maintain the 'real time' effect of face-to-face conversations and help create a more natural and interactive communication environment.

Further, Bodomo formulated several features of internet language used in CMC. The first feature is acronymy, which is divided into acronymy of

sentence, letter homophone, number homophone, combination of letter and number homophone, education of individual word, and combination of letter initial and letter homophone. This feature is used to shorten words or phrases and can shorten typing time. The second feature is punctuation, which consists of ellipsis, exclamation marks and question marks where the three types of punctuation have their own functions. First is ellipsis that functions to mark omission and to indicate the end of a sentence. Next, there are question mark and exclamation mark. There are differences in function depending on the use of the two punctuation marks. For example, repetition of question mark which functions to emphasize that the message writer is curious and eager to know the truth, repetition of exclamation mark to emphasize the tone of utterance, and also combination of ? and ! (?! or !?) that function to show surprises and doubts at the same time. The last feature is emoticonomy (smileys) that functions to express one's emotions in online communication. The internet language features formulated by Bodomo (2009) only focus on three features, namely acronymy, punctuation, and emoticonomy (smileys) with their respective functions.

Moreover, Danet (2001) considers text-based online communication to be less rich when compared to oral communication. That is because participants have to write down what is usually said in the form of speech through writing, so the communicative means that used to build messages must be considered. Online linguistic communication is also considered weak due to the absence of non-verbal or paralinguistic cues that have an essential

contribution to oral communication. Therefore, internet language features are needed to facilitate the use of written language to resemble or match spoken conversation. Hence, Danet (2001) formulated ten common features of digital writing, those are abbreviation, all lower case, asterisk, all capital letters, emoticons, multiple punctuation, music/noise, written out laughter, description of action, and eccentric spelling. This theory was chosen for this study because it has many aspects of internet language features, which is expected to make the results of this study more in-depth and varied. Those ten internet language features will be explained as follows:

1. All Capital Letters

The use of all capital letters is interpreted as shouting or loud speech. Therefore, this feature is not recommended or should only be used in small doses. However, Danet (2001) states that all capital letter is used to emphasize on a word that can draw the reader's attention visually. The example is "I REALLY LIKE THAT!" it means that the writer wrote the sentence as if he was emphasizing and saying it out loud to show enthusiasm for something he likes.

2. Multiple Punctuation

Suliman et al. (2019) stated that punctuation marks are marks or signs used in writing to help readers understand the text clearly. Whereas, multiple punctuation feature is the many punctuation marks that appear at the end of a sentence, such as exclamation marks, periods,

and question marks. The example of multiple punctuations are “what do you mean???” , “you were wonderful!!!!” , “are you sure?????!!!!!!”

3. Abbreviation

Abbreviation is a shortened version of a word or phrase that consisting of letters from the original term. In synchronously typed conversations or even in emails, abbreviations are often found, some of which were used even before the existence of computers. For example, “For Your Information” is abbreviated to “FYI”. Abbreviations are commonly used to save time and to type quickly in shortened words for more efficiency (Danet, 2001).

4. Emoticons

The term emoticon comes from the combination of the words "emotion" and "icon." In accordance with that statement, emoticons are symbols that represent the emotions or facial expressions of the user or writer. It provides information about aspects of non-verbal communication that are easier to understand if communication is done face to face (Danet, 2001).

5. Asterisks

Asterisks feature is adding asterisk symbol (*) at the beginning and end of words or replacing some letters with asterisk symbols. It can be used for emphasizing certain words to enhance the speech-like quality (Danet, 2001). For example is "*Hello*, Ms. Danet!" "Hello" is given

an asterisk because the writer wants to emphasize the word “Hello” to greet Ms. Danet. In addition, the asterisk also serves to indicate omissions that occur in swear words or words that are considered taboo such as "S**t". The word is one of the swear words and is considered taboo by society so that in its use in online communication, it is equalized using an asterisk.

6. All Lower Case

All lower case is a feature where a person does not use capital letters at the beginning of a sentence, name, or proper name. Danet (2001) states that the use of this feature is efficient and saves time and effort because users do not have to capitalize the first word of sentences, proper names, etc. However, the use of all lower case signifies laziness and disrespect. The example of the using of all lower case is “mr. park went to paris.” In that sentence, the word “mr.” should start with a capital letter because it is at the beginning of the sentence, likewise the words “park” and “paris” should start with a capital letter because they are proper nouns.

7. Music/Noise

This feature is used to create sound effects that are represented in writing. The examples are "Hmmm", "Mmm", "Arghh", etc.

8. Written Out Laughter

The term written out laughter refers to the written form of laughs or expressions of laughs in online communication. It is writing out the sound of laughter as if the reader can hear the laughter from the writer. This feature is similar to music/noise, which is to represent sounds. However, written out laughter only focuses on the sounds of laughter. It includes the use of words or phrases such as “haha.”

9. Descriptions of Actions

Description of action is an asterisk (*) that encloses the verb. It can also be angle brackets (< >) that enclose verbs or initials. This feature is similar to the emoji feature because it functions to provide information about aspects of non-verbal communication that are easier to understand if communication is done face to face (Danet, 2001). Examples are *grins* or <grin>. It means that the writer wants to show the reader that he is grinning by writing the word "grin" with asterisks or angle brackets.

10. Eccentric Spelling

Eccentric spelling means an attempt to produce spoken pronunciation in a typed message. An example is the word "says" written with "sez." It can also mean emphasizing some words with multiple alphabets to make the reader feel the word as if it were spoken. That can be seen in the words "thank youuu". The use of this feature

shows a close relationship, playfulness, and enthusiasm between participants in online communication (Danet, 2001).

D. Functions of Internet Language Features

Internet language features refer to distinctive linguistic elements used in online communication. These features emerged with the rise of digital platforms and social media, where speed and brevity often take precedence over traditional grammar rules. Internet language features play an important role in shaping online communication. In a fast and flexible digital space, these features become essential tools for conveying messages effectively and expressively. Moreover, they allow users to interact more quickly and easily, creating a more inclusive and interactive communication environment. To understand the function of internet language features more deeply, Bodomo (2010) divides internet language functions into three categories.

1. To save time

One of the functions of internet language is to save time. Several features help writers to convey messages more quickly and efficiently. These features facilitate faster communication, especially in environments with time or space constraints, while still maintaining the meaning and purpose of the message. Features that have a function to save time are acronyms and all capital letters (Bodomo, 2010).

a. Acronymy

Acronymy is a feature where words or phrases are written more shortly (Bodomo, 2010). In Danet's theory (2001) this feature is known as abbreviation. This feature shortens words or phrases by taking the first letter or initial of each word. Thus, the writer does not need to write the complete phrase so that it can save typing time. In addition, this feature makes written communication more efficient as it saves the writer time and effort.

Example

e.g. FYI that stands for For Your Information

b. All lower case

This feature is included in the features that serve to save time because in this feature, the rules about capital letters do not apply. The writer does not capitalize the first word of sentences, proper names, and others. Therefore, it can save time and effort (Danet, 2001).

e.g. karin went to paris to visit the eiffel tower.

2. To give emphasize

Some internet language features serve to emphasize certain words, phrases, or sentences. Internet language features can help replace verbal or non-verbal cues in spoken communication. In face-to-face conversations, tone of voice or facial expressions are often used to emphasize a particular point. However, in written communication, these features serve to convey a similar intensity or emphasis, so that written messages can be clearer and

more meaningful even without direct face-to-face contact. Some features that serve to emphasize are all capital letters, multiple punctuation, and asterisk.

a. All Capital Letters

The use of all caps is often interpreted as a form of "shouting" or emphasizing something strongly, so that readers can understand that the part is more important or urgent than the rest of the text. Therefore, this feature is categorized as a feature that has a function to highlight or emphasize (Danet, 2001).

e.g. This is the BIGGEST opportunity of your life!

b. Multiple Punctuations

According to Bodomo (2010), there are differences in the function of using punctuation in multiple punctuations. For example, repetition of question mark (???) which functions to emphasize that the message writer is curious and eager to know the truth. Next is repetition of exclamation mark (!!!) to emphasize the tone of utterance. There is also combination of ? and ! (?! or !?) that function to show surprises and doubts at the same time.

e.g. Why didn't you call me???

c. Asterisks

This feature is one of the features used to emphasize certain words or phrases (Danet, 2001). The function of this feature is similar to emphasis in spoken conversation, where the asterisks indicate that the

part enclosed by them needs to be taken more seriously or understood as the core of the message being conveyed. It is a simple yet effective way to highlight special or important meanings in written communication.

e.g. He said that *manners* are the most important lesson for students.

3. To express emotion

In written communication, the emotions and facial expressions of the writer cannot be easily encoded in writing. For this reason, a feature used to express feelings was developed (Bodomo, 2010). A feature that serves to express emotions is emoticonomy.

a. Emoticonomy

Emoticonomy or emoticon is a series of symbols using keyboard strokes that functions to express one's emotions in online communication (Bodomo, 2001). Emoticons evolved from just keyboard strokes, now there are emoticons in the form of graphic images derived from the system. Both of them have the function to express emotions.

e.g. Can't wait to see you :D.

E. Quora

Quora is an online question and answer discussion platform where users can post questions or answers on any topic they want. Users have the freedom to ask questions or give answers in the form of facts, experiences, data, practical knowledge and various other forms of answers. The best answers can

be seen by the number of positive votes from other users. These answers will later become information that can be retrieved by other users. According to Turner & Shah in Alam (2019), on Quora the answers given to a problem are on average written in detail or even use scientific articles as references. That is what makes Quora different from other platforms.

Quora focuses on the general knowledge sharing experience with a wide variety of topics offered such as journalism, politics, economics, education, and many more. Users can follow one or more topics according to their area of interest. Within a topic, answers or information are presented from people who have first hand knowledge such as real journalists, economists, screenwriters, teachers, lecturers, and others. One of the most popular topics for Quora users is education, which has 32.9 million followers. The topic of education is a general topic that can be followed by a wide range of people.

However, Quora is one of the interesting platforms to study. Several researchers conducted research on Quora, one of which is a study that investigates how linguistic activities in writing questions on Quora affect the answerability of those questions (Maity et al, 2018). The study mentioned that some linguistic features can affect the possibility of a question being reached or answered by other Quora users. Another research is about language differences between female and male conducted by Dewi (2023). In the study, the researcher used Lakoff's (1973) linguistic features theory. This research identifies how the use of linguistic features differs between male and female Quora users in the skilled English writing category. These studies are related

to the present research in which the discussion is about linguistics. However, in the present research, the researcher focus more on internet language features on the Quora platform in the education category.

CHAPTER III

RESEARCH METHOD

In this chapter, the researcher explains the research methods used in this research. In the research methods chapter, the aspects include research design, data source, research instrument, data collection, and also data analysis.

A. Research Design

The researcher used the post-positivism paradigm in this study. The post-positivism paradigm is known as the middle paradigm between positivism and interpretivism. It is because in this paradigm, the researcher cannot find absolute truth as in the positivism paradigm (Rahardjo, 2023). In addition, the researcher used quasi-qualitative as the research methodology. Quasi-qualitative is a research design that is ostensibly qualitative or qualitative-like. This research design is also referred to as a quantitative method that is qualitativeized because in the research there are theories that need to be proven. Therefore, Bungin (2002) calls this research design “quasi” or “not yet qualitative,”. The research design was considered appropriate because in this study, the researcher used theory as a guideline to understand the reality. The theory used in this study is Danet's (2001) theory of internet language features. The theory is used to understand the phenomenon of the use of internet language features on the online question and answer discussion platform Quora.

B. Data Source

The data of this research are letters, words, phrases, sentences, punctuation marks, and emoticons from the Quora platform. The data are taken from answers containing internet language features posted on the Quora platform, especially in the education category. The researcher took 5 questions and from each question 2 answers were selected so that there are 10 answers as the data sources. However, the researcher only focused on answers and did not analyze questions because Quora users tend not to use internet language features in the questions they post. The 5 questions taken were those that have at least 2 answers containing internet language features. The researcher only took 10 answers because this number can already represent the use of internet language on the Quora platform.

As for the answers, the researcher purposely selected answers that contained internet language and were uploaded in April 2024. The researcher chose April 2024 because at that time coincided with several bills signed by several governors in the United States in an effort to improve k-12 education. In addition, April is the time for end-of-year exams in some countries. Therefore, the topic of discussion on education was considered suitable in April 2024 because it has more topics about education.

C. Research Instrument

The research instrument in this study is the researcher herself. The researcher as the main instrument collects and analyzes the data in the form of

letters, words, phrases, sentences, punctuation marks, and emoticons from the Quora platform. In addition, the researcher conducted several stages of research such as searching, identifying, classifying, analyzing, and concluding the research results by herself.

D. Data Collection

The researcher collected data in several stages. First, the researcher opened the Quora website. The second stage was to go to the education category. After that, the researcher clicked the “read” menu where there were answers and questions from Quora users. Furthermore, the researcher looked for answers that contained internet language features. After finding answers that fit the criteria, the researcher clicked on the question from the answer to observe other answer. Then, the researcher took screenshots of the answers. After taking screenshots of all the answers found, the researcher took a note the data in Microsoft Word. Finally, the researcher coded the data according to the order of questions and answers.

E. Data Analysis

The step after collecting data is to analyze the data. The first step in analyzing the data is to identify and categorize the data based on Danet's (2001) Internet Language Features theory on a table in Microsoft Word. Then on another Microsoft Word sheet, the researcher described the context of the questions and answers being discussed in the data. The description of the context was used to help the researcher interpret the use of internet language

features in the data found. Next, the researcher analyzed the function of the features based on the context that had been described. Then in the discussion section, the researcher presents a deeper understanding regarding the results of data analysis and compares the results of this research with the previous studies.

CHAPTER IV

FINDINGS AND DISCUSSION

There are two sub-chapters presented in this chapter, those are findings and discussion. In findings, the researcher displays the data and the analysis of internet language features using Danet's (2001) theory. While in discussion, the researcher presents the results of the data analysis and relates them to the theory and previous studies.

A. Findings

After conducting the data collection and data analysis process, the writer found that Quora users in the education category use 6 out of 10 types of internet language features. The researcher found 29 data, including 13 all capital letters data, 9 multiple punctuation data, 3 abbreviation data, 2 emoticon data, 1 asterisk data, and 1 all lower case data. While the types of internet language features that are not found are description of action, written out laughter, and music/noise. Details of the research data findings and the explanations can be seen in below. In coding the data, the researcher used the initials Q for question, A for answer, and list of numbers that show the order of the data.

Features	Q1		Q2		Q3		Q4		Q5		Σ
	A1	A2	A1	A2	A1	A2	A1	A2	A1	A2	
All capital letters	5	-	3	-	-	-	-	1	3	1	13
Multiple punctuations	4	-	1	-	-	-	-	-	3	1	9
Abbreviations	-	1	-	-	-	-	1	-	-	3	5
Emoticon	-	-	-	-	1	1	-	-	-	-	2
Asterisk	1	-	-	-	-	-	-	-	-	-	1
All lower case	-	-	-	1	-	-	-	-	-	-	1

Description of action	-	-	-	-	-	-	-	-	-	-	-
Written out laughter	-	-	-	-	-	-	-	-	-	-	-
Music/Noise	-	-	-	-	-	-	-	-	-	-	-
Eccentric spelling	-	-	-	-	-	-	-	-	-	-	-

Table 4.1 Summary of data findings.

1. All Capital Letters

Data Q1.A1.1

Entrepreneurship is NOT owning a lemonade stand.

The data is part of the answer to the question, “What are the barriers to integrating entrepreneurship into K-12 education systems?” In the answer, the writer explains that being an entrepreneur is not that easy, and not everyone has entrepreneurial skills. Therefore, the writer wrote a sentence in his answer that reads, “Entrepreneurship is NOT owning a lemonade stand.” This means that entrepreneurship is not as easy as owning a lemonade stand.

In the sentence, the word "not" is typed using capital letters, which is included in the all capital letters feature in internet language. The word "not" here is an adverb that modifies the verb "owning" to form a present continuous negative sentence. The all capital letters feature in this data is used to emphasize the negative aspect of the sentence by suppressing the adverb "not". The writer emphasizes that entrepreneurship is different from owning a lemonade stand because it is more complicated than just owning a lemonade stand.

Data Q1.A1.3

Stop calling it entrepreneurship, that's a false promise and misleading expectation set. If you mean "startups," well that's not hard to teach HOW either.

The data comes from the answer to the question, "What are the barriers to integrating entrepreneurship into K-12 education systems?" In the answer, the writer says that calling "entrepreneurship" in business learning in education is incorrect and will lead to misleading expectations. The writer continued that if the questioner meant startups, then it would not be difficult to teach them.

In the sentence above, there is the word "how" written using capital letters, which makes it included in the all capital letters feature. The word "how" is one of the question words that function to ask about process and manner. The all capital letters feature here serves to emphasize the question word "how". The writer wants to highlight that teaching about the process and everything about startups is easier to do than entrepreneurship, so it is more suitable for teaching in school.

Data Q1.A1.4

And don't misunderstand me, I'd LOVE to get incubators in schools (actual incubators, not small business programs), but the point of the second consideration is risk tolerance: most people don't like the fact that what this means is most kids failing.

The data is an answer to the question, "What are the barriers to integrating entrepreneurship into K-12 education systems?" In the answer, the writer explains that although incubators do not guarantee success, the writer still likes it when incubator is held in schools. The

writer's excitement for incubators in schools is shown through the clause “I'd LOVE to get incubators in schools”, with the word “love” written in capital letters.

The word “love” is a verb that means to like something very much. In the data above, the word “love” is written using all capital letters, which emphasizes the writer's feelings towards the incubator event at school. It means that the writer really likes and is happy if incubation related to entrepreneurship is held in schools, even though there are considerations of risk tolerance, where people do not like it when kids fail.

Data Q1.A1.6

What what hinders any progress with this IN schools is that the people deciding what to do, deciding what to provide, deciding who to work with to provide it... are making decisions that aren't even about “entrepreneurship.”

The data comes from the answer to the question “What are the barriers to integrating entrepreneurship into K-12 education systems?” The sentence above explains several things that hinder the progress of integrating entrepreneurship in schools. The barrier the writer refers to is the person who decides what to do, who to provide it to, and who to work with.

However, what stands out from the sentence is the word “in” which is typed using capital letters so that it belongs to the all capital letters feature. “In” is one of the prepositions of place that shows the position inside an area or a space. In the data, the use of all capital letters on the

word “in” serves to emphasize the place where there are barriers to integrating entrepreneurship. The place refers to schools since the topic of discussion is the integration of entrepreneurship into the K-12 education system.

Data Q1.A1.9

For example, again, don't misunderstand my criticism! I WANT this stuff in schools. But don't tell kids that making bracelets and selling them at football games is entrepreneurship!

The data is part of the answer to the question, “What are the barriers to integrating entrepreneurship into K-12 education systems?” In those sentences, the writer states that making bracelets and then selling them at football games is not considered entrepreneurship. However, the writer still wants it to happen in schools.

In the answer, the writer capitalizes the word “want,” which is the verb used in the sentence “I WANT this stuff in schools.” The all capital letters feature on the word “want” serves to emphasize. The feature also makes the word sound as if it is shouted and puts extra stress on verbal communication. It means that the writer really wants a simple entrepreneurship practice, such as students selling bracelets at a football match even though it is not an entrepreneurship activity.

Data Q2.A1.2

Well, let's see.... you pay them shit, the Administration gives them no support, they have to pay for their own materials, the parents instill no discipline, the Administration won't let them fail the failures, they get hit a lot, they have to work many hours after work

grading papers, they have Administration looking over their shoulders all the time, they are required to be detention monitors, coaches, work on the school play and a dozen other jobs for no pay... and you wonder WHY the best teachers do something else?

The data is part of the answer to the question, “Why are most teachers completely terrible at teaching their students and keeping them engaged in studies? Why is it so hard to find good teachers?” In the answer, the writer mentions some facts about what teachers have to go through. Those things are felt to overwhelm teachers and affect their performance in teaching students. Because of that, the writer reassures the questioner whether he/she is still asking why it is hard to find good teachers after knowing these facts by asking a rhetorical question.

The writer reassures the questioner by asking the question, “and you wonder WHY the best teachers do something else?” The writer asks the question while writing the word “why” using capital letters. “Why” is one of the question words used to ask the reason for something. The all capital letters feature on the word “why” in the sentence serves to emphasize. It is because the writer feels that there are too many things that teachers have to do and go through, so questioning the reason why teachers are not good at teaching and why it is difficult to find good teachers is inappropriate.

Data Q2.A1.3

A public school teacher in Mass gets about 50,000 a year with which they have to buy all the materials the kids need. A private school teacher can get 110,000 a year. Where do YOU think the “good” teachers are going?

The data is the answer to the question, “Why are most teachers completely terrible at teaching their students and keeping them engaged in studies? Why is it so hard to find good teachers?”. The writer answers the question by explaining the difference in salary received by public school and private school teachers, in which public school teachers who have to buy all the materials needed by students get a lower salary than private school teachers. From this fact, the writer asked the questioner's opinion about where good teachers would go or what would be more interesting for teachers.

In the answer, the writer asks, “Where do YOU think the ‘good’ teachers are going?” where the word “you” is typed using capital letters. The all capital letters feature here is used to emphasize the word “you” which is the subject pronoun in the interrogative sentence. By doing so, the writer intends to emphasize to whom the question is addressed, which is the question addressed back to the questioner.

Data Q2.A1.4

She got 80K a year, public school pay, because it was such a difficult job and everyone knew it didn't make a goddam bit of difference - none of those kids was or would learn anything. It was just babysitting, not teaching. They TRY to teach; but it's not just the job of the teacher to teach; it's the job of the student to learn and the girls all know they are just getting pregnant and going on welfare or becoming the hoe of some gang leader and all the boys know they are just going into the drug and gun trade anyway so why bother to learn anything that is meaningless in their world.

The data is part of the answer to the question, “Why are most teachers completely terrible at teaching their students and making them

engaged in studies? Why is it so hard to find good teachers?” In the answer, the writer tells the struggle of a friend who is a teacher in a public school where his students have no desire to learn. Therefore, the writer explains that the success of learning does not only depend on the teacher, but also depends on the students. It can be seen from the sentence, “They TRY to teach; but it's not just the job of the teacher to teach; it's the job of the student to learn.”

In that sentence, the writer uses all capital letters feature on the word “try,” which is a verb. The feature is used because it serves to emphasize that word. The writer emphasizes the word “try” so that the questioner or reader can underline that the teacher has tried to teach well, but if the students do not want to learn, then the teacher cannot be blamed entirely for the failure of the learning process.

Data Q4.A2.1

YES YES YES YES
Absolutely 100 percent always

The data is an answer to the question, “In the US, is the quality of private K-12 schools really much better than public schools?” In his answer, the writer argues that the quality of private K-12 schools is really much better than public schools. The writer seems convinced that the quality of private K-12 schools is better than public schools.

The writer’s confidence in his opinion can be seen from the word “yes,” which is written in capital letters and repeated four times. Here,

“yes” is an adverb used to express agreement. The use of all capital letters on that word shows the emphasis the writer puts on his agreement that private schools are better than public schools.

Data Q5.A1.1

STORYTIME!

OK! pull up a chair...

My late father was a child and adolescent psychiatrist, and was invited probably back in the 1960's by our relatively well-educated community (public!) elementary school's PTA (Parent-Teacher-Association) to give a talk with 4th graders on reproduction.

The data is part of the answer to the question, “Why do most schools not teach human reproduction and pregnancy prevention until high school? What evidence do you have that children before puberty or a certain age/grade do not have these desires unless and only if they have been abused/treated badly?” The question is about why lessons on human reproduction and preventing pregnancies are not taught in middle school and what evidence can show that children before puberty lack these desires unless and only if they have been abused/groomed. The writer responds to the question by sharing a story about her late father's experience as a child and adolescent psychiatrist when he was invited to deliver materials on reproduction in elementary schools.

In the answer, the writer writes the words "storytime" and "ok" using capital letters, which are included in all capital letters features. The word “storytime” here is located at the beginning of the answer. It is written in capital letters to emphasize the word as if she is saying it out loud in

verbal communication. The writer uses capital letters to catch the reader's attention when she is about to start telling a story. While the word "ok" in general is indeed written using capital letters although sometimes it is not, depending on each preference.

Data Q5.A1.3

Can your arm ever just fall off?

What happens if your head falls off?

Can your eyes fall out?

If part of your body goes away, what's inside?

Those were their questions!!

As a good therapist, he let the kids lead the discussion.

Whether they were sexually interested or not never even was relevant. What WAS relevant was that they were very consumed with how bodies work at the largest possible level.

The data is part of the same answer and question from the previous data. It is an answer to the question, "How come most schools don't teach human reproduction and preventing pregnancies until middle school? What evidence do you have that children before puberty or a magical age/grade lack these desires unless and only unless they've been abused/groomed?" If the writer previously told the readers that she would tell them about his father's experience when he was invited to deliver materials on reproduction in elementary schools. From the data above, it can be seen that the writer also wrote down the questions that the children asked in the discussion session. Then, the writer gives her opinion that although these questions are not relevant to sexuality, what is relevant is that they are more interested in how the body works.

In the answer, the word “was” is written using capital letters, which is included in the all capital letters feature. This feature serves to emphasize the word “was,” which is a linking verb. The writer capitalizes that word to emphasize the difference between what is irrelevant and what is relevant, where what is irrelevant is sexual interest, and what is relevant is how the body works.

Data Q5.A1.6

So remember:

Children have children’s brains, and children’s reasoning. They are learning at their own interest level, at their own time.

And the job of schools is to optimize over all the children, not maximize for one specific child. Schools try to get the most kids learn the most stuff.

So at 4th and 5th grade, they’re trying to make BASIC sense of the world.

This data is part of the same answer as the previous data that came from the question “How come most schools don't teach human reproduction and preventing pregnancies until middle school? What evidence do you have that children before puberty or a magical age/grade lack these desires unless and only unless they've been abused/groomed?” In the answer, the writer tells the questioner and readers a few things about 4th and 5th-grade children and what the school should do before they finally enter middle school. So that when entering middle school, students are ready to learn something more complex, such as human reproduction as asked in the question.

At the end of the sentence, there is the word "basic" that is written using capital letters, which makes it included in the all capital letters feature. This feature has a function to emphasize or highlight the word "basic" which is an adjective that describes the noun phrase 'sense of the world'. The writer emphasizes the word "basic" to describe the level that grade 4th and 5th students should reach in order to understand the world. "Basic" is a term used to refer to something fundamental, simple, or essential. Therefore, the writer uses the word and emphasizes that it should be addressed to 4th and 5th graders before they move on to higher grades.

Data Q5.A2.1

FIRST, SEX IS COMPLEX!!! And I am by no means an expert on Sex Ed but I am a thoughtful guy.

The data is an answer to the question, "How come most schools don't teach human reproduction and preventing pregnancies until middle school? What evidence do you have that children before puberty or a magical age/grade lack these desires unless and only unless they've been abused/groomed?" In the answer, the writer makes several points that relate to learning about sex and human reproduction in the educational setting. The first point made by the writer is that sex is complex. The writer added that he is not an expert in sex education, but he is a thoughtful guy.

In the first sentence, which is “FIRST, SEX IS COMPLEX!!!” the writer types all the words using capital letters. It indicates the use of all capital letters feature used in complete sentences. This feature is used to emphasize and highlight the main point that the writer wants to convey. Before getting into the discussion, the writer wants the reader to take note that sex is complex. Therefore, she writes the statement using the all capital letters feature.

2. Multiple Punctuation

Data Q1.A1.5

*Begging the real question you asked, still, what hinders doing it?
What might we overcome??*

The data is part of the answer to the question, “What are the barriers to integrating entrepreneurship into K-12 education systems?” In the answer, the writer repeats the question asked. The writer wrote it in the middle of a long answer to the question. Repeating the question in the middle of the answer was done by the writer to recall the topic under discussion. There are two questions that the writer writes in the answer. The first question refers to the actual question, which is about what are the barriers to integrating entrepreneurship in the K-12 education system. Then, the writer added the second question, which is about what can be overcome from these problems.

There is a difference in the use of question marks in the two question sentences, where the first question sentence only uses one question mark

while the second question sentence uses two question marks. The use of two question marks in the second question sentence indicates the multiple punctuation feature. The function of the multiple punctuation feature in the sentence is to emphasize the question. The writer wants to give more emphasis to the second question than the first question. Besides the question of what hinders the integration of entrepreneurship in the education system, the writer also encourages the readers to think about what can be overcome from this problem and and more curious about the answer of the question.

Data Q1.A1.7

What what hinders any progress with this IN schools is that the people deciding what to do, deciding what to provide, deciding who to work with to provide it... are making decisions that aren't even about "entrepreneurship."

This data comes from the answer to the question, "What are the barriers to integrating entrepreneurship into K-12 education systems?" The sentence above is one of the core answers to the question where the writer describes several kinds of people who hinder the progress of integrating entrepreneurship in schools. The barriers are people who decide what to do, decide what to provide, decide who to work with, and those who make decisions that are not about entrepreneurship.

In the sentence, the writer adds three dots after the phrase "deciding who to work with to provide it" or before the phrase "are making decisions that aren't even about 'entrepreneurship.'" Those are ellipsis

dots, which are also included in the multiple punctuation feature. Here, all capital letters feature in the form of ellipsis dots is used to express omission. After mentioning the three kinds of decisions people make, the writer adds three dots behind them. That indicates the possibility of other kinds of decisions that avoid integrating entrepreneurship into the education system. However, the writer omits it and does not write it, so she replaces it with ellipsis dots. After the ellipsis dots, the writer concludes that people who make decisions that are not related to entrepreneurship are those who hinder the integration of entrepreneurship in the education system.

Data Q1.A1.8

They put in place small business programs, not entrepreneur programs.

This causes us to go backward through our list...

Parents and teachers are unhappy with the risks perceived about their kids' future in that, because my kid isn't going to find security selling bracelets they made with friends.

This data is part of the previous answer to the question, “What are the barriers to integrating entrepreneurship into K-12 education systems?” In the previous data, the writer explained that the barriers to integrating entrepreneurship are people who make some decisions that are not related to entrepreneurship. In this data, the writer adds another barrier, which is that schools tend to implement small business programs rather than entrepreneurial programs. It made the writer remind the reader of the list he had written at the beginning of the answer. It was

about things that prevent the development of entrepreneurship in education, and one of the list points was risk tolerance. Risk tolerance means that teachers and parents are not willing to accept the risks that children will experience when practicing business.

When reminding the reader of the previously written list, he uses three dots at the end of the sentence, it can be seen in the sentence, “This causes us to go backward through our list...” The three dots are ellipsis dots and are included in the all capital letters feature because of the repetition of the full stop punctuation mark. The feature has a function to show omission to avoid the repetition of words. In this sentence, the writer reminds the reader of the previously written list without rewriting the list. Instead, the writer replaces it by adding ellipsis dots.

Data Q1.A1.10

But don't tell kids that making bracelets and selling them at football games is entrepreneurship! Don't tell them that's a startup!!

The data is part of the previous answer to the question, “What are the barriers to integrating entrepreneurship into K-12 education systems?” In the answer, the writer wrote two imperative sentences. The first commands the reader not to tell children that making bracelets and then selling them at soccer games is entrepreneurship. Then, in the second imperative sentence, he also instructs not to tell children that it is a startup.

In the second imperative sentence, the writer uses two exclamation marks, while in the first imperative sentence, the writer only uses one exclamation mark. The two exclamation marks are included in the multiple punctuation feature because the writer repeats the punctuation. In the sentence, the feature has a function to emphasize to the reader not to call bracelet sales a “startup”. In the first sentence, the writer also gives an imperative sentence. However, the writer emphasizes more on the second imperative sentence by using two exclamation marks. The use of this feature also serves to emphasize the tone of speech as if it were spoken in face-to-face communication.

Data Q2.A1.1

Well, let's see.... you pay them shit, the Administration gives them no support, they have to pay for their own materials, the parents instill no discipline, the Administration won't let them fail the failures, they get hit a lot, they have to work many hours after work grading papers, they have Administration looking over their shoulders all the time, they are required to be detention monitors, coaches, work on the school play and a dozen other jobs for no pay... and you wonder WHY the best teachers do something else?

The data is part of the answer to the question, “Why are most teachers completely terrible at teaching their students and keeping them engaged in studies? Why is it so hard to find good teachers?” In this part of the answer, the writer mentions some of the problems that teachers go through. These problems are felt to make teachers overwhelmed and not optimal in teaching. In the end, the writer seems not to believe the question asked by the questioner, so she gives a rhetorical question “and you wonder WHY the best teachers do something else?”

In the data, the writer uses multiple punctuation features in the form of repeating several period punctuation marks. The writer uses this feature twice, at the beginning and the end of the statement. At the beginning, the writer repeats the period four times after the phrase “Well, let's see”, which is the introductory phrase before the explanation. The dots serve to express pause. The writer wants to give a pause before she starts mentioning the things that the teacher goes through. The writer pauses as if she is getting ready to give a long answer. The second is that the writer gives three dot punctuation marks or commonly called ellipsis at the end, which is after mentioning some of the problems experienced by the teacher. As before, this dot punctuation feature is used for express pause. The feature serves to create a pause as if the writer is extending the moment before revealing the final rhetorical question. This makes the rhetorical question feel stronger.

Data Q5.A1.2

STORYTIME!
OK! pull up a chair...

The data comes from the answer to the question, “How come most schools don't teach human reproduction and preventing pregnancies until middle school? What evidence do you have that children before puberty or a magical age/grade lack these desires unless and only unless they've been abused/groomed?” The writer answers the question by sharing an appropriate experience about the context of the question. The

sentence is written at the beginning of the answer when the writer wants to give an appeal that he is going to tell an experience or story.

In the answer, the writer uses ellipsis dots, which are included in the multiple punctuation feature because the dot punctuation mark is repeated three times. The feature is used after the sentence “pull up a chair” which is a command sentence. The multiple punctuation feature in the form of ellipsis dots here functions to make the sentence sound longer. It gives the impression that the command to pull up a chair looks more informal and friendly.

Data Q5.A1.4

Recalling my dad’s experience, I stayed put! (For an hour and a half!!)

The data is part of the question, “How come most schools don't teach human reproduction and preventing pregnancies until middle school? What evidence do you have that children before puberty or a magical age/grade lack these desires unless and only unless they've been abused/groomed?” In the answer, the writer shares her experience of attending an “anti-bullying” program at her kid's school where there was a speaker making a presentation. At that moment, she recalled the experience of her father, who is a child and adolescent psychiatrist who once gave a talk to 4th graders about reproduction. Therefore, she attended the event and stayed for an hour and a half.

In the sentence above, the writer uses two exclamation marks after the phrase “For an hour and a half.” The two exclamation marks indicate the use of multiple punctuation features because the writer repeats the punctuation. In the phrase, the writer uses two exclamation marks to emphasize the duration of time that the writer considers very long to listen to the presentation. The feature is also used to express the writer's emotion of disbelief that the writer actually stayed in place for that long and emphasize the tone of speech as if it were spoken in face-to-face communication.

Data Q5.A1.5

The kids asked.... What do you eat in Juvie? Is there a TV? What can you watch on TV? Can you ever get Pizza? [fast food]? ...

The data is part of the same answer as the previous data. It is the answer to the question, “How come most schools don't teach human reproduction and preventing pregnancies until middle school? What evidence do you have that children before puberty or a magical age/grade lack these desires unless and only unless they've been abused/groomed?” In the answer, the writer mentions the questions asked by the children at a presentation on Juvenile Detention at her son's school. From the answers, the writer realized that they were not interested in the punishment aspect at all. Rather, they were just curious about what was there and what could be done there. The message the writer wants to convey is that children have the capacity to think according to their age. They learn according to their interests and on

their own time, so it is no wonder that not many schools teach sexual education to children.

In this sentence, it can be seen that the writer uses multiple punctuation features in the form of ellipsis. Here, the ellipsis is included in the all capital letters feature because there is a repetition of the period punctuation mark. The writer uses this feature twice. The first is after the clause “The kids asked” or before the writer mentions the questions the kids asked. The writer uses the feature to express pause. The writer gives a pause before mentioning the question as if to give time for the reader to imagine or guess what will be asked. Secondly, the writer uses ellipsis at the end of the sentence after mentioning the question. It indicates that the children might ask other questions but the writer doesn't mention them and replaces them with ellipsis. The use of multiple punctuation features in this data shows two different functions, namely to express a pause and to indicate an omission and incomplete statement.

Data Q5.A2.2

FIRST, SEX IS COMPLEX!!! And I am by no means an expert on Sex Ed but I am a thoughtful guy.

The data is part of the answer to the question, “How come most schools don't teach human reproduction and preventing pregnancies until middle school? What evidence do you have that children before puberty or a magical age/grade lack these desires unless and only unless they've been abused/groomed?” Those sentences are at the beginning of

the answer before the writer shares her opinion about learning human reproduction or sex in schools.

At the beginning of the answer, the writer states, “FIRST, SEX IS COMPLEX!!!” The writer states with three exclamation marks behind it, which is included in the multiple punctuation feature. The multiple punctuation feature has the same function as the all capital letters feature, which is to emphasize. The writer gives three exclamation marks at the end of the statement to emphasize the statement. The writer strongly believes and wants to emphasize that sex is a complex topic to discuss, especially among middle school students, and the reader should know that before starting the discussion. The use of multiple exclamation marks in this sentence also serves to emphasize the tone of speech as if it were spoken in face-to-face communication.

3. Abbreviation

Data Q1.A2.1

The government schools in the U.S. are modeled after the German schools that were specifically designed to stifle the independent thinking and initiative that are fundamental to being an entrepreneur.

The data is part of the answer to the question, “What are the barriers to integrating entrepreneurship into K-12 education systems?” The writer answers the question by explaining the design of government schools in the U.S. He mentions that in the U.S., government schools are actually designed to inhibit independent thinking and initiative, which are two things that are fundamental to an entrepreneur. From this

answer, the writer wants to convey that one of the barriers to the integration of entrepreneurship in the education system is a learning model that does not support the development of entrepreneurial character in students.

In the answer, the writer uses the abbreviation feature in the name of the country, namely U.S., which stands for United States. In this data, the writer uses the abbreviation U.S. to refer to a country that do not support the implementation of entrepreneurship integration in schools because they follow other countries' school models. The U.S. is an abbreviation that is commonly used by people when referring to the United States of America, both in online communication and verbal communication. In online communication, people use the U.S. instead of the United States to save typing time.

Data Q4.A1.1

There are elite academies with a more rigorous academic program, but IMHO this is largely lost on children. It's more a show for the grownups until maybe the junior year of high school.

The data is part of the answer to the question “In the US, is the quality of private K-12 schools really much better than public schools?” In the answer, the writer explains what makes private schools better. Then, he argued that there are elite academies with more rigorous academic programs. However, in his opinion, they are less attractive and have less of an impact on children.

In the answer, the writer uses the abbreviation IMHO that stands for In My Humble Opinion. The writer uses it to state that the statement he gives is just an opinion and does not mean it is completely true. The abbreviation IMHO is appropriate if used in a discussion because in a discussion, participants give a lot of their opinions about the topic being discussed. In addition, the writer uses the IMHO abbreviation feature to save time when expressing his opinion

Data Q5.A2.3

My wife volunteered me for one of her sorority afterschool program and my topic was "Responsible Decision Making". I.E. Sex, drugs and Rock and Roll (or Hip Hop). This forced me to think about it deeply. I started out with respect and self-respect.

This data is part of the answer to the question, "How come most schools don't teach human reproduction and preventing pregnancies until middle school? What evidence do you have that children before puberty or a magical age/grade lack these desires unless and only unless they've been abused/groomed?" The writer answered this question using his experience when he participated in one of the student programs. In the program, he presented the topic of "Responsible Decision Making." The writer gave a more detailed example of the topic, which included Sex, drugs and Rock and Roll (or Hip Hop).

In the answer, the writer used the abbreviation I.E., which stands for Id Est. The term comes from Latin and means "that is." The writer uses the abbreviation feature to help explain the topic more specifically. The

use of the abbreviation I.E. makes the answer more concise because the writer only needs to write two letters when giving a more detailed explanation. I.E. is an abbreviation that is often used in formal and academic writing. This is in accordance with the context of this study, which discusses the topic of education on the question-and-answer discussion platform Quora.

Data Q5.A2.4

All teachers, at least in NYS, are mandatory reporters of suspected physical or sexual abuse of children.

This data is part of the answer to the question, “How come most schools don't teach human reproduction and preventing pregnancies until middle school? What evidence do you have that children before puberty or a magical age/grade lack these desires unless and only unless they've been abused/groomed?” In the answer, the writer points out the importance of protecting children from harassment in schools. In addition to providing lessons on human reproduction, teachers can also protect children from sexual abuse by reporting any suspected physical or sexual violence against children. The writer mentions New York as a state that has such a practice in schools.

In her answer, the writer uses the abbreviation feature to mention the state, namely NYS, which stands for New York State. In this data, the writer uses the abbreviation feature to save time. Furthermore, in online discussions, participants often give long answers so the use of

abbreviations in country names can help save participants' time in typing answers and make it more efficient.

Data Q5.A2.5

I am too lazy to look it up again now, but my understanding is that this is done in the Netherlands and not only is their rate of teen pregnancy much lower than ours but girls first sexual experience is significantly delayed compared to ours in the USA. And isn't this what all reasonable caring people want?

This data is part of the same answer as the previous data from the question, “How come most schools don't teach human reproduction and preventing pregnancies until middle school? What evidence do you have that children before puberty or a magical age/grade lack these desires unless and only unless they've been abused/groomed?” Still related to the answer in the previous data, here the writer explains that Netherland has a system where teachers report any suspected physical or sexual abuse of children at school. This has led to a much lower teenage pregnancy rate there and the first experience of sexual intercourse for young girls in the country occurs later than in the USA.

In the answer, the writer uses an abbreviation for the name of the country, USA, which stands for the United States of America. This is the same as the previous data where the country USA was written using the abbreviation feature. However, if the abbreviation used was U.S. in the previous data, then here the abbreviation used is USA. However, both have the same function, which is to shorten the time to type the country of America.

4. Emoticon

Data Q3.A1.1

Answer to this question can be highly subjective but for most of the students in their 11th and 12th find Physics to be quiet difficult to grasp. And rightly so the syllabus is far more advanced compared to what we studied in our previous classes. Students who prepare for competitive exams such as JEE or NEET too graple with Physics. Those numericals don't make anything better(😞)

The data is an answer to the question, “What is the hard subject in the 12th class?” in the answer, the writer reveals that most 11th and 12th-grade students struggle with physics. It is also experienced by students preparing for competitive exams like JEE or NEET who struggle to learn physics. In the last sentence, the writer adds that the numbers in physics do not help to get better but instead add to the difficulty in understanding physics.

In the last sentence, the writer added the 😞 (disappointed but relieved face) emoticon. However, although the name implies relief, this emoticon is often used to show feelings of sadness, frustration, or exhaustion. The function of the emoticon here is to express the writer's feelings of frustration when dealing with numbers in physics that makes the lesson more difficult. The emoticon also serves to convey the writer's emotional struggle, showing how challenging and overwhelming physics can feel due to its complex numerical aspects.

Data Q3.A2.1

No, any subject is not difficult. Make your habit of doing revision daily. Preparation make the man perfect 😇😇 and don't cheat because honesty is the best policy 😊😊

It is an answer to the same question as the previous data, namely, “What is the hard subject in the 12th class?” In this answer, the writer reveals that there is no hard subject in class 12h. She advised the questioner to make a habit of repeating lessons every day because perfection comes from preparation. She also discourages cheating because she thinks honesty is the best policy.

In the answer, the writer used two emoticons, including (angel) and (smiling face with smiling eyes), where each emoji was repeated twice. The emoticon feature has a function of representing the writer's expression or feelings. In the data, the angel emoticons are typed after the sentence “Preparation makes the man perfect.” The emoji represents angels or good traits and behaviors, which preparation is a good behavior to do in 12th grade so that there are no subjects that are considered difficult. The second one is smiling with smiling face emoticons which are placed after the phrase “don't cheat because honesty is the best policy”. The emoji represents the writer's warm and friendly impression when conveying a message about the importance of honesty.

5. Asterisks

Data Q1.A1.2

*Society claims everyone *can be* as though we're inspiring people to be Astronauts.*

The fact is, as technology develops, it is in fact true that everyone could get into space. What is not valid is that we can't make people something they're not: entrepreneur is a personality straight, not a career path or endeavor.

The data is part of the answer to the question, “What are the barriers to integrating entrepreneurship into K-12 education systems?” In the answer, the writer states that society claims that everyone can inspire people to become Astronauts. In contrast, not everyone can become astronauts despite the technology that has developed. That is because we cannot make people into something they are not. Just like astronauts, we also cannot make people become entrepreneurs if they do not want to because entrepreneurship is a personality trait, not a career path or endeavour.

In the first sentence of the data, the writer wrote the phrase “can be” by adding an asterisk symbol at the beginning and the end of the phrase, which is included in the asterisk feature in the internet language. The asterisk feature in the sentence functions as an emphasis. The asterisks emphasize the unrealistic assumption that everyone can be astronauts, but the writer argues to challenge this notion, particularly when it comes to entrepreneurship. This emphasis creates a contrast in the sentence, which reinforces the idea that entrepreneurship is not something that everyone can do because it is a personality trait, rather than just a career that anyone can do. The writer signals that this part of the sentence is particularly important for readers to notice and understand by using asterisk symbols.

6. All Lower Case

Data Q2.A2.1

*the bell curve has as normal 100 IQ. the typical college prof has an IQ of 110. better schools have better teachers, but they tend to teach graduate students. some lesser schools have very good teachers because they want them there — the teachers like the school and the area. i was lucky in my second college student career to go to a school like that. there were five core teachers who really cared about their subject and they like me and hated me because i was so passionate about art and philosophy.
best is to find a good teacher and apply to that school.*

The data is an answer to the question, “Why are most teachers completely terrible at teaching their students and make them engaged in studies? Why is it so hard to find good teachers?” In the answer, the writer focuses more on the question of why it is difficult to find good teachers. She explained that good teachers are only found in good schools. However, there are also good teachers in some lesser schools because they like the school and the area. Another reason why it is difficult to find good teachers is that they tend to teach graduate students. The writer further shares her second college student career experience.

Instead of capital letters, the writer uses lower case letters at the beginning of each sentence in the data. He also used lower case on the pronoun “I”. That means the writer applies all the lower case features in his writing because some letters should be capitalized. The all lowercase feature serves to create a relaxed, informal, and more friendly impression. It can show that the writer is not trying to be formal or

academic but rather wants to convey a message more lightly. In addition, all lower case features can also save time as the writer does not have to capitalize the proper name and the first word of sentences.

B. Discussion

Based on the data findings, it can be seen that all capital letters feature is the most used features in the Quora platform, especially in education category. Quora users mostly use all capital letters in answering discussion questions. Based on Danet's (2001), all capital letters are the feature that serves to emphasize and attract the reader's attention visually. Quora users use this feature in the education category to emphasize information that is considered important to readers. In an online question-and-answer discussion, there must be information that the writer wants to emphasize. The writer wants a few things to be more noted by the readers so that the important points in the discussion can be conveyed effectively. Therefore, Quora users tend to use the all capital letters feature when answering questions.

The second feature that is widely used is multiple punctuation. In this study, the researcher only found four types of punctuation used by Quora users in applying the multiple punctuation feature, namely question marks, exclamation marks, and dots or ellipsis dots. Similar to the all capital letters feature, multiple quotation marks and multiple exclamation marks have a function to provide emphasis, which is in accordance with Danet (2001). In addition, this is also in line with Bodomo (2009) which states that

the repetition of question marks serves to emphasize the message that the writer wants to convey while the repetition of exclamation marks functions to emphasize the tone of utterance. On the other hand, the researcher identified several functions of multiple dots or ellipsis dots in discussions on the Quora platform. Those are to express pause, to show omission, and to make sentence sounds longer.

The next internet language feature found in this study is abbreviation. In this study, the researcher found 3 abbreviations in proper names, and 2 abbreviations in common terms. The abbreviation in the proper name is used in the name of the country, namely NYS which stands for New York States, U.S which stands for United States, and there are also who write USA which stands for United States of America. While abbreviations in general terms are IMHO which stands for In My Humble Opinion and I.E which stands for Id Est which means "that is." This shows that Quora users tend to use abbreviations in country names for time efficiency and to reduce word count, considering they sometimes answer discussion questions with long answers. This is in line with Danet (2001), who stated that abbreviations can increase efficiency in written communication. Additionally, Quora users use the abbreviations IMHO and I.E. to save time when conveying their opinions and responses regarding the topic being discussed. From this, the researcher found that Quora users in the education category do not use many informal abbreviations but use more abbreviations in proper names.

In addition, the researcher also found the use of emoticons feature in this study. Emoticons are used by Quora users when they want to show expressions that cannot be seen directly in online discussions. This is in line with Danet's (2001) theory which states emoticons serve to provide information about aspects of non-verbal communication that can be understood if communication is done face-to-face. In other words, emoticons are used to represent the writer's expressions or emotions that cannot be seen directly by the readers. This is reinforced by Bodomo's statement (2009) which states that emoticons function to express one's emotions in online communication. Emoticons are a widely used feature in online communication. However, the researcher only found 2 emoticon data. Emoticons are rarely used in discussions because Quora users are more focused on answering questions and do not show much of their expressions or emotions regarding the topic of discussion.

The next feature is the asterisk. In this study, the researcher found asterisk feature which is used to emphasize. This is in accordance with Danet (2001) who states that the asterisk feature functions to emphasize so that it can add a quality like spoken language to a piece of writing. This feature has the same function as all capital letters and multiple punctuation features. Even so, the researcher only found 1 data that used the asterisk feature, indicating that Quora users prefer to use all capital letters and multiple punctuation rather than the asterisk feature to emphasize or draw the reader's attention visually.

In addition, all lower case feature is also found on the Quora platform, especially in the education category. Just like the asterisk feature, the researcher also only found 1 all lower case data. The all lower case feature is not widely used because online discussion forums on Quora tend to be less informal, and users are more respectful when communicating with other users. This is in accordance with Danet's theory (2001), which states that the use of lower case can indicate laziness and disrespect. Therefore, this feature is not widely found on the Quora platform in the education category.

The researcher also found some features that Quora users do not use on the platform, those are description of actions, music/noise, eccentric spelling, and written out laughter. The researcher did not find these four features on the Quora platform because in the context of discussion, these features are not really needed to answer questions. Description of action provides information about aspects of non-verbal communication that are easier to understand if communication is done face-to-face (Danet, 2001). In the context of a discussion, participants tend to focus on answering questions rather than describing actions in writing because it can waste their time when answering discussion questions. In addition, the eccentric spelling feature was not found because according to Danet (2001), one of the functions of this feature is to show playfulness. Whereas in this research, the communication is more formal than playful because the context of the discussion is about education. Next is the music/noise feature. This feature

was not found because the context of the data in this study is less informal so music/noise is difficult to find. The last feature is the written-out laughter feature. Written-out laughter is the written form of laughter or expressions of laughter in online communication. This feature is not easy to find on the Quora platform because users tend to provide formal and informative answers rather than answers that highlight expression.

In addition to analyzed the types of internet language features, the researcher also classified the functions of their use on the Quora platform in the education category. The first function of internet language features found in this study is to give emphasize. The features that have this function are multiple punctuation, all capital letters, and asterisks. These features serve to emphasize words, phrases, or sentences as the writer emphasize the tone of utterance them when spoken verbally. These features also draw the reader's attention visually. The researcher found that features that have the function to emphasize are the dominant features used by Quora users because in online discussion activities carried out in writing, there are words, phrases, and sentences that the writer wants to highlight that are important to the topic of discussion.

There are also features that function to save time or make communication more efficient. One of the features that has these functions is abbreviation. Another feature used to save time is all lower case. This shows that even though discussions about education on Quora are less

informal topic, Quora users are still interested in using internet language features that can make them type efficiently and save time.

In addition, this research also found features that serve to express emotion. This function is contained in the emoticon feature. However, it is rarely found on Quora in the education category because participants are more focused on answering discussion questions than expressing emotions.

Based on the findings of this study, Quora users dominantly use features that function to emphasize, namely all capital letters, multiple punctuation, and asterisk. However, in this study, all capital letters and multiple punctuation features were found more than asterisks. Those two features are the most common features found on the Quora platform in the education category.

This finding is different with Rahmawati's (2020) research which analyzes internet language features on Twitter. Her research found that emoticons and abbreviations are the most used features on Twitter. These features are widely used by Twitter users to express their feelings and shorten typing time. In the present study, these two features were also found, but the frequency of its appearance is not as much as on Twitter. It is because emoticons which are features that functions to express feelings are not really needed in discussion activities. Participants are more focused on answering discussion questions than expressing their feelings. Meanwhile, the abbreviation feature is more widely used on Twitter for more informal terms such as ASAP (As Soon As Possible), LMAO (Laughing My Ass Off), and

many more. Whereas on Quora, abbreviations are mostly found only in proper names in the form of abbreviated country names, such as USA (United State of America) and NYS (New York State).

Furthermore, in the present study, no eccentric spelling, description of action, written out laughter, and music/noise features were found. On the other hand, those features were found in Siregar & Puspita (2019) and Rahmawati's (2020) research who analyze internet language on Twitter. This shows that eccentric spelling, description of action, written out laughter, and music/noise features tend to be used in informal contexts, such as Twitter posts. While in more formal contexts, such as online question-and-answer discussions, these features are not found. This proves that most internet language features are more widely used on Instagram and Twitter than in the Quora platforms. It happens because of the different contexts. On Twitter, communication is done informally because the conversations seem relaxed. Otherwise, on the Quora platform in the education category, communication is more formal because the topic of discussion is quite serious.

In addition, this research is in contrast with Algouzi & Al-Ahdal's (2021) research. The research was conducted in a group chat of EFL students at a university in Saudi Arabia. In the study, it was found that EFL students in group chat mostly used the all lower case feature. The researcher stated that it was influenced by the participant's mother tongue, namely Arabic, which does not have a capital letter system. This contrasts with the

present research, where only 1 data of all lower case features was found in the Quora platform in the education category. This shows that mother tongue can influence the use of internet language features in online communication. For the abbreviation feature, this study calls it by another term, namely non-standard spelling. Students in chat groups use the feature a lot on more casual terms, just like on Twitter and Instagram. However, on Quora, the feature is not used too much and is more widely used in proper name terms. Other features found in student chat groups are all capital letters and multiple punctuation. Even so, these features were found no more than the all lower case and abbreviation features. On the contrary, these two features are the most used features on Quora platform in the education category.

However, there is a similarity between this present research and Hamada's (2020) research on Instagram. The similarity is in the use of the asterisk feature, where Quora and Instagram users use the asterisk feature, although not often. Same as all capital letters and multiple punctuation, the asterisk feature is one of the features used to emphasize. However, those two features are more widely used than the asterisk feature because people prefer to use simpler features without having to put asterisk symbols at the beginning and end of words or phrases when they want to give emphasis. Furthermore, this present study identified more features that functions to give emphasize. This contrasts with Hamada's (2020) study, which found more features functions to save time and express emotion.

The result of this study shows that there are differences between the use of internet language features on the Quora platform in the education category and other platforms with more informal contexts. On the Quora platform in education category, the most used features are all capital letters and multiple punctuation that have a function to give emphasis. The patterns that emerge show that features which function to give emphasis are widely used when users want to emphasize important points, especially in discussions involving questions about the education system or certain policies. Users tend to use all capital letters when conveying strong arguments or opinions. In addition, multiple punctuation often appear to emphasize statements that require serious attention from other users. The use of these two features was seen most in long responses, where users were trying to draw attention to important points that may have been lost in the wider text.

This is in contrast to the results of research conducted on other social media platforms with more informal contexts such as Twitter and Instagram (Rahmawati, 2020; Hamada, 2020). On more informal platforms, the use of multiple punctuation and all capital letters tends to be lighter and more often used to show excitement or enthusiasm rather than for emphasis. Furthermore, the most widely used features on informal platforms are emoticons, abbreviations, and all lowercase, which are used to express emotion and save time. It is because on these platforms, communication is

more informal, where users are free to express feelings and are not limited by writing standards.

Those comparisons show that although internet language features are commonly used across platforms, the context of the topic and the platform where the communication takes place play an important role in determining how the features are used. On the Quora platform, especially in the education category, six types of internet language are used, while 4 types are not used. The most used types of internet language features are all capital letters and multiple punctuation. As for its function, Quora users in the education category mostly use internet language features that function to give emphasis.

CHAPTER V

CONCLUSION AND SUGGESTION

In this chapter, the researcher presents the conclusions of this study and suggestions for further research.

A. Conclusion

This research focuses on analyzing the use of internet language features on the Quora platform in the education category. As a result, the researcher found that Quora users, especially in the education category, only use six out of ten types of internet language features. The six features used include all capital letters, all lower case, multiple punctuation, abbreviation, asterisks, and emoticons.

The four features that were not found were music/noise, eccentric spelling, description of action, and written-out laughter. The researcher did not find those features on the online question-and-answer platform Quora because they are less needed in online question-and-answer activities. These features are more often found on social media platforms with informal contexts, such as Twitter and Instagram. Therefore, on the Quora platform in the topic of education, where the context is less informal, these four features are not found.

In addition, the researcher also found several functions of the use of internet language features on Quora platform in the topic of education. The first function is to give emphasis, this is in the features of all capital letters,

multiple punctuation, and asterisks. Second is to express emotion which is in the emoticon feature. And the last one is the features that serve to save time, those are abbreviation and all lower case.

Furthermore, the researcher dominantly found internet language features that serve to emphasize words, phrases, or sentences. These features are all capital letters and multiple punctuation. This is because the discussions about education often center on important matters such as the education system or certain policies. Therefore, the participants tend to use features that have a function to emphasize because they want to emphasize their arguments and highlight important points. These features also attract the reader's attention visually so that the readers pay more attention to the points the writer wants to convey.

From the results of the study, the researcher concluded that there are differences in the use of internet language features on the Quora platform in the education category with other platforms that have more informal contexts. The difference is in the types of features that appear and the function of the use. This proves that the context of online communication affects the use of internet language features.

B. Suggestion

This research discusses internet language features on the Quora question-and-answer discussion platform in the education category using Danet's (2001) theory. From the results of the research, the researcher hopes

that further research on internet language features will be explored using the latest theory. That is because the development of the internet and its use are increasingly widespread, so the use of the internet language is also experiencing developments that allow the emergence of new features that have not been mentioned in the theory used in this study.

This research can also be developed through other digital platforms. Many kinds of digital platforms emerged after the advent of the internet. Therefore, internet language features are not limited to discussion platforms or social media. Internet language needs to be researched on other online communication activities besides discussions such as online games, business and work, communication in dating apps, and others. In other words, future research on internet language features can be explored on other platforms that have different contexts.

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CURRICULUM VITAE



LUTFIA SAFITRI was born on Pasuruan, October 08th, 2001.

During senior high school she actively joined Paskibra extracurricular. She graduated from senior high school in 2020 and continued her education at UIN Maulana Malik Ibrahim Malang majoring in English Literature, Faculty of Humanities.

During her college education, she joined several organizations such as UKM LKP2M, Infopub, and Gencar Malang.

Appendix

1. All Capital Letters

No	Code	Data	Note	Identification
1.	Q1.A1.1	Entrepreneurship is NOT owning a lemonade stand.	This is an answer to the question "What are the barriers to integrating entrepreneurship into K-12 education systems?" uploaded on April 6, 2024.	The all capital letters feature is used in this sentence. The feature is applied to the word NOT which is typed using capital letters.
2.	Q1.A1.3	If you mean "startups," well that's not hard to teach HOW either	This is an answer to the question "What are the barriers to integrating entrepreneurship into K-12 education systems?" uploaded on April 6, 2024.	In this sentence there is all capital letters feature in the word HOW.
3.	Q1.A1.4	And don't misunderstand me, I'd LOVE to get incubators in schools (actual incubators, not small business programs), but the point of the second consideration is risk tolerance: most people don't like the fact that what this means is most kids failing.	This is an answer to the question "What are the barriers to integrating entrepreneurship into K-12 education systems?" uploaded on April 6, 2024.	This sentence contains an all capital letters feature. It is in the word LOVE which is typed using capital letters.
4.	Q1.A1.6	What what hinders any progress with this IN schools is that the people deciding what to do, deciding what to	This is an answer to the question "What are the barriers to integrating entrepreneurship	The all capital letters feature is found in this sentence, it is in the word IN.

		provide, deciding who to work with to provide it... are making decisions that aren't even about "entrepreneurship."	into K-12 education systems?" uploaded on April 6, 2024.	
5.	Q1.A1.9	For example, again, don't misunderstand my criticism! I WANT this stuff in schools. But don't tell kids that making bracelets and selling them at football games is entrepreneurship!	This is an answer to the question "What are the barriers to integrating entrepreneurship into K-12 education systems?" uploaded on April 6, 2024.	The all capital letters feature is found in the sentence, it is in the word WANT.
6.	Q2.A1.2	Well, let's see.... you pay them shit, the Administration gives them no support, they have to pay for their own materials, the parents instill no discipline, the Administration won't let them fail the failures, they get hit a lot, they have to work many hours after work grading papers, they have Administration looking over their shoulders all the time, they are required to be detention monitors, coaches, work on the school play and a dozen other jobs for no pay... and you wonder WHY the best teachers do something else?	This is an answer to the question "Why are most teachers completely terrible at teaching their students and make them engaged in studies? Why is it so hard to find good teachers?" uploaded on April 16, 2024.	In this sentence there is all capital letters feature in the word WHY.

7.	Q2.A1.3	A public school teacher in Mass gets about 50,000 a year with which they have to buy all the materials the kids need. A private school teacher can get 110,000 a year. Where do YOU think the “good” teachers are going?	This is an answer to the question " Why are most teachers completely terrible at teaching their students and make them engaged in studies? Why is it so hard to find good teachers?" uploaded on April 16, 2024.	In this sentence there is all capital letters feature in the word YOU .
8.	Q2.A1.4	They TRY to teach; but it’s not just the job of the teacher to teach; it’s the job of the student to learn and the girls all know they are just getting pregnant and going on welfare or becoming the hoe of some gang leader and all the boys know they are just going into the drug and gun trade anyway so why bother to learn anything that is meaningless in their world.	This is an answer to the question " Why are most teachers completely terrible at teaching their students and make them engaged in studies? Why is it so hard to find good teachers?" uploaded on April 16, 2024.	The all capital letters feature is found in the sentence. It appears on the word TRY .
9.	Q4.A2.1	YES YES YES YES Absolutely 100 percent always	This is an answer to the question “In the US, is the quality of private K-12 schools really much better than public school?” uploaded on April 18, 2024.	The all capital letters feature is found in the sentence. It appears on the word YES that is repeated several times.
10.	Q5.A1.1	STORYTIME! OK! pull up a chair...	This is an answer to the question “How come most schools don't teach	In the sentence, there are all capital letter features,

			human reproduction and preventing pregnancies until middle school? What evidence do you have that children before puberty or a magical age/grade lack these desires unless and only unless they've been abused/groomed?" uploaded on April 24, 2024.	namely on the word STORYTIME and OK.
11.	Q5.A1.3	Whether they were sexually interested or not never even was relevant. What WAS relevant was that they were very consumed with how bodies work at the largest possible level.	This is an answer to the question "How come most schools don't teach human reproduction and preventing pregnancies until middle school? What evidence do you have that children before puberty or a magical age/grade lack these desires unless and only unless they've been abused/groomed?" uploaded on April 24, 2024.	In the sentence, there is an all capital letter feature that appears on the word WAS.
12.	Q5.A1.6	So at 4th and 5th grade, they're trying to make BASIC sense of the world.	This is an answer to the question "How come most schools don't teach human reproduction and preventing pregnancies until middle school? What evidence do	The all capital letters feature is found in the sentence. It appears on the word BASIC.

			you have that children before puberty or a magical age/grade lack these desires unless and only unless they've been abused/groomed?" uploaded on April 24, 2024.	
13.	Q5.A2.1	FIRST, SEX IS COMPLEX!!! And I am by no means an expert on Sex Ed but I am a thoughtful guy.	This is an answer to the question "How come most schools don't teach human reproduction and preventing pregnancies until middle school? What evidence do you have that children before puberty or a magical age/grade lack these desires unless and only unless they've been abused/groomed?" uploaded on April 24, 2024.	In this sentence there is all capital letters feature in the sentence FIRST, SEX IS COMPLEX

2. Multiple Punctuation

No	Code	Data	Note	Identification
1.	Q1.A1.5	Begging the real question you asked, still, what hinders doing it? What might we overcome??	This is an answer to the question "What are the barriers to integrating entrepreneurship into K-12 education systems?" uploaded on April 6, 2024.	In this sentence there is multiple punctuation feature in the form of double punctuation marks (??). It is in the of the sentence "What might we overcome"

2.	Q1.A1.7	What what hinders any progress with this IN schools is that the people deciding what to do, deciding what to provide, deciding who to work with to provide it... are making decisions that aren't even about "entrepreneurship."	This is an answer to the question "What are the barriers to integrating entrepreneurship into K-12 education systems?" uploaded on April 6, 2024.	In this sentence, there is a multiple punctuation feature in the form of ellipsis dots (...). It is in the middle of the sentence after the phrase "deciding who to work with to provide it"
3.	Q1.A1.8	They put in place small business programs, not entrepreneur programs. This causes us to go backward through our list...	This is an answer to the question "What are the barriers to integrating entrepreneurship into K-12 education systems?" uploaded on April 6, 2024.	In the sentence, there is a multiple punctuation feature in the form of ellipsis dots (...). It is in the of the sentence.
4.	Q1.A1.10	But don't tell kids that making bracelets and selling them at football games is entrepreneurship! Don't tell them that's a startup!!	This is an answer to the question "What are the barriers to integrating entrepreneurship into K-12 education systems?" uploaded on April 6, 2024.	In this imperative sentence "Don't tell them that's a startup" there is a feature in the form of multiple punctuation. The punctuation used here is an exclamation mark (!!).
5.	Q2.A1.1	Well, let's see.... you pay them shit, the Administration gives them no support, they have to pay for their own materials, the parents instill no	This is an answer to the question " Why are most teachers completely terrible at teaching their students and make them	In this sentence, there is a multiple punctuation feature in the form of multiple dots (...) after the phrase

		discipline, the Administration won't let them fail the failures, they get hit a lot, they have to work many hours after work grading papers, they have Administration looking over their shoulders all the time, they are required to be detention monitors, coaches, work on the school play and a dozen other jobs for no pay... and you wonder WHY the best teachers do something else?	engaged in studies? Why is it so hard to find good teachers?" uploaded on April 16, 2024.	"Well, let's see." There is also ellipsis dots in the end of the sentence before the clause "and you wonder WHY the best teachers do something else?"
6.	Q5.A1.2	STORYTIME! OK! pull up a chair...	This is an answer to the question "How come most schools don't teach human reproduction and preventing pregnancies until middle school? What evidence do you have that children before puberty or a magical age/grade lack these desires unless and only unless they've been abused/groomed?" uploaded on April 24, 2024.	In the sentence, the multiple punctuation feature is found in the form of ellipsis dots (...) after the phrase "pull up a chair",
7.	Q5.A1.4	Recalling my dad's experience, I	This is an answer to the question "How come most	There is a multiple punctuation

		stayed put! (For an hour and a half!!)	schools don't teach human reproduction and preventing pregnancies until middle school? What evidence do you have that children before puberty or a magical age/grade lack these desires unless and only unless they've been abused/groomed?" uploaded on April 24, 2024.	feature in the form of a double exclamation mark (!!) in the sentences.
8.	Q5.A1.5	The kids asked.... What do you eat in Juvie? Is there a TV? What can you watch on TV? Can you ever get Pizza? [fast food]? ...	This is an answer to the question "How come most schools don't teach human reproduction and preventing pregnancies until middle school? What evidence do you have that children before puberty or a magical age/grade lack these desires unless and only unless they've been abused/groomed?" uploaded on April 24, 2024.	In the quote there is a multiple punctuation feature in the form of ellipsis dots after the clause "The kids asked" and the phrase "fast food"
9.	Q5.A2.2	FIRST, SEX IS COMPLEX!!! And I am by no means an expert on Sex Ed but I am a thoughtful guy.	This is an answer to the question "How come most schools don't teach human reproduction and preventing	There is a multiple punctuation feature in the form of a double exclamation marks (!!) in the

			<p>pregnancies until middle school? What evidence do you have that children before puberty or a magical age/grade lack these desires unless and only unless they've been abused/groomed?" uploaded on April 24, 2024.</p>	<p>sentences. It is after the clause "first, sex is complex!!!"</p>
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3. Abbreviation

No	Code	Data	Note	Identification
1.	Q1.A2.1	The government schools in the U.S. are modeled after the German schools that were specifically designed to stifle the independent thinking and initiative that are fundamental to being an entrepreneur.	This is an answer to the question "What are the barriers to integrating entrepreneurship into K-12 education systems?" uploaded on April 7, 2024.	In the sentence, there is a feature abbreviation. It is U.S which stands for "United States".
2.	Q4.A1.1	There are elite academies with a more rigorous academic program, but IMHO this is largely lost on children.	This is an answer to the question "In the US, is the quality of private K-12 schools really much better than public shcool?" uploaded on April 17, 2024.	In the sentence there is an abbreviation feature, it can be seen in the abbreviation IMHO which stands for "In My Humble Opinion".
3.	Q5.A2.3	My wife volunteered me for one of her sorority afterschool program and my	This is an answer to the question "How come most schools don't teach human	In the sentence, there is a feature abbreviation. It is I.E which stands for "Id Est".

		topic was “Responsible Decision Making”. I.E. Sex, drugs and Rock and Roll (or Hip Hop). This forced me to think about it deeply. I started out with respect and self-respect.	reproduction and preventing pregnancies until middle school? What evidence do you have that children before puberty or a magical age/grade lack these desires unless and only unless they've been abused/groomed?” uploaded on April 24, 2024.	
4.	Q5.A2.4	All teachers, at least in NYS , are mandatory reporters of suspected physical or sexual abuse of children.	This is an answer to the question “How come most schools don't teach human reproduction and preventing pregnancies until middle school? What evidence do you have that children before puberty or a magical age/grade lack these desires unless and only unless they've been abused/groomed?” uploaded on April 24, 2024.	In the sentence, there is a feature abbreviation. It is NYS which stands for "New York State".
5.	Q5.A2.4	I am too lazy to look it up again now, but my understanding is that this is done in the Netherlands and not only is their rate of teen pregnancy much	This is an answer to the question “How come most schools don't teach human reproduction and preventing pregnancies until middle school?	In the sentence, there is a feature abbreviation. It is USA which stands for "United States of America".

		lower than ours but girls first sexual experience is significantly delayed compared to ours in the USA. And isn't this what all reasonable caring people want?	What evidence do you have that children before puberty or a magical age/grade lack these desires unless and only unless they've been abused/groomed?" uploaded on April 24, 2024.	
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4. Emoticon

No	Code	Data	Note	Identification
1.	Q3.A1.1	Those numericals don't make anything better(😬)	This is an answer to the question "What is the hard subject in the 12 th class?" uploaded on April 10, 2024.	The emoticon feature in the sentence is 😬
2.	Q3.A2.1	Preparation make the man perfect 😊😊 and don't cheat because honesty is the best policy 😊😊	This is an answer to the question "What is the hard subject in the 12 th class?" uploaded on April 23, 2024.	The emoticon feature is found in the sentence. There are two kinds emoticon that typed twice, those are 😊 and 😊

5. Asterisks

No	Code	Data	Note	Identification
1.	Q1.A1.2	Society claims everyone <i>*can be*</i> as though we're inspiring people to be Astronauts.	This is an answer to the question "What are the barriers to integrating entrepreneurship into K-12 education systems?" uploaded on April 6, 2024.	The asterisks feature is found in this sentence. The asterisks placed at the beginning and end of the phrase "can be".

6. All Lower Case

No	Code	Data	Note	Identification
1.	Q2.A2.1	<p>the bell curve has as normal 100 IQ. the typical college prof has an IQ of 110. better schools have better teachers, but they tend to teach graduate students. some lesser schools have very good teachers because they want them there — the teachers like the school and the area. i was lucky in my second college student career to go to a school like that. there were five core teachers who really cared about their subject and they like me and hated me because i was so passionate about art and philosophy.</p> <p>best is to find a good teacher and apply to that school.</p>	<p>This is an answer to the question " Why are most teachers completely terrible at teaching their students and make them engaged in studies? Why is it so hard to find good teachers?" uploaded on April 21, 2024.</p>	<p>This sentence contains internet language features in the form of all lower case. It can be seen from the first letter in every sentence which is not capitalized and also the pronoun "i" which should be capitalized.</p>