

Pragmatics Analysis on Anger Expression in #IndonesiaTerserah on Twitter

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ABSTRACT

This study attempts to identify the intention and pragmalinguistic forms of anger expression in tweets using #IndonesiaTerserah on November 15th, 2020. A corpus of 30 tweets is analyzed within pragmatic analysis framework. In analyzing the data, the illocutionary acts and pragmalinguistics forms of the tweets are the focus. The interpretation entails the analysis of text, addressing, and the identification of connotative meanings. The data are collected using Twitter Archiver Programme (API). An underlying assumption for choosing the time frame is the hashtag reached the highest trending in Indonesia as response to two mass gathering incidents in Soekarno Hatta airport on 10 November 2020, and Petamburan on 14 November 2020. Based on the findings of illocutionary act, the intention of using #IndonesiaTerserah in the tweets mostly is to state the fact and elaborate their opinions regarding the issues. The irritated feeling dominates the intention of using #IndonesiaTerserah. However, they also express expectation to the stakeholders to handle the issues in a better way. Based on the findings on pragmalinguistics forms, anger is expressed in thinly veiled form of cynical humor in order to make their message more straightforward to the addressees.

Keywords: anger forms, illocutionary acts, intention, pragmalinguistics, Twitter

INTRODUCTION

As COVID-19 pandemic strikes globally, people start to minimize physical interaction and mobilization. Therefore, online interaction is significantly increasing (Fernandes et al., 2020). People start to rely their social lives on online services. People start to use online service more frequent for academic purposes (Rahim & Ali, 2021), setting up business (Susanto et al., 2021), and sharing opinion and experiences (Ahmed et al., 2021). Sharing opinion in online public discussion can be observed in how dynamic Twitter users exchange information. Xue et al. (2020) observes how twitter users exchange real-time information about various issues regarding COVID-19 pandemic. Further, they add how pandemic-related concerns, fear, mental health, and stigma consistently become trending hashtag on Twitter.

The trending hashtag reflects the most discussed topic on Twitter. Trending on Twitter represents social trend and voice of large number of users (Zubiaga et al., 2015). The hashtag is written on the post and uploaded to Twitter. Twitter algorithm system then determines the trending hashtags by favoring the velocity and sharp spikes occur among the hashtags (Dewey, 2015; Lotan, 2015) within certain timespan. Not only by certain timespan, but the trending hashtags usually are also identified geographically as well. Choosing the location and time of the trending is a way to sort and find out the most discussed topic in the area. For example, in Jakarta on 15th December 2020 at 9.00 UTC, the trending on Twitter was #DiktiMengajarDariRumah. At the same time, in Ottawa on 15th December 2020 at 9.00 UTC, the trending on Twitter was #BillsMafia.

Originally, hashtags are used to identify the topic or theme of the discussion or conversation in internet-mediated communication. Hashtag can be used as tools to help users to trace relevant posts in social media. Once social media users (SMU) use hashtag on their posts, other users can find their posts under the relevant topic unless their account are locked. Hashtags were first used on Twitter, but now used in all social media, YouTube, Facebook, TikTok, and Instagram. However, hashtags nowadays serve not only as topic identifier, but also pragmatics marker (Laukkanen, 2016; Scott, 2015). Scott (2015) argues that hashtags can be used as guidance to understand SMU's interpretation and inferential process. Besides that, he adds that hashtags play role as stylistic tool in which enable SMU to maintain personal and informal tone in posts.

On Monday 15th November 2020 at 0.00 UTC (Universal Time Coordinated), #IndonesiaTerserah reaches the highest place of trending hashtag on Twitter in Indonesia. It is the second time that the hashtag becomes the trending in 2020. The same hashtag became trending for the first time in May, 2020. Dzulfaroh (2020) reports that dr.Tirta, a COVID-19 volunteer and influencer, starts to reuse the hashtag again on Twitter and around 45,000 Twitter users also use the hashtag in their tweets. Dzulfaroh adds, dr. Tirta addresses his tweets to the government, expressing his concern on how government handles two mass gathering incidents in Soekarno Hatta airport on 10 November 2020, and Petamburan on 14 November 2020.

The hashtag represents the anger of Twitter users. They convey and construct their sentences in their posts to express emotion in conversational-like interaction. However, with limited characters, 280 characters in each tweet and 2,400 tweets in a day (Twitter, 2019), Twitter users get used to optimize their sentence in each post to express emotion. This is how the use of social media influences the language usage (Chatfield, 2013; Scott, 2015). Chatfield (2013, p. 2) further adds that "The future of written words lies onscreen - and these screens are steadily transforming not only how we communicate, but what we mean and think". Therefore, each twitter users rely on how they understand and interpret each other's' tweets.

Using the pragmatic markers, each twitter user always has options to make their tweets either more or less explicit to the meaning. In #IndonesiaTerserah tweets, Twitter users try to express their concern about the situation. Some express explicitly, some tweets require further interpretation. Therefore, this study attempts to discover how Indonesian twitter users' express anger in tweets using twitter trending hashtag #IndonesiaTerserah on November 15th, 2020 focusing the analysis of the intention of anger expression and identifying the form of pragmalinguistics. The interpretation entails the analysis of text, and the addressing by answering following research questions 1.) What is the intention of the anger expression? 2.) What are the pragmalinguistics form of anger expressions in #IndonesiaTerserah?

Some studies have been done in investigating the pragmatics of anger expression. Indrianingsih (2017) uses Madow's pragmalinguistics form of anger to investigate anger expression in crime movies. Dikhawati (2019) investigates the implicature and maxim violation of anger comments in Donald Trump's Instagram account. Still working in anger expression on social media, Suwarno (2020) investigates the anger expression in Senator Fraser Anning's Facebook. The similarities between those three studies are the analysis involves pragmalinguistics, using speech acts to reveal intention and implicature. Identifying illocutionary in speech acts is indeed important step in investigating meaning of utterance in Pragmatics.

Illocutionary Acts

Speakers express their intended meaning, assumption, and perform action of what they say using utterance. This utterance is called as speech acts. Yule (1996, p. 47) defines speech acts as "actions performed via utterances" and explains the five-general classification of speech acts:

- 1.) Declarations, speech acts that change the world.
- 2.) expressive, speech acts of feeling.
- 3.) Representatives, speech acts that state what the speaker believes to be the case.
- 4.) Directives, speech acts that speaker uses to get someone do something.
- 5.) Commissives speech acts that show the act of commit. These categories also show the specific purposes that the speakers intended to express or known as illocutionary act.

The illocutionary act is analyzed in order to understand the intended meaning of as well as the function of utterances. Context of utterances is entailed in analysis of illocutionary acts due to the fact that context brings up information to sum up the intended meaning of the speakers.

Anger Forms

In understanding anger expression in #IndonesiaTerserah tweets on Twitter, Madow's theory of pragmalinguistics form of anger will be used. Madow, as quoted by Indrianingsih (2017), classifies anger into three categories:

- 1) direct forms (DF), such as critical, name calling, hatred, disgust, verbal cruelty, fault finding, accusing people, revengeful.
- 2) thinly veiled forms (TVF), such as skeptical, irritable, distrustful, cynical humor, argumentative.
- 3) indirect forms such as silence, little communication, crying, depression, distracting activity.

Considering the categories of anger expressions and factors that influencing the emerge of anger expression, this research has purpose to to identify the illocutionary act to find the intention by Yule (1996) and pragmalinguistics forms of anger expressions in #IndonesiaTerserah on Twitter.

METHOD

This study belongs to descriptive qualitative study. The findings of research is presented in description of two points, the illocutionary acts, and pragmalinguistics form that arise from anger expressions in #IndonesiaTerserah tweets on Twitter. The object of the study is the anger expression in #IndonesiaTerserah tweets on Twitter. The data of the research are utterances containing anger expression used in the tweets with #IndonesiaTerserah on Twitter. To provide the sufficient data for the research, 30 tweets with most engagement or most commented are chosen.

The data are collected using Twitter Archiver Program (API) on 15 November 2020 as the hashtag reach the top trending in Indonesia. The analysis uses the most engaged, commented, liked, retweeted 30 tweets. Pragmatic analysis is applied in analyzing the data. The steps of analysis are: First, to identify and analyze the the illocutionary act of the anger expression found in the tweets of #IndonesiaTerserah using the theory proposed by Yule (1996). Secondly, to identify and analyze the pragmalinguistics of anger expression by Madow as quoted by Indrianingsih (2017).

FINDINGS AND DISCUSSION

Based on research questions, the findings is presented in two parts, the discussion of illocutionary acts or speech acts categories of anger expressions in #IndonesiaTerserah tweets on Twitter and the analysis of pragmalinguistics form. The findings are as follows:

Illocutionary Acts

The types of illocutionary acts are also said as the types of speech acts (Yule, 1996), namely representatives, directives, commisive, and expressive. The summary on the findings

of the speech acts/ illocutionary act of anger expression in #IndonesiaTerserah tweets on Twitter are presented in the following table:

Table 1. Illocutionary Act

No	Illocutionary Act	Frequency	Percentage
1.	Representatives	18	
	stating	11	36.7%
	description	4	13.3%
	Notifying	2	6.7%
	predicting	1	3.3%
2.	Expressive	9	
	irritated	4	13.3%
	fatigue	2	6.7%
	ashamed	2	6.7%
	Dislike	1	3.3%
3.	Directive	3	
	requesting	2	6.7%
	commanding	1	3.3%
	Total	30	100%

The findings shows that the most dominant illocutionary act in tweets using #IndonesiaTerserah on Twitter is representative that consists of stating as 36.7% of all data, description 13.3%, notifying as much as 6.7% and predicting 3.3%. Next, is expressive illocutionary act that consists of irritated as much as 13.3%, mentally fatigue and ashamed are equally distributed as much as 6.7% for each, and last expression of feeling ashamed as much as 3.3%. The last illocutionary act is directive. It consists of requesting as much as 6.7% and commanding 3.3%.

Declarative illocutionary act is not found in the data. It is because the declaration statement which changes the world situation requires special institutional role of the speakers (Yule, 1996, p. 53). On the other hands, the twitter users who use #IndonesiaTerserah on their tweets do not possess such roles. Their tweets show no relation to institutional context statement. Instead of that, Twitter users post their tweets in the form of statements and opinions. The illocutionary of the tweets reflect that Twitter users state the fact that they know and elaborate with their opinions regarding the issues.

The finding suggests that Twitter users mostly use #IndonesiaTerserah to state their opinions and comments, for example:

(1) “#IndonesiaTerserah ini bukan soal cebong kampret. Ini soal kemanusiaan. Ini soal keadilan. Ini soal pengorbanan.”

(2) “It’s not about politic anymore its common senses!!! Whats not clicking for no large gathering???? #IndonesiaTerserah”.

Regarding the feeling, Twitter users mostly feel irritated. They express their feeling using swearing or offensive words, such as the following tweets:

(3) Asu kesel tenan aku cok mbendino kuliah daring #IndonesiaTerserah Cok Tenan Asulah

(4) Just wanna say “bangsat” #IndonesiaTerserah

Directive illocutionary act is also demonstrated in the data. Most of directive illocutionary act shows requesting. It reflects that the Twitter users actually show expectation to the addressees, Mr. President and DKI Jakarta Governor, to be firmer in handling the incidents of large gathering. The requesting is expressed in the following tweets:

(5) @aniesbaswedan Tegas dong #Petamburan #IndonesiaTerserah

(6) Jika Begini, Mohon Pak @jokowi Presiden Indonesia untuk mencabut Semua Satuan Gugus Tugas dan aturan PROKES di Indonesia. Stop Anggaran, Jangan buang2 lagi atas nama Pengendalian atau Pemulihan Ekonomi Nasional!!!

Pragmalinguistic Form

The pragmalinguistics form of anger expression is divided into three categories, namely DF, TVF, and indirect forms. The findings show that only two categories showed up, DF and TVF. As the name suggests, direct forms (DF) of anger expression show the direct anger expression. TVF reflects that the speakers try to cover up the anger in the context.

Table 2. Pragmalinguistics Form of Anger Expression

Pragmalinguistics Forms	Frequency	Percentage
TVF	17	
Cynical humor	6	20
Distrustful	5	16.7
Irritable	3	10
Argumentative	2	6.7
Skeptical	1	3.3
DF	13	
Hatred	7	23.4
Disgust	3	10
Critical	1	3.3
Accusing people	1	3.3
Name calling	1	3.3
Total	30	100

The findings shows that the most dominant pragmalinguistic forms in tweets using #IndonesiaTerserah on Twitter is TVF that consists of cynical humour as 20% of all data, distrustful 16.7%, irritable as much as 10%, argumentative as much as 6.7% and sceptical 3.3%. Next, is DF that consists of hatred as much as 23.4%, disgust as much as 10%, and critical, accusing people, and name calling are equally distributed as much as 3.3% for each. Indirect form is not found in the data. It is because the indirect forms require direct action, rather than verbal or written language.

The finding suggests that Twitter users mostly use #IndonesiaTerserah to express their anger in cynical humour. As much as 20% of the data reflects the use of cynical humour to express anger. There are several possible reasons why people use cynical humour to express anger. Using cynical humour or sarcasm is aimed to get the message more straightforward to the addressee (Knoblock, 2016), and to show the evaluation of a problem (Angraini, 2017; Cahyani, 2017). The use of cynical humour in tweets is seen in the following statements:

(7) “Alasannya sering kali kudengar.. Alasannya sering kali kau ucap.. Kau dengannya seakan ku tak tahu.. Sandiwara apa yang telah kau lakukan Kepadaku.. (Sandiwara Cinta-Republik) - nyanyi dulu biar gak tegang #IndonesiaTerserah”

(8) “COMING SOON: SUPER CLUSTER PETAMBURAN #IndonesiaTerserah”.

(9) Super Good News Indonesia (Bebas dari Virus korona/ covid-19: wedding party 10k people is OK, Govt gives 10K face masks free, Sanitizer free. Everything free. Free. Free. (But... Why the poor people speechless?) #IndonesiaTerserah #endlockdown #PSBBSELESAI

Considering the content of the tweets, the reason Twitter users use cynical humor is to get their message more straightforward to the addressee.

Hatred statements in tweets dominate the direct forms of anger expression. Hatred statements show strong dislike feeling toward the addressees. However, the statements are not

aimed to loathe and make someone's feeling bad. The use of hatred in tweets is aimed to express anger, for example:

(10) "The joke is on you #IndonesiaTerserah"

(11) "This is a full of bullshit #IndonesiaTerserah"

CONCLUSION

Some conclusions can be drawn from the findings of the research, they are as follow:

The finding shows that the most dominant illocutionary act in tweets using #IndonesiaTerserah on Twitter is representative that consists of stating as 36.7% of all data, description 13.3%, notifying as much as 6.7% and predicting 3.3%. Next, is expressive illocutionary act that consists of irritated as much as 13.3%, mentally fatigue and ashamed are equally distributed as much as 6.7% for each, and last expression of feeling ashamed as much as 3.3%. The last illocutionary act is directive. It consists of requesting as much as 6.7% and commanding 3.3%.

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Based on the findings of illocutionary act, the intention of using #IndonesiaTerserah in the tweets mostly is to state the fact and elaborate with their opinions regarding the issues. The irritated feeling dominates the intention of using #IndonesiaTerserah. However, they also express expectation to stakeholders to handle the issues better. Based on the findings on pragmalinguistics forms, the anger is expressed in thinly veiled form of cynical humor in order to make their message more straightforward to the addressee.

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