REFERENCES

- Akbari, 2002. The Realization of Politeness Principles in Persian. Karen's Linguistic Issues.
- Alaoui, 2011. Politeness Principle: A Comparative Study of English and Moroccoan Arabic Requests, Offers and Thanks. European Journal of Social Sciences.
- Ambuyo, et al., 2011. FTA and Standing Orders: 'Politeness or Politics' in the Question Time Discussions of the Kenyan Parliament. International Journal of Humanities and Social Science.
- Angelini, F., Marino, C. & Gini, G., 2022. Friendship quality in adolescence: the role of social media features, online social support and emotions. Curr Psychol.
- Aoki, 2010. Rapport Management in Social Talk of Japanese and Thai. International Pragmatics Association.
- Arafah and Hasyim. 2020. Linguistic Functions of Emoji in Social Media Communication. *Opcion*. 35. 20. Page number?
- Beebe and Takahashi, 1989. Sociolinguistic Variation in Face-Threatening Speech Acts. Springer Science and Business Media. New York.
- Brown, Penelope and Steven C. Levinson., 1987. Politeness. Cambridge University Press. Cambridge.
- Bührig and Thije, 2006. Beyond Misunderstanding: Linguistic Analysis of Intercultural Communication. John Benjamins. Philadelphia.
- Chen, 2012. Interacting in Pidgin Culture: Managing Rapport in Intercultural Communication. Projections No. 1 (2012) 31.
- Creswell, 1994. Research Design: Qualitative and Quantitative Approaches. University of Nebraska Lincoln. Nebraska.
- Creswell, 2014. Research Design: Qualitative, Quantitative and Mixed Method Approaches. Sage Publications, Inc. California.

- Culpeper, 2011. Impoliteness: Using Language to Cause Offence. Cambridge University Press. New York.
- Esbensen, 2009. The Use of Fuck as a Rapport Management Strategy in American and British English. Griffith Working Papers in Pragmatics and Intercultural Communication, 2, 2 (2009) 104 119.
- Filik, R., Turcan, A., Ralph-Nearman, C., Pitiot, A., 2019. What is the difference between Irony and Sarcasm? An FMRI Study. Cortex. 2019 Jun; 115: 112-122.
- Fraser, B., 1990. Perspectives on Politeness. Journal of Pragmatics 14, 2: 219 236.
- Gabriel, 1998. An Introduction to the Social Psychology of Insults in Organizations. Human Relations, Vol.51, No.11, 1998.
- Goffman, 1967. Interaction Ritual. Doubleday and Company Inc, New York.
- Goffman, 1972. Encounters: Two Studies in the Sociology of Interaction. Penguin Books Ltd, Middlesex.
- Green, Mitchell, 2021. Speech Acts. The Stanford Encyclopedia of Philosophy (Fall 2021 Edition). Edward N. Zalta (ed.).
- Grice, H.P., 1967. Logic and Conversation. Published as part one of Grice.
- Horn, L. and Ward, G., 2005. The Handbook of Pragmatics. Blackwell Publishing, New Jersey.
- Isik, 2003. An Investigation on Customer Interactional Principles and Face-Threatening Speech Acts Performance in Service Encounters: The Case of Turkish and English. Middle East Technical University, Turkey.
- lloh, 2021. Do It for the Culture: The Case for Memes in Qualitative Research. International Journal of Qualitative Methods Volume 20: 1-10
- Jay, T., and Janschewitz, K., 2008. The Pragmatics of Swearing. J. Politeness Res. Lang. Behav. Cult. 4, 267-288.

- Karimi, 2013. Web Mediated Communications Positive and Negative Effects. Master's Thesis in Informatics. University of Borås, Borås.
- Kemp, 2021. 2021 Social Media Users Statistics. [https://datareportal/social-media-users], [accessed: 21 August 2021].
- Kitamura, 2000. Adapting Brown and Levinson 'Politeness' Theory to the Analysis of Casual Conversation. Pdf file of the 2000 Conference of the Australian Linguistic Society.
- Krueger, 2008. Defining Relational Work. Online Publication. CYC Online.
- Lambertz, 2011. Back-channeling: The Use of Yeah and Mm to Portray Engaged Listenership. Griffith Working Papers in Pragmatics and Intercultural Communication, 4, 1/2 (2011), 11 18
- Leech, 1983. Principles of Pragmatics. Longman, London.
- Locher, 2013. Relational Work and Interpersonal Pragmatics. Journal of Pragmatics 58 (2013) pp. 145 149.
- Locher and Langlotz, 2008. Relational Work: at the Intersection of Cognition, Interaction and Emotion. Bulletin de Suisse Linguistique Applique (VALS ASLA) 88, 165 191
- Locher and Watts, 2005. Politeness Theory and Relational Work. Journal of Politeness Research.
- Longcope, 1995. The Universality of Face in Brown and Levinson's Politeness Theory: A Japanese Perspective. Longcope Politeness Theory (A pdf file).
- Lopez, 2008. Rapport Management under Examination in the Context of Medical Consultations in Spain and Britain. Revista Alicantina de Estudios Ingleses 21 (2008): 57 86.
- Măda Săftoiu, 2012. Review: Discourse Analysis; Pragmatics; Sociolinguistics. John Benjamins, Philadelphia.
- McCullouch, 2019. Because Internet: Understanding the New Rules of Language. NY: Riverhead Books, New York.

- Meredith, J., 2019. Conversation Analysis and Online Interaction, Research on Language and Social Interaction, 52(3).
- Nash, 2013. Blasphemy and Censorship. The Historical Importance and Active Models. Revue LISA/LISA e-journal [En ligne], Vol. XI n° 1 | 2013
- Planken, 2002. Face and Identity Management in Negotiation. Katholieke Universiteit Nijmegen, Nijmegen.
- Rahardi, 2020. Konteks dalam Perspektif Cyberpragmatics. Linguistik Indonesia, Agustus 2020, 151 163
- Reynolds, 1971. A Primer in Theory Construction. Collier Macmillan Publishing, London.
- Robinson et al, 2015. Saving Face: Managing Rapport in a Problem Based Learning Group. Active Learning in Higher Education, 16(1). pp. 11-24.
- Robson and McCartan, 2016. The Real World Research, Fourth Edition.

 Basil Blackwell Publication, Oxford.
- Salazar, 2009. The Role of Overlaps in Intercultural Workplace Interaction. Victoria University of Wellington, Wellington.
- Sampietro, 2019. Emoji and Rapport Management in Spanish Whatsapp Chats. Journal of Pragmatics 143 (2019) pp. 109 - 120
- Saunders M, Lewis P, Thornhill A., 2009. Research Method for Business Students Fifth Edition. Pearson Education, Essex.
- Schauer, 2009. Interlanguage Pragmatic Development. Continuum International Publishing Group, London.
- Schegloff, E. and Sacks, H., 1973. Opening up closings. Semiotica, 8: 289-327.
- Searle, J, 1969. Speech Acts: an essay in the philosophy of language. Cambridge University Press, Cambridge.

- Spencer-Oatey, 1997. Unequal Relationships in a High and Low Power Distance Societies: A Comparative Study of Ibtor-Student Role Relations in Britain and China. Journal of Cross-Cultural Psychology 28 (3), 284 302.
- Spencer-Oatey and Contributors, 2000. Culturally Speaking. Continuum Publishing Group, New York.
- Spencer-Oatey, 2002. Managing Rapport in Talk. Warwick: Journal of Pragmatics 34 (2002): 529 545.
- Spencer-Oatey and Jiang, 2003. Explaining Cross-Cultural Pragmatic Findings: Moving from Politeness Maxims to Sociopragmatic Interactional Principles (SIP). Journal of Pragmatics, Vol. 35 (No. 10 11). pp. 1633 1650.
- Spencer-Oatey and Xing, 2004. Managing Rapport in Intercultural Business Interactions: A Comparison of Two Chinese British Welcome Meetings. Journal of Intercultural Studies.
- Spencer-Oatey and Contributors, 2008. Culturally Speaking: 2nd Edition. Continuum Publishing Group, New York.
- Spencer-Oatey, 2011. Relational Concerns in Intercultural Workplace Teams. University of Warwick online Publication.
- Spradley, 1980. Participant Observation. Holt, Rinehart and Winston, New York.
- Syafruddin, S., Thaba, A., Rahim, A. R., Munirah, M., & Syahruddin, S., 2021. Indonesian People's Sarcasm Culture: An Ethnolinguistic Research. Linguistics and Culture Review, 5(1), 160 179.
- Szymczak, P., Sawicki, A. & Jaworski, M., 2022. How narcissists see the social world? Trust, cynicism, and trifurcated model of narcissism. Curr Psychol 41, 7105–7113 (2022).
- Tolstrup and Skouby, 2017. Cybersecurity and Privacy: Bridging the Gap. River Publishers, Gistrup.
- Vila-Lopez and Kuster-Boluda, 2018. Consumers' physiological and verbal responses towards product packages: Could these responses anticipate product choices? Physiology and Behaviour. An International Journal.

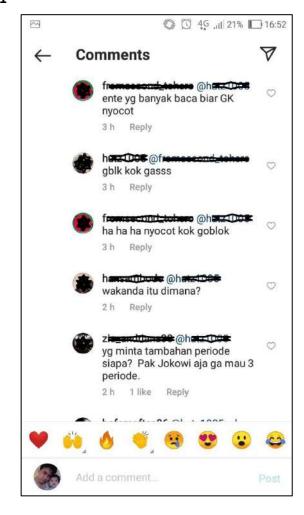
- Vuchinich, S., 1990. The sequential organization of closing in verbal family conflict. In A. D. Grimshaw (ed.)
 Conflict Talk. Cambridge: Cambridge University Press, 118-38.
- Weaver and Morrison, 2008. How Things Work; Social Networking. IEEE Computer Society, Vol. 41, p. 98.
- Yiqi, 2011. Gendered Discourse and Rapport Management in Hong Kong Beauty Spas. University of Hong Kong, Hong Kong.
- Yus, 2011. Cyberpragmatics: Internet-mediated communication in context. John Benjamins Publishing Company, Philadelphia.
- Yus, 2017. Cyberpragmatics: Internet-mediated communication in context (second edition). John Benjamins Publishing Company, Philadelphia.
- Zhu, 2012. A Study of Upward Request Emails: Managing a Harmonious Relationship in Three Academic Discourse Communities of Britain and China. The University of Sheffield, Sheffield, United Kingdom.
- Ziegler,1949. Differentiation between Sarcasm and Cynicism. Manuscripts: Vol.17, Iss. 3, Article 7. Accessed from: [https://digitalcommons.butler.edu/manuscripts/vol17/iss3/7].

Appendices

Screenshots of the Interactions

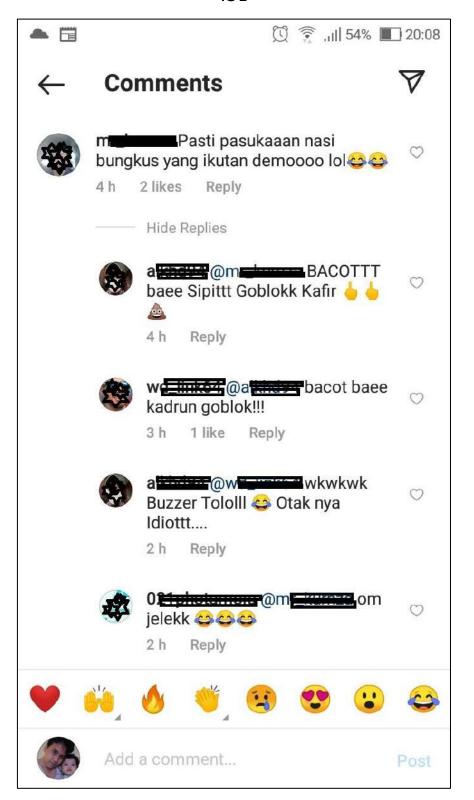
I. INSTAGRAM

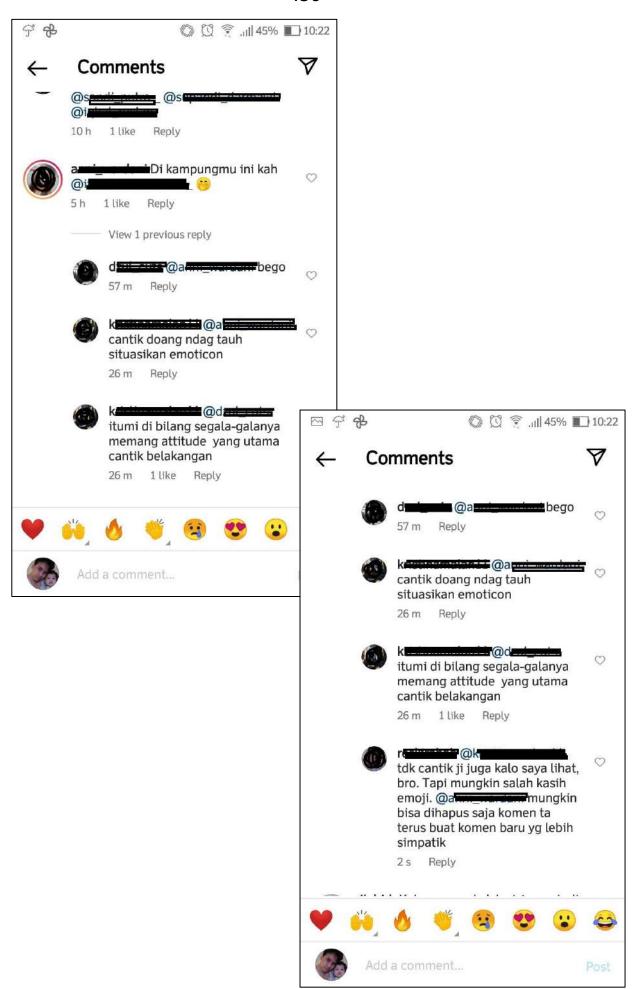


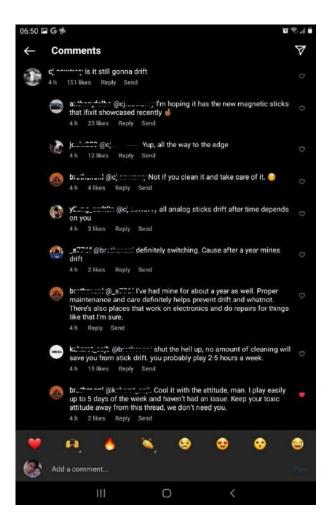


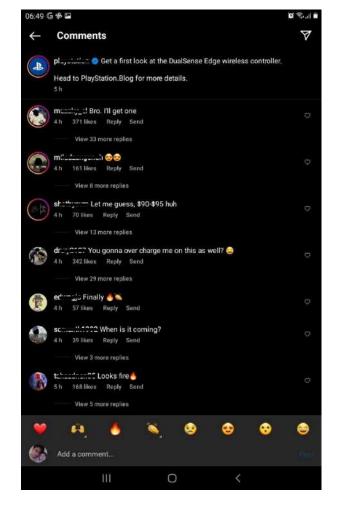




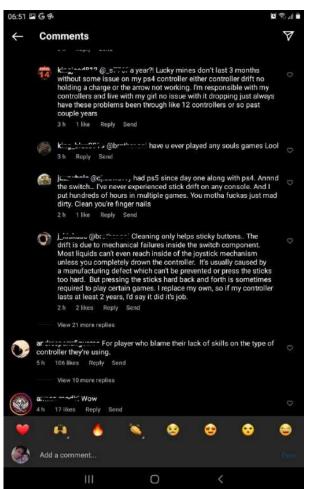


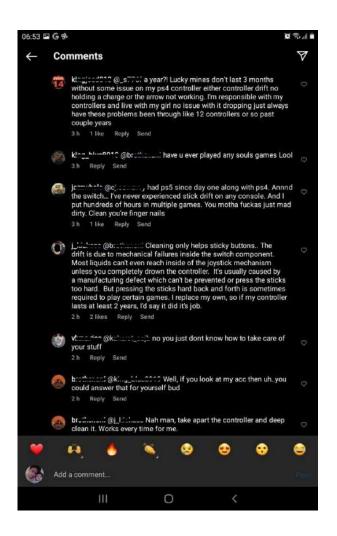


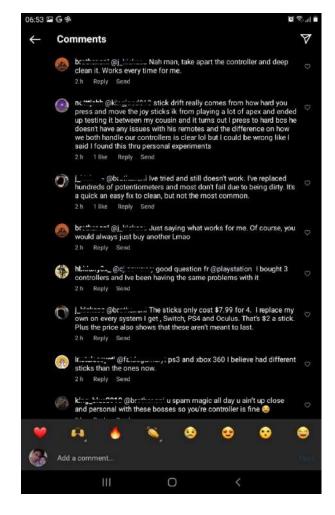




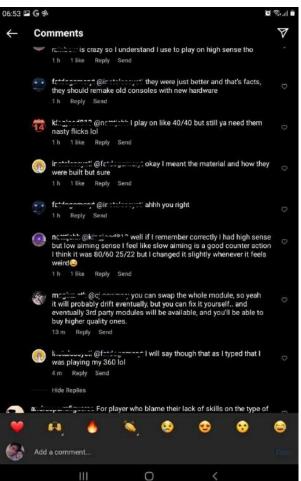


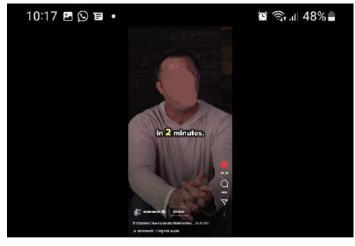










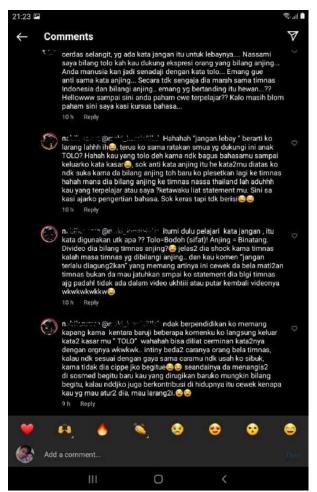


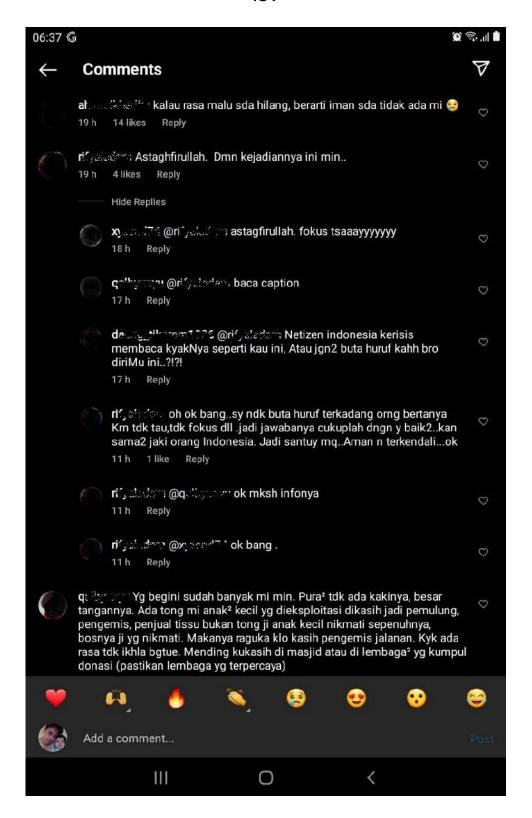




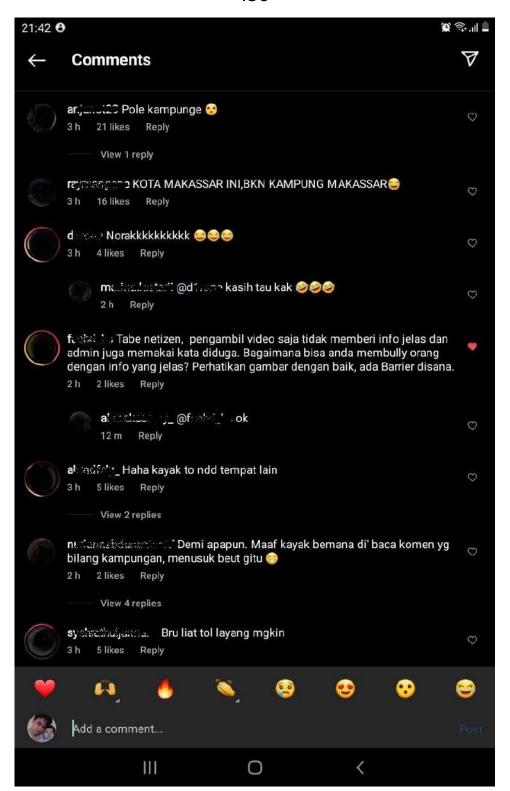


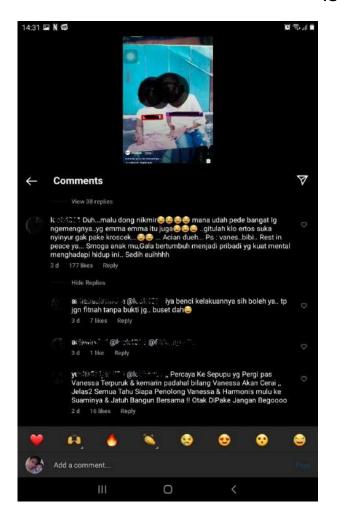


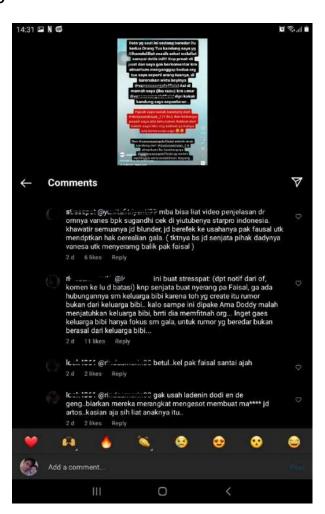


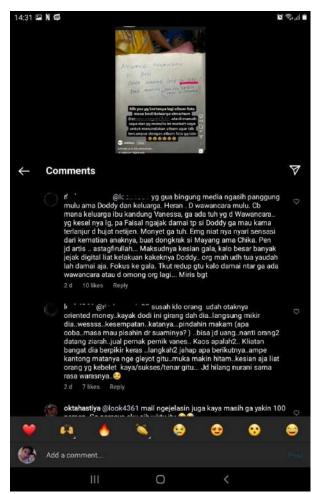


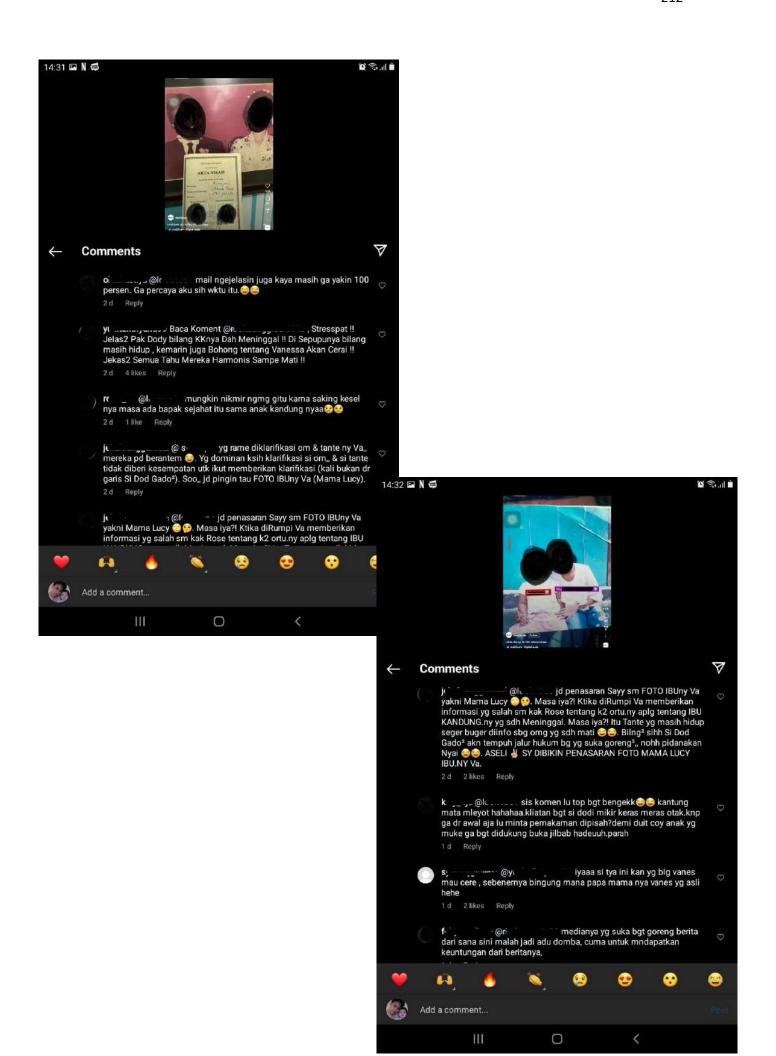
IG 8

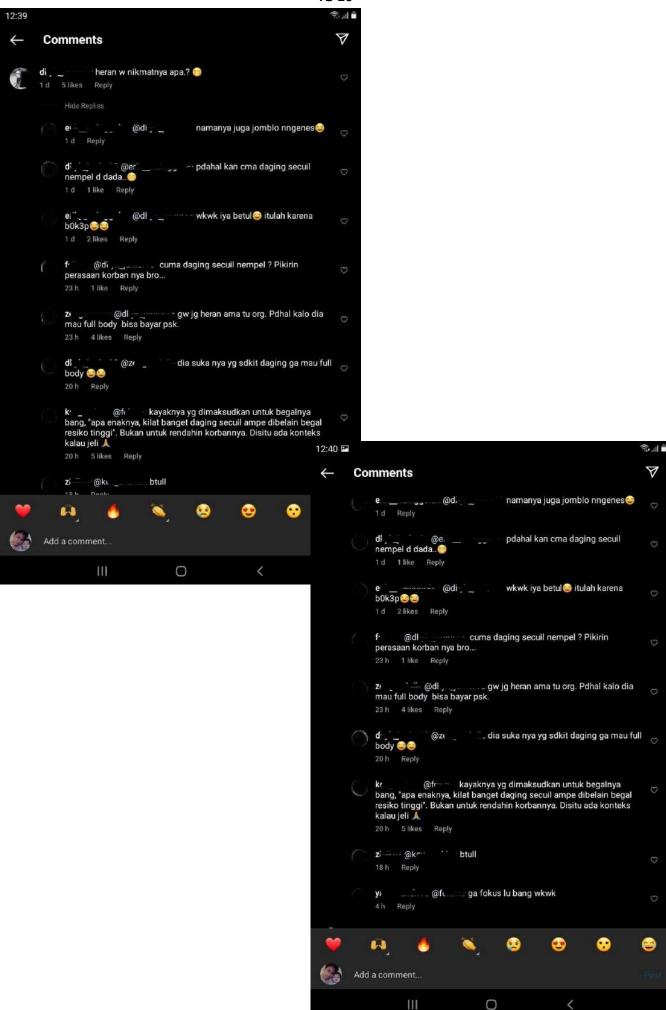








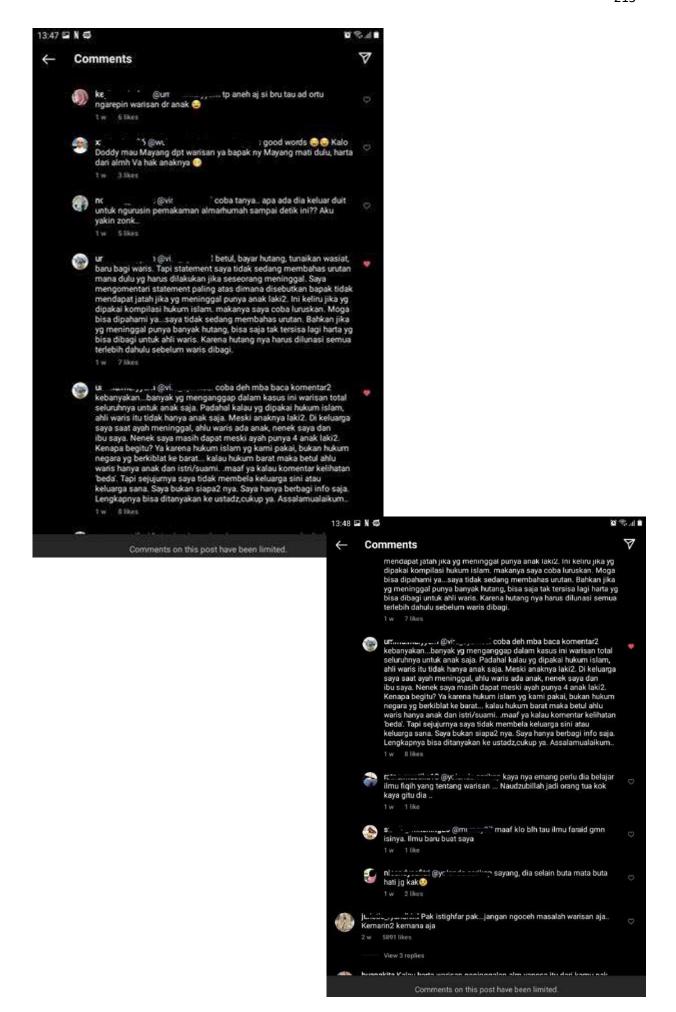


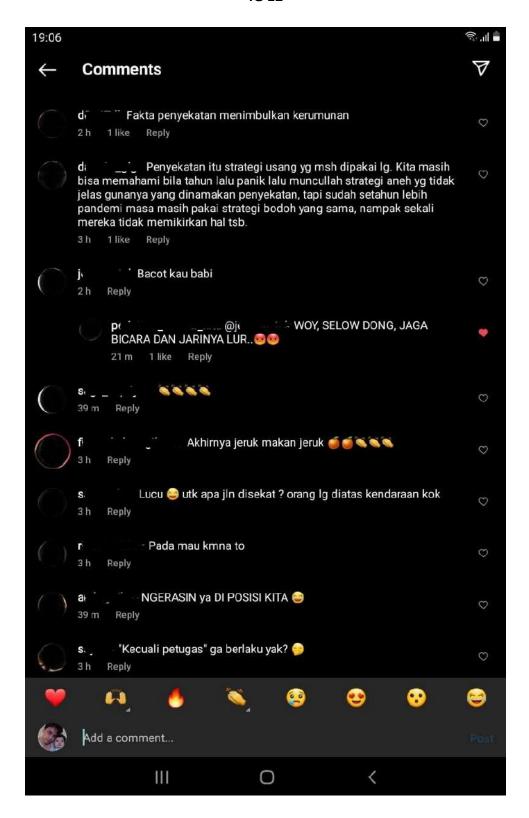




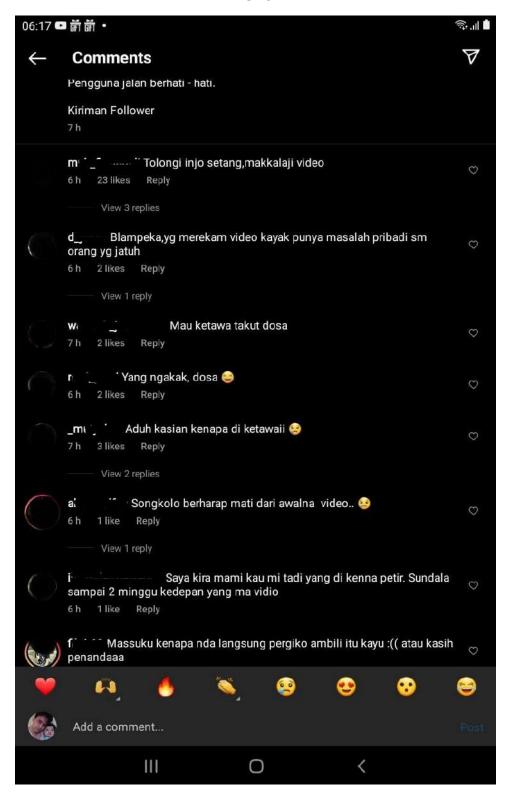




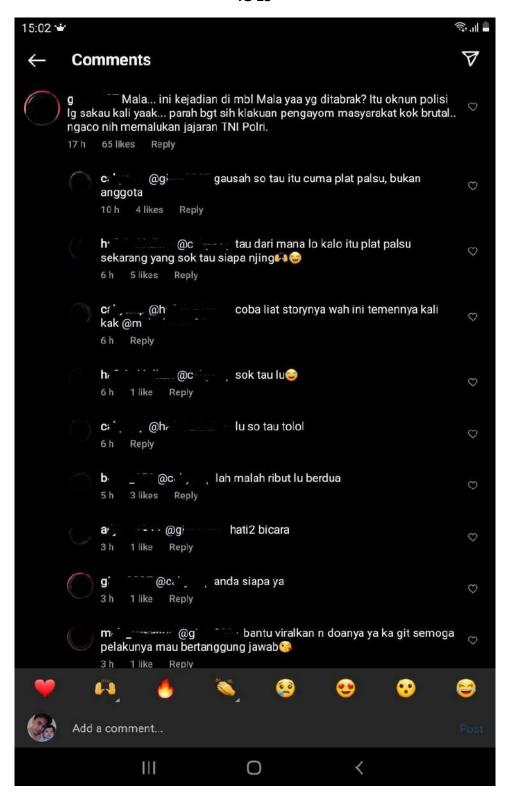


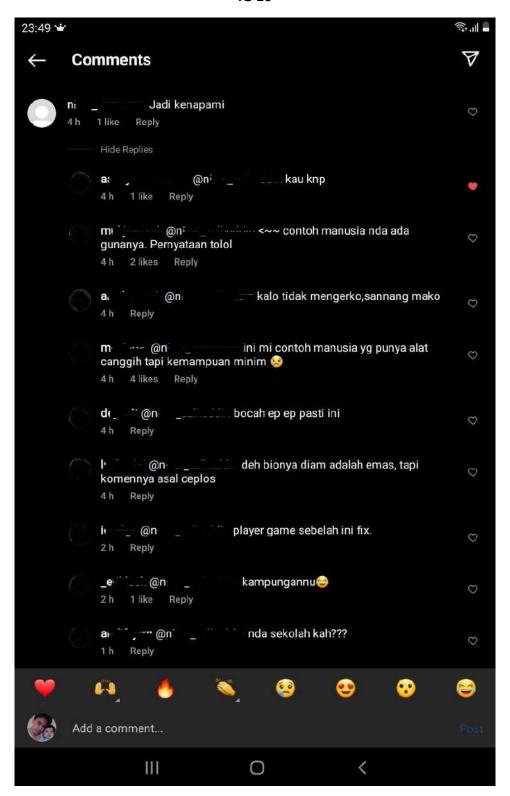


IG 13











08:19 🖼 🔯 🗞 📶 🖺			
+	Comments	7	
	c	0	
	m. eh iya yang bilang bacot ga bisa dimention, positif thinking aja, mungkin pas dikatain balik mentalnya lemah 🤣	Ø	
	2 w 2 likes Reply		
	t @m. Lah kan emang begitu, orang kalo kapasitas otaknya udah mentok kalo kalah debat pasti cuma bisa bilang 'bacot' 😂	Ø	
	2 w 2 likes Reply		
	r @k brrti sm.kek ariel. Brrti harus di penjara jg kn ?	O	
	1 w Reply		
	l @rr gatau saya bukan ahli hukum 😂 saya jg nanya ariel kenapa bisa dipenjara	O	
	1 w Reply		
	n@k 'itu namanya beda org beda nasip	Ø	
	1 w Reply		
	eva.susanti.3975 Hai anda tau dari mana kalo almarhum VA jual diri jaga ketikan mu	0	
	1 w Reply		
	arifabc @eva.susanti.3975 ga suka? Laporin aja. Bukti jelas ada mucikari juga, tertangkap tangan berdua di hotel tanpa status nikah waktu itu, baca ini : https://www.bbc.com/indonesia/indonesia -48757902	0	
	1 w 1 like Reply		
	n 🐧 🔌 🕹 😥 🙃	•	
	Add a comment	N) ₍₁	

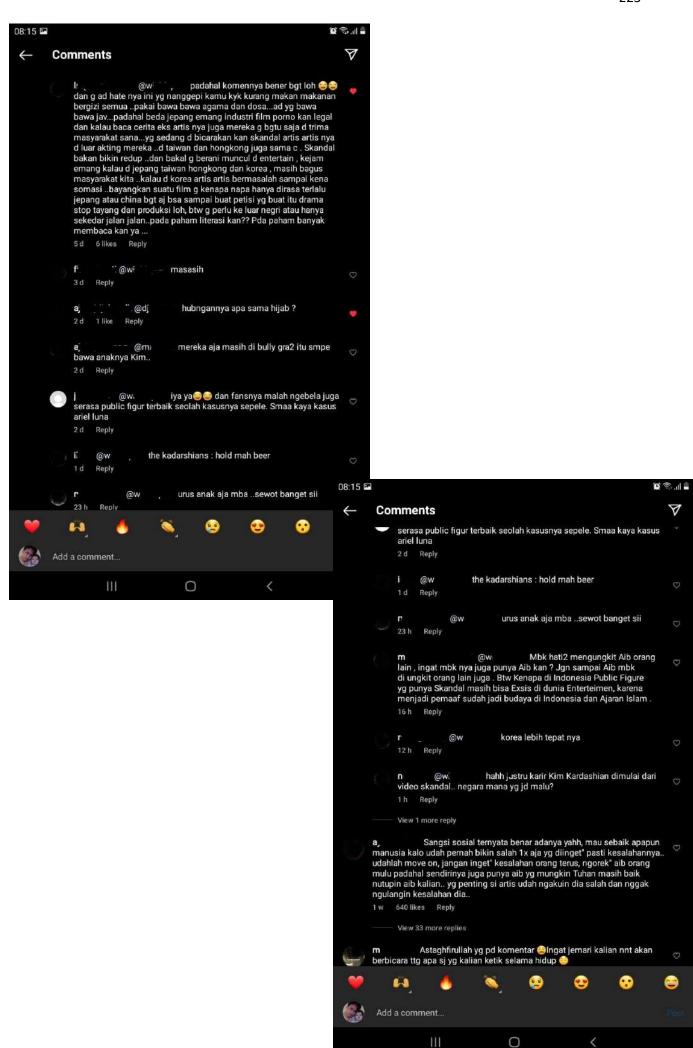
08:19 🖾	D.	क्रिया 🖺
← Co	mments	7
	b° . Si arif istrinya bekas lonet makanya begitu terluka 2 w $$ 11 likes $$ Reply	
(ik @l udh mba jgn marah2, sini cerita sm aku 2 w 1 like Reply	
(e @l. harusnya kasusnya emang sama ama va bukan sama dgn Ariel, G ini share video itu ke wa laki2nya, VA kan UU ITE share wa photo mandi dr hpnya (meskipun bukan va yg ngelakuin) 2 w 1 like Reply	
3	ri @bi '''' hahaha namanya ko gabisa disebut yak wkwk 2 w Reply	
0	le — tapi tadi dibilangnya va open BO. Sedangkan ga terbukti. Kan UU ITE foto bukan video syur. Lah ariel yg nyebarin bukan dia ko dia yg dipenjara ya⊚ terus G ngirim ke cowo nya dan kesebar tapi 22 nya aman yg dipenjara yg menyebarkan. Gatau dah	
	2 w 10 likes Reply	
(y . @b	
0	b''' @r''' komenan akun rusuh mah gitu sis, ngerusul tapi gamau kalo diserang. 2 w 2 likes Reply	0
0	ti @k si VA open BO 😂 😂 2 w Reply	
0	cintaelastria @lenyputrykusuma ki bahas sama sama cewe, aku salut	
•	raj 🔥 🔌 😥 😥 🙃	0
Add	a comment	
	III O <	



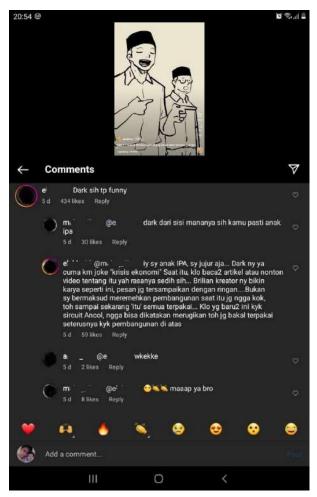


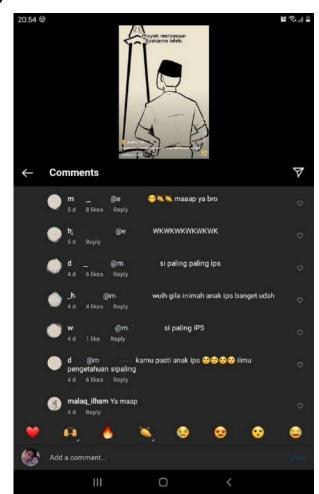


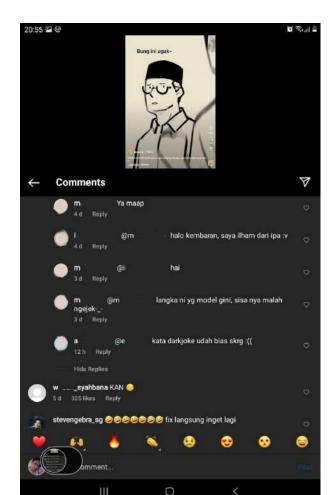


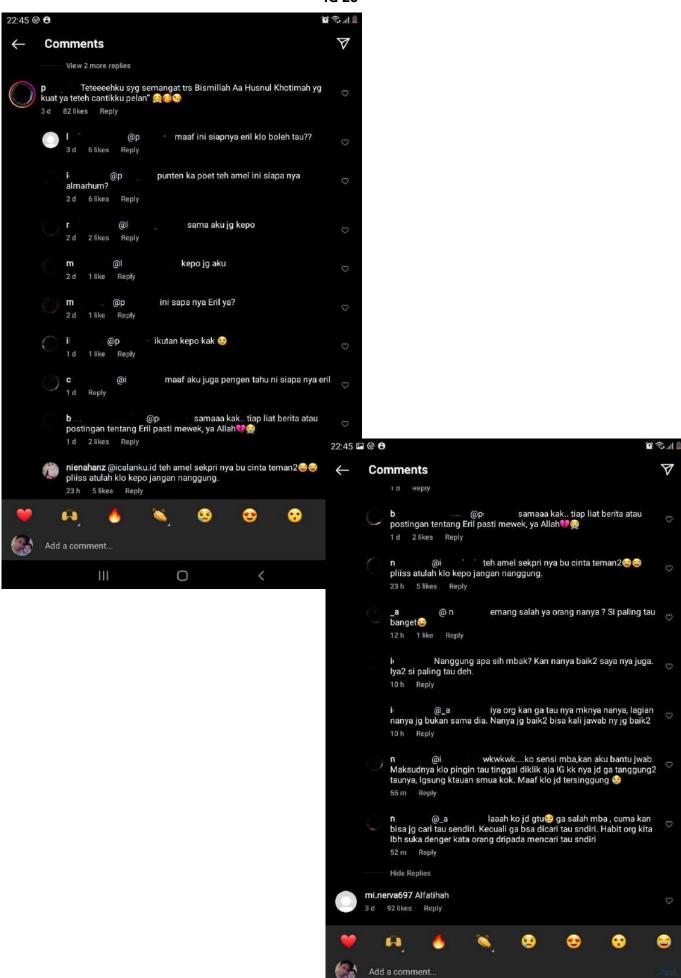


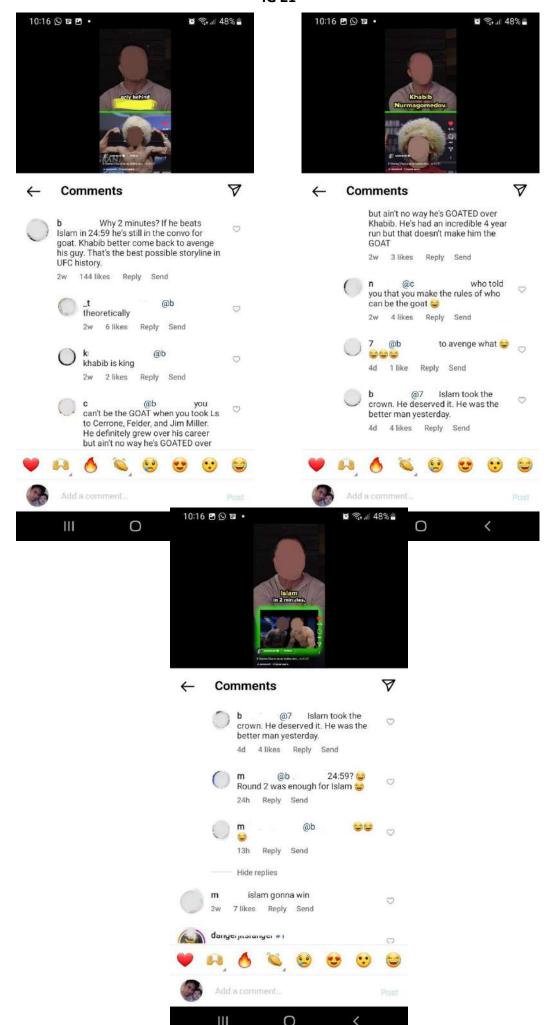
IG 19

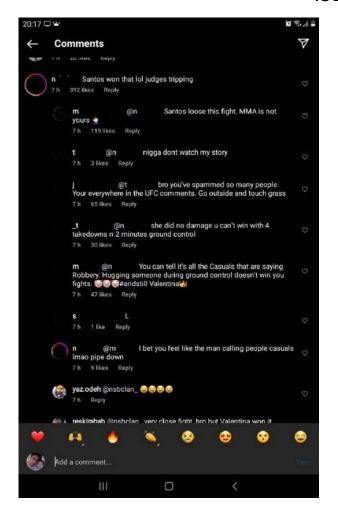






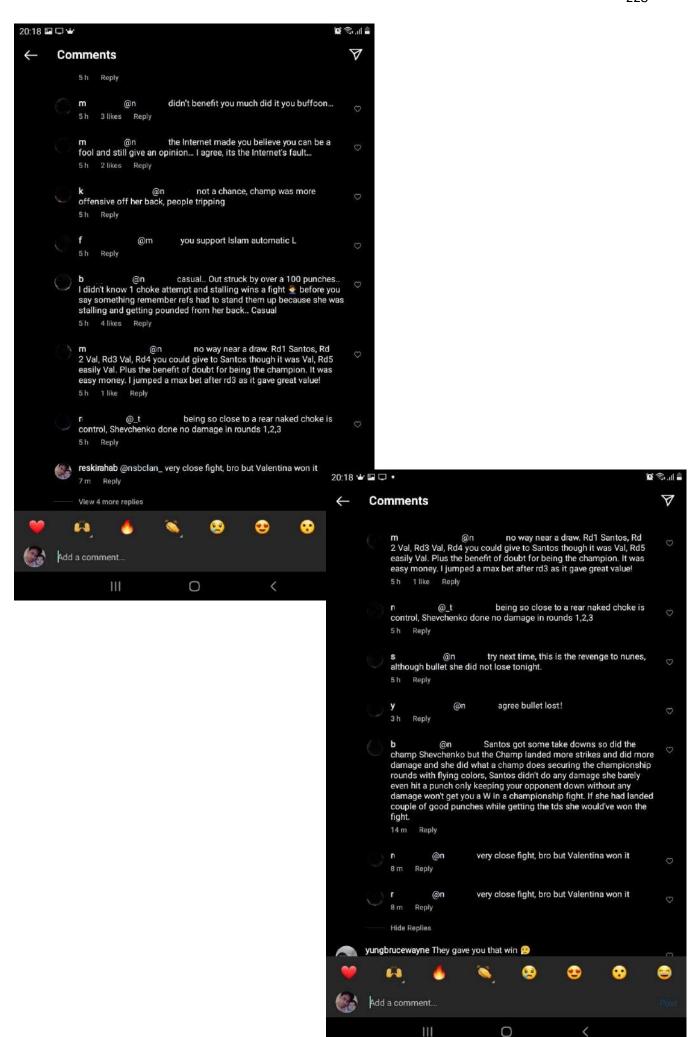


















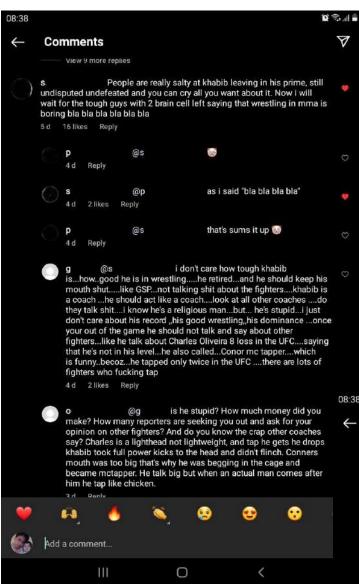


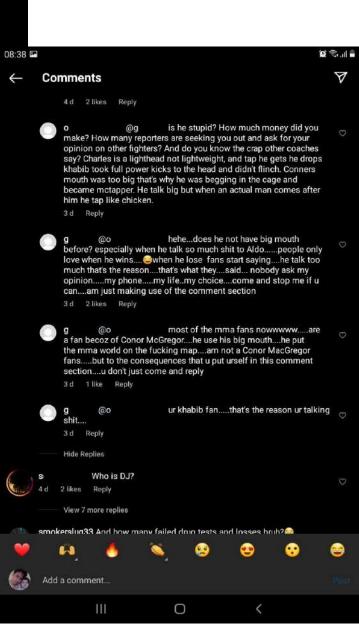


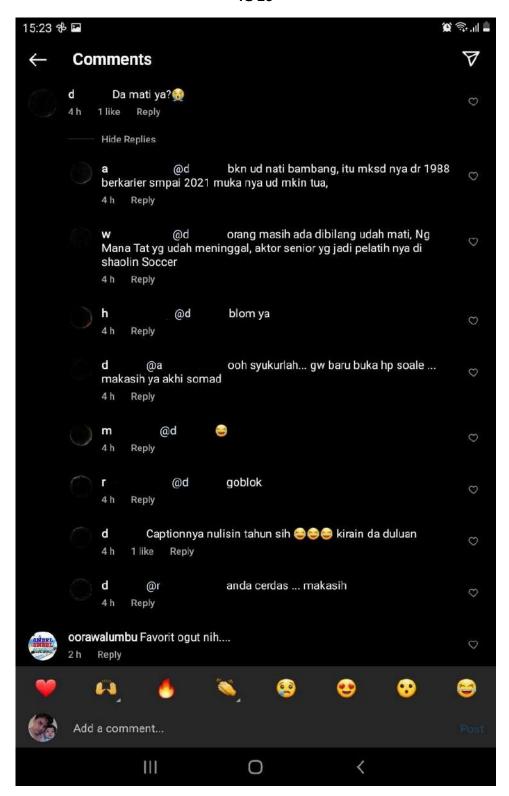


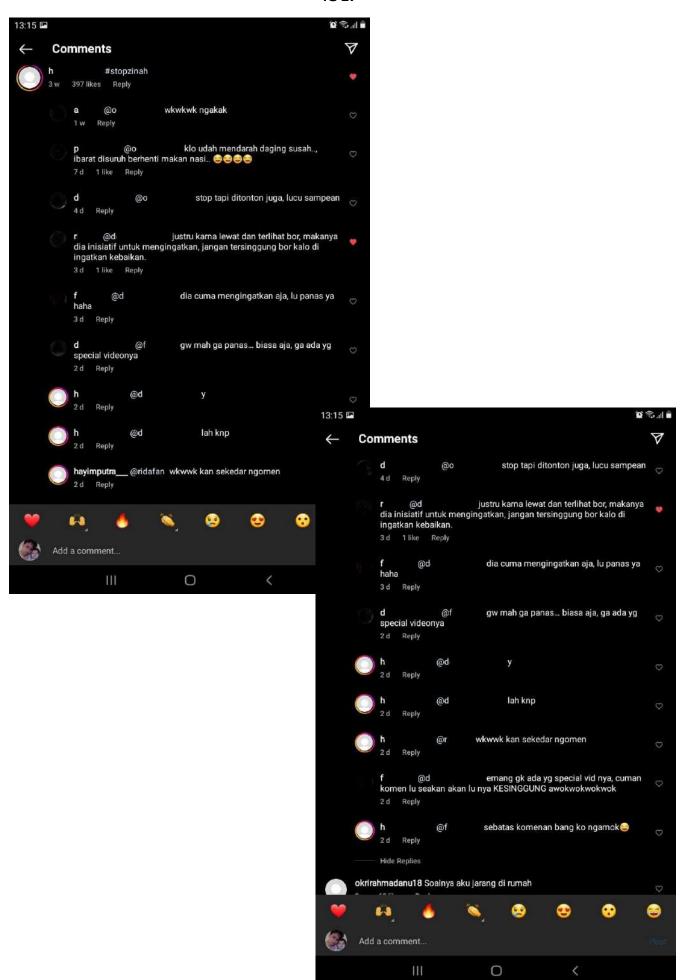


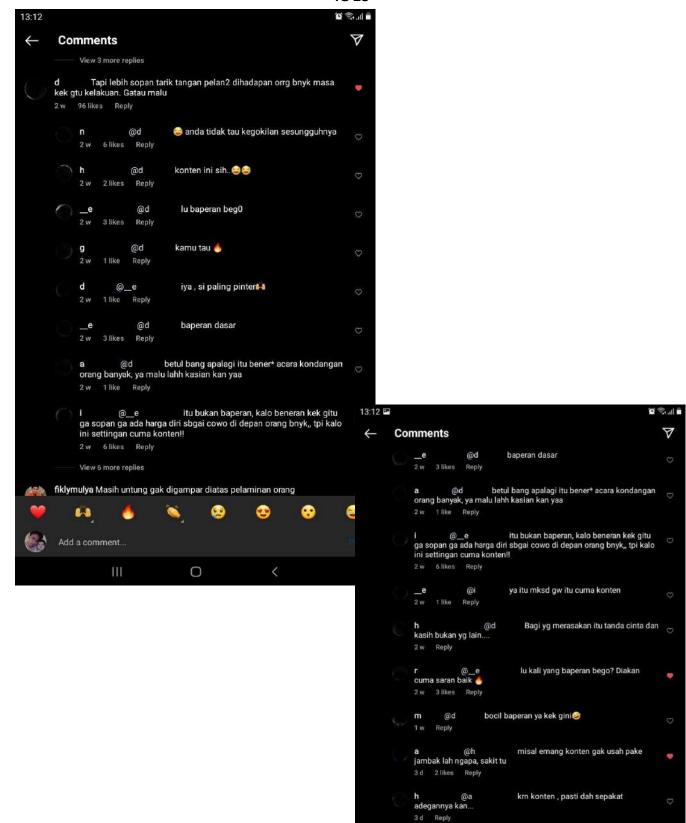








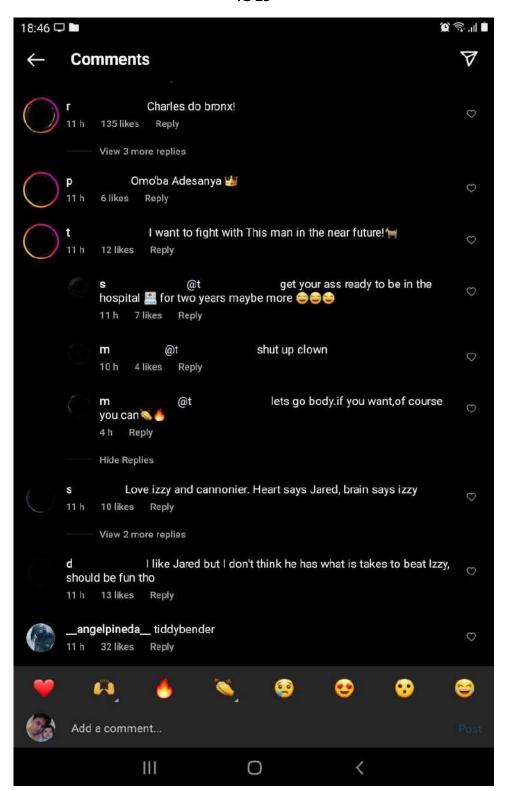


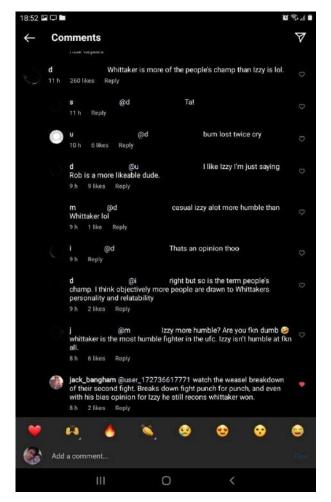


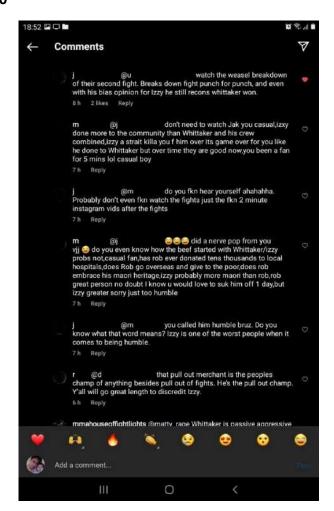
Hide Replies

0

-

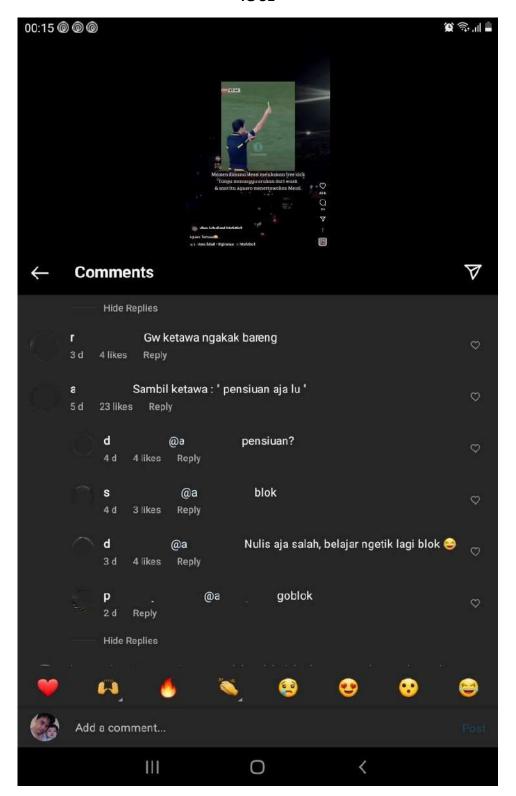








IG 31















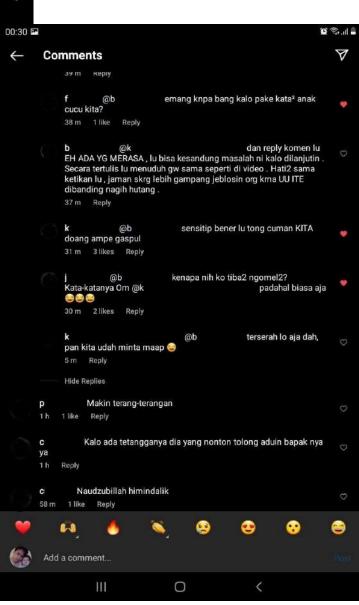








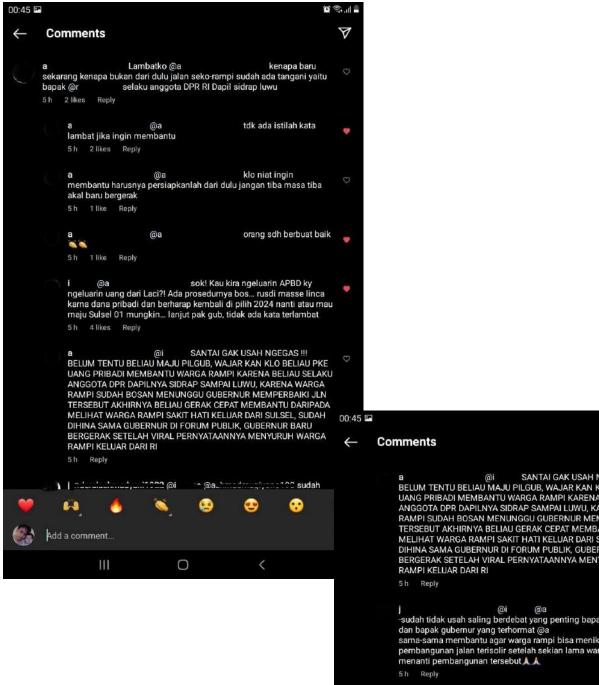




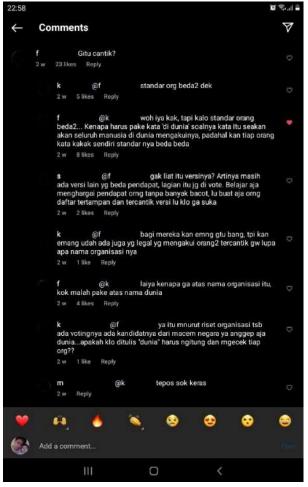
@ ® ...I =

V

IG 35



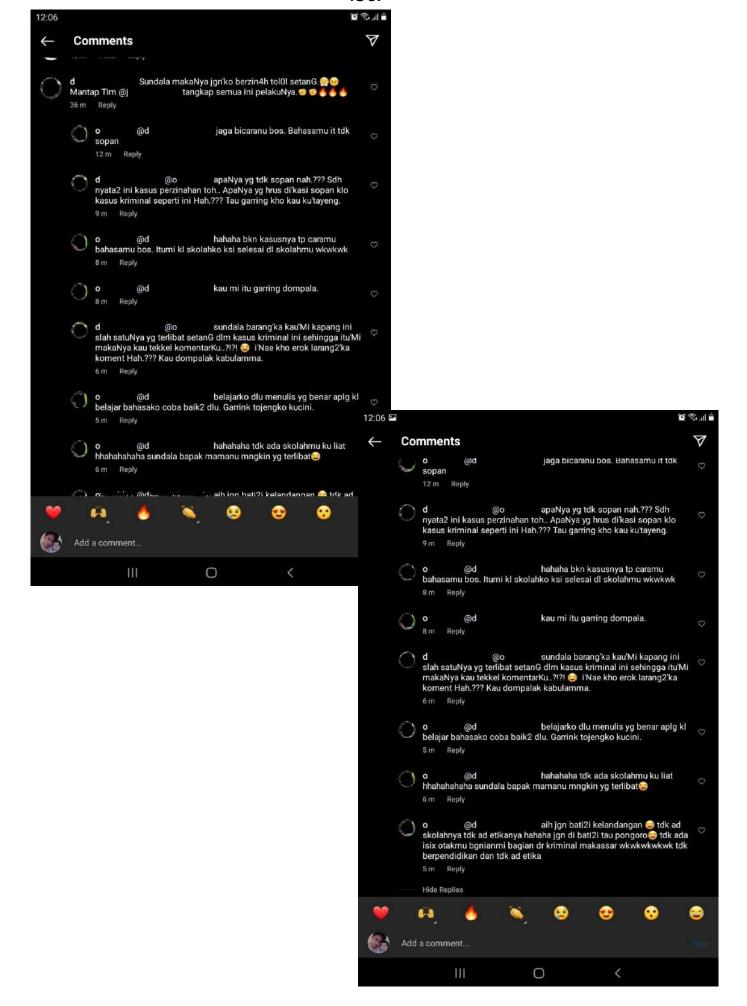
SANTAI GAK USAH NGEGAS !!! BELUM TENTU BELIAU MAJU PILGUB, WAJAR KAN KLO BELIAU PKE UANG PRIBADI MEMBANTU WARGA RAMPI KARENA BELIAU SELAKU ANGGOTA DPR DAPILNYA SIDRAP SAMPAI LUWU, KARENA WARGA RAMPI SUDAH BOSAN MENUNGGU GUBERNUR MEMPERBAIKI JLN TERSEBUT AKHIRNYA BELIAU GERAK CEPAT MEMBANTU DARIPADA MELIHAT WARGA RAMPI SAKIT HATI KELUAR DARI SULSEL, SUDAH DIHINA SAMA GUBERNUR DI FORUM PUBLIK, GUBERNUR BARU BERGERAK SETELAH VIRAL PERNYATAANNYA MENYURUH WARGA sudah j @i @a -sudah tidak usah saling berdebat yang penting bapak @r sama-sama membantu agar warga rampi bisa menikmati hasil pembangunan jalan terisolir setelah sekian lama warga rampi s @i masa gubernur kalah sama anggota dpr"uang pribadi poeng"salut sm RM 5 h Reply cocok skali X @a Reply apa nubilang itu kau, kau iyaa apa @a nukerja mana bantuanmu Kalo tidak ada ji jgnmko kasi jelek hasil kerjanya orang, itu bacot namanya 1 h Reply Hide Replies Jalan ka tawwa di pattallassang sama antang ciniki saii 46 m Reply Add a comment.. 0



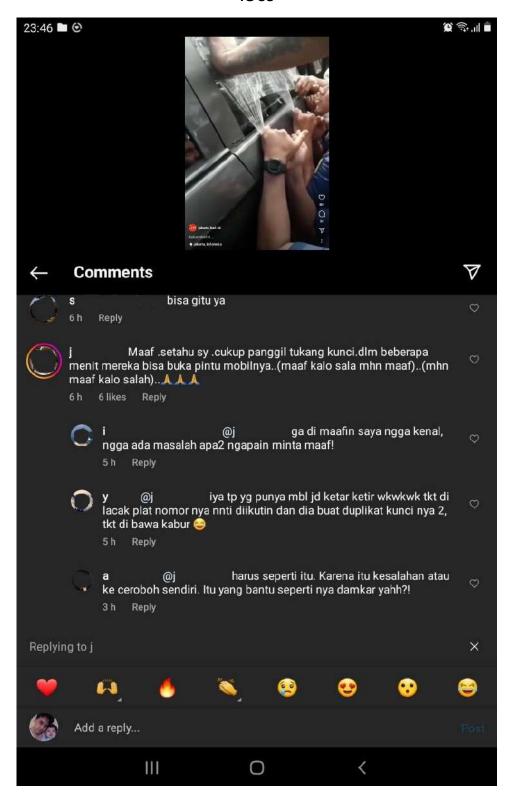


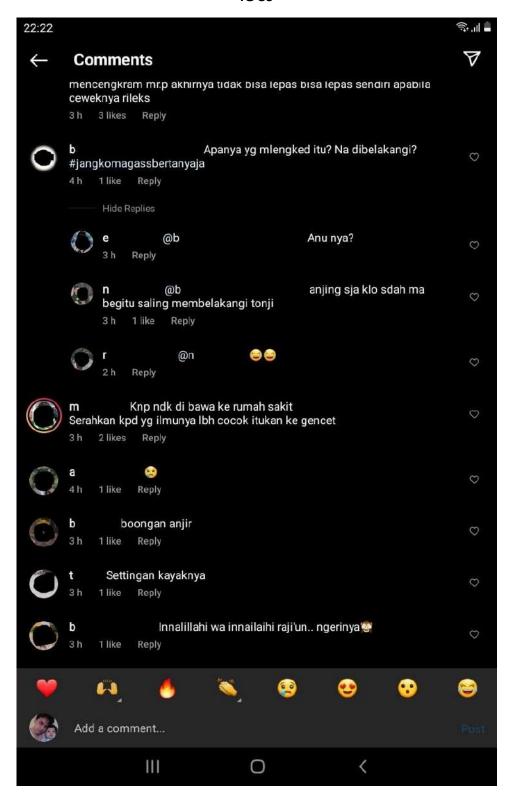
22:58	N R	all 🖹
\leftarrow	Comments	\forall
	2 w 1 like Reply	
	M @k tepos sok keras	
	c @m si Lisa mah jelas idol+ model,lah klo bohay mah berarti biduan 2 w Reply	
	f @c waduh, pernah liat arti jata idol di KBBI? 2 w Reply	
	c @f sama sekali tidak nyambung dengan pembahasan artike di atas,dan btw orang Korea pun bilang itu idol,idol dari bahasa mereka 2 w Reply	
	f @c lah bukannya idol dari bahasa inggris	
	f @c lisa pun bukan orang korea, kok malah nyambungnya ke korea	
	c @f beda negara beda arti,dikorea sendiri idol itu berarti selebriti dari sebuah grup entah girl grup atau boy grup,diindonesia pun ada acara pencarian bakat "Indonesia idol" apakah berarti "Indonesia berhala/disembah?" Kan bukan 2 w Reply	
	Les les les des les les les les les les les les les l	
*	· 🙉 🔞 🔌 \varTheta 🙃	•
	Add a comment	
	III O <	

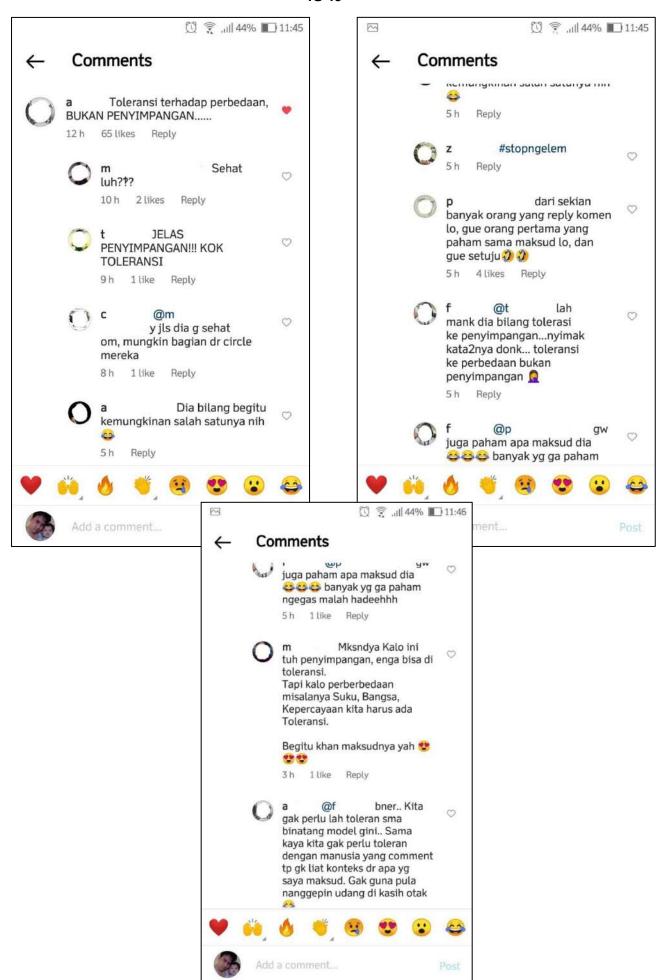


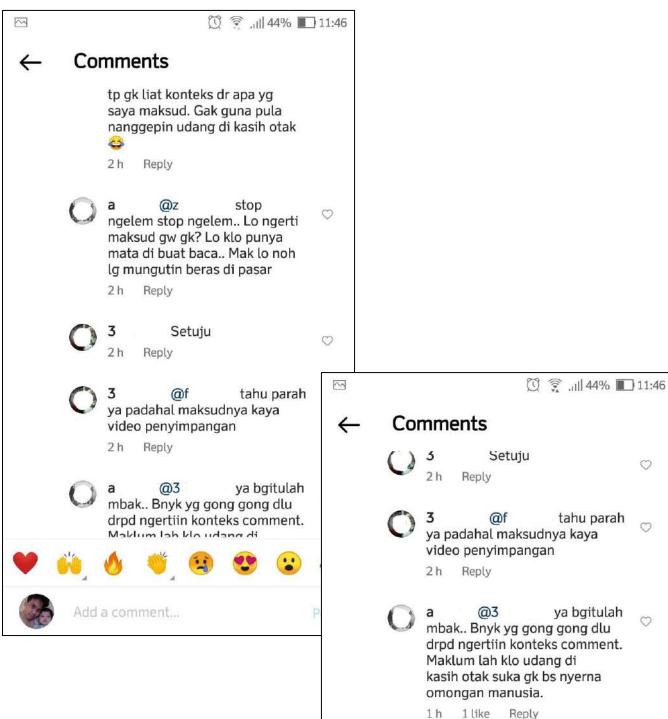


IG 38





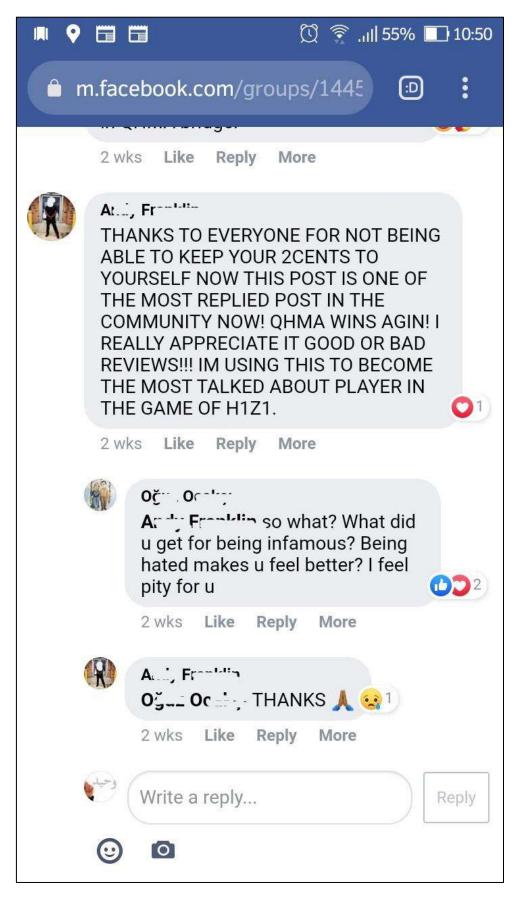




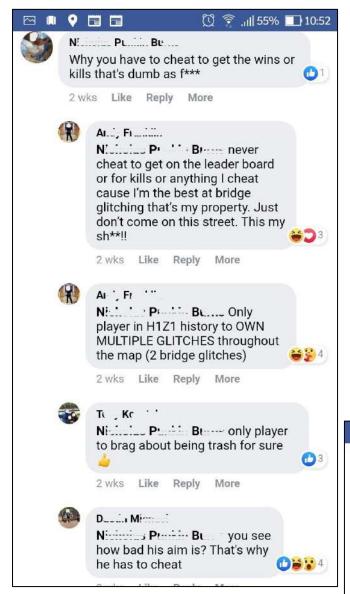


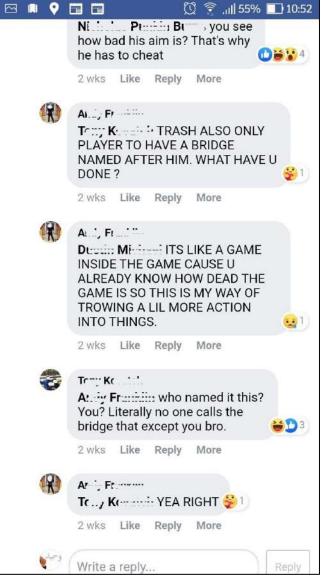
II. FACEBOOK

FB 1



FB 2





FB3













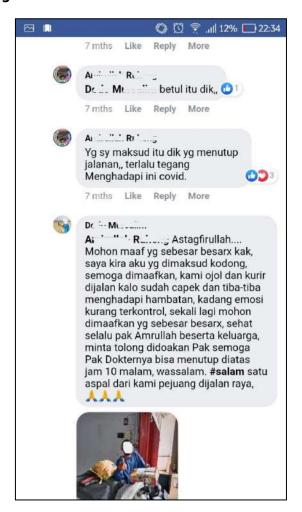


FB 4



FB 5







FB₆











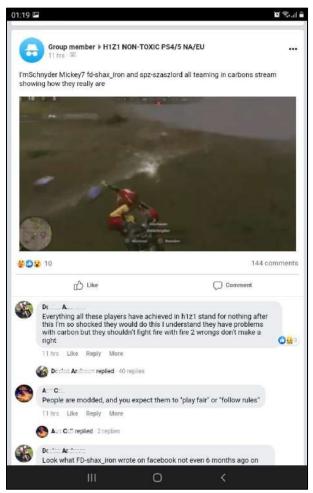
FB 7

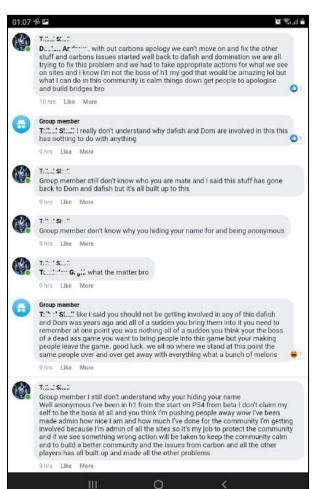




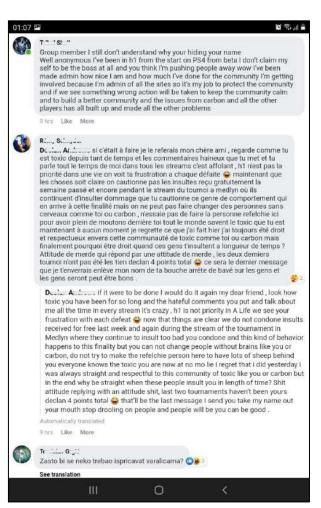


FB8

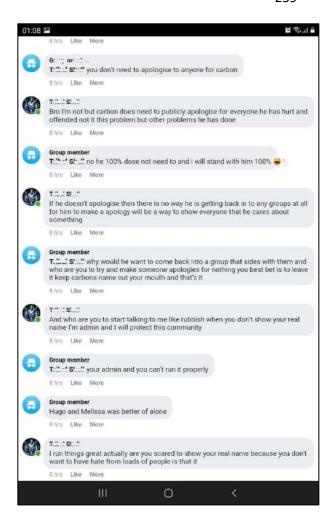


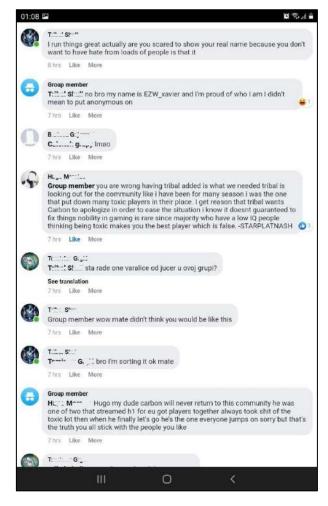


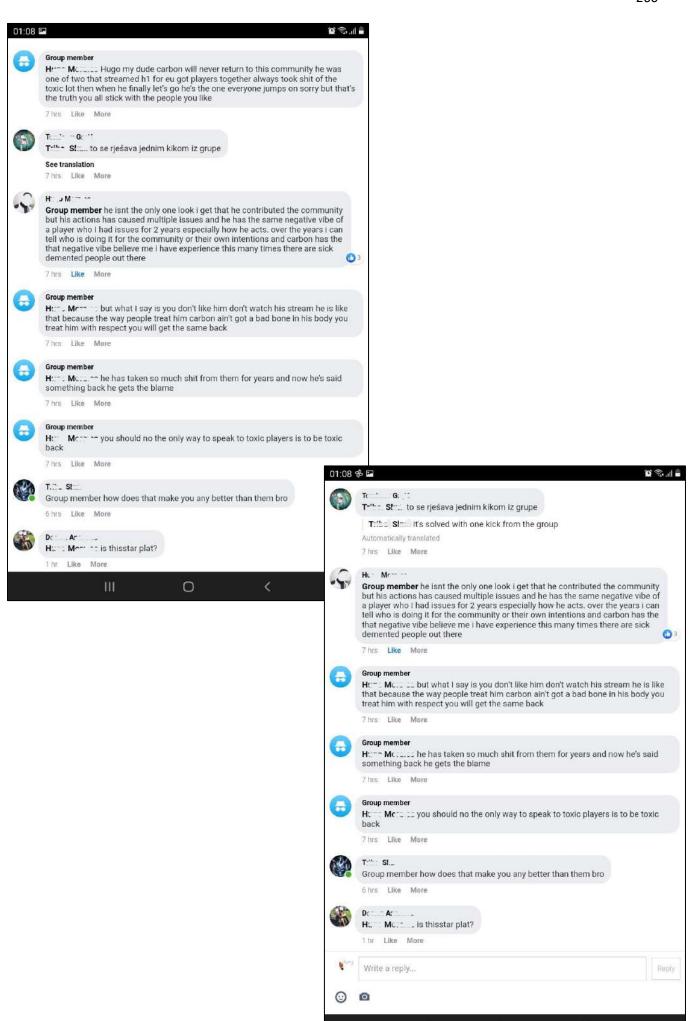












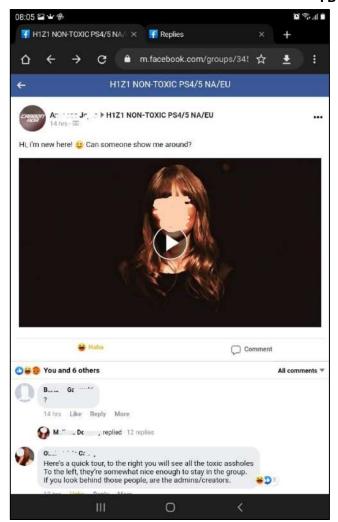
FB9







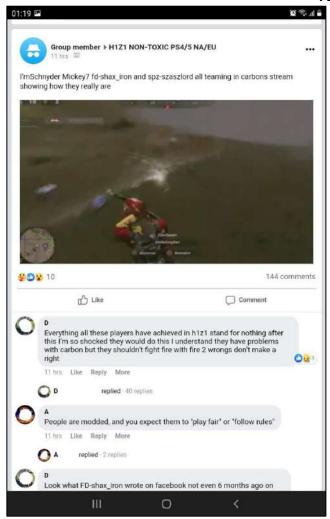
FB 10

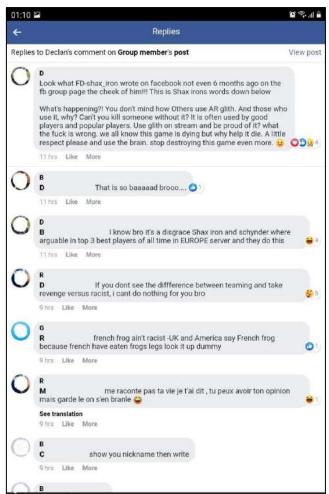






FB 11

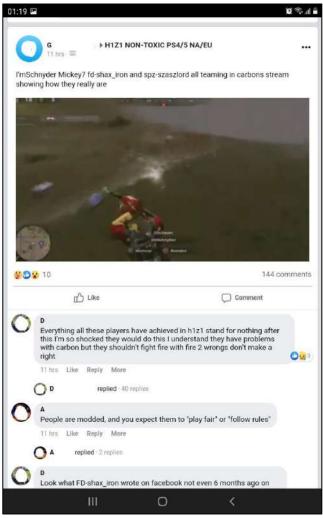


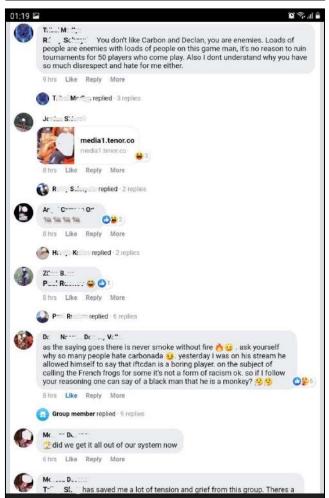


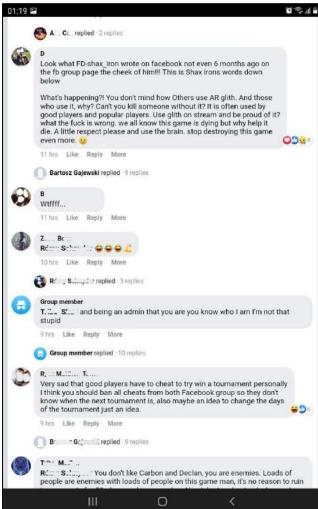




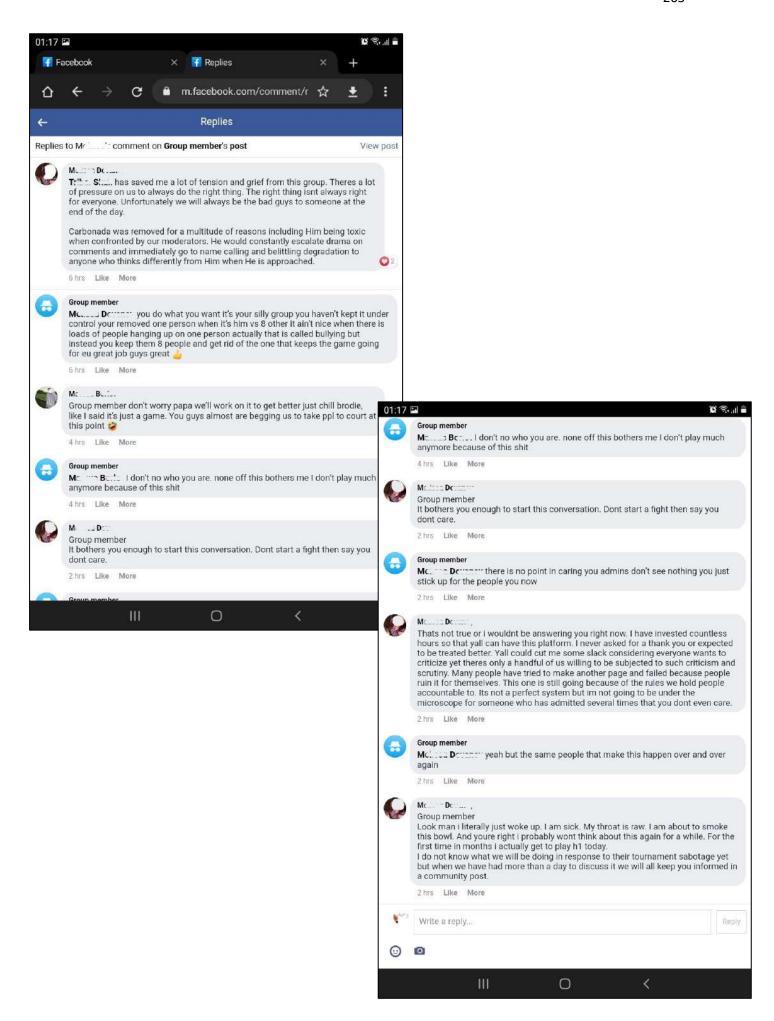
FB 12



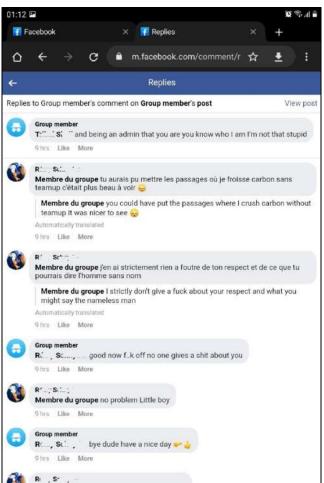




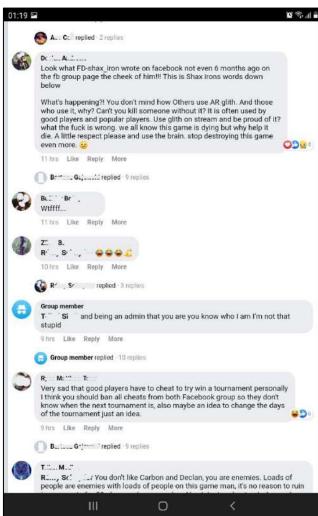


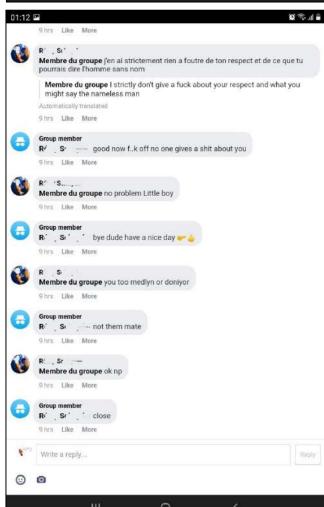




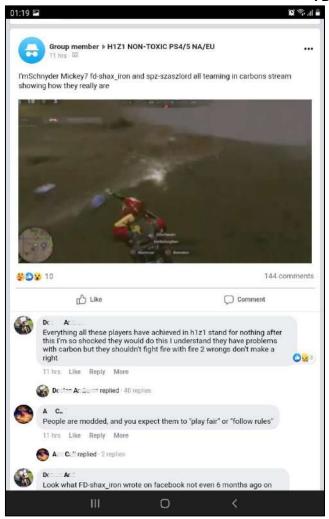


Membre du groupe you too medlyn or doniyo

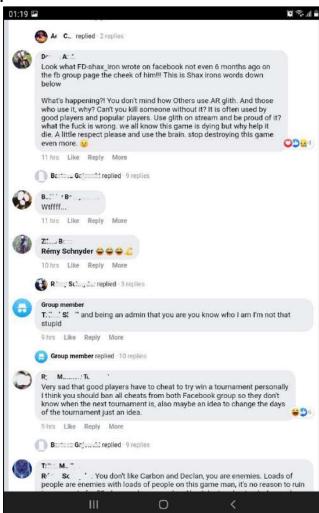




FB 14









FB 15

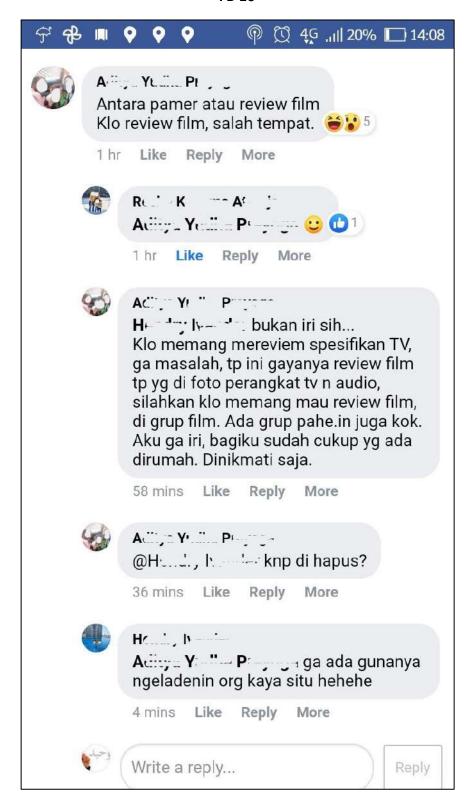






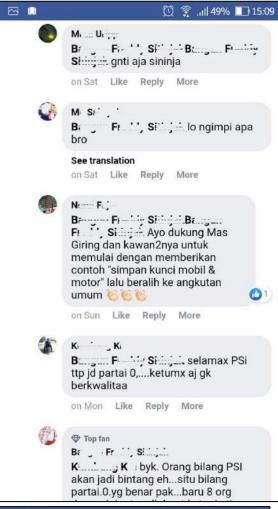


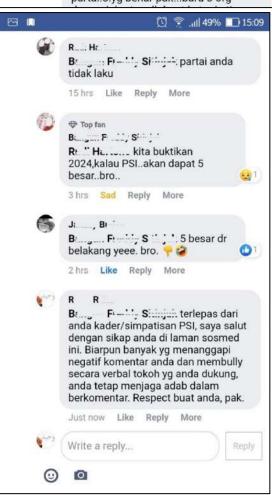
FB 16











FB 18





FB 19

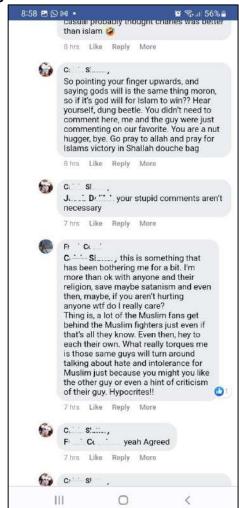














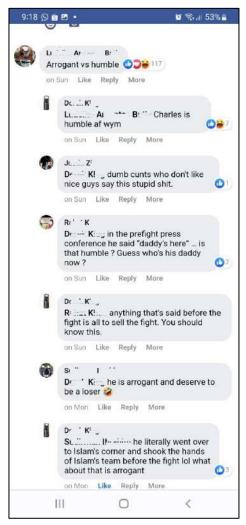
FB 21





FB 22





























FB 26



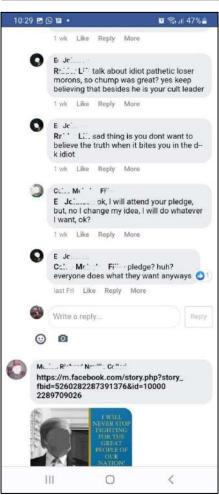




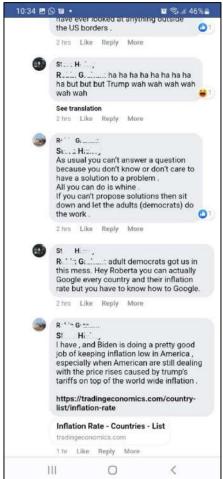


















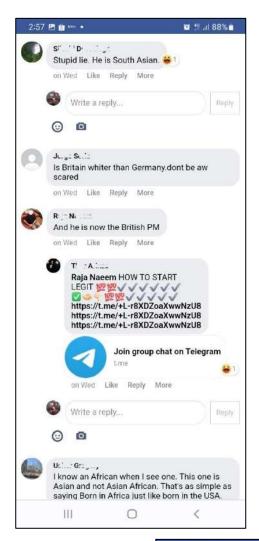








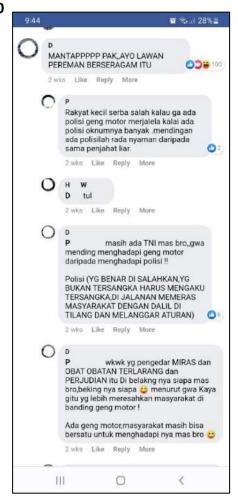
















😰 🥞 .ill 27% 🖺





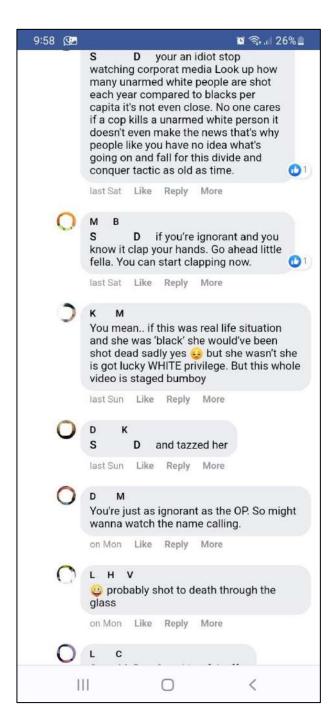
9:45

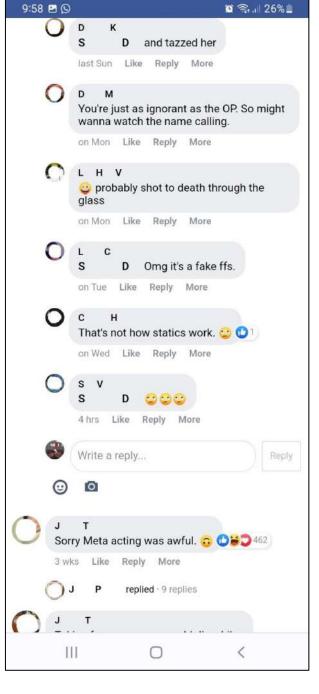




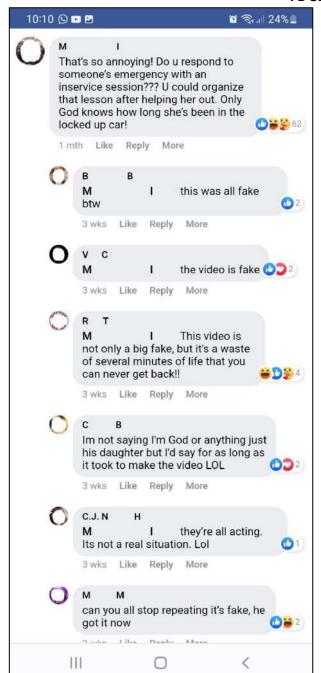


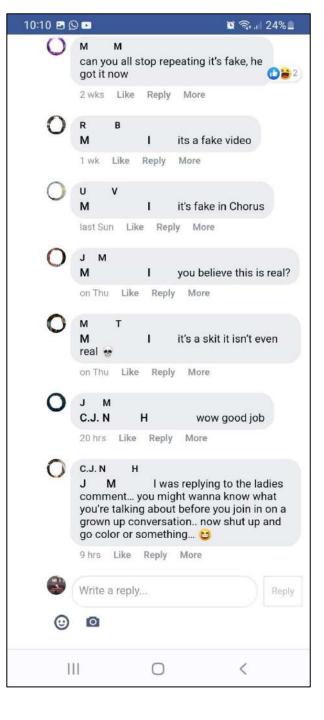






FB 32



















FB 34







FB 35







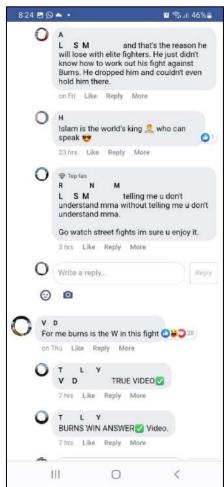




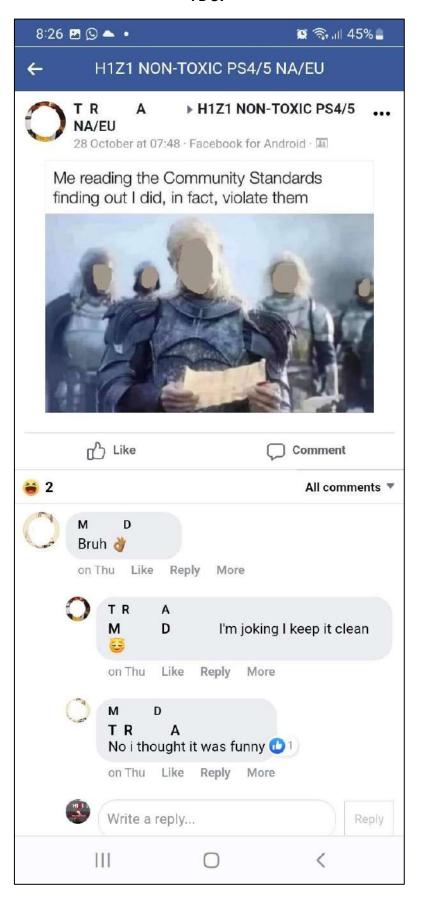
FB 36







FB 37



FB 38

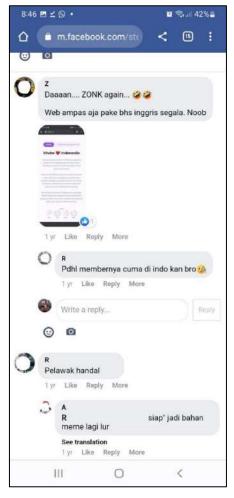






FB 39









FB 40





III. Interview Questions

"Are you an active social media user?"

- 1. How long have you been using social media?
- 2. How many social media platforms that you use?
- 3. of all those platforms, which ones that you use the most?
- 4. What do you usually do with your social media accounts?
- 5. Do you frequently post something on your social media pages?
- 6. What kind of posts that you always make?
- 7. How do other people respond to your posts?
- 8. What do you hate from people's responses to your posts? Why?
- 9. What do you think about people's interactions on social media?
- 10.a. Do you frequently find people's debating or arguing on social media?
- 10.b. What do you think that makes the people argue on social media?
- 11. Which social media platform(s) where you find people argue the most?
- 12. a. In your opinion, are there any certain things that can cause people to feel offended on social media?
- 12. b. What are those things?
- 13. How do you think people respond when they see other people argue on social media and how do they respond to it?
- 14. If people are being toxic to you on social media, what strategies do you usually apply to minimize the toxic behavior?
- 15. How effective it is do you think that/those ... strategy(based on #14 answer) to avoid or stop the toxic behavior on social media?

IV. Interview Transcripts

I. First respondent Female, 30 -35 years old. A Bahasa speaker who speaks a little English.

[00:00 - 00:22] Okay, this is the first interview for the study of which title is an analysis of report management in social media interactions, a cyberpragmatics approach. This is the first interview or the interview of the first respondent and this first respondent

[00:22 - 00:50] will be interviewed in English even though she only speaks a little English. Okay, in this interview there are about 15 questions but there is one pre-question question

[00:51 - 01:12] to determine whether you can answer the next question. The question is, are you an active social media user? Yes. Okay, the first question is, how long have you been using social media?

[01:16 - 01:33] Since 2009-2008. Okay, so it's been about a decade. The second question is, how many social media platforms or services do you use? Approximately four.

[01:35 - 01:53] Okay, out of the four social media platforms, which one do you use the most? Usually Instagram and WhatsApp. Okay, what do you usually do on those social media platforms?

[01:55 - 02:12] I usually look for the latest information or add more insights. And also as a media, since I sell online, I use it as a marketing media.

[02:13 - 02:41] Okay, thank you. Next question, do you routinely post something on your social media page? Yes. Okay, what kind of postings do you usually make? Because I have an Instagram account for selling, I usually post about my sales

[02:41 - 02:56] or about my motivations and related information such as marketing or sales strategy through social media.

[02:57 - 03:14] Okay, how do people respond to your postings? They usually respond positively by giving a good emoticon.

[03:16 - 03:32] Okay, good. Among the people who respond to your postings, what do you dislike about the response? Is there a certain response that makes you dislike it?

[03:34 - 03:50] And why? There are some people who don't respond well. For example, like...

[03:52 - 04:09] For example, you post a comment that is not related to your sales postings. For example, you post your comment in a certain article

[04:10 - 04:25] that contains news or celebrity gossip. Is there a response to your comment that you don't like? Not so far. Because I don't respond to negative things.

[04:25 - 04:41] Okay, how about the response that you read from other people's comments and then others respond to it? Is there a negative response that makes you dislike it or not happy to read it?

[04:42 - 04:59] There are a lot of responses like that. The response that is usually not well-received by others. What kind of response? Is there a hate speech or something like that? If you can identify it.

[04:59 - 05:15] For example, insulting others or... Like taking care of other people's business. Like taking a better position than others. And there are more. Oh, the point is insulting.

[05:16 - 05:34] Okay, good. How do you think people's interaction on social media? Is it a healthy interaction in general or is there an unpleasant interaction? In my opinion, if there is a negative event,

[05:35 - 05:52] people's comments are usually negative and more free than when they meet people who are directly involved. Or compared to social media, they are more free to express their opinions.

[05:53 - 06:10] Because they probably don't know this person. They don't know him directly. Like that. Okay, next question. This question is divided into two.

[06:11 - 06:26] There are questions A and B. The first question, in this 10th question, do you often find people arguing or arguing on social media? Often.

[06:27 - 06:45] If the answer is often or yes, let's continue to the second question. In your opinion, what makes people argue on social media? What makes people argue is, for example,

[06:46 - 07:03] there is something that is wanted by, for example, what is it? There are people who do something bad,

[07:04 - 07:19] and then that person ignores the behavior from the post, and it continues. So the point is, it's back to the argument.

[07:19 - 07:45] If someone makes a negative comment or ignores it, it's the trigger of the debate or argument. Okay, next question. On which social media platform do you often find people arguing?

[07:46 - 08:03] Between the four social media platforms you use. If it's from those four, Instagram is quite a lot. Instagram, okay. Next question.

[08:04 - 08:20] This is divided into two, so the question continues to the second part or not, it depends on your answer. In your opinion, are there certain things that can make people feel argued on social media?

[08:21 - 08:39] Are there certain things that can make people feel argued on social media? Yes, there are. Okay, if there are, it means, let's continue to the next question. What are the certain things that make people feel argued on social media?

[08:39 - 08:55] For example, insults, and unnecessary comments. So, insults, unnecessary comments, and the main thing is that it's a negative comment.

[08:56 - 09:11] Yes, negative comments. Okay, next question. The thirteenth question. How do people respond when they see people arguing on social media?

[09:11 - 09:27] And what is their response? How? How do people respond when people argue on social media? And how do they respond? Or in your opinion,

[09:27 - 09:43] when you see people arguing on social media, how do you respond? I myself don't respond back,

[09:43 - 10:00] so that there won't be a longer debate. But most people I see, they are more aggressive. It means they are more aggressive. Okay.

[10:01 - 10:21] Next, the last two questions. If you see people or users of social media who are toxic on social media, what is your response to them?

[10:23 - 10:38] I will be more neutral. So, if there are people who are arguing, if you think you can be neutral,

[10:39 - 10:54] you will be more moderate. Yes. Okay. The last question. How important, no, how effective

- [10:55 11:11] if your moderation, or as you said, I am neutral, or if you find someone who does the same thing as you, even though you haven't done it, there are other people who do it first, they try to neutralize,
- [11:11 11:28] they try to neutralize the toxic attitudes on social media, how effective is it? For example, there are people who debate on social media, then there are people who neutralize, how effective is it?
- [11:28 11:44] Does it succeed in neutralizing or moderating these people who debate, or stopping them from debating, or what? From what I have read,
- [11:44 11:59] there are some who stop immediately, stop debating, but it seems like there are also those who want to take it back,
- [12:00 12:18] so they can stop immediately, or it depends on the situation, depends on the context of the debate that is happening. So, the effectiveness is relative.
- [12:19 12:26] Sometimes effective, sometimes in other situations, it is not effective either. Okay, maybe that's all. Thank you.

II. Second respondent, Male 35 – 40 years old. Bahasa speaker.

- [00:03 00:19] Berikut adalah interviewee yang kedua. Dan interviewee kedua ini adalah juga pengguna sosial media aktif yang bisa menggunakan bahasa Inggris dan Bahasa Indonesia.
- [00:19 00:34] Tapi karena permintaan dari responden, jadi wawancaranya diadakan dalam bahasa Indonesia. Sebelumnya wawancar ini berkenaan dengan penelitian yang berjudul An Analysis of Rapport Management in Social Media Interactions,
- [00:35 00:51] A Cyberpragmatics Approach. Ya baik, pertanyaan pertama apakah Anda pengguna sosial media aktif? Tentu saja. Berapa lama Anda sudah menggunakan media sosial? Kurang lebih selama 16 tahun.
- [00:53 01:08] Ada berapa platform media sosial yang sekarang Anda gunakan? Ada 5-6 social media platform. 5-6 bagus. Dari 5-6 platform sosial media tersebut,
- [01:08 01:26] mana yang Anda gunakan paling sering? Paling sering itu Instagram. Apa yang biasa Anda lakukan dengan akun media sosial Anda? Posting story, di feed juga, kemudian update reels juga,
- [01:27 01:43] lihat-lihat story orang yang saya follow di Instagram. Apakah Anda sering memposting sesuatu di halaman media sosial Anda? Iya rutin untuk memposting minimal sekali dalam 3 hari atau seminggu.
- [01:44 02:01] Memposting feed. Postingan apa yang biasanya Anda buat? Tadi sudah terjawab kan? Ya, stok liburan misalnya, atau kegiatan lainnya. Kegiatan sehari-hari di posting ke feed,
- [02:02 02:19] dan story juga, reels juga. Baik. Bagaimana orang merespon postingan Anda tersebut? Beberapa teman yang aktif berinteraksi, pasti mereka like, komen juga,
- [02:19 02:36] kemudian share juga beberapa postingan. Apa yang Anda tidak senangi dari responrespon yang diberikan orang terhadap postingan Anda? Kalau memang ada respon yang Anda tidak senangi.

- [02:39 02:59] Sejauh ini belum ada yang muncul respon-respon negatif, paling bertanya tentang itu terkait dengan hal apa, seperti itu. Menurut Anda, ini yang agak terpisah dari pertanyaan-pertanyaan sebelumnya,
- [02:59 03:19] menurut Anda bagaimana interaksi orang atau interaksi pengguna media sosial di media sosial? Interaksinya cukup intens. Kita kan ada kategori close friend, kemudian regular friend,
- [03:19 03:34] jadi kita bisa membedakan antara postingan kita mau ditampilkan ke close friend teman terdekat saja, atau ke feeds yang pada umumnya. Ini secara umum sebenarnya, secara umum apabila Anda masuk ke halaman Instagram,
- [03:35 03:56] dan masuk ke page Instagram tertentu, kemudian Anda melihat komentar orang-orang mengenai postingan yang diposting oleh halaman Instagram tersebut, kira-kira bagaimana interaksi yang terjadi di dalam akun media sosial tersebut, bukan akun media sosial Anda?
- [03:57 04:16] Kalau itu bermanfaat, misalnya informasi tentang cara ke suatu tempat wisata, nanti saya bagikan, akan saya share ke teman-teman yang lain kalau kita planning untuk nge-trip ke situ, kemudian juga saya biasa simpan postingan itu,
- [04:16 04:31] nanti kalau ada keperluan lagi bisa saya kunjungi kembali untuk melihat detailnya. Oke, nomor 10. Apakah Anda sering mendapati orang berdebat atau beradu argumen di media sosial?
- [04:31 04:46] Tentu saja sering, utamanya di Facebook atau di postingan beberapa influencer, atau influencer beberapa orang yang membahas tentang suatu hal yang terkini,
- [04:47 05:10] terus memiliki hal-hal yang sensitif misalnya tentang beberapa perbedaan, sarah, seperti itu. Saya membacaannya biasa di kolom-kolom komentar. Baik. Dari 5-6 platform media sosial yang tadi Anda katakan Anda gunakan sampai sekarang,
- [05:11 05:28] platform yang mana yang paling sering Anda dapati orang berdebat? Paling sering itu di Facebook dan Twitter, karena kedua platform itu lebih bebas mengutarakan pendapat dan tanpa pemblokiran beberapa sensitif konten, seperti itu.
- [05:29 05:48] Menurut Anda, apakah ada hal-hal tertentu yang bisa membuat orang merasa tersinggung di media sosial? Tentu saja misalnya yang terbaru. Pertanyaannya ada dua sebenarnya. Jadi yang pertama ini dulu, ada hal-hal tertentu yang bisa membuat orang jadi jawabannya ya atau tidak saja?
- [05:49 06:06] Iya, iya. Pertanyaan selanjutnya, hal apakah itu? Sara, suku agama, ras dan ya begitu. Tentang utamanya tahun depan, tahun politik itu sudah mulai muncul perdebatan-perdebatan.
- [06:06 06:25] Misalnya di WhatsApp group, yang seharusnya kita, grup alumni yang seharusnya membahas tentang kegiatan-kegiatan positif dan rencana ke depan seperti apa, program kerja, begitu. Tapi sudah mulai disusupi oleh kampanye-kampanye tertentu, yang mendukung tertentu,
- [06:26 06:45] dan suka menjatuhkan beberapa kandidat lainnya. Seharusnya itu merupakan suatu yang memiliki kebebasan untuk dalam hak memilih tahun politik tahun depan. Baik, oke. Selanjutnya, bagaimana Anda pikir atau menurut Anda bagaimana orang merespon
- [06:45 07:01] ketika mereka melihat ada orang yang saling adu argumen atau saling berdebat di media sosial? Dan bagaimana mereka merespon hal tersebut? Tentunya ada dua jenis ya, menurut saya.

[07:01 - 07:20] Yang satu, mendiamkan perilaku pembiaran walaupun mereka mengikuti, membaca komen-komen. Terus yang kedua itu mereka merespon dan mengutarakan perbedaan pendapatnya, misalnya beradu argumen dan sebagainya.

[07:21 - 07:40] Oke, baik. Jika ada orang yang bersikap toksik atau mencoba menghina atau menjelek-jelekan Anda pada media sosial, kira-kira apa strategi yang Anda lakukan, yang biasanya Anda lakukan untuk mengurangi atau menghindari hal-hal yang seperti ini?

[07:40 - 08:04] Atau hal-hal yang toksik seperti ini? Biasanya saya menjelaskan dulu yang saya maksud dari postingan saya itu seperti apa, apakah ada yang keliru, apa yang perlu saya perbaiki untuk menjadi masukan ke saya pribadi. Oke, menurut Anda seberapa efektif, mungkin itu tergolong klarifikasi ya,

[08:05 - 08:20] jadi menurut Anda seberapa efektif strategi klarifikasi tersebut dalam menghindari atau menghentikan sikap-sikap toksik tersebut di media sosial? Sejauh pengalaman Anda selama menjadi pengguna sosial media aktif dan direspon postingan Anda oleh orang lain?

[08:22 - 08:40] Sepertinya itu 50-50, kalau mereka merespon dengan penjelasan saya, mereka terima, mungkin itu bisa menjadi suatu yang clear. Kemudian kalau masih tetap debat berlanjut, pasti setelah saya upaya penjelasan tersebut tidak menuaikan hasil,

[08:40 - 08:55] paling saya melakukan strategi pembiaran saja. Kan ada fitur mute dalam ber-sosial media, jadi kita tidak perlu lagi melakukan perdebatan panjang.

III. Third respondent, Female 35 – 40 years old. English and Bahasa speaker.

[00:00 - 00:18] Bismillah, this is the third respondent of an interview of a research entitled analysis of rapport management in social media interactions a cyber pragmatics approach. This third respondent is a speaker of both

[00:18 - 00:38] English and Indonesian so the question will be asked in English and the responses will be based on the speakers or the interviewer's preference whether she wants to answer in Bahasa Indonesia or she prefers more

[00:38 - 00:56] to answer the question in English. Okay first question, are you an active social media user? Yes. How long have you been using social media? Well I think 23

[00:56 - 01:12] years I think. Great, how many social media platforms did you use? Instagram, WhatsApp, I have no Facebook, so only two. Okay, two platforms, good. Of all those

[01:12 - 01:28] platforms which ones that you use the most? WhatsApp of course. What do you usually do with your social media accounts? For the third question I think both. Okay, next question then, what do you usually do with your social media

[01:28 - 01:47] accounts? What do I usually? What do you usually do? I'm a passive one actually but only reading the comments, yeah like that. What kind of posts that you always

[01:47 - 02:07] make? Oh sorry, the fifth one first, do you frequently post something on your social media pages? Yeah. What kind of posts that you always make? Story, feed, something like that. How do other people respond to your posts?

[02:09 - 02:30] Sending love, likes, thumbs, something like that. Okay, what do you hate from people's responses to your posts, if any and why? I have no any negative comments actually. What do you think about people's interactions on social media? What? What

[02:30 - 02:51] do you think about people's interactions on social media? Sometimes it looks like over our response. Okay, do you frequently find people's debating or having an argument on social media? Of

[02:51 - 03:13] course, always. Great, what do you think that makes the people argue on social media? Hate speech and yeah of course something negative. Okay, next, which social media platforms between those two or three that you use

[03:13 - 03:30] where you find people argue the most? Instagram of course. In your opinion are there any certain things that can cause people to feel offended on social media? Pardon? In your opinion are there any certain things that can cause people to

[03:30 - 03:47] feel offended on social media? I mean there's something that are posted on social media and it makes people to be offended by those things on the post. There are negative comments of course and then yeah kind of hate speech.

[03:50 - 04:07] Okay, the previous question is only a bipolar question, a yes no question. So the question is are there any certain things? Yes or no? Yeah. What are those things? The hate speech. How do you think people respond when they see other

[04:07 - 04:25] people argue on social media and how do they respond to it? Pardon? How do you think people respond when they see other people argue on social media? For example if there are people or social media users who are debating on social media and some

[04:25 - 04:47] other people are the observers, what do you think these observers do? How do you say to moderate? By doing what? Clarify. Yes, clarifying. And what else? I think that's it.

[04:51 - 05:07] If people are being toxic to you on social media, what strategies do you usually apply to minimize the toxic behavior? What do you do in order to avoid this kind of thing? Being silent.

[05:10 - 05:27] Next, the final question. How effective it is do you think that the strategy or being silent strategy to avoid or stop the toxic behavior on social media? I think it's really effective.

[05:27 - 05:33] So effective. So just keep silent. Okay, that's it. Thank you very much.

IV. Fourth respondent, Male 35 – 40 years old. English speaker.

[00:00 - 00:20] Okay, this is the interview for the four respondents for the study of which title is an analysis of report management in social media interactions cyberpragmatics approach. This interview will be held in English because the respondent is an active English speaker

[00:20 - 00:38] but like other respondents, this particular respondent should answer the pre-question to test whether he or she is eligible to be further interviewed for the sake of this study.

[00:42 - 00:59] Are you an active social media user? Yes, I am. How long have you been using social media? About 12 or 14 years, around that time, 12 or 14 years.

- [01:01 01:17] How many social media platforms that you use? About four if WhatsApp is included, four or five.
- [01:18 01:36] Of all those platforms, which ones that you use the most? Mostly Facebook and Instagram, YouTube as well but I only use YouTube for watching some videos
- [01:36 01:54] but mostly Instagram and Facebook. What do you usually do with your social media? Watching some reels on Instagram, reading some news articles about politics, entertainment,
- [01:54 02:18] and sports on Facebook and give some comments for the posts that make me feel interested. Do you frequently post something on your social media pages?
- [02:20 02:40] Yes, I think I do. What kind of posts that you always make? On Instagram, I post some of my pictures, the picture of my family, my kid.
- [02:40 03:02] On Facebook, I repost many articles about Islamic teachings, something like that. How do other people respond to your posts?
- [03:03 03:27] They post on Instagram because I think it is more widely accessed. Sometimes I get some responses from my followers but sometimes some strangers can also respond to my posts.
- [03:28 03:49] Not only once, several times I got some responses from strangers from overseas that gave some negative responses to my posts probably because I don't know why.
- [03:49 04:09] I got some negative responses from strangers from other countries. What do you hate from people's responses to your posts and why?
- [04:10 04:38] That kind of responses, like I said before, I got several responses from unknown people or strangers from other countries who respond by commenting on my page with some negative comments.
- [04:38 05:03] If I'm not mistaken, there is this guy, his name sounds like a Slavic name, and he said something bad about my kid and that's why I hate it.
- [05:06 05:32] What do you think about people's interactions in social media? Sometimes the interactions go smooth, but most of the times, like what I have seen on Facebook and Instagram,
- [05:33 05:53] where people are mocking, insulting, or arguing on social media. Sometimes the interactions go smooth, where people respectfully state their opinions,
- [05:54 06:09] but most of the times I find people arguing or debating on social media. Do you frequently find people debating or arguing on social media?
- [06:09 06:31] That's what I said before, most of the times I find people debating or arguing on social media. So yes, I do. What do you think makes people argue on social media?
- [06:33 06:54] Many things. People sometimes have different opinions. They have different opinions on certain things, like football fans, they argue which football team is the best based on their opinion.
- [06:55 07:10] Sometimes people say that Manchester United is the best football team in the world, but many people do not agree with that and they have their own preference.
- [07:13 07:35] So the one thing that makes people debating or arguing on social media is because they have different opinions or because they don't like certain posts or something. Which social media platforms do you find people arguing the most?

- [07:35 08:06] I cannot say for sure which platform I find people arguing the most. Facebook, Instagram, YouTube. I can't say for sure which one is the most. I think they are all the same.
- [08:07 08:24] In your opinion, are there any certain things that can cause people to feel offended on social media? Of course, there are. What are those things?
- [08:26 08:47] If they feel that they are not respected, if their posts are being disrespected, if their posts are instead of being glorified or instead of being appreciated,
- [08:47 09:07] the posts are belittled or the posts are mocked by other people or when they have certain comments telling about their perspectives, but those perspectives are not agreed by other people.
- [09:07 09:23] Something like that. How do people respond when they see the other people argue on social media? And how do they respond to? Pardon me?
- [09:25 09:45] How do people respond when they see the other people argue on social media? And how do they respond to? Could you be more precise?
- [09:45 10:00] Based on... Okay. Could you please repeat it? How do people respond when they see other people argue on social media?
- [10:00 10:17] And how do they respond to? Hi. It's not very clear. Could you please repeat it? How do... Could you please repeat the question?
- [10:19 10:42] How do people respond when they see other people argue on social media? And how do they respond to it? How do people respond? Oh. So when someone sees people arguing or people are debating on social media,
- [10:42 10:58] how do they respond to it? Yeah. Okay. I think I'm going to use my own perspective. If I see people are arguing or debating on social media, I tend to ignore.
- [10:59 11:23] I mean, what's the point of being involved in that kind of argument? In that kind of useless debate? I don't know. With other people, I don't know. I don't know for sure. But in my opinion, as a social media user, if I see some people or some social media users arguing on social media,
- [11:23 11:38] debating on social media, I think that's a pointless thing to do. So I think I'm going to ignore. I don't want the smoke. I hate it. Okay.
- [11:39 11:55] If people are being toxic to you in social media, what do you usually do as your response to that toxic behavior? That's why I said before, I don't want the smoke.
- [11:55 12:10] I don't like arguing on social media because I'm not what people say, a keyboard warrior. I don't act tough on social media. I hate arguing on social media.
- [12:11 12:29] But if people are being toxic to me or they insult me, they say some negative things about me, I think I'm just going to ignore it
- [12:29 12:49] or I just respond politely by posting an emoji maybe. Or I wish them good luck. I think that's it. That's the best way to end toxic behavior like that.
- [12:52 13:08] How effective it is, do you think that in... How effective what? How effective it is,

- [13:11 13:26] do you think that the strategy to avoid arches the toxic behavior in social media? Could you please repeat the question? I don't really get it.
- [13:26 13:42] How effective it is, do you think, the strategy to avoid arches gives the toxic behavior in social media?
- [13:44 13:59] I think it's not really clear. Can I read the question? Can I read? I see you got a note there. Can I see it? Yes. Oh yeah. How effective it is, do you think?
- [14:05 14:25] I don't know for sure actually to measure the effectiveness of that kind of strategy. Okay. Can I use my own opinion again? My personal point of view about this?
- [14:25 14:44] Yes. Okay. Since I am an active social media user and I've been using social media for many years and I have seen so many toxic people.
- [14:46 15:03] Sometimes they give some comments and give some replies on my comments. Like what I said before, I just ignore them or I just post some emojis
- [15:03 15:21] or wishing them good luck. When I post an emoji, I think it always works. When they rudely say,
- [15:23 15:39] talk trash about me and then I reply it by using emoji, they stop doing that. They stop insulting me. They stop mocking me. They stop saying bad things about me. And when I say good luck,
- [15:39 15:55] there's no more response after that. I think that's pretty effective. The strategies are pretty effective, I think. But when I, because I remember in 2013,
- [15:56 16:13] I got in a very time-consuming debate with other people from different faiths, different religions. And that's why I said time-consuming
- [16:13 16:31] because I just spend my time in vain to keep debating those people. So when I respond to them or when I reply their comments with the same vibes,
- [16:31 16:48] with the same negative comments, they never stop. They didn't stop to keep insulting me. How to say it?
- [16:52 17:09] Yeah, so... Okay. So the strategies are just to reply them with emojis and some positive things
- [17:09 17:24] like wishing them good luck. And if the strategy is to reply them with the same negative things, they will keep doing the same negative vibe or they will keep insulting me
- [17:24 17:42] or something like that. So the most effective thing is just to ignore them. That's the best strategy. Or to reply them with emojis or wishing them good luck.
- [17:43 17:46] Okay, thank you. Okay, thank you.