

**NON VERBAL EMOTIONAL MESSAGES CUES USED BY  
MALE AND FEMALE ON FACEBOOK'S STATUS**

**PAPER**

*Submitted as a partial fulfillment of the requirements for the strata (S1) degree*



**Prissia Anura**

**12276/09**

**Advisor:**

**Rusdi Noor Rosa, S.S, M.Hum**

**English Department  
The Faculty of Languages and Arts  
State University of Padang**

**2014**

## HALAMAN PERSETUJUAN MAKALAH


### NON VERBAL EMOTIONAL MESSAGES CUES USED BY MALE AND FEMALE ON FACEBOOK'S STATUS UPDATE

Nama	: Prissia Anura
NIM/BP	: 12276/2009
Program Studi	: Bahasa dan Sastra Inggris
Jurusan	: Bahasa dan Sastra Inggris
Fakultas	: Bahasa dan Seni

Padang, 20 Februari 2014

Diketahui oleh:

Ketua Jurusan



Dr. Kurnia Ningsih, M.A

NIP. 19540626 198203 2 001

Disetujui oleh:

Pembimbing



Rusdi Noor Rosa, S.S, M.Hum

NIP. 19770818 200312 1 001



## HALAMAN PENGESAHAN LULUS UJIAN MAKALAH

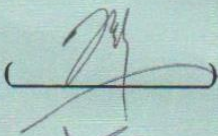
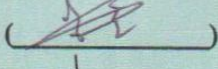
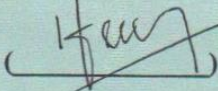
Dinyatakan Lulus Setelah Dipertahankan di Depan Tim Penguji Makalah  
Jurusan Bahasa dan Sastra Inggris  
Fakultas Bahasa dan Seni  
Universitas Negeri Padang

NON VERBAL EMOTIONAL MESSAGES CUES USED BY MALE AND  
FEMALE ON FACEBOOK'S STATUS UPDATE

Nama	: Prissia Anura
NIM/BP	: 12276/2009
Program Studi	: Bahasa dan Sastra Inggris
Jurusan	: Bahasa dan Sastra Inggris
Fakultas	: Bahasa dan Seni

Padang, 20 Februari 2014

Tim Penguji

	Nama	Tanda Tangan
Ketua	: Rusdi Noor Rosa, S.S, M.Hum	
Anggota	: 1. Prof. Dr. Jufrizal, M.Hum	
	2. Dr. Hamzah, M.A, M.M	

## ABSTRAK

Anura, Prissia. 2014. *“Non Verbal Emotional Message Cues used by Male and Female on Facebook’s Status”*. Makalah. Padang. Jurusan Bahasa dan Sastra Inggris. Fakultas Bahasa dan Seni. Universitas Negeri Padang.

Komunikasi sangat berkaitan dengan bahasa. Berdasarkan jenisnya, komunikasi terdiri dari dua jenis; komunikasi verbal yaitu komunikasi yang menggunakan kata-kata seperti percakapan sehari-hari sedangkan komunikasi non verbal adalah komunikasi yang menggunakan simbol sebagai alat komunikasi dan tidak menggunakan kata-kata. Pada zaman sekarang ini komunikasi tidak hanya secara langsung tetapi juga dapat melalui media internet. Berbagai macam media terdapat di internet salah satunya adalah sosial media. Makalah ini bertujuan untuk menemukan perbedaan antara pria dan wanita didalam mengemukakan emosi dan jenis-jenis yang banyak digunakan oleh pria dan wanita didalam bahasa tulisan khususnya didalam *Status Update* pada media sosial *Facebook*. Makalah ini menggunakan metode kuantitatif karena penulis akan membandingkan jenis *Non Verbal Emotional Message Cues* yang paling banyak digunakan oleh pria dan wanita. Menurut Carey (1980) terdapat lima jenis *Non Verbal Emotional Message Cues*; (1) Vocal Spelling (2) Lexical Surrogates (3) Spatial Arrays (4) Manipulation of Grammatical Marker dan (5) Minus Features. Dari hasil analisis dengan total 400 data ditemukan bahwa jenis yang paling banyak digunakan oleh pria dan wanita dalam menulis status adalah *Spatial Arrays* dan penulis juga menemukan dua atau lebih kombinasi *Non Verbal Emotional Message Cues* yang digunakan untuk mengungkapkan emosi si penulis.

## ACKNOWLEDGEMENTS

*Bismillahirrahmanirrahim*, in the name of Allah, the most merciful and the most graceful. *Alhamdulillah*, praises and thanks are expressed to Allah SWT who has given the writer knowledge, strength in finishing this paper which is entitled “*Non Verbal Emotional Message Cues used by Male and Female on Facebook’s Status*” as the requirement for the degree of *Sarjana Sastra*.

These special acknowledgements are due to the writer’s advisor, Rusdi Noor Rosa, S.S, M.Hum for their continuous guidance, valuable advices, time and help in completing this paper. The writer also wants to express her gratitude to as her academic advisors Yuli Tiarina, M.Pd as her academic advisors during her studies in State University of Padang.

The writer also want to express my great attitude to the examiners, Prof. Dr. Jufrizal, M. Hum and Dr. Hamzah, M.A, M.M, who have given her constructive comments, critics and ideas to enhance the quality of her paper. The deep appreciation to the chairperson of the English Department, Dr. Kurnia Ningsih, M.A, a secretary of English Department Dra. An. Fauzia Rozani Syafei, M.A and to all honorable lectures of the English Department who had given guidance during her studies.

Padang, 20<sup>th</sup> February 2014

The writer

## TABLE OF CONTENTS

<b>ABSTRAK .....</b>	<b>i</b>
<b>ACKNOWLEDGEMENT .....</b>	<b>ii</b>
<b>TABLE OF CONTENTS.....</b>	<b>iii</b>
<b>LIST OF TABLES .....</b>	<b>v</b>
<b>CHAPTER I INTRODUCTION</b>	
1.1 Background of the Problem .....	1
1.2 Limitation of the Problem .....	5
1.3 Formulation of the Problem .....	5
1.4 Purpose of Writing the Paper .....	6
1.5 Technique of Data Collection .....	6
1.6 Technique of Data Analysis .....	6
<b>CHAPTER II REVIEW OF RELATED LITERATURE</b>	
2.1 Language and Gender .....	8
2.2 Language and Emotions .....	10
2.3 Classification of Computer Mediated Communication .....	11
2.4 Gender Communication in Computer Mediated Communication .....	15
2.5 Emotional Message Cues .....	17
2.6 Non Verbal Cues .....	17
2.6.1 Vocal Spelling .....	18
2.6.2 Lexical Surrogates .....	19
2.6.3 Spatial Arrays .....	19
2.6.4 Manipulation of Grammatical Marker .....	22
2.6.4.1 Capitalization .....	22
2.6.4.2 Repetition of Periods and Commas .....	23
2.6.4.3 Repetition of Exclamation Marks .....	23
2.6.4.4 Repetition of Question Marks .....	23
2.6.5 Minus Features .....	24

**CHAPTER III DATA DESCRIPTION, ANALYSIS, FINDINGS AND  
DISCUSSION**

3.1 Data Description.....	25
3.2 Findings.....	37
3.3 Discussion .....	38

**CHAPTER IV CONCLUSION AND SUGGESTION**

4.1 Conclusion .....	42
4.2 Suggestion .....	42

<b>REFERENCES .....</b>	<b>44</b>
-------------------------	-----------

<b>APPENDIX .....</b>	<b>46</b>
-----------------------	-----------

## LIST OF TABLES

2.1 Typhographic of Spatial Arrays .....	21
3.1 The total of persentage of the types of non verbal message cues used by male and female .....	40



# **CHAPTER I**

## **INTRODUCTION**

### **1.1 Background of the Problem**

Language is what people use for communication to each other. Language as a tool for communication wherever people go, whenever they stand and whatever people do for having interaction each other. Communication is also the process of sharing information, thoughts and feelings between people through speaking, writing or body language. Not long ago, people communicated through the mail and telephone. Today, people could send message by using cellphone (Short Message Services), send emails, online video phones and also interact through the internet by using social networking sites.

Internet has been a place where people could communicate with one another. Currently, with the rise of online communities, communication has shifted away from traditional modes of interpersonal communication that have long been based on face to face models of interaction, to a more digital approach to maintain and establish relationships. Social networking sites such as Facebook is typically provide users with a profile space, facilities for uploading content, creating latest news such share information, ideas, personal messages and the ability to make connections to other people. The connections are the core functionally of a social networking site although most also provide opprtunities for communication.

In Facebook features people could write anything that they want. It means that is electronic communication that can be used to share the information with others. All of the comments or status on Facebook which is written by male and female have a lot of expression (e.g emoticon, repeated punctuation mark, etc). Thurlow et al (2004) adds that the expressions that they write are not normally present in written discourse and at the same time they are not used in order to adhere to the maxim of brevity speed which is one of the key characteristics of the internet communication. These expression are rather used to communicate emotion.

Social networking sites such as Facebook, Twitter and soon is a kind of visual type of CMC (Computer Mediated Communication) or mainly text based. Herring (2001:613) states there two types of cmc. First, visual type of CMC (mainly text of CMC) is message are typed on a computer keyboard and read as text on computer screen, typically by a person at a different location from a message sender. Second Acoustic type of CMC (non text-based CMC), is a computer radio, video conferencing, telephone calls on the Internet with the help of various software, etc.

Herring (1994:1) claims that male and female have recognizably different styles in posting to the Internet, female and male have different communicative ethics. In the other words, in line with previous research on gender and discourse, female were found to use more pronouns, emotion terms (like sad, love, and glad), and abbreviations associated with online discourse (like 'lol' and 'omg'). Female

also rate highly on the use of emoticons and 'backchannel sounds' (like 'ah,' 'hmmm,' 'ugh,' and 'grr'). Male, on the other hand, have higher frequencies of standard dictionary words, numbers, proper nouns (especially the names of sports teams), and taboo words.

One of the Facebook features is Status Update. It enables the users to express their feelings and be seen by other facebook users. In status update, male and female have differences in express their emotion. The different way the users which male or female share their feeling are different each other and they have an own characteristic to display their emotion.

For example:

*Kangen ayah, miss u dear ☹ (written by female)*

*Ama betiiiii, anak kangen samo ama, kangen BONAGHHH! (written by male)*

Both of sentences are written in status update by different gender. Female use emoticon to declare her emotion by using sad face (☹). It is able to show without any ambiguity the emotion that she want to express. In the other hands, male use capital letter in order to convey an emphasis. Tannen (1995:138) completes that the communication is not as simple as saying what someone means. Language is crucial and differs from one person to the next because using language is learned behavior. Female and male are like people who have grown up in two subcultures, they have two broad different styles of speaking and establishing social status. In addition, language is consistently reflected in the different social and communicative styles of female and male.

The status that written by male and female is used for sharing their feeling about something. They also use status update for communicating with other people because they could give their comment in it. In making status update, there is a problem that found in their writing. Their status are different in many aspects such their topic of their status, the purpose of theis status, the styles of how they write in their status and soon. That aspect could be used in different situation and emotion that they feel at that time. It becomes a phenomena which have in Facebook. It will be found the differences when reading and analyzing the status update in Facebook.

Facebook is a written mode of communication. It is not same with face to face communication or speech. Speech occurs in real time (synchronous) and one of the distinguishing features is immediateness and readiness. On the other hand, writing is asynchronous with the possibility of editing and re reading.

Nonverbal cues play significant roles in communicating emotions especially in face to face interaction, but in written communication non verbal cues can help to clarify the use of words and reveal the true nature of someone feelings (Remland,2008). The sensory experience such as seeing, hearing and combining seeing and hearing is fairly limited and the range of non verbal cues available is narrowed. In the other words, Facebook is kind of text based, nonverbal cues such as tone of voice and body gesture are often unavailable. But they are represented by non-standard punctuation, colour and font choices, capitalization, emoticons and abstract characters.

Facebook has a lot of emotional markers that written by the users. The writer want to investigates the differences of gender in express their emotion on Facebook especially in status update. The study will focus on the analysis of non verbal cues (vocal spelling, lexical surrogates, spatial arrays, manipulation of grammatical markers and minus features).

### **1.2 Limitation of the Problem**

The problem of this paper is limited to the differences in expressing emotion between male and female found in Status Update on Facebook. Besides, the writer wants to investigates expression that they use for communicating emotion in using non verbal/paralinguistics cues.

### **1.3 Formulation of the Problem**

In this part, there are two main points of the problem of this paper which can be formulated into the following questions:

1. What are the non verbal cues which are mostly used by male in expressing their emotion in Facebook's status update?
2. What are the non verbal cues which are mostly used by female in expressing their emotion in Facebook's status update?

#### **1.4 Purpose of Writing the Paper**

The purpose of this paper is to find out the emotion expressions used by male and female in using non verbal cues on Facebook's Status Update.

#### **1.5 Technique of Data Collection**

In the process of collecting data, several steps were used. The data were collected through the following steps:

1. Browsing the Internet

The writer browsed the internet and went to Facebook.com

2. Differentiating the Emotion Expression

The writer identified the differences of male and female status update in express the emotion with using non verbal cues on Facebook.com. The identification of male and female are based on their profiles such as the name and photograph.

3. Tabulating the Data

Next, the writer tabulated the data based on the theory.

#### **1.6 Technique of Data Analysis**

In this paper, there are several steps that were employed in the process of analyzing the data.

1. Classifying Data

The data were classified based on the types of non verbal message cues which males and females write.



## 2. Analyzing the Data

After that, the data were analyzed to support the reasons of classifying the data into a the categories of non verbal cues. Then, the writer determined the type of non verbal messages cues which is most frequently used by male and female.

## 3. Drawing the Conclusion

In this last step, the writer drew the conclusion based on the findings above.