Using Twitter to Express Feelings

By

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A thesis submitted partial fulfillment of the requirements for the Bachelor's Degree in Communication Studies

(Public Relations)

Supervised by :

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USING TWITTER TO EXPRESS FEELINGS

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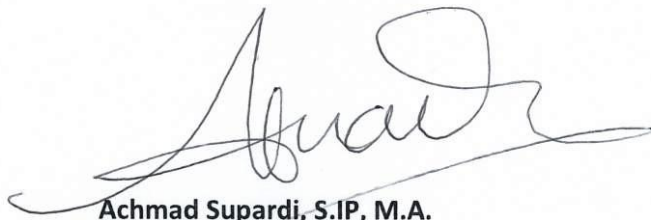
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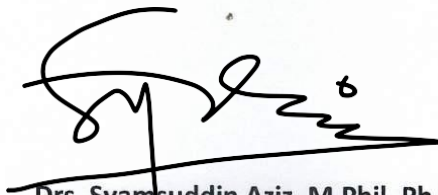
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Acknowledgements

All praise and glory to Almighty Allah SWT who gave me the courage and patience to carry out this research. For always staying beside me during the most challenging times when no one else is. Never have I ever imagined how I would be able to step an inch without Your grace. And through this opportunity, I would also send my gratitude to:

1. Dr. Endi Haryono, M.Si., as the Dean of Faculty of Humanities, and Mr. Raudy Gathmyr, S.Sos., M.Si., as the Head of Communication Study Program.

2. Drs. Syamsuddin Aziz, M.Phil., Ph.D. as the best thesis advisor for always being patient and never give up in guiding me to finish this research.

3. Ms. Meri Kristina, S.E. as the Communication Study Program Administration Staff and especially for all Communication Study Program's lectures that the researcher can not mention one by one for the guidance and knowledge throughout the researcher's academic life in President University. Thank you so much also for all the tough but fun projects that have been given.

4. Most importantly for Ayah, Mama, and Abby thank you so much for the unconditional love, endless support and encouragement. It is such a blessing to have you in my life. May Allah bless you in every aspect of life and always give you happiness as well as good health.

5. All of the informants of this research; Leon, Pepe, Nora, Fayed, Zidan, and Ehan. Thank you so much for your time and incredible insights. Wishing you tons of success in your studies and future journey.

6. LS Squad, Mabumabuan Squad, Lanang, Inzagi, Leon, Ceceh, Pepe, Nora & Partner, Venia, Ehan, Mas Ian, Satrio for always be there for me through ups and downs, cheer me up during my research and motivates me.

7. To all my closest friends in uni-life. That I could not mention one by one, especially the PR-18 class. Thanks for all the fun and memories for the past three and a half years. Wishing you guys tons of luck!

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Using Twitter to Express Feelings

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Abstract

The advances in technology have changed the way people express themselves, especially their feelings. The changes of the way people express their feelings by using social media have shifted people's preferences in expressing feelings. Twitter was one of the social media used by people to express their opinions, experiences even their feelings. This research will focus specifically to identify why people choose Twitter to express their feelings and how Twitter's features help expressing these feelings. This research employed a phenomenology approach which focuses specifically describing on how people express their feelings through their experiences. The researcher conducted the in-depth interview with six informants, consisted of three males and three females. The informants have been selected because they understood about the topic and actively use Twitter as a platform to express their feelings. Academically, this study will have the significance of understanding the use of Twitter as a social media platform to express someone's feelings.

Keywords: New Media, Twitter, Social Media, Express Feelings.

INTRODUCTION

The development of communication and information technology create potential mediated interpersonal communication as a complement of face to face communication. Starting with using a telephone, then along with the development of communication and information technology, especially the internet and the media convergence, people can communicate interpersonally with the media without having to meet face to face. In an advanced mediated communication using information technology allow us to communicate using computer media. The pattern of communication carried out with computer-based media is called CMC (computer mediated communication), a new pattern in interpersonal communication that developed due to the emergence of new media in communication (smartphones, PDAs, etc.) (Arnus, 2015).

The internet introduced a broad range of media information choices, from new form of mass media through new form of media engaging people in social interaction in new social media form. According to Manning (2014), social media is the term often used to refer to new forms of media that involve interactive participation. The development of social media brings many changes in people's lifestyles. People choose to use social media to express themselves by searching information related to their needs. Social media are new media used by people to communicate. Social media are online media to support social interaction by using web-based technologies that transform communication into interactive dialog.

The presence of social media and the growing number of users from day to day provide interesting facts about how powerful the internet is for social life. This also can be said that social media are very important in the life of the millennial era. Even social media has the ability to elicit very powerful public opinions.

Along with advances in technology, changes have occurred in the way people express their feelings and thoughts. The changes in the way people express feelings by using social media more or less have shifted social values which were shared directly to other people, especially spouses, close friends, or family members. Nowadays, most people prefer to use social media to express feelings. People start to not hesitate to tell their problems

through social media. The rapid growth of technology makes many things done digitally. Moreover, the arrival of the COVID-19 pandemic has forced all activities to be carried out from home, which has resulted in a higher increase in social media users (Harahap, 2020).

Twitter is one of the most widely used social media in Indonesia. As cited from Kominfo.co.id in the article "Indonesia Peringkat Lima Pengguna Twitter", Budi Setiawan as Director General of Postal and Information Technology Equipment Resources said that Indonesia is the fifth largest country with Twitter users after the UK and other big countries. Of the 245 million population of Indonesia, internet users in Indonesia reach 55 million people (Kominfo,co.id). According to Rudi Arifin (2020), the definition of meaning from Twitter itself is *'a short burst of inconsequential information'* and *'chirps from birds'*.

Seeing this results, it is clear that Twitter allows people to freely express what they want to say and think. Twitter is thought to be capable medium for satisfying people's demand to deliver and apply their egos and ideas through easy but qualified social media.

Twitter has a lot of cool features for its users. When using Twitter, the most prevalent feature is *tweet*. Photos, videos, text, voice notes, locations, and GIFs can all be uploaded by the user. In general, all registered and unregistered users can see shared tweets, however users can choose to only see Tweets from specific followers. Twitter once only permitted users to share posts with a maximum length of 140 characters, however on November 7, 2017, the maximum number of posts was expanded to 280 characters (Rudi Arifin, 2020). As a result, people will be able to openly express their emotions. The location update feature allows people to share their current location. The features of photographs and videos are used to post photos and videos to share with other users.

Expressing feelings by using Twitter is considered effective because it can directly represent what users feel and also people around will know directly what other users are facing at the time. As stated by one of the active Twitter users namely @epachannn, she said that she is comfortable to complaining on Twitter.

Figure 1 Expressing feelings on Twitter

Source: Twitter

She feels complaining on Twitter is a safe place. Moreover, she feels Twitter is like her home. As for the tweet from another active Twitter user named @theonlybilaa_, she said that whatever the problem, expressing feelings on twitter is the best solution as it can see in the proof below.

Figure 2 Expressing feelings on Twitter

Source: Twitter

Previously, people preferred privacy, chose and sorted out the good words in expressing their feelings. In addition, less privacy as the disadvantage of Twitter has the risk of over-sharing of information can cause problems for users.

Fabio Oliveira's case is one of the cases when people have expressed their feelings on Twitter and caused an issue. This incident occured in Tangerang in August of 2014. As

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cited from Bola.net, Fabio (a coach of Persita) explained clearly the problem of delays in player salaries, the condition of Persita's mess and related problems with Persita's financial condition on Twitter.

Figure Expressing Feelings on Twitter caused an issue

Source: Bola.net

Eka Wibayu, General Manager of Persita, stated that after holding a management meeting, they agreed to terminate Fabio Oliveira's contract. Eka said that the basis for terminating Fabio's contract was because the management considered that what was stated on twitter was considered a violation of the agreement with management when Fabio would handle Persita. According to Eka, Fabio should have prepared and encouraged the team and players to perform optimally for the two important matches of Persita. However, what is done is quite the opposite. Eka said that Fabio should not have disclosed the team's internal problems to social media and preferred to discuss them with the team management (Bola.net).

Problems raised because the social media users do not pay attention to the content of the message that is written or shared, but they still choose social media as a medium to express feelings, especially on Twitter. As social beings, people need to communicate and

express feelings, but by using Twitter as a medium to express feelings, it makes the privacy lost. The fulfillment of social needs such as interacting and socializing through Twitter for most people makes a big question mark, why Twitter makes people comfortable in expressing feelings and choosing Twitter as a medium to share feelings in their lives. The factors that make people attracted to express feelings in Twitter, triggered the researcher to find out the answer.

As a result, researcher are eager to learn more about why people choose Twitter as a platform to express their emotions and communicate what happens in their daily lives. The researcher expected a large contribution when studying the problem related with a person's behavior, given the number of problems that would develop. **"Using Twitter to Express Feelings"** will be the subject of the writer's investigation.

Research Questions

1. Why do people choose Twitter to express their feelings?

2. How do Twitter's features help people in expressing feelings?

Research Objectives

The objectives of this research are to identify why people choose to express their feelings on Twitter and how Twitter's features help people in expressing feelings. This research will employ a phenomenology paradigm which focuses specifically on descriptive qualitative approach. The researcher conducted an in-depth interview with six informants, there are three males and three females.

Significance of Research

Academically, this study can contribute to give information, theoretical, and practical perspectives to review those concerned in communication science, especially in social media as a new medium for people to express their feelings and needs as social beings.

Practical significance, the researcher hopes that people will be motivated to use and take the benefits from social media in a good way. The research provided a reference to people who want to share about their social life in social media and hopefully people utilized social media in a good way.

Scope and Limitation

The research was limited on the use of Twitter only for expressing feelings. As stated in objectives, this research studied about why people choose to express feelings on Twitter and how Twitter features help people in expressing feelings. In collecting the data, the researcher interviewed six participants and it was divided into two resources, there were students and workers to get more different point of view. This made the source of the research pertinent and appropriate with the study.

CHAPTER I

LITERATURE REVIEW

In this literature review, the researcher discusses the previous researches which have in common with the topic and the problem with this study. This was conducted to get understanding of the phenomenon is being investigated and a conceptual framework of the study.

1.1 Psychological Emotions

Psychology views human behavior as a reaction that can be simple or complex. Behavior is broadly certain not only can be viewed in relation to human attitudes. Discussions of behavior from motivational theory, from the point of view of learning theory, and from other perspectives, will give different emphases (Ardysatria, 2018). However, one thing is certain: human behavior is difficult to understand and predict. According to Amanda (2018), there are numerous internal and external factors from the past, present, and future that influence human behavior. Amanda also stated that human behavior is influenced by a variety of factors, including the nature of the stimulus, the individual's background, motivation, personality status, and so on. Individual attitudes do, in fact, influence how a person behaves in their environment.

Emotional expression can be seen from physiological changes that arise as a result of reactions to certain events or stimuli that cause emotions, these reactions both internal and external will bring up emotional expressions that are manifested in physiological appearance, including facial expressions, to attitudes and behavior (Hude, 2006). Hude also stated that apart from being inherited genetically, emotional expression is also influenced by experiences in interacting with other people. Therefore, emotional expression is a person's tendency to express feelings that are being felt to others.

According to Kumar Das (2014) Emotion is a specific sensation or feeling in the mind that provides directional drive to the other faculties of the mind – memory, intelligence, and physical activities for their actions to be performed in order to achieve a specific goal. Emotions can be represented logically on a 'Pleasure and Pain' or 'Positive and Negative'

scale. That means that every emotion has both of these ends. That is also true for emotions such as 'anger' and 'fear'. The culture and social system in which the individual lives and settles regulates and limits to whom, when, and where a person can express and keep the emotions he/she is feeling, and relate to the way in which these emotions are expressed, both verbally and nonverbally. It can be concluded that emotional expression is an effort made by a person to communicate the status of feelings (emotions) in response to certain situations both internally and externally as seen from biological, physiological changes and a series of action tendencies (attitudes and behavior).

1.2 Previous Research

The first study was a book in 2013 by Dhiraj Murthy, entitled: *Twitter: Social Communication in the Twitter Age*. In this study, he analyzed how has Twitter microblogging technology shaped the way modern humans communicate.

The conclusion of this research was that Twitter is an attempt at "starting the conversation rather than concluding it". He also admits that in a medium as active as social media, a much broader range of topics need to be investigated. To say the least, this is an understatement. *Twitter: Social Communication in the Twitter Age* achieves its goal of facilitating that dialogue.

The second study was a article by Sinnenberg and Buttenheim in 2016, entitled: *Twitter as a tool for health research*. In this study, they analyzed the use of Twitter in health research. The study's data came from independently screened studies and abstracted data related to the approach to Twitter data analysis, methodology used to study Twitter, and current state of Twitter research by evaluating time of publication, research topic, ethical concerns discussion, and study funding source.

The conclusion was they developed a new taxonomy of six categories to describe the use of Twitter in health research. Many data elements discernible from a user's Twitter profile, particularly demographics, have been underreported in the literature and may offer novel ways to characterize the users whose data is analyzed in these studies. Twitter-based health research is a growing field that is supported by a variety of organizations.

1.3 Theories

1.3.1 Mass Media

According to Larose (2014), mass media is one-to-many communication delivered through an electronic or mechanical channel. The history of mass media is based on four major elements: technologies, political, social, and economic situations, a series of activities, functions, or needs, and humans. These four elements interact with one another in various ways. Meanwhile, each element has an alternate effect, and occasionally one of the elements becomes the main factor of the others. (McQuail, 1994).

The first form of mass media was newspapers. The invention of the newspaper marked the start of modern media. Then move on to nineteenth-century film. People use film as a form of mass media to pass the time in their spare time. As a result of the film, they developed radio and television as electronic media. Even now, the internet allows people from all over the world to share information and communicate with one another.

There are several types of mass media, as described by Nuruddin (2011) in his book *Introduction to Mass Communication* :

a. Electronic mass media (electronic media), includes television, radio, movies. Electronic media is a media type in which the content is distributed through sound or image and sound with electro technology.
b. Print media, includes newspapers, magazines, tabloids, books. The information is printed on a sheet of paper.
c. Internet, including social media.

1.3.2 New Media

New media is a term that has existed for 45 years. In fundamental terms, new media does not refer to a specific technology, but more collective with new media that is closely related to the Internet. McLuhan is one of the academics who introduced the term new media. According to McLuhan (1964), developments of new media in the history of communication technology has expanded the range of human communication. For McLuhan, this development culminated in the era of mass media modernism. New

communication technology that produces cultural effects that are far-reaching, unpredictable, and disruptive, and change dynamics of human relations. Since McLuhan's time, the term new media emerged and persisted has various definitions according to the context of its use.

According to the Encyclopedia of New Media, none of them have a definitive definition of new media. Even what is now known as old media or traditional media was once referred to as new media. The world of new media is constantly changing andevolving.

Interactivity is believed to be the key to successful new media developing at this time. As stated in the definition of new media, stated by Ronald Rice (1984), where it is stated that interactivity is a characteristic of most of today's new media. The advance of new media, such as the internet, has given rise to a communication model. The new mass, which previously was one to many communication, became many to many communication. Now every individual can create their own various types of messages in the form of text, sound, pictures and videos, and disseminate to the public. So, new media with its technological convergence, has changed the model of mass communication that has been around for a long time, and also changed the way we interact and communicate with other individuals.

Users of new media can access various media content at any time and from any location by using a variety of electronic devices. New media is interactive and available for free. Interactive is meant by audiences who can interact directly with the media content they consume. They can actively select media content and provide feedback on the media content directly. The free nature owned by a new media is also related to the content it contains. In new media, audiences can freely create content even to express their feelings.

1.3.3 Social Media

For some Indonesians, social media is an identity and a necessity, so that there is no day without opening social media for them, even for almost 24 hours they are able to not be separated from their gadgets and smartphones. Social media is gaining popularity because it allows people to connect with the online world through personal, political, or business activities. Social media is a form of online communication in which users can easily

participate. Participate in the sense that someone will easily share information, create or receive content, and so on. Everything is quick and limitless.

According to Scott (2011), social media provide the way people share ideas, content, thoughts, and relationships online. Social media differ from so-called mainstream media in that anyone can create, comment, and add to social media content. Social media can take the form of text, audio, video, images, and communities (Scott, 2011)

Social media and social networking are two terms that sound similar here. Social media is the superset, and it refers to the various media that people use to communicate socially online. Blogs, wikis, video and photo sharing, and much more are examples of social media. A subset of social media is social networking, a term I use to refer to how people interact on sites like Facebook, Twitter, LinkedIn, MySpace, and similar sites (Scott, 2011). People engage in social networking when they create a personal profile and interact in order to become a part of a community of friends and like-minded people and to share information.

Scott also added ways for users to express their opinions online:

1. **Social networking** sites like Facebook, Twitter, and LinkedIn help people cultivate a community of friends and share information.

2. **Blogs**, personal websites written by somebody who is passionate about a topic, provide a means to share that passion with the world and to foster an active community of readers who provide comments on the author's posts.

3. **Video and photo sharing** sites like YouTube, Flickr, and Vimeo greatly simplify the process of sharing and commenting on photos and videos.

4. **Chat rooms and message boards** serve as online meeting places where people meet and discuss topics of interest, with the main feature being that anyone can start a discussion thread.

5. **Listservs**, similar to chat rooms, send messages out by email to a collection of registered members.

6. **Wikis** are websites that anybody can edit and update.

7. **Social bookmarking** sites like Digg and StumbleUpon allow users to suggest content to others and vote on what is interesting.

8. **Mobile applications** with GPS-generated location services like Foursquare add the component of identifying exactly where each user is in the world.

According to Levinson (2014) there are several advantages of new media such as Google, Yahoo!, YouTube, Facebook, Twitter, as follows:

a. Every consumer is a producer of information that can be transferred to other users.

b. Users can not deny the use of these media, they can get royalties benefit although not for that purpose they use media.

c. Users can freely choose the medium of this media, people who like writing would prefer Blog as media facilitators, people will use You Tube to find videos they want, and people who like to send short messages and will quickly chose Twitter as a medium.

d. Users can freely and free to use this media, users simply register themselves for the data verification process.

e. These media are very competitive and interconnected with each other.

f. This media is more than just a search engine so that users can easily find the information they are looking for and can share with other users so that communication and interactivity will grow.

1.3.4 Twitter as a Platform for Express Opinions and Emotions

There are various kinds of social media and each of them has its own unique features to fulfill the needs of its users. One of the types of social media platforms is Microblogging. According to Finnin (2007), microblogging is a type of communication in which users describe their current situation in brief posts. Twitter is one example of microblogging. Twitter is a website owned and operated by Twitter Inc. Twitter is based in San Brunomor, California near San Francisco, where the site was first created. Microblogging or Twitter is one of the popular media that is widely used by social media users in Indonesia.

Twitter has a variety of features that allow users to engage in a variety of activities. Rojas (2020) reported that the number Twitter daily users increased by 34% to 186 million in the second quarter of 2020 during the pandemic or specifically since corona virus lockdowns around the world. This is the highest and fastest growth that Twitter has experienced since it began using the metric in 2016.

In Indonesia itself, Twitter actually has starts to become popular again since 2019. According to Dwi Adriansah, Twitter Indonesia's Country Industry Head, the average daily Twitter global user increased 21 percent year over year, and in Indonesia, the increase was up to 3.5 times that of the global increase (Putri, 2020). According to Statista (2020), there are 13.2 million Twitter users in Indonesia as of October 2020.

Twitter's strength is its ability to communicate in real time, and no other social network comes close (Hutchinson, 2016). According to Asmus (2019), one of Twitter's most distinguishing features is its speed of communication. A post on Twitter, also known as a *Tweet*, that is limited in character (now 280 characters), allows the Tweet to be easily produced, consumed, and shared, allowing the emergence of a fast-paced information environment.

According to Naveed et al. (2011), other content features that can increase the informational value of a tweet include emotional content, mentions, and questions. Liu et al. (2012) also mention credibility and the use of multimedia such as images that can provide additional information. The author of the tweet's qualities may also influence perceptions of a tweet's information value.

Twitter also has 'trending topics' functions that capture public conversations from its entire user population in real time (Boyd et al., 2010). Trending Topics, as one of Twitter's unique features, is a feature that provides the top terms that are currently being discussed on Twitter. These top terms are displayed and updated in real time. It reflects the community's current main interests; in other words, it is the most discussed conversations at the time (Zubiaga et al., 2011). They also further explain that knowing the most talked about topic at the moment allows them to "stay current on current events and discover the main concerns of the community". Hash staged words that become popular is listed on Twitter's Trending Topics. Chang (2018) defines Twitter hashtag as a new tagging format which associates a user created tag with an event or a context using a # symbol. According to Zappavigna (2011), "hashtag seems to intensify a 'call' to affiliate with the values in the tweet by rendering the tweet more 'searchable'."

Tinati et al. (2012) divide Twitter user behavior into five categories. The first is the Idea Starter, who initiates a conversational meme. Second is Amplifier. Amplifiers are individuals who gathers multiple thoughts and share ideas and opinions to a larger audience. The third type of person is a Curator, who brings together the ideas of Idea Starters and Amplifiers in order to help clarify and steer the conversation's topic. They connect to a large audience and frequently gather information outside their community of interest then customize the information to suit the interest of their network circles. Next is Commentator. They are individuals who adapt to the flow of the conversation by adding their opinion or insight but not being to immerse in it. The last one is individuals who is not contributing to the conversation which is Viewers. They do consume information online but they do not share or create information. Instead of that, they share the information or idea to their offline network.

The three interpersonal activities on Twitter (Following, Retweeting, and Mentioning) represent different types of a person's influence. Cha et al. (2010) identifies 3 types of it. First is In degree Influence that is seen by the number of the user's followers. It can directly indicate how small or large the audience of the user. Second is Retweet Influence which measured by the number of retweets that the user gets in each tweet. It indicates the user's ability in generating content that has pass-along value. The third one is

mention Influence which is evaluated by the number of mentions. It indicates the ability of the user in engaging with others in a conversation.

Seeing these results, through Twitter, it really allows users to freely express what they want to say and what they are thinking. Twitter is considered to be a capable medium of satisfying the desire of people to deliver and implement the ego, and opinions through the social media which are simple but qualified.

CHAPTER II
RESEARCH METHODOLOGY

The researcher used a qualitative research method as it is the most appropriate for the topic discussed. The researcher's goal was to understand attitudes and behaviors toward specific actions and activities rather than to prove specific arguments. The researcher expected to find answers to the research questions by gathering detailed information and collecting a large amount of data.

2.1 Qualitative Approach

According to Cresswell (2014), Qualitative research is a research that used for exploring and understanding the assigned meaning of individuals or groups to a social or human problem.

Qualitative research claims to describe life worlds "from the inside out," from the participants' perspectives. Qualitative research aims to improve understanding of social realities by focusing on processes, meaning patterns, and structural features. Qualitative researchers typically collect data from participants who are experiencing the issue or problem under investigation.

The researcher gathered information by observing participants' behavior or interviewing them. Qualitative research is heavily focused on everyday events and/or the everyday knowledge of those being studied.

2.2 Research Approach

This research used a qualitative descriptive approach. According to Sugiyono (2016), qualitative descriptive methods are research methods based on interpretivism paradigm used to examine the condition of natural objects (as the opposite is experiment) where the researcher is the key instrument. The data collection technique is triangulation (combined),

the data analysis is inductive/qualitative, and the results of qualitative research emphasize meaning rather than generalization.

The goal of qualitative descriptive research is to describe, explain, and answer problems in greater detail by investigating an individual, a group, or an event as thoroughly as possible. Humans are used as research instruments in qualitative research, and the research findings take the form of words or statements that are true to the situation. With a qualitative descriptive approach, analysis of the data obtained (in the form of words, pictures or behavior), and not stated in the form of numbers or statistics, but by providing an explanation or description of the situation or condition being studied in the form of a narrative description. Qualitative descriptive research method is focused on problems based on facts which are carried out by means of observations, interviews, and studying documents.

The rationale for using this method is because this research aims to know the phenomena that occur from each individual's experience. In addition, researcher needs to communicate directly with research subjects so that this type of qualitative descriptive research is the best fit in this research.

In accordance with the problem that is the focus of this research; why do people choose Twitter for expressing feelings and how Twitter features help them to express their feelings, the researcher uses a qualitative approach by describing the data obtained as a result of a study. Using this method, the researcher will receive the data in its entirety and will be able to describe it clearly, ensuring that the findings of this study are truly in accordance with the current conditions.

2.3 Data Collection Techniques

Data collection techniques are methods used by the researcher to obtain the data in research. The qualitative research data collection is more than simply deciding on whether we will observe or interview people. The researcher chose qualitative research and the data obtained should be deep, clear and specific. According to Creswell and Poth (2018), the case

study is a method that focuses on conducting in-depth interviews and analyzing a case, whether it is an event, an activity, a program, or more than one individual. Therefore, in this study, the researcher used data collection techniques by using in-depth interviews with six informants, there are three males and three females. Researchers attempted to elicit information and insights from workers and students which will offer more different points of view.

In qualitative research, Neuman (2013) describes coding as the process of organizing raw data into conceptual categories and creating concepts or themes. It also lets you connect to meaning aspects that you want to compare or contrast (Saunders et al., 2016). Coding the data allows you to organize it and get a sense of the keywords or issues. Finding connections between data will assist in explaining it later (Daymon & Holloway, 2011). The primary data for this study is collected through interviews with key informants.

2.3.1 In-Depth Interview

Researchers conducted in-depth interviews with informants to gather information about their experiences, concerns, and recommendations. The goal of an in-depth interview is to gather complex information, primarily opinions, attitudes, and personal experiences. The in-depth interview was conducted using a pre-prepared list of questions. The in-depth interview takes seriously the idea that people are experts on their own experiences and are thus best suited to report on how they encountered a specific event or phenomenon.

Interviews can be structured, semi-structured, or unstructured. The researcher used semi-structured and open-ended questions with a small number of questions to elicit participants' views and opinions. Semi-structured interviews are made up of a series of open-ended questions about the topics the researcher wants to cover. The open-ended nature of the questions posed defines the topic under investigation while also allowing both the interviewer and the interviewee to go into greater depth on some topics. An open-ended response to a question allows the participant to generate response options. According to Daymon and Holloway (2011), the interview guide ensures that the researcher collects similar data from all research participants. In qualitative research, in-depth

interview are a significant source of data collection because they allow participants' points of view and perceptions to be explored (Daymon and Holloway, 2011).

Participants are chosen based on their ability to meet the requirements. Researchers will attempt to elicit information and insights from workers and students which will offer more different points of view. Several questions are asked in research of this type, because the researcher wants to encourage participants to talk at length about the story of their experience, points of view, and perception.

2.4 Research Participants

According to Cossham and Johanson (2019), key informants are knowledgeable individuals who are willing to share information and make a significant contribution to a research-specific occurrence or issue that the researchers themselves lack. They help expand the researcher's understanding and detailed insights and reduce potential conflict of interest concerning the phenomenon or topic being investigated.

The researcher selected six informants for the purpose of this research. They are active on Twitter, and more specifically, they are active in expressing themselves on Twitter. Their name and their user name are as follows:

Table 2.1 List of Participants

NO	Name	Status	Twitter's Username
1	Safira Leonora Yosnaidi	Student	@loovieely
2	Ananda Putri Pertiwi	Student	@pepeeeps
3	Nora Amalia	Student	@escapismseason
4	Zidan Aizura	Worker	@yourbbyzi
5	Raihan Firdaus	Worker	@urcurrysoup_
6	Ananda Delfayed	Worker	@omAyed_

Source: *Identified and collected by the researcher*

2.5 Research Data Sources

In this research, the data were collected through in-depth interview. The data were devided into two types, which are:

2.5.1 Primary Data

Primary data are the spesific information collected by the person who is doing the research. Interviews are designed to be the primary data that used to answer the problem, the questions have designed in order to stimulate the participants to answer the question related to the problem identified. The subjects of research are intended to obtain data that is required in this study regarding information about the Twitter as a medium to express feelings. Thus, the primary data of this research are the verbatim answers by the informants which were structured according to prepared conceptual framework for the purpose of answering the research questions.

2.5.2 Secondary Data

Secondary data are those that have been gathered and accessible from other sources. Secondary data, such as photographs, were created by the researcher using a digital camera or a mobile phone. When the researcher conducted interviews with research subjects and other data that is used as an additional data source to obtain research data. In this study, the researcher used a chat's screenshot with the informants as the proof by the researcher during the interviews, as well as evidence that the subject expresses their feelings on Twitter via personal mobile phone access, are used to support this research secondary data.

2.6 Data Analysis

Data analysis is the process of searching for and compiling data obtained from interviews, observations, and documentations by categorizing the data, breaking it down into units, arranging it into patterns, and deciding what is important and what is not. Will research and draw conclusions that are easily understood by themselves and others. Data

analysis techniques are activities in qualitative data analysis carried out interactively and take place continuously until complete, so that the data is saturated (Sugiyono, 2016). Activities in data analysis are: Data Reduction, Data Display, Conclusion Drawing/ Verification.

2.6.1 Data Reduction

According to Sugiyono (2016), the data obtained from the field there are quite a lot, for that it needs to be recorded carefully and in detail. Reducing data means summarizing, choosing the main things, focusing on the important things, then looking for themes and patterns. Thus the data that has been reduced will provide a clearer results, and make it easier for researchers to conduct further data collection, and search when needed.

Data reduction of this research are summary of each answers by the informants. Before analyzing the data, the full text of the interviews is transcribed from the chat's screenshot exactly as what the participants said. So the research participant's answers will be trustworthy and accurate.

2.6.2 Data Display

After the data has been reduced, the next step is to display the data. In qualitative research, this data can be presented in the form of tables, graphs, and other visual aids. The data is organized and arranged in a pattern of relationships through the presentation of the data, making it easier to understand. Narrative text is the most commonly used method for presenting data in qualitative research.

After the interviews are already transcribed, the text/data is be labelled if it has similar or have the same meaning which procedure is known as coding. Neuman (2013), explains coding as a process of organizing raw data into conceptual categories and create concepts or themes in qualitative research. By coding the data, it helps to organize and get a

sense of the keywords or issues. Finding linkages between data will help in explaining it later (Daymon & Holloway, 2011).

2.6.3 Conclusion Drawing/Verification

The third step in qualitative data analysis is to withdraw or verify the conclusion. The preliminary conclusions are still tentative, and will be modified if no strong evidence is found to support the next stage of data collection. Thus, qualitative research conclusions may be able to answer the problem formulation formulated from the start, but they may not, because, as previously stated, problem formulation in qualitative research is still temporary and will develop after the researcher is in the field. Thus, the conclusion drawing/verification is basically the conclusion after all the data analysis is analyzed.

Based on the type of research data, the analysis used is descriptive qualitative data analysis technique. The qualitative analysis technique used in this study is a data analysis technique to compare what happened with what was targeted or expected to happen. There are concepts for analyze descriptive data:

Figure 2.1 Stages of Collecting and Coding the data

22
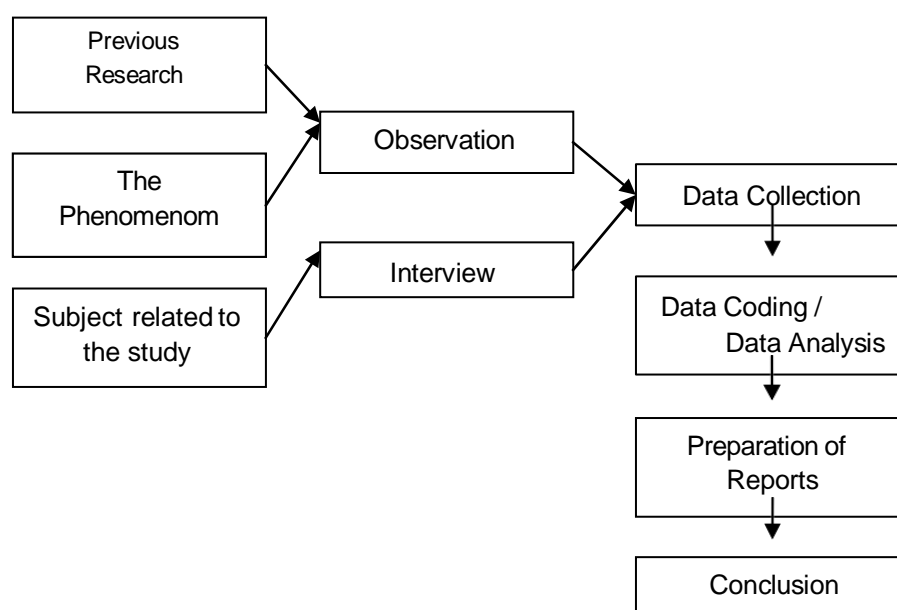
2.7 Data Validity

Neuman (2013) analyses the ability of a researcher to establish the truthfulness, credibility, or believability of research findings. For the purpose of this research, researcher choose six informants consist of three females and three males. In order to gather information and insights for more different point of views, the informant are from workers and students. Six of informants are active on Twitter and active to share their idea or express themselves.

2.8 Data Triangulation

According to Sugiyono (2016), Triangulation is defined as a technique data collection that combines data from various data collection techniques and existing data sources. The goal of triangulation is not to discover the truth about a phenomenon, but rather to improve the researcher's understanding of what has been discovered. In this study, researchers used investigator triangulation. According to Carter et al. (2014), investigator triangulation involves the participation of two or more researchers in the same study to provide multiple observations and conclusions. This type of triangulation can bring both confirmation of findings and different perspectives. Therefore, the researcher studying from other journals that related to the topic in order to complete the definition of investigator triangulation.

CHAPTER III
RESULTS AND DISCUSSIONS

As stated in chapter III, this study employed qualitative methods with descriptive qualitative as a research approach. To follow this method, the researcher conducted in-depth interview to informants. To comprehensively understand why people choose to express their feelings on Twitter and how Twitter's features aid in this process.

The interviews focused on the perception of each person and the perceptual process by asking the participants to tell their experiences and opinions. The verbatims of the interviews were, then, coded and analyze.

The researcher organized and prepared the data for analysis. The researcher read through all the data and coding process. The coding process was to generate a description of the setting or people as well as categories or theme for analysis. The researcher used visuals figure, or tables as adjuncts to the discussions to present a process model. The final step of data analysis involved make an interpretation or meaning of the data.

3.1 Restate Research Question

This research discussed about the use of Twitter for expressing feelings as the participants' experiences. To reach the goal, the questions given by researcher were focused on the reason why people use Twitter for expressing feelings. The research questions are restated as follows:

1. Why do people choose to express their feelings on Twitter?
2. How do Twitter's features help people in expressing feelings?

3.2 Informant Profile

To protect the privacy of participants, the study has requested their permission to use their true identity or a disguised identity. To make participants feel more comfortable at ease during the interview, the researcher allowed them to respond in Bahasa Indonesia. The interview was conducted over the phone.

The researcher had interviewed 6 subjects, the characteristics were from aged above 21 up to 22 years old, active on Twitter, workers and students, there were 3 males and 3 females.

Table 3.1 Informant Profile

No	Name	Gender	Age	Status	Interview Technique
1	Safira Leonora Y	Female	21 Years old	Student	Phone Call
2	Ananda Putri P	Female	21 Years old	Student	WhatsApp
3	Nora Amalia	Female	22 Years old	Student	WhatsApp
4	Raihan Firdaus	Male	22 Years old	Worker	WhatsApp
5	Ananda Delfayed	Male	22 Years old	Worker	WhatsApp
6	Zidan Aizura	Male	21 Years old	Worker	WhatsApp

Source: *Identified and collected by the researcher*

3.3 Data Analysis

As outlined in chapter II and related to the data findings with the theory from chapter II, the researcher will explain the analysis of the data from participants who was interviewed. Here are findings of the the data analysis which are based on the research questions.

3.3.1 Choosing Twitter to Express Feelings

1. Understanding of Twitter

Based on the opinion of the participants, they stated that Twitter as a platform to communicate with each others and to express their feelings. Twitter was a place to express feelings which supported with the features to deliver a message. They also added that twitter is an easy platform to get information. Twitter is also an application that makes it

easy for users to get acquainted with many people. There is also a direct message feature to send messages with people privately. Most people on twitter also to tell their ideas and their opinions. On Twitter, people can share their daily lives freely. So many of them have open discussions on twitter as stated by informant.

A : *"A social media application that people use to communicate."*

N : *"For me, twitter is a platform for people to express their feelings or opinion. Twitter also can be a place to talked with strangers about anything."*

S : *"Platform used to tell daily stories."*

R : *"Twitter is a platform for communicate, searching for information, and meet new people"*

A : *"A social media platform where users can tweet"*

Z : *"an application that can find out someone through social media. Twitter is also equipped with a direct message feature, so we can communicate with people via Twitter."*

(Interviewed by the researcher on 24th January for participant F, 25th January for participant A, N, and R, 27th January for Participant S, and 30th January for participant Z)

2. Differing Twitter to other social media

Based on participants' opinion, the researcher concluded that the differences between Twitter and the other social media were the users' privacy, the features, and small scope. Privacy feature provided the user to private sharing. Twitter also provided the users to share tweet, photos, videos, voice notes in one time. As stated before, since Twitter concerns in users' privacy, Twitter has an privacy settings that allows the users to give limitation on who can see the contents that they share or post on Twitter. The users also can choose who can view on what they share.

Twitter had *Space* feature which makes it easier for users to communicate with the general public. *Space* features are commonly known as podcasts, but on Twitter they are called *Space*. So, these containers are usually used to talk or share their ideas/opinions.

They also added that Twitter is a comfortable place to express their feelings, ideas, and opinions. Twitter also easy-to-use platform that everyone can reach it easily. It proven by the participants answer in below.

A : *"Because Twitter is a comfortable place to express feelings"*

N : *"Umm.. I think twitter is more comfortable than others social media. I could get so much things (knowledges & new perspectives) from someone there. And twitter is easy to use, everyone can have it"*

S : *"If on Twitter is like... it's a safer place to express feelings than other social media."*

R : *"I easily got information from Twitter rather than other social media"*

A : *"Twitter has best UX than other social media"*

Z : *"Maybe because of the space feature, so we can chat with each other"*

(Interviewed by the researcher on 24ᵗʰ January for participant F, 25ᵗʰ January for participant A, N, and R, 27ᵗʰ January for Participant S, and 30ᵗʰ January for participant Z)

3. Reasoning to express feelings on Twitter

The participants have different opinion about their reasons chose Twitter as medium to express their feelings. From the participants opinion, the results of the interview about the reason why they express their feelings on Twitter, because Twitter is a comfortable place to express. Expressed feelings became a habit, the participants addicted with Twitter especially for expressing feelings or tell daily stories.

Twitter as new form of new media provides a place for individuals to express feelings. The participants simultaneously participate in an activity that is fun and reflects who they really are. This activity refers to the use of Twitter for expressing feelings. Some of the participants also said that sometimes they didn't expect a response from anyone, and just wanted to share their feelings. So that's why people are comfortable using twitter as a platform to express their feelings. It proven by the answer by participants below.

A: *"Because on twitter we can pour out all our feelings without being afraid of being commented on by others"*

N : *"I found it fun & enjoy"*

S:*"Because when we say on Twitter what we feel, even though no one responds, it's more relieved."*

R : *"Because when I express my feelings on Twitter, I feel comfortable because my mutual friends are so open minded"*

A : *"Because I could say anything I want while nobody in real life don't know what I really felt"*

Z: "For me, *avoiding negative responses, and on Twitter it's really just close friends"*

(Interviewed by the researcher on 24th January for participant F, 25th January for participant A, N, and R, 27th January for Participant S, and 30th January for participant Z)

4. Friend's responses on feeling expressions

Based on the participant's opinion below, Twitter was social medium tried to make the users to get closer with other users. Twitter allowed the users to interact with other users by using reply on *tweet*. The participants can give responses to the other users by wrote the comments.

A : *"Some respond well, some don't care, some are used as jokes like Vikki"*

N : *"Depends of what I shared. They'll asking me what's happen if I tweeted something terrible"*

S : *"Usually give advice, give encouragement, and ask me to tell the story."*

R : *"They always give me empathy and give good advice"*

A: *"Sometimes it's positive, sometimes its negative. But mostly i got support from my friend"*

Z : *"I get more positive responses, because sometimes I just tweet just to complaining, so honestly, the response sometimes complains too"*

The interactivity make the participants easy to received feedback from their friends. The participants stated that their friends on Twitter tried to give attention to them by replying what they *tweets*. Feedback was important for them because they feel cared and supported. Therefore, they felt recognized by the feedback that their friends gave to them. It can be seen by the participant's opinion about how did their friends response when express feelings.

(Interviewed by the researcher on 24th January for participant F, 25th January for participant A, N, and R, 27th January for Participant S, and 30th January for participant Z)

5. Members reactions after their friends responded to their posting

All the participants gave their opinions about their feelings after get responses from their friends on Twitter. Mostly, they felt happy when their friends gave responses on what they posted and expressed on twitter. It can be seen on their answers below.

A : *"happy because sometimes need support from friends"*
N : *"I feel relieved to know that there's someone who still care about me wkwk"*
S : *"Very touch, because I feel cared"*
R : *"happy and glad to have them"*
A : *"it's happy and fun to see my friends renspons to my problem"*
Z: *"sometimes when I post I'm not okay, but their response supports me, comforts me. My reaction made me think more, what they said, what they told me. I guess I have a good listener"*

The response from their friends is quite important and meanigful. It proved by the answer of participant N, she said that she feel relieved to know that there is someone who still care about her. A responses also can be a lesson for participant Z, he said that when he feeling not good, and the response supports him, it made him think more about what his friend's said. Therefore, a responses can be very important and be a lesson.
(Interviewed by the researcher on 24th January for participant F, 25th January for participant A, N, and R, 27th January for Participant S, and 30th January for participant Z)

6. Feelings after expressed feelings on Twitter

Levinson (2008) states the new media is more than just a search engine so that users can easily find the information they are looking for and can share with other users so that communication and interactivity will grow. Most of the participants helped by expressing feelings on Twitter, it was because they can share about their feelings freely. The interaction between the users in the term of interactivity made the participants eased from their problems because they got comment and suggestion from their friends' comments.

A : *"very relieved because the reason for express my feelings on twitter is sometimes not to get a response from people, but people want to pour it out without anyone responding"*

N : *"Just relieved. Sometimes I just want to express some angry or sad emotions so I feel more relieved"*

S : *"More relieved"*

The researcher took opinions from participants A, N, and S. They are feel relieved when they express their feelings on Twitter. Participant A stated mostly she was relieved when expressed her feelings on Twitter because sometimes she doesn't need a response from her friends, she just wants to pour it out without anyone responding.

R : *"I feel better"*

A : *"It is good, relaxing"*

Z : *"Better"*

Based on the participants opinion, researcher concluded that Twitter helped the participants to ease and relieve their feelings from problem being faced. Twitter also supported them in expressing feelings because Twitter had a lot of features. The researcher took other opinions from participants R, A, and Z. They are feel relieved and better even relaxing when they express their feelings on Twitter.

(Interviewed by the researcher on 24th January for participant F, 25th January for participant A, N, and R, 27th January for Participant S, and 30th January for participant Z)

7. Kinds of feelings their often shared on Twitter

Based on the participants' opinion, the researcher concluded that most of the participants used Twitter for sharing their personal lives and personal problems. The participants enjoyed being in the middle of public, thought express feelings on the Twitter can represent what they felt. They wanted people to know about how their conditions.

A : *"Balance, sometimes sad sometimes happy sometimes angry because life is not full of happiness"*

N: *"Lately, happy feelings. Because I won't to share my negative vibes with people"*

S : *"emm.. sad feelings sih"*

R : *"Both, because when I'm happy or sad I always shared on my Twitter"*

A : *"mixed i think, but mostly sad"*

Z : *"sad feelings and angry feelings"*

Even the participants did not embarrassed to share their sad feelings because they feel safe when they pour it out on Twitter. Twitter became part of participants' lives, anytime they accessed their Twitter's accounts by expressing their feelings. The participants chose Twitter as a medium to express feelings, because they needed a place to express what they felt to relieve problems from them. In addition, beside for expressing feelings the participants also used Twitter for interaction with their friends.

(Interviewed by the researcher on 24th January for participant F, 25th January for participant A, N, and R, 27th January for Participant S, and 30th January for participant Z)

3.3.2 Twitter's features in helping people to express feelings

8. Twitter's features they often used

Twitter had a lot of features, such as Tweet, Space, Photos, Videos, Voice Notes, Retweet, Direct Messages, GIFs, Polling, and locations. Most of them used *tweet* to support

them to express their feelings. The feature supported the participants in sharing thought because they can write about their feelings. Twitter gave the participants medium to share about their personal lives and problems with people who close with them, therefore they got a place to share feelings that reflect who they are.

A: *"tweet, retweet, comment, like, dm"*

N : *"Direct messages & making tweet"*

S : *"tweet"*

R : *"direct message"*

A : *"Voting or polling and thread"*

Z : *"Direct message, sometimes Space"*

They also used Direct Message feature to express their feelings to their close friends. It proved by the answer of participant A, N, R, and Z.

(Interviewed by the researcher on 24th January for participant F, 25th January for participant A, N, and R, 27th January for Participant S, and 30th January for participant Z)

9. Features for supporting feelings' expression

The participants shared about their personal life which were considered as privacy, but Twitter gave enjoyment to the participants in expressing feelings by using the features. Therefore, the participants can relieve and ease them from their problems by expressing feelings on Twitter.

A : *"Tweet features can express my feelings through text, Photo features can update things that not everyone can see"*

N : *"Direct messages : by sending message to my boyfriend or my friend some tweets that related to me and them. Send tweet : just type what I feel then send it to my followers"*

S : *"The VN (voice notes) feature can still express feelings when you're lazy to type but want to complain"*

As stated from participant S, Voice Notes feature can express feelings when she is lazy to type but also wants to express her feelings. So that Twitter features help people to still express their feelings without typing.

R : *"Because with Direct Message, I can share what I felt privately"*

A : *"For example the Thread feature allow me to make another tweet in the same context so I can tweet as many as I want"*

Participant A also stated that Thread features allowed him to make another tweet in the same context so that he can tweet as many as he wants. The feature supported the participant in sharing thought because they can write about their feelings as long as they wanted. Moreover, the limitation of friends on Twitter make the participants comfort to share because they expressed their feelings in small scope.

Z : *"If you dm, I'd rather share what's in my heart that I feel deeply to the person I want to talk about"*

(Interviewed by the researcher on 24th January for participant F, 25th January for participant A, N, and R, 27th January for Participant S, and 30th January for participant Z)

10. The way Twitter helping members to ease their problems

Twitter became participant's choices for expressing feelings because Twitter provide features, limitation of friends, and allow users to make interaction by giving comments with photos, GIFs, and write comments. Based on the interviews to six participants, they agreed that Twitter was an advanced application to assist them in communication and express feelings.

A : *"Being able to pour out my heart freely is enough to help. But sometimes when I have a problem and I open Twitter, I am a lot motivated by other people's tweets, or even laugh at the jokes on Twitter"*

N : *"I felt that my problems aren't ease bcs of twitter, but twitter helps me to distract me about something sucks & twitter give me a space to me to just explain my feelings"*

S : *"It just makes me more relieved, actually, because sometimes I don't know who to talk to... so I post it on Twitter"*

R : *"Because with Twitter, I feel that I have support system, and most of them liked to help people"*

A : *"it is so easy to use and give me freedom to do what i want"*

Z : *"sometimes from the positive response of people. sometimes when I reveal everything through my posts"*

Based on the participants' opinion, researcher concluded that by expressing feelings on Twitter, the participants felt that their problems that were being faced can be eased and relieved because Twitter features supported them for expressing feelings. The participants can get comments and responses from their friends on Twitter when shared their feelings. The participants felt recognized by their friends when their friends gave responses on what they already posted. On the other side, participant N said that her problem are not eased because of Twitter, but Twitter helps her to distract about something sad. But still, Twitter give a good impact to the participants.

(Interviewed by the researcher on 24ᵗʰ January for participant F, 25ᵗʰ January for participant A, N, and R, 27ᵗʰ January for Participant S, and 30ᵗʰ January for participant Z)

3.4 Data Coding

Neuman (2013), explains coding as a process of organizing raw data into conceptual categories and create concepts or themes in qualitative research. It also allows to link aspect of meaning that want to be compared or in contrast (Saunders et al., 2016). By coding the data, it helps to organize and get a sense of the keywords or issues. Finding linkages between data will help in explaining it later (Daymon & Holloway, 2011).

3.4.1 Why do people choose to express their feelings on Twitter?

No	Interview Questions	Response of Participant A (Female)	Response of Participant N (Female)	Response of Participant S (Female)	Theme
1	What do you understand about Twitter?	A social media application that people use to communicate	For me, twitter is a platform for people to express their feelings or opinion	Platform used to tell daily stories	Definition of Twitter
Coding		Communicate	Express themselves	Tell stories	

No	Interview Questions	Response of Participant R (Male)	Response of Participant A (Male)	Response of Participant Z (Male)	Theme
1	What do you understand about Twitter?	Twitter is a platform for communicate, searching for information, and meet new people	Social media platform where the user can *tweet*	An application that can find out someone through social media. Twitter is also equipped with a *Direct Message* feature, so we can communicate	Definition of Twitter

No	Interview Questions	Response of Participant		Response of Participant	Theme
			with people via Twitter		
Coding		Communicate	Tweet	Communicate	

No	**Interview Questions**	**Response of Participant A (Female)**	**Response of Participant N (Female)**	**Response of Participant S (Female)**	**Theme**
2	What makes Twitter different from other social media?	Because Twitter is a comfortable place to expressing feelings	Umm.. I think Twitter is more comfortable than other social media. I could get so much think (knowledges & new perspectives) from someone there. And Twitter is easy to use, everyone can have it.	In Twitter is like.. is a safe place for expressing feelings than other social media	Twitter differences
Coding		Comfortable	Comfortable	Safe place	

No	**Interview Questions**	**Response of Participant R (Male)**	**Response of Participant A (Male)**	**Response of Participant Z (Male)**	**Theme**
2	What makes	I easly got	Twitter has	Maybe	Twitter

	Twitter different from other social media?	information from Twitter rather than other social media	best UX (user experience) than other social media	because there is a *Space* feature, so we can chat with each other	differences
Coding		Reachable	Best UX	Special Feature	

No	Interview Questions	Response of Participant A (Female)	Response of Participant N (Female)	Response of Participant S (Female)	Theme
3	What is your reason for expressing feelings on Twitter?	Because in Twitter, I can share what I felt without fear of being commented on by others	I found it fun & enjoy	Because when I express my feelings on Twitter, I feel more relieved even when no one respond	Reason for expressing feelings on Twitter
Coding		Not fear of judges	Fun	Relieved	

No	Interview Questions	Response of Participant R (Male)	Response of Participant A (Male)	Response of Participant Z (Male)	Theme
3	What is your reason for expressing	Because when I express my	Because I could say anything I	For avoiding negative responses.	Reason for expressing feelings on

		feelings on Twitter?	feelings on Twitter, I feel comfortable because my mutual friends are so open minded	want while nobody in real life do not know what I really felt	Because if on Twitter there are only my close friends.	Twitter
Coding			Comfortable	Feel free	Not fear of Judges	

No	Interview Questions	Response of Participant A (Female)	Response of Participant N (Female)	Response of Participant S (Female)	Theme
4	What were your friend's responses when you express your feelings?	Some people respond well, some don't even care, some are used as a jokes	Depends of what I shared. They will asking me what's happen if I tweeted something torrible	They usually give some advice, encouragement, and ask me to tell the story	Friend's responses
Coding		Cared	Cared	Cared	

No	Interview Questions	Response of Participant R (Male)	Response of Participant A (Male)	Response of Participant Z (Male)	Theme
4	What were your friend's responses when you	They always give me empathy and give good	Sometimes it is positive, sometimes it is negative.	Mostly positive responses. Because	Friend's responses

	express your feelings?	advice	But mostly I got support from my friends	sometimes I *tweet* just for sigh, and then they will respon with sigh too.	
Coding		Cared	Cared	Cared	

No	Interview Questions	Response of Participant A (Female)	Response of Participant N (Female)	Response of Participant S (Female)	Theme
5	What were your reactions after your friends responded to your posting?	Happy because sometimes I need support from my friends	I feel relieved to know that there is someone who still care about me	Very touched because I feel cared	Reaction to the response
Coding		Attention	Attention	Cared	

No	Interview Questions	Response of Participant R (Male)	Response of Participant A (Male)	Response of Participant Z (Male)	Theme
5	What were your reactions after your friends responded to your	Happy and glad to have them	It's happy and fun to see my friends responses to my problem	Sometimes when I post sad feelings and they support me, it makes me calm. My	Reaction to the response

No	Interview Questions	Response of Participant A (Female)	Response of Participant N (Female)	Response of Participant S (Female)	Theme
	posting?			reaction is to think about what they say. And so that I have a good listeners.	
Coding		Grateful	Happy	Attention	

No	Interview Questions	Response of Participant A (Female)	Response of Participant N (Female)	Response of Participant S (Female)	Theme
6	What did you feel after expressing feelings on Twitter?	Very relieved because the reason for expressing feelings on twitter sometimes is not to want to get a response from people, but just want to pour out feelings without anyone responding	Just relieved. Sometimes some emotion or sadness have to be released so that it feels more relieved	More relieved	The feelings after expressing feelings
Coding		Relieved	Relieved	Relieved	

No	Interview Questions	Response of Participant R (Male)	Response of Participant A (Male)	Response of Participant Z (Male)	Theme
6	What did you feel after expressing feelings on Twitter?	I feel better	It is good, relaxing	Better	The feelings after expressing feelings
Coding		Better	Relaxing	Better	

No	Interview Questions	Response of Participant A (Female)	Response of Participant N (Female)	Response of Participant S (Female)	Theme
7	What kind of feelings did you often shared on Twitter? Sad/happy?	Balance, sometimes sad sometimes happy sometimes angry because life is not full of happiness	Lately, happy feelings. Because I won't to share my negative vibes with people	Sad feelings	Kind of feelings
Coding		Happy and Sad	Happy feelings	Sad feelings	

No	Interview Questions	Response of Participant R (Male)	Response of Participant A (Male)	Response of Participant Z (Male)	Theme
7	What kind of feelings did	Both, because	Mixed I think, but	Sad feelings and angry	Kind of feelings

		you often shared on Twitter? Sad/happy?	when I am happy or sad I always shared on my Twitter	mostly sad	feelings.	
Coding			Hapy and Sad	Sad feelings	Sad feelings	

3.4.2 Howdo Twitter'sfeatureshelppeople in expressing feelings?

No	Interview Questions	Response of Participant A (Female)	Response of Participant N (Female)	Response of Participant S (Female)	Theme
8	Which Twitter's features did you often used?	Tweet, Retweet, Comment, Like, and Direct Message	Direct Messages & Tweet	Tweet	Mostly used features
Coding		Tweet & Direct Message	Tweet & Direct Message	Tweet	

No	Interview Questions	Response of Participant R (Male)	Response of Participant A (Male)	Response of Participant Z (Male)	Theme
8	Which Twitter's features did you often used?	Direct Message	Voting or polling and Thread	Direct Message, sometimes also *Space* feature.	Mostly used features

Coding		Direct Message	Polling and Thread	Direct Message	

No	Interview Questions	Response of Participant A (Female)	Response of Participant N (Female)	Response of Participant S (Female)	Theme
9	How did the features support for expressing feelings?	Tweet features can express my feelings through text, Photo features can update things that not everyone can see	Direct Message : by sending message to my boyfriend or my friend some tweet that related to me and them Send tweet : Just type of what I feel then send it to my followers	Voice Note feature, I still can express my feelings when I am too lazy to type but I want to sigh	Features' support
Coding			Interactive		

No	Interview Questions	Response of Participant R (Male)	Response of Participant A (Male)	Response of Participant Z (Male)	Theme
9	How did the features support for expressing	Because with Direct Message, I can share	For example the thread feature allow me to make	In Direct Message, I can express my feelings	Features' support

	feelings?	what I felt privately	another tweet in the same context. So, I can tweet as many as I want	freely with someone I just want to talk to	
Coding					

No	Interview Questions	Response of Participant A (Female)	Response of Participant N (Female)	Response of Participant S (Female)	Theme
10	How did Twitter help you to ease your problems?	Being able to pour out my heart freely is enough to help. But sometimes when i have a problem and I open Twitter, i am a lot motivated by other people's tweets, or even laugh at the jokes on Twitter	I felt that my problems are not ease because of Twitter, but Twitter helps me to distract me about something sucks & Twitter give me a space to me to just explain my feelings	It makes me relieved, because sometimes I do not know who to tell my story with. So, I share it on Twitter	Twitter's support
Coding		Express	Express	Express	

		feelings	feelings	feelings	

No	Interview Questions	Response of Participant R (Male)	Response of Participant A (Male)	Response of Participant Z (Male)	Theme
10	How did Twitter help you to ease your problems?	Because with Twitter, I feel that I have support system, and most of them liked to help people	It is so easy to use and give me freedom to do what I want	When I got positives response from my posting	Twitter's support
Coding		Feel cared	Freedom	Feel cared	

CHAPTER IV

CONCLUSION AND RECOMMENDATION

In this chapter, the researcher discusses the conclusion that the researcher has drawn from the analysis. The conclusion would not much differ with discussion in previous chapter. The researcher also provides recommendations to the future researchers with the similar topic.

4.1 Conclusion

After analyzing the data supported by theories in the literature review, the researcher drew the conclusion as follows:

1. The reason of the participants choose to express their feelings on Twitter were: they needed a place to share their feelings. The participants wanted to ease and relieve them from problems even though there is no one responded to them, they only wanted to share their feelings or opinions. Some of them seeking their friends' attention and some of them are just wanted to sigh.

2. Twitter became medium to express feelings for the participants because Twitter provided features which were support the participants for expressing feelings especially *tweet* and *direct message* features that the participants mostly used to share their feelings privately.

4.2 Recommendation

4.2.1 Academic Advantages

For the academic purpose, researcher recommend this study to be useful and hope can contribute in the academic field especially in communication science which discuss about social media as a new medium for people to express their feelings and meet needs as social beings to interact with other people.

4.2.2 Further Research

This research used qualitative method and qualitative descriptive approach. The research also used in-depth interview to collect the data. Further, researcher recommends for further researchers to use another theory and research approach to gain the data for the research. Probably it would be interesting if the next research can explore more issues in social media uses.

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APENDIX 1 : Interview Guideline

All the questions are open ended question, this is suitable to understand participant's point of view about the research. As the first step in alyzing data, the information gained from interview was transcribed by researcher.

From the research question, researcher developed into some questions which asked to all the participants. Here are the following questions:

1. What do you understand about Twitter?

2. What makes Twitter different from other social media?

3. What is your reason for expressing feelings on Twitter?

4. What were your friend's responses when you expressed your feelings?

5. What were your reactions after your friends responded to your posting?

6. What did you feel after expressing feelings on Twitter?

7. What kind of feelings did you often share on Twitter? Sad/Happy feelings?

8. Which Twitter's features did you often used?

9. How did the features support for expressing feelings?

10. How did Twitter help you to ease your problems?

Name of Informant: Ananda Putri Pertiwi

Date: January 25th 2022

Andhien: Yank lagi sibuk gak? Mau interview 10 pertanyaan ajah

Ananda: Mana

Andhien : Here we gooo. Apa yang kamu pahami tentang Twitter?

Ananda : Sebuah aplikasi sosial media yang biasa di gunakan orang untuk berkomunikasi

Andhien : Apa yang membuat Twitter beda dengan sosial media lainnya?

Ananda : Karna Twitter tempat yang nyaman untuk curhat

Andhien : Apa alasan kamu mencurahkan perasaan di Twitter?

Ananda : Karena di Twitter kita bisa mencurahkan semua perasaan kita tanpa takut di komentari orang lain

Andhien : Apa respon teman-temanmu saat kamu mencurahkan perasaan di Twitter?

Ananda : Ada yang merespon dengan baik, ada yang tidak peduli, ada yang dijadikan jokes means si vikki

Andhien : Apa reaksi kamu setelah teman-teman mu respon di postinganmu?

Ananda : Senang karena kadang membutuhkan support dari temen-temen

Andhien : Apa yang kamu rasakan setelah kamu mencurahkan hati di twitter?

Ananda : Sangat lega karna alasan curhat di twiter kadang bukann untuk dapet respon dari orang-orang, cuma mau mencurahkan tanpa di respon siapapun

Andhien : Curahan seperti apa yang sering kamu bagikan di Twitter? Sad/happy?

Ananda: Balance, kadang sad kadang happy kadang angry karena idup kan gak happy kiyowo terus

Andhien : Fitur apa yang kamu sering gunakan di Twitter?

Ananda : Nge tweet, retweet, comment, like, dm

Andhien : Bagaimana support fitur-fitur tersebut untuk mencurahkan perasaan?

Ananda: fitur nge tweet bisa mencurahkan isi hati pake tulisan, fitur foto bisa update hal hal yang gamau orang banyak yang liat

Andhien : Last question. Bagaimana Twitter membantumu untuk meredakan masalahmu?

Ananda : Hmm.. Dengan bisa mencurahkan isi hati dengan bebas itu udh cukup membantu. Tapi kadang disaat kita lagi ada masalah lalu membuka Twitter dan menemukan tweet orang lain yang bisa membuat kita merasa lebih kuat atau tweet-tweet gak jelas yang bikin ketawa.

Name of Informant: Nora Amalia

Date: January 25th 2022

Andhien : Nor, mau interview dong buat skripsi aku. Judul skripsi ku The Use of Twitter for Expressing Feelings

Nora : Bole

Andhien : Here we go.. What do you understand about Twitter?

Nora : For me, twitter is a platform for people to express their feelings or opinion. Twitter also can be a place to talked with strangers about anything

Andhien : What makes Twitter different from other social media?

Nora : Umm.. I think Twitter is more comfortable than others social media. I could get so much things (knowledges & new perspectives) from someone there. And twitter is easy to use, everyone can have it

Andhien : What is your reasons for expressing feelings on Twitter?

Nora: I found it fun & enjoy

Andhien : What were you friend's responses when you expressed your feelings?

Nora: Depends of what I shared. They'll asking me what's happen if I tweeted something torrible

Andhien: What were your reactions after your friends responded to your posting?

Nora: I feel relieved to know that there's someone who still care about me wkwk

Andhien : What did you feel after expressing feelings on Twitter?

Nora : Lega aja kak. Kadang beberapa emosi marah atau sedih pengennya diluapin biar kerasa lebih lega

Andhien : What kind of feelings did you often share on Twitter? Sad/Happy?

Nora : Lately, happy feelings. Because I won't to share my negative vibes with people

Andhien : Which Twitter's features did you often used?

Nora : Direct messages & bikin tweet

Andhien : How did the features support for expressing feelings?

Nora: Direct messages, by sending message to my boyfriend or my friend some tweets that related to me and them. Send tweet, ketik aja what I feel then send it to my followers

Andhien : Okayy las question, How did Twitter help you to ease your problems?

Nora : I felt that my problems aren't ease bcs of twitter, but twitter helps me to distract me about something sucks & twitter give me a space to me to just explain my feelings

Name of Informant: Safira Leonora Yosnaidi
Date: January 21st 2022

Andhien : Halo leon, boleh interview buat skripsi gaa? Aku lagi bikin skripsi judulnya The Use of Twitter for Expressing Feelings.. Bisa?

Leon : Oh okee boleh din

Andhien : Oke mulai yaa.. Langsung jawab ajaa ya soalnya langsung aku catet
Leon : Iyaa

Andhien : Pertanyaan pertama, apa yang kamu tau tentang Twitter?

Leon : Emm.. Platform yang digunakan untuk menceritakan keseharian

Andhien : Okey.. Terus apa sih yang membedakan Twitter dari media sosial lainnya?

Leon : Kalau di Twitter itu kaya.. tempatnya lebih safe aja buat ngutarain perasaan dibanding sosial media lainnya

Andhien : Lalu apa alasan kamu nyurahin perasaan di Twitter?

Leon : Karena kalau di Twitter pas ngutarain apa yang kita rasain, walaupun gak ada yang respon kayak lebih lega aja

Andhien : Terus biasanya respon seperti apa dari temen-temen kalau kamu habis curahin perasaan di Twitter?

Leon : Biasanya ngasih saran, ngasih semangat, dan ngajak cerita

Andhien : Terus apa reaksi/perasaan kamu setelah di respon sama mereka?

Leon : Terharu karena merasa dipeduliin

Andhien : Apa sih perasaan kamu setelah curhat di Twitter?

Leon : Lebih lega

Andhien : Oke pertanyaan ke tujuh, biasanya kamu curhat apa di Twitter? Sad feelings atau Happy feelings?

Leon : Sad feeling sih

Andhien : Fitur apa yang sering kamu gunakan?

Leon : Tweet

Andhien : Terus gimana fitur-fitur di Twitter bantu kamu dalam mencurahkan perasaan? Kayak contohnya fitur foto membantu apa gitu?

Leon : Fitur VN sih tetep bisa ngutarain perasaan disaat males ngetik

Andhien : Oke pertanyaan terakhir. Bagaimana Twitter membantumu dalam mengurangi masalahmu?

Leon : Membuat lebih lega aja sih sebenernya, karena kadang gatau mau cerita ke siapa. Jadi ngutarainnya di Twitter

Name of Informant: Raihan Firdaus
Date: January 19th 2022

Andhien : What do you understand about Twitter?

Raihan: Twitter is a platform for communicate, searching for information, and meet new people

Andhien : What makes Twitter different from other social media?
Raihan : I easily got information from Twitter rather than other social media

Andhien : What is your reasons for expressing feelings on Twitter?

Raihan : because when I express my feelings on Twitter, I feel comfortable because my mutual friends are so open minded

Andhien : What were your friend's responses when you expressed your feelings?

Raihan : They always give me empathy and give good advice

Andhien : what were your reactions after your friend responded to your posting?

Raihan: happy and glad to have them

Andhien : What did you feel after expressing feelings on Twitter?

Raihan : I feel better

Andhien : What kind of feelings did you often share on Twitter? Sad/Happy?

Raihan : Both, because when i'm happy or sad I always shared on my Twitter
Andhien : which Twitter's features did you often use?

Raihan : Direct Message

Andhien : How did the features support for expressing feelings?

Raihan : Because with Direct Message, I can share what i felt privately

Andhien : how did Twitter help you to ease your problems?

Raihan : karena, dengan twitter, kita jadi merasa punya support system

Name of Informant: Ananda Delfayed

Date: January 19th 2022

Andhien : Om ayed. Aku nanya-nanya ke kamu ya, interviewskripsi..

Fayed : Iyaa

Andhien : pengguna twitter kan?

Fayed : iyaa

Andhien : here we go.. What do you understand about Twitter?

Fayed : Platform media sosial tempat dimana pengguna nya dapat bercuit

Andhien : second

Fayed : le gow

Andhien : What makes Twitter different from other social media?

Fayed : Twitter has best UX than other social media

Andhien : Ux apa

Fayed : user experience kk ndin, biasa disandingin sama UI (user interface).

Andhien : oke third one, what is your reasons for expressing feelings on Twitter?

Fayed : because i could say anything i want while nobody in real life dont know what i really felt

Andhien : 4. What were your friend's responses when you expressed your feelings?

Fayed : sometimes its positive, sometimes its negative. But mostly i got support from my friend

Andhien : good to hear that, okay fifth question. what were your reactions after your friend responded to your posting?

Fayed : its happy and fun to see my friends rensponses to my problem

Andhien : 6. What did you feel after expressing feelings on Twitter?

Fayed : it is good, relaxing

Andhien : What kind of feelings did you often share on Twitter? Sad/Happy?

Fayed : mixed i think, but mostly sad

Andhien : 8. Which Twitter's features did you often

used?

Fayed : voting or polling, and thread

Andhien : okay next question, how did the features support for expressing feelings?

Fayed : for example the thread feature allow me to make another tweet in the same context so i can tweet as many as i want

Andhien : last question, How did Twitter help you to ease your problems?

Fayed : it is so easy to use and give me freedom to do what i want

Andhien : thankyouuu om ayed, well done

Fayed : sama-sama kaka ndin

Andhien : lagi sibuk ga

Zidan : ngga, kenapa

Andhien : mau interview, 10 pertanyaan aja.. tentang Twitter. buat skripsi, yang berjudul "The Use of Twitter for Expressing Feelings"

Zidan : ok

Andhien : Oke pertanyaan pertama, apa yang kamu pahami tentang Twitter?

Zidan : sebuah aplikasi yang dapat mengetahui seseorang lewat media sosial. twitter pun dilengkapi dengan fitur direct message, jadi kita dapat berkomunikasi dengan orang melalui twitter.

Andhien : pertanyaan kedua

Zidan : yup

Andhien : Apa yang membuat Twitter berbeda dengan media sosial lainnya?

Zidan : mungkin karna adanya fitur space, jadi bisa saling ngobrol satu sama lain

Andhien : Apa alasan kamu mencurahkan hati di Twitter?

Zidan : menghindari respon negatif sih kalo aku, dan di twitter emang cuma temen-temen deket doang

Andhien : Biasanya, apa respon temen-temen kamu saat kamu curahin hati di twitter?

Zidan : respon positif sih yang lebih banyak aku dapet, karna juga kadang aku ngetweet cuma buat sambat aja jadi jujur yang respon kadang sambat-sambat juga

Andhien : Terus apa reaksi kamu setelah temen kamu respon postinganmu? kayak apa yang kamu rasain, setelah mereka respon curhatanmu

Zidan : Kadang kalo aku post aku lagi gak baik-baik aja terus respon mereka support aku, nenangin aku. Reaksi aku jadi lebih mikir, apa yang mereka ucapin, apa yang mereka kasih tau ke aku. Kayak jatohnya aku punya pendengar yang baik

Andhien : Curhatan seperti apa yang sering kamu posting? Happy/sad feelings?

Zidan : Sad feelings, dan lebih ke marah2 dan muak

Andhien : Fitur Twitter apa yang sering kamu gunain?

Zidan : Dm lah, space sih kadang

Andhien : Bagaimana fitur twitter bantu kamu untuk express feelings?

Zidan : Kalo dm, aku lebih ke curahin apa yang isi hati aku yang lagi aku rasain banget ke orang yang lagi pegen aku ceritain
Andhien : okey, last question. Bagaimana Twitter membantumu untuk meredakan masalahmu?

Zidan : nah itu, kadang dari respon positif orang. kadang pas udah aku ungkapin semua lewat postingan

Andhien : okeee thankyou kak zidan

Zidan : sama-sama mba andin

Andhien : zi ketinggalan satu pertanyaan wkwk

Zidan : apa syg

Andhien : Apa perasaan kamu setelah mencurahkan hati di Twitter?

Zidan : better

Andhien : oke thankyouu

APENDIX 3 : Interview Proof

Pepe Cantik

23.13

ada yg merespon dengan baik ada yg tidak peduli ada yg dijadikan jokes means si vikki 13.23

Apa reaksi kamu setelah teman-teman mu respon di postinganmu? 13.25

senang krn kadang membutuhkan suporrt dr tementemen 13.26

Apa yang kamu rasakan setelah kamu mencurahkan hati di twitter? 13.28

sangat lega karna alasan curhat di twiter kadang bukann untuk dapet respon dr org org cm mau mencurahkan tanpa di respon siapapun 13.29

Curahan seperti apa yang sering kamu bagikan di Twitter? Sad/happy? 13.31

balance, kadang sad kadang happy kadang angry krn idup kan gahappy kiyowo trs 13.32

Fitur apa yang kamu sering gunakan di Twitter? 13.34

nge tweet,retweet comment like dm 13.34

9. bagaimana support fitur-fitur tersebut

Pepe Cantik

23.14

9. bagaimana support fitur-fitur tersebut untuk mencurahkan perasaan? 13.37

fitur nge tweet bisa mencurahkan isi hati pake tulisan fitur foto bisa update hal hal yg gamau org bnyk yg liat 13.39

last question 13.39

Bagaimana Twitter membantumu untuk meredakan masalahmu? 13.40

hmm 13.41

dengan bisa mencurahkan isi hati dengan bebas itu udh cukup membantu. tp kadang disaat kita lg ada masalah lalu membuka twiter dan menemukan tweet org lain yg bisa membuat kita merasa lebih kuat atau tweet tweet gajelas yg bikin ketawa 13.43

yeaayy 13.44

teimakasih 13.44

Left screenshot (Nora Amalia):

23.18

< 2 Nora Amalia

Lately, happy feelings. Because I won't
to share my negative vibes with people 😃
20.19

Which Twitter's features did you often
used?
20.35

Direct messages & bikin tweet ._.
20.38

9. How did the features support for
expressing feelings?
20.38

Direct messages : by sending message
to my boyfriend or my friend some
tweets that related to me and them
20.39

Send tweet : ketik aja what I feel then
send it to my followers
20.40

okayyy last question 20.40

How did Twitter help you to ease your
problems?
20.40

I felt that my problems aren't ease bcs
of twitter, but twitter helps me to
distract me about something sucks &
twitter give me a space to me to just
explain my feelings
20.43

THANKYOU NAURA LOVE U 20.48

Right screenshot (fayed):

23.23

< 2 fayed

Mon, 24 Jan   om ayed 12.13

aku nanya2 ke km ya 12.14

interview 12.14

skripsi 12.14

iyaa 12.14

pengguna twitter kan? 13.43

iyaa 13.43

here we go ⬇️ 13.45

What do you understand about Twitter?
13.51

You
What do you understand about Twitter?

Platform media sosial tempat dimana
pengguna nya dapat bercuit
13.52

second 13.55

le gow 13.55

What makes Twitter different from other
social media?
13.5

Twitter has best UX than other social
media

64

Left screenshot:

23.27

< 2 zet 👄

Apa yang membuat Twitter berbeda dengan media sosial lainnya? 14.50

mungkin karna adanya fitur space, jadi bisa saling ngobrol satu sama lain 14.51

Apa alasan kamu mencurahkan hati di Twitter? 14.51

menghindari respon negatif sih kalo aku, dan di twitter emg cuma temen2 deket doang 14.53

Biasanya, apa respon temen2 km saat km curahin hati di twitter? 14.54

respon positif sih yg lebih banyak aku dapet, karna juga kadang aku ngetweet cm buat sambat2 aja jd jujur yg respon kadang sambat2 juga 14.56

Terus apa reaksi kamu setelah temen kamu respon postinganmu? kayak apa yang kamu rasain 14.57

setelah mereka respon curhatanmu 14.57

kadang kalo aku post aku lagi gak baik2 aja trs respon mereka support aku, nenangin aku. reaksi aku jadi lebih mikir, apa yg mereka ucapin, apa yg mereka kasih tau ke aku, kayak jatohnya aku

Right screenshot:

23.27

< 2 zet 👄

kadang kalo aku post aku lagi gak baik2 aja trs respon mereka support aku, nenangin aku. reaksi aku jadi lebih mikir, apa yg mereka ucapin, apa yg mereka kasih tau ke aku. kayak jatohnya aku punya pendengar yg baik 14.59

Curhatan seperti apa yang sering kamu posting? Happy/sad feelings? 15.01

sad feelings 15.01

dan lebih ke marah2 dan muak 15.01

Fitur twitter apa yang sering kamu gunain? 15.01

You
Fitur twitter apa yang sering kamu gunain?

dm lah 15.02

space sih kadang 15.02

Bagaimana fitur twitter bantu kamu untuk express feelings? 15.02

kalo dm, aku lebih ke curahin apa yg isi hati aku yg lg aku rasain bgt ke orang yg lg pgn aku critain 15.04

okey 15.04