Twitter as an influence on the quality of online interpersonal relationships and language use

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A thesis submitted in fulfilment of the requirement for the degree of Magister Artium in the Department of Linguistics, University of Western Cape.

2013

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Key Words

Social Networking Sites (SNSs)

Twitter

Interpersonal Relationships

Computer-Mediated Communication

Textese

Twitter Language

Online Social Support

Strong and Weak Ties

Social Network Analysis

Computer-mediated Discourse Analysis
ABSTRACT

TWITTER AS AN INFLUENCE ON THE QUALITY OF ONLINE INTERPERSONAL RELATIONSHIPS AND LANGUAGE USE

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Social networking sites are used on a daily basis, to communicate with friends we have known for quite some time as well as make new friends from all over the globe - a global phenomenon. According to Aparicio (2011) the use of social networking sites have given way to a new “social dynamic” where friendships are formed with individuals from diverse backgrounds and geographical locations. Larsen (2007) continues to state that social network sites make for the creation of new friendships and the maintenance of new relationships. Using social networking sites to develop relationships provides us with new social skills, but through constant use of these sites we lose valuable interpersonal skills learnt through the use of face to face interaction (Aparicio, 2011).

This thesis investigated the notion of social networking sites, specifically focusing on interpersonal relationships and language use within the networking context. The social networking site in question is that of Twitter, as majority of existing studies in this area focuses on the more popular Facebook. The main objective was to determine whether social networking sites, specifically Twitter, influence the development and maintenance of interpersonal relationships and language use.

Participants included a group of 11 males and 11 females (22 in total), ranging from the ages of 17 to 33 and from different geographical locations (e.g. United Kingdom, South Africa, Tokyo, and so on). These participants frequently keep in contact with each other.

Four ways in which Twitter has been adapted to emulate face to face communication have been found, namely: (1) the use of Paralinguistic and Prosodic Features to imitate speech, (2) Ustream, although not prominent within
the data collected, is used to make up for the lack of face to face communication. This, however, is one-way; only one user provides a video link while those communicating with him or her (as there can be more than one) would type messages, (3) as expected a variety of shortenings can be found within the data collected. Shortenings imitate speech among the younger generation, and (4) participants make use of an informal register, as the most common type of relationship found on Twitter is that of friendships. Both strong and weak ties exist in the collected data; with weak ties being the majority. It is possible for weak ties to become strong ties. All online relationships start off as weak and gradually, over time, become strong ties. This is done through establishing trust between participants and communicating on a regular basis. Paolillo (1999) found that online relationships manifests as both weak and strong. However, “online ties are not ‘branded’ as weak ties” and these ties differ in quality; “those who have regular contact have strong ties and those with less frequent contact have weaker ties weak”.

Social support is evident in the collected data and possible in online, text-based communication. In is manifested in four types of support, namely: instrumental, emotional, informational, and appraisal. The most common type of support found in the collected data is that of informational support. With regards to support activation strategies, most tweet fall under the ‘ask’ and ‘cry’ types of strategies. Also, considering the amount of emoticons found in the data, little or no emoticons were found in the activation strategies. There are also more indirect support activation strategies as opposed to direct. This could possibly be due to the fact that majority of the ties are ‘in the weak stage’.

Textese has not been adapted in anyway; the same elements used by texters and IMers are used by tweeters, such as initialisms, phonetic spellings and contractions. Although present in the Twitter data, elements of textese did not occur as frequently as that found in e.g. Bieswanger’s (2007) and Thurlow’s (2003) studies; however more elements of Twitter language was found. If anything, the characteristics of textese are well-suited for Twitter; as shortened forms of words would make it easier for users to maintain a character count below the imposed limitation and it promotes the idea of writing quick and concise messages instead of filling message space with irrelevant content. With regards to the difference in the way male and female participants use language in terms of the linguistic
characteristics of textese and the language unique to Twitter and the use of paralinguistic and prosodic features, it can be said that females tend to use these characteristics more than males do.
DECLARATION

I declare that *Twitter as an influence on the quality of Online Interpersonal Relationships and Language Use* is my own work, that it has not been submitted before for any degree or examination in any other university, and that all the sources I have used or quoted have been indicated and acknowledged as complete references.

Kirby America

November 2013

Signed: ...............
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CHAPTER ONE

Introduction

1.1. Introduction
This study examines the way in which Twitter, as a social networking site, plays a role in influencing the quality of online interpersonal relationships and social support through selected participant’s use of language. The following chapter provides a brief background on Social Networking Sites (SNSs) and Twitter as well as the motivation for doing the study together with its objectives and research questions.

Our means of communication has changed drastically in recent times, due to the ever-changing technology and the increasing popularity and use of the internet. There are now a variety of ways to interact with others, e.g. face to face, email, the telephone, instant messaging and social networking such as the popular Facebook, Pheed, Twitter, to name a few. Social Networking Sites (SNSs) are considered to be a true global phenomenon and are used on a regular basis to connect with friends, acquaintances, co-workers, and so on. They are also used as a platform to meet new people. Aparicio (2011) claims that the use of social networking sites has led to a new “social dynamic” where, instead of having relationships limited by familiar people and those in the immediate environment, we are able to defy time and space by forming relationships with people all over the globe. The rapid growth of SNSs is “indicative of its entry into mainstream culture and its integration into the daily lives of many people” (Ofcom, 2008).

According to Asilo, Manlapig, & Rementilla (2010:11) SNSs has made a significant impact on community and interpersonal communication; that is, the synergy of the internet and physical social interaction. SNSs are seen as having an all-in-one purpose – one is able to send emails, images, music, videos, links to interesting articles, one is able to join groups with people who have similar interests, one can post public messages and even send private messages. WebCredible, a customer experience agency, founded by Trenton Moss, based in London, UK, (cf. [www.webcredible.co.uk](http://www.webcredible.co.uk)) claims that, through SNSs, people are able to receive the necessary encouragement and support they need, establish an identity and satisfy
the “need to feel included”. SNSs provide a platform for people to establish power over the way in which they want to be portrayed online, the strength of their online presence and it also helps “establish friends, relationships and the opportunity to interact with others” (Asilo, Manlapig, & Rementilla, 2010:19).

A research report conducted in 2008 by the Department of Communities and Local Government in the UK (cf. www.communities.gov.uk), claims that there are two significant factors that contribute to the popularity of SNSs, namely, the network factor itself – “the ability to form networks with people who share” and the assumption that internet users want to freely create and share their own content without having to undergo the sometimes mundane task of sitting up and managing their own websites.

The content presented in SNSs is dependent on the users. According to a 2008 report by the IAB (Internet Advertising Bureau) user-generated content refers to anything that has been written and posted online by the individual (IAB Platform Status Report, 2008, cf. www.iab.net). This means that users are now free to communicate with whomever they wish, forming connections with those of their choice (Department of Communities and Local Government, 2008:6). This empowers users to “express their views, ideology and moods with the internet world and to learn about the views, ideas and moods of others” (Department of Communities and Local Government, 2008:6).

1.2. The Development of Social Networking Sites
According to the Department of Communities and Local Government (2008) it took SNSs only a few years to become so immensely integrated in many people’s daily lives; be it for business or for personal purposes. Social networking started February 1978 in Chicago with the Bulletin Board System (or BBS), created by Ward Christianson and Randy Suess (LivingInternet.com). Users were able to access BBS on their personal computers; they were required to dial in through the modem of the host computer, exchanging information over phone lines with others. This was the first system that made use of the ‘sign in’ aspect of social networking and enabled users to interact with each other. However, this means of communication had its flaws, a lack of speed being the most significant (Walker, 2011). Even though BBSes had its imperfections, it steadily gained popularity among its users (Nickson, 2009).
In 1994, things changed – it was the birth of ‘social networking sites’. One of the first SNSs was that of GeoCities (originally called ‘Beverly Hills Internet’, Manjoo, 2009), founded by David Bohnett and John Rezner. Its intent was to allow users to create their own websites, dividing them into ‘cities’ based on the website’s content. Two years later came SixDegrees.com (Walker, 2011). Nickson (2009) stated that the success of SixDegrees.com depended on the founders encouraging existing users to bring in more members – its success relied on word of mouth. Unfortunately, this ‘encouragement’ ultimately became a bit too pushy for many, and the site slowly de-evolved into a loose association of computer users and numerous complaints of spam-filled membership drives. SixDegrees.com folded completely just after the turn of the millennium.

Social Networking’s defining moment was in 2006, with the global launch of Facebook (Walker, 2011), which has become one of the most popular social networking sites to date. Founded by university students who initially peddled their product to other university students, Facebook launched in 2004 as a Harvard-only exercise and remained a campus-oriented site for two full years before finally opening to the general public in 2006 (Nickson, 2009). In 2007, Facebook was reported to have more than 21 million registered members generating 1.6 billion page views each day (Needham and Company, 2007, cited in Ellison, Steinberg and Lampe, 2007: 1144), and in February 2012 it had 845 million active users.

Chapman (2010) stated that Twitter was founded in 2006 and gained a lot of popularity during the 2007 SxSW (South by Southwest) Music Conference and Festival, held in Austin, Texas from March 14th to March 18th (PR Newswire, 2007), where it was promoted as an ‘encouraged communication channel’ (Owyang, 2007). Initially a micro-blogging site, Twitter has developed a cult-like following and has a number of famous users (Ashton Kutcher, Oprah, President Obama, Helen Zille, and many more) (Chapman, 2010). According to Miller (2008: 396) Twitter can be accepted on the internet, mobile devices (mobile internet as well as an application) and through SMS. It allows users to share any significant happenings in their lives to the public sphere (Diaz-Ortiz, 2011). According to News24 (2012) Twitter is a “cascade of information, and unlike Facebook’s complicated privacy controls, there are just two choices: Public or restricted to pre-approved followers”. March 21, 2012 marked Twitter’s sixth birthday, boasting an impressive 140 million active users (Facebook announced on February 2012 that the popular site has reached 845 million active users) (Wasserman, 2012).
By 2009 SNSs has grown to be an essential aspect of individuals’ daily lives all over the world. Today, social networking sites are everywhere; they are used by individuals for personal purposes and used by businesses for marketing purposes. They “engulf everyday life” (MRA/IMRO, 2010:2). The businesses and corporations “invest time and money in the creation, purchasing, promoting and advertising of SNSs” (boyd & Ellison, 2007). Mainstream media has evolved, making use of interactive social networking sites and blogs to provide information and communicate with the necessary audience (Castells, 2009). SABC news and E-news airs in the mornings and evenings on television, but both channels have interactive Facebook pages and Twitter accounts where news is posted throughout the day. This is seen as a ‘transformation’, where “new networks of communication are a complement to the traditional ones and give birth to a new media reality and a new form of the public sphere as witnessed in the realm of the internet” (Castells, 2009:68-70).

1.3. Research Problem

Even though face to face communication is considered as the most common form of communication, social networking sites and online communication has become an integral part of individuals daily lives, and many people rely on it to maintain existing relationships and to create new ones, as these tools make communication easier by ‘placing’ all relationships a mere ‘click away’. It’s claimed that the use of SNSs can never replace that of face to face communication. Instead, the two forms work in collaboration – a synergy of the two – where one cannot be used at a given time, the other seems more appropriate.

Given that people do create long-lasting interpersonal relationships overtime, is it possible to develop strong ties through an SNS that is limited to a 140-character usage, with users from various geographical locations? Could this be possible with the use of third-party applications such as Ustream as a way of making up for the lack of physical social interaction, the use of TwitLonger as a way to sidestep the 140-character limitation and using emoticons as a substitute for the lack of nonverbal cues?

1.4. Significance of Research

This study aims to deepen our understanding of how interpersonal tweets are conveyed as well as determining the quality of existing online relationships within the strict character limitations of Twitter, as opposed to face to face and other forms of online communication. Bergs (2006:12) stated that the study of online networks and interaction results in interesting
“linguistic analyses”, due to the fact that they are “exclusively on verbal, linguistic cues” —no face to face communication is taking place. Unlike many other forms of SNS, Twitter provides an ‘open community’; all tweets (unless set as private) are open for the public to see. Twitter is an untapped resource of rich data and the fact that it was created to be used for micro-blogging but, instead, is used as a communicative tool (similar to Facebook) makes it quite an intriguing research area. There are quite a number of Twitter studies, but not quite with language use and interpersonal relationships as a focus. Most textese studies are solely on linguistics characters such as the number of times participants use abbreviations (cf. Tagg, 2009), as opposed to providing detailed accounts as to why participants use particular linguistic characters within a particular context. There are studies that focus both on linguistic characters and the content of messages (cf. Thurlow, 2003) but lack a detailed discussion on the nature of participants’ relationships. This study aims to bring combine elements of previous studies to provide a more detailed body of work on SNSs, online language use and relationships.

1.5. Research Objectives

**General Objective:**

- To determine Twitter’s influence on the quality of Interpersonal Relationships and online Language Use, through the analysis of language use and discourse among a specific group of Twitter users over a particular period of time

The general objective of this study will be achieved through accomplishing each of the following:

**Specific Objectives:**

- To understand and analyse how language is used and adapted to Twitter’s 140 character limit
- To investigate language use across the various types of social relationships, characterized by strong or weak ties
- To identify some of the possible motivations for using Twitter among my respondents.
- To determine whether participants find that social support is possible in online relationships and how it’s manifested in Twitter interactions.
1.6. Research Questions

- How has Twitter been adapted to emulate face to face communication?
- How are strong and weak ties manifested? Is it possible to develop weak ties into strong ties?
- If transition from weak to strong is possible, is social support present in participants interactions and how is it manifested?
- How has textese been adapted to fit Twitter and its character limitation?
- Is there a difference in the way male and female participants use language in terms of the linguistic characters (textese and Twitter language) and paralinguistic and prosodic features?

1.7. Overview of Chapters

Chapter Two commences with the Literature Review, which is divided into the following sections: Social Networking Sites, Interpersonal Relationships and Linguistic Characteristics. Here, the characteristics of an SNS are discussed, as well as the types of relationships and social support present in online communication. With regards to the Linguistic Characteristics, both textese and language that is unique to Twitter is discussed.

Chapter Three serves as the Theoretical Framework. The study is situated in the field of Herring’s (2004) computer-mediated discourse analysis (CMDA), and Wassermann and Faust’s (2008) social network analysis (specifically, an add-on of the Microsoft Excel application known as NodeXL).

Chapter Four provides the Research Methodology, which is informed by both qualitative and quantitative strategies of data collection. It looks at the population chosen for the study, ethical considerations that were followed and possible limitations. In addition, it discusses the procedure for data collection and analysis.

Chapter Five provides the qualitative and quantitative presentation, analysis and discussion of the findings, using thematic analysis.

Chapter Six provides the qualitative and quantitative presentation, analysis and discussion of the findings, using social network analysis.
Chapter Seven provides the qualitative and quantitative presentation, analysis and discussion of the findings, using computer-mediated discourse analysis.

Chapter Eight will serve as the discussion chapter of the study. The purpose of this section is to summarize the main findings and present the implications of the thesis.
CHAPTER TWO

Literature Review

In this chapter a review of prior literature is discussed. The chapter is divided into three sections, namely: social networking sites, interpersonal relationships and linguistic characteristics.

2.1. Social Networking Sites

2.1.1. Introduction

It is important to distinguish between the concepts of social networks and social networking sites, where the former being closely associated with the concept of “communities of practice” which is defined as an “aggregate of people who come together around some enterprise” (Eckert and Wenger, 1994: 2) and the latter referring to ‘web-based services’ where people are able to create either public or private online profiles (depending on the preference of the individual) in the particular SNS. Once an online profile has been establish, one can choose to interact with others who share similar interests, while adding them to a list of friends (labelled differently depending on SNS). “The nature and nomenclature of these connections may vary from site to site” (boyd and Ellison, 2007).

2.1.2. Characteristics

The Rice University (Houston, Texas) conducted a study in 2007 on social network sites and found that there are five core characteristics that distinguished social networking sites from that of a regular website, namely: it is user-based, interactive, community-driven, it thrives on relationships, and it focuses on emotion over content. When one states that social networks are user-based, it means that they are “built and directed by users themselves” (Dube, 2011). The users of social networks determine its success through their behaviors and continuous use. An example of Twitter being user-based is the ‘trending topics’ (the hashtag topics), trending topics are determined by the users themselves – the more they comment on a specific topics, the more likely it will trend. Dube (2011) corroborates this by stating that “without the users, the network would be an empty space filled with empty forums, applications, and chat rooms. Users populate the network with conversations and content”.

Social networks are interactive in the sense that they provide links to “network-based applications”. No longer are social networks merely about chatting and commenting in forums, they offer links to music, pictures, online games, and so on. In Twitter, for example, tweeters are able to post links to articles they have read, musicians are able to upload links to their latest singles or pictures on their official websites, tweeters can upload links to web chats and followers can post questions via Twitter for them to answer. The possibilities are endless.

Dube (2011) argues that social networks are being used more frequently – as a ‘pastime’ – as it enables one to connect with old and new friends and it serves as a means of entertainment. Social networks are community-driven as it is similar to that of physical communities which are “founded on the fact that members hold common beliefs or hobbies, social networks are based on the same principle” (Dube, 2011). Take Twitter as the central community, for example, within Twitter you have a group of Justin Bieber fans (known as ‘Beliebers’ – a combination of Bieber and Believer), this group forms a sub-community – interacting with members in their own group as well as members from other groups. Twitter, then, consists of a large number of sub-communities interacting with each other. These common interests could range from favourite music to video games to religious beliefs, etcetera.

Social networks thrive on relationships. With a significant number of relationships, the content of a simple post would spread “out across a network of contacts and sub-contacts that’s much larger than you may realize” (Dube, 2011). Twitter has a component known as ‘retweet’, if a follower finds your post insightful they retweet it so that the message reaches their followers as well. So the more followers you have, the greater the chance of your message being read by a larger group. The last characteristic of social networks is that of it focuses on the emotional factor over the content. Social network are not just about providing information, but also about forming bonds with people who have similar interests as you, people you can communicate with other than family and friends. Dube (2011) claims that it “provides users with emotional security and a sense that no matter what happens, their friends are within easy reach”. In a sense, the relationships developed in social networks provide social support. Many people prefer not to have face to face conversations on personal issues, thus making social networks ideal.
SNSs consists of nodes and ties, they are defined by actors (nodes) and their relations (ties or arcs) (Hanneman and Riddle, 2005). de Souza and Preece (2004:592) go on to state that nodes are entities such as “communities, people, purposes”, arcs are “binary relations between entities” and “nodes and arcs have attributes e.g. all entities and relations have a name, entities may be types”. These, in turn, are subject to two types of rules, namely: structuring, and inference rules. According to de Souza and Preece (2004:592) structuring rules “generate particular sub-graphs under conditions determined by the entities, relations and/or attributes of the framework” and inference rules “generate implicit relations between conceptual entities or place constraints on the values of the attributes in the framework”. Hogan (2008:2) adds on that each tie connects two or more of the nodes to each other. If it is a direct tie, it is known as an arc and an undirected tie is known as an edge.

According to Cachia (2008:8), considering the fact that social networking sites revolve around the usage of their members, understanding their role, how they are using SNS as tools of communication and what they make of them is an important aspect for understanding the impact of these new technologies.

2.1.3. Public Networks and Privacy
According to boyd (2007: 2-3) SNSs are considered to be the newest “generation of mediated publics”, places where individuals gather publicly through “mediating technology”. At times, these mediated publics resemble that of unmediated publics such as “parks, malls, parking lots, cafes, and so on”. People gather in areas such as these to connect with friends. If people, who are not involved in the initial conversations of those interacting in mediated spaces, are present, they are open to join the group or not. Take Twitter and Facebook, it’s common for people to comment on tweets posted. However, there are instances where users form groups (more obvious on Facebook, whereas Twitter makes use of hashtags to form topics). These groups are public, anyone is able to join and discussions are usually on an array of topics or particular topics at certain times, e.g. users would ‘live tweet’ events (tweet what’s happening during the live X-factor shows), users will take to Twitter and tweet their opinions when Lady Gaga is caught wearing fur again or form an ‘anti-animal cruelty’ group on Facebook. Anyone who has an opinion on the matter, or share similar beliefs will participate in the conversation as topics are open to the public.
Mediated publics have four unique properties, namely: *persistence* (referring to the fact that what you say is easily accessible at any time, e.g. your tweets will always be on Twitter, unless you delete them), *searchability* (as stated before, everything that occurs online is stored and is thus searchable in social networks, e.g. searching for a specific tweet or topic in Twitter), *replicability* (information can easily be copied and pasted from one place to another, e.g., Twitter reposts, reblogs, and so on), and *invisible audiences* (with communication occurring online, those interacting are not able to see each other as communication is predominantly text-based). These properties introduce “audiences that were never present at the time when the expression was created” (boyd, 2007: 9).

According to Smuts (2010:40) *privacy* regulations differ between social networking sites, some are public while others “offer the possibility for the user to limit access to their profile by only allowing users from the same network or those the user befriended to access their profile”. Jones (2008), cited in Logar (2009:6), stated that “Twitter users are able to control who views their status with privacy tools that are made available to them when they first join”. Only ten percent of Twitter users opt to set their tweets on private, this means that Twitter is considered to be a “place where communication exchanges have seemed to be embraced rather than unwelcomed” (Jones, 2008, cited in Logar, 2009:6).

Bradley (2009) argued that the connection between privacy and social networking is considered to be unintuitive. The reason for this is that, with Twitter, one cannot ‘lock your tweets’ (set your messages on private) and be social and open at the same time. Bradley (2009) goes on to state that “just because you are choosing to share some information with a select group of people does not necessarily mean that you want to share all of your information, or that you want the information you share to be visible to all”. However, many social networking sites warn users about revealing personal information. Once users have formed a close relationship, they are able to send each other ‘direct messages’. Twitter caters for both public and private messaging.

The premise of social networking is that information is shared openly and this fosters a sense of community. The negative consequence of this is that it can be “easy prey for hackers bent on social-engineering and phishing attacks. It's important to be aware of the threats and to maintain a healthy scepticism in your online interactions” (Bradley, 2009).
2.1.4. Computer-Mediated Communication

According to Cumming, Butler and Kraut (2000:2), people use the internet and social networking sites a great deal for interpersonal communication. But there are controversial claims when considering the value of these online relationships, such as personal testimonials from Shapiro’s (1999) study and more “systematically collected evidence” that “document the deep and meaningful social relationships people can have with those they meet online” (Parks and Floyd, 1996). Cummings et al (2000:3) state that these observations are, however, in conflict with data that compare both the values of online and offline relationships (among frequent and less frequent internet users). A study done by Parks and Roberts (1998) surveyed users of multi-player environments known as ‘MOOs’. The results showed that 93% of them had made friends online. Though, when they were asked to compare their online and offline relationships, they felt less close to those they met online. The results of Nie and Lutz’s (2000) national survey showed that people spent “less time with their friends and family since going online, with the decline greatest for people who used the Internet most” (Cumming et al, 2000:3).

To understand the impact of the internet on social relationships, Cummings et al (2000:3) suggest that two types of evidence is essential. Firstly, one should know “how computer-mediated communication affects the quality of particular social interactions and relationships”. A question that would arise in this case would be: ‘are the interactions and relationships sustained online better than, as good as, or inferior to those sustained by other means?’ Secondly, one should know ‘how computer-mediated communication affects one's mix of social interactions and relationships’, as the impact on the internet varies if it serves as a means of communicating with those whom one has already been in contact with prior to online interaction or if it is completely used as an alternative to traditional forms of communication. (Cummings et al, 2000).

Jackson (2011) points out two recent studies conducted by Cho and Hung (2011), which focuses on peoples use of SMS instead of speaking in person, and Taylor, Jowi, Schreier, and Bertelsen (2011), whose study is aimed at determining why people would either prefer the use of e-mail based communication or face to face communication. One of the findings of Cho and Hung (2011) is that 43% of instant messaging users said that they use internet-based messaging to deliver a personal message/information that, normally, they would not say to someone in person. Cho and Hung (2011) argue that this phenomenon would be related to
issues such as ‘conflict management’ (avoiding direct conversation). Conflict management is an important incentive for people to use SMS for interpersonal communications (Cho and Hung, 2011). Duran, Kelly, and Keaten (2005) state that without a doubt e-mail communication is ubiquitous and there are times when it replaces face to face communication. However, Taylor et al (2011) found that computer-mediated communication was not preferred over face to face communication. It is evident that findings vary. Even though both forms of communication are used, a possible factor determining which form is used and when could depend on the individual’s preference.

2.1.5. Twitter

According to Wilkinson (2011) Twitter, launched in 2006, is used for both social networking and microblogging services. The main function of Twitter is for its users to send and receive messages that are known as ‘tweets’ which are text-based messages with a 140 character limit. Twitter is based on the principle of ‘followers’ and ‘following’ – those who subscribe to your tweets are followers and those who’s tweets you follow refer to your following. Micro-blogging refers to a service that lets users “post status updates i.e. short messages that can be updated to let people know what mood you are in or what you are doing” (Department of Communities and Local Government, 2008).

The intriguing characteristic of social networking sites, such as Twitter, lies in the fact that individuals are able to “create or read messages quickly and almost anywhere they wish” (Java, Song, Finin and Tseng, 2007). Millions of tweets are sent out, mostly using mobile phones, on a daily basis. According to Diaz-Ortiz (2011:2) using this method means that “information leaps from person to person, from border to border, and change follows”.

2.2. Interpersonal Relationships

2.2.1. Introduction

An interpersonal relationship is defined as “a relatively long-term association between two or more people” (Asilo, Manlapig, & Rementilla, 2010). This association could refer to emotions, regular business interactions, as well as other types of social commitments. Qing (2007) argued that interpersonal communication is “shaped by the technologically savvy world in which we live”. As our daily lives become more fast-paced and technology driven, we desire a simpler, more efficient and instant way of communicating. Online communication has changed from being merely task-based or for sharing information and is
increasingly an end in itself (Ofcom, 2008: 11-12). Asilo, Manlapig, & Rementilla (2010) claimed that SNS has an immense influence on interpersonal relationships. Individuals are able to meet a variety of people worldwide. These people “can affect the user’s interpersonal relationship with other people close to him/her” (Asilo, Manlapig, & Rementilla, 2010). Social media is multifaceted but, as stated by Jain (2010), one of its main facets is the emphasis it makes on the creating and maintaining of relationships. What you post during your interactions with others is intended to develop and promote the relationships with the people you meet online. Your relationships are based purely on what you post, your tweets, and your language use. Jain goes on to state that through social media, our relationships styles change in the following ways: connecting with others is more rapid, overestimating the “level of intimacy” of the social relationships become easier, we become more prone to the “social media contagion effect”, that is, adopting certain beliefs, attitudes that we are exposed to in these social media sites, and it facilitates the comparing of oneself to others which often results in either negative or positive effects (Jain, 2010).

2.2.2. Relationship Properties
This section is one of the main focus areas of the study. Here, the types of interpersonal relationships will be identified. Note that this is not limited to online communities; these relationships occur in face to face interactions. The study’s analysis chapters will determine whether these types of relationships occur in online communities as well as well as identify the most common type of relationship found. Another important aspect of interpersonal relationships is its strength, the literature provided here on strong and weak relationship ties would later help analyze and determine whether the chosen online community presents both strong and weak ties and which of these types are more common and why.

2.2.2.1. The Types of Interpersonal Relationships
Doyle (2005) states that there are four types of interpersonal relationships, namely: friendship, family, romantic and professional relationships. Chan and Cheng (2004) argued that the most common type of interpersonal relationship is friendships. Wright (1984) defined friendship as “a relationship involving voluntary or unconstrained interaction in which participants respond to one another personally” (Chan and Cheng, 2004). According to Hays (1988) friendship is a “voluntary interdependence between two persons over time…and may involve varying types and degrees of companionship, intimacy, affection, and mutual assistance” (Chan and Cheng, 2004). Chakradhar, Raj and Raj (2009:158) argue that a
friendship can easily be created without the “benefit/drawback of a face to face introduction”; there need not be an existing face to face relationship.

2.2.2.2. Strength of Interpersonal Relationships

Vitak (2008) argues that the main reason social network sites are used so often by individuals is to convene with unfamiliar persons and create relationships with them. However, this form of relationship is considered a “weak”. In her research paper, she found that 57% of the respondents claimed to have, initially, been introduced to these “unfamiliar persons” through friends that they have in common. Vitak (2008:97) argues that this “increases the likelihood of such relationships developing into strong ties”. On most SNSs, individuals ‘accept’ or ‘follow’ many people but only have regular contact with a few e.g. you may have 586 Facebook friends, but only chat to 24 of them. In Vitak’s (2008:97) paper, it was found that 85% of the respondents did not “communicate with the majority of their online-only friends”.

Boarse, Horrigan, Wellman and Rainie (2006) conducted a social ties survey in which they identified two types of connections people had in their social network. The two types were: core ties and significant ties. With core ties, people are in frequent contact with one another and significant ties comprise of people “outside that ring of core ties” and have less frequent contact. Vitak (2008) adds to this by stating that significant ties or “weak ties” are acquaintances and core ties or “strong ties” are close friends and family members. Wellman, Quan Haase, Witte and Hampton (1996) claimed intermediary ties, which refers to “individuals who fall between a strong and a weak tie”, should be considered as a third type of connection (Vitak, 2008:17).

Vitak (2008:17) argues that “social ties are the connections between individuals that link them together”, it also demonstrates the strength of the relationships. The tie strength between two individuals can be determined by the “amount of time spent together, the emotional intensity of the relationship” and “the level of intimacy and the degree of reciprocity” (Granovetter, 1973:1361, cited in Vitak, 2008:17). Many researchers work on strong and weak ties within social networking sites draw on Granovetter’s influential work. According to Mergel and Langenberg (2006:1-4) there are four different factors that help to predict whether ties are sustainable or are abandoned over time, namely: individual, dyadic/group, structural, and content related characteristics. The individual factor refers to “personal traits that effect the creation of a tie and potentially the neglect of a tie over time”
(Mergel and Langenberg, 2006:1-4). The dyadic/group factor basically refers to the relationship between individuals within the group. The structural factor includes “properties of the network’s overall architecture and how they affect the sustainability of a dyadic tie” (Mergel and Langenberg, 2006:1-4) and content related characteristics are those such as frequency of interaction.

2.2.3. Social Support

2.2.3.1. Introduction

According to Albrecht, Burleson, and Goldsmith (1994), social support is the “interaction of supportive communication where individuals use verbal and/or nonverbal behaviors to seek or provide help” (Jung, 2009:32), the “transaction of empathy and concern, information and advice, or tangible aid (i.e., goods and services) between two or more individuals” (Mickelson, 1997: 157, cited in Jung, 2009:32). Cobb (1976: 300, cited in Goswami, Köbler, Leimeister, and Krcmar, 2010:3) considered social support to be that “information leading a person/the subject to believe that he/she is cared for and loved, esteemed and is a member of a network of mutual obligations”. Heaney and Israel (2002) stated that social support occurs when “members of a network provide aid to each other with the intention of being helpful, in contrast to social connectedness which can emerge without any conscious effort” (Goswami, et al, 2010:4).

Since the introduction of the internet, online communities are more and more considered as an “alternative setting for seeking social support” (Jung, 2009:32). Robinson and Turner (2003) support this finding by arguing that online social support is of better quality (Jung, 2009) than that of face to face communication. The term ‘community’ appears frequently in literature relating to online social support. According to Badgero (2012) community is a “basic human need” and, even though majority of users have never met in person, Twitter offers users the opportunity to “feel a real connection with one another” (Badgero, 2012).

Eastin and LaRose (2005:2) posed the question of whether “meaningful social support…can be obtained on the Internet remains a highly controversial and complex issue”. Providing social support via social networking is quite a controversial topic, with many questioning whether or not it is possible. According to Eastin and LaRose (2005), the reason behind its complexity lies in the fact that many prior studies results vary. Kraut, Lundmark, Patterson, Kiesler, Mukophadhyay and Scherlis (1998) found that “intense internet usage caused
depression and loneliness”. Sanders, Field, Diego, and Kaplan (2000) found a decrease in “quality family relationships”. Nie (2001) found that there was “increased social isolation”. Whilst some, such as Tichon and Shapiro (2003), claim social networking actually results in a negative effect with regard to support, others corroborated the fact that the internet could be used as a “possible avenue for obtaining support”. Basically, there is no consistency in researchers’ findings; there have been those that declare negative effects and those that claim positive effects (Eastin and LaRose, 2005:4). Badgero (2012) goes on to claim that “short meaningful messages can offer just as much support as verbal comments. Twitter has given its users the ability to maintain a large number of exceptionally meaningful connections”.

Eastin and LaRose (2005) provide evidence for both these viewpoints. With regard to the positive aspects of using online social support, there are a number of studies that have found similarities in the use of social support in both online and face to face communication, which include informational support (Tichon and Shapiro, 2003 and Pew Research Foundation, 2002), self-esteem, emotional, instrumental, and network support (Tichon and Shapiro, 2003 and Pew Research Foundation, 2002). Eastin and LaRose (2005) argue that online relationships can be both strong and intimate and strengthen ones offline relationships (Wellman and Gulia, 1998). This is due to the fact that both online and offline relationships “fulfilled similar roles in terms of their breadth, depth and development of private communication” (Parks and Roberts, 1998, cited in Eastin and LaRose, 2005:3).

2.2.3.2. Types of Support
Semmer, Elfering, Jacobshagen, Perrot, Beehr, and Boos (2008) claimed that social support comprises of two key forms, instrumental and emotional support. Instrumental support refers to the “helping behaviors that people do for another person” and emotional support refers to “the reassurance or emotional support offered to reinforce sense of worth and feelings of self-efficacy” (Semmer et al, 2008). House (1981), however, pointed out two additional forms of social support, that is informational and appraisal support. Informational support refers to providing support-seeker with “suggestions and information” (Goswami et al, 2010) or “advice-giving” (Scott, 2012). With appraisal support, the information provided to the support seeker is “useful for self-evaluation” (Goswami et al, 2010:4) such as “constructive feedback, affirmation and social comparison” (Glanz, Rimer, and Lewis, 2002).
2.2.3.3. Social Support Strategies

According to Turner, Grube, and Meyers (2001) online support networks play a significant role for those who are seeking support. It was argued that when the strength of face to face relationships was weak and that of online relationships was strong, there was an increase in online support, which is a result of the fact that “support seekers are evaluating their support network and their ability to fulfil support needs prior to seeking support” (Turner et al, 2001). Jung (2009:33) argued that individuals who are seeking support usually engage in a “series of conversations with their prospective helpers”, they do not immediately come out and explain their situation – there is some sort of strategy when it comes to approaching individuals for support. Jung (2009) goes on to state that this form of communication is known as ‘troubles talk’ and it refer to “a conversation in which troubles are reported” (Goldsmith, 2004: 4, cited in Jung, 2009:33).

Barbee, Rowatt, and Cunningham (1998) studied social support within the face to face environments and developed a typology of support seeking strategies. Their typology formed part of Sensitive Interaction Systems Theory (SIST) which refers to the “internal emotional conflicts and ambivalences may be reflected in the communication of both the support seeker and the support giver in particular supportive interactions” (Jung, 2009:33). According to this model, there are four phases of supportive interaction, namely: the decision of which support-seeking strategies to use based on their emotional state, the “support providers” coping behaviors (‘approach or avoidance’), the immediate reaction the support seeker expects (‘accept or resist’), and the “relational outcomes between seekers and supporters (satisfied/dissatisfied with self/partner)” (Barbee, et al., 1998: 282, cited in Jung, 2009:34).

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<th>Mode</th>
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<td>Nonverbal</td>
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*Source: Adapted from original SIST (Barbee et al., 1998, p. 283)*

**Fig. 1: SIST Support Activation Strategies**

In relation to the *Sensitive Interaction Systems Theory (SIST)*, Jung (2009) states that there are two elements, namely: the direct/indirect, and verbal/nonverbal (as shown in the table above). With verbal, any problems individuals are experiencing is communicated (by e.g.
they could ask for help, they could get straight to the point without asking or they could hint about the fact that they are seeking support). Nonverbally, emotions are conveyed by things such as crying, sulking or sighing (Jung, 2009).

Considering the fact that this study focuses on Twitter, verbal and nonverbal support seeking, in the obvious sense, is out of the question and will not be discussed. In no way does it mean that it’s impossible to observe nonverbal cues with regard to online communication. As stated earlier, online communication possess nonverbal cues which are “displayed by the linguistic and extralinguistic behavior with emoticons in a CMC environment” (Mann and Stewart, 2000, cited in Jung, 2009:34). Taking this into consideration, Jung (2009:35) proposed the following “support seeking strategies” adapted for online communication:

![Fig. 2: Revised Support Activation Strategies](image)

In the above, adapted SIST, there are only two categories, namely: direct, and indirect. The nonverbal aspect is represented by the ‘+’. Under direct, ‘ask’ and ‘cry’ would be presented as text only, whereas ‘ask+’ and ‘cry+’ would be a text as well as an appropriate emoticon. With regards to indirect strategies, the sighing, sulking, etcetera mentioned with the original SIST table above have been grouped together to form one category, namely ‘complain+’. Similar to that of direct strategies, ‘hint’ and ‘complain’ are text based only and ‘hint+’ and ‘complain+’ includes both text and emoticons.

### 2.3. Linguistic Characteristics

#### 2.3.1. Introduction

It is evident, especially when observing its use on the internet that the way language is being used, has changed. This is due to technological innovation and the fast paced lives people now find themselves living. Crystal (2001) claims that this phenomenon demonstrates an “evolution of discourse” (Hufftaker and Calvert, 2005:2). According to Randall (2002), the
language use on the Internet is, to a certain extent, a never before seen combination of writing and speaking. The reason for this is that messages in SNSs require speed. He goes on to state that this speed attempts “to capture the essence of spoken communication, but because the keyboard is the means of language generation, users must rely on their writing skills to make this happen. The result is the use of writing to simulate speech, a skill that we do not formally learn” (Randall, 2002:2).

Thurlow (2003) claim that the language use in short messaging service (SMS), and computer-mediated communication (CMC) in general, is a “creolizing blend of written and spoken discourse”. In the results of his study, he found that: when composing particular messages, he noted a shift of register. Thus, stating that these messages have differing communicative functions, a relational message would have a different register than an informational message, and there was also a difference in personal style; which could account for differences in message length, use of capitalization and emoticons. Basically, the functions of messages are dependent on its register and messages differing in the personal style of the individuals. Ling (2005) conducted a study on SMS messages, in the Norwegian context, focusing on “written versus spoken language”. Confirming what was found by Thurlow (2003), Ling (2005:3) found that there are several reasons that point to SMS being more similar to speaking than writing, namely: the use of first person present tense, e.g. ‘I am bored’, majority of the messages were informal as openings (greetings) and closings were lacking, the use of adjectives and adverbs were in minority, and there were ambiguous characteristics in the sense that there was no need for immediate response as opposed to e.g. phone calls. Although both Thurlow (2003) and Ling (2005) conclude that SMS is similar to spoken discourse, with SMS individuals can ‘edit’ their messages – the content of messages can be altered to maintain appropriateness. In this way, one is able to “monitor the content of the message and avoid embarrassing communication” (Ling, 2005:8).

2.3.2. Gender

Hufftaker and Calvert (2005) claimed that time spent on SNSs and texting is quite similar among males and females. Grinter and Eldridge (2003), however, claimed that females tend to text more, with longer messages than males. Thulin & Vilhelmson (2007) supports this by arguing that text messaging is gendered and that females do, in fact, use it more frequently than males (Khavari, 2009). With emoticons, it is claimed that females tend to use this form of nonverbal expression more than males. Khavari (2009) argued that if “females are heavier
users and are known for their nonverbal usage, such as gestures, it may explain why heavy users preferred the use of emoticons”.

Rafi (2008) found that female text messages tend to be multifaceted as their use of capitalization is complex, their choice of wording is “lexically dense”, and they use more punctuation. Sattle (1985), Treichler and Kramarae (1983) and Rosenthal (1985) found that females tend to write longer and more complex messages than males. Rafi’s (2008) study on texting supports this finding by indicating that there is also a substantial difference in the number of words in each text message among males and females, where 74% of messages send by males were merely “one sentence or one-clause”, whereas 51.61% of female text messages consisted of more than one clause.

2.3.3. Textese

2.3.3.1. Introduction

Taylor (2011) argues that, as human beings, we are “programmed to connect with other people, influence and be influenced by them”. He goes on to label humans beings as “network creatures”. In social networking, one’s language use and behavior is influenced and “the more people you know, the more influential you are” (Taylor, 2011). One of the most influential elements to emerge from texting is that of ‘textese’, the use of shorthand writing in messages. Hufftaker and Calvert (2005:2) claims that the language used on the internet (which goes by many names, including netspeak, textspeak, and so on) involves “both traditional linguistic forms as well as adapted ones that include slang and nonstandard forms that are sometimes used in offline life”. Netspeak is an ever-changing discourse that is not only created by the particular community using it, but also depends on the types of community (Crystal, 2001). What is meant by this is that there are common elements of texting that is used, but some social networking sites or applications have their own ‘lingo’, so to speak. This is the case for Twitter and Facebook; Twitter language contains ‘mentions’, ‘hashtags’ and ‘FF’s’, whereas Facebook language has ‘pokes’, ‘likes’ and ‘groups’. Crystal (2001: 238-239) claims that online language “is a development of millennial significance. A new medium of linguistic communication does not arrive very often, in the history of the race” (Thurlow, 2003). According to Randall (2002) the use of informal language in social networking sites allows individuals to save time through the use of specific linguistic conventions. Examples of commonly used conventions are abbreviations (which could either
be in the form of simple shortened forms of words such as WMP – windows media player or initialisms such as LOL – laugh out loud), emoticons, contractions, and so on.

Textese seems to be a controversial topic; some consider it detrimental to standard language (cf. Crystal, 2001, Baggot, 2006, Vosloo, 2009, Humphrys, 2007), while others find it advantageous – as those who make use of and understand its complexity are considered masters of that particular language (cf. Wood, Plester and Bowyer, 2008, and Thurlow and Poff, 2009). Crystal (2008) claims that the concern for texting language is “unfounded”; considering the length of the original message (written out in the Standard language) and the character constraint of SMSs (160 characters), the message composer needs to write “economically, inventively and playfully” (Vosloo, 2009:4). It, in fact, requires some skill to achieve. Wood, Plester and Bowyer (2008) agree that when one is texting, you have “the freedom to ‘play’ with the construction of language that they are learning about at school, and are creative in their use of it, they also have regular engagement with it” (Vosloo, 2009:4). Thurlow (2003) argue that this “unique writing style provides opportunities for creativity”. Plester, Wood and Joshi (2009) believe that any engagement with the written word is beneficial (Vosloo, 2009:4).

2.3.3.2. Shortenings

The shortening of words refers to “all lexical forms that are made up by fewer characters than the full form of a word or a combination of words” (Bieswanger, 2007:4). Shortenings break down into six categories, namely: initialisms, clippings, contractions, letter/number-homophones, phonetic spellings, and word-value characters (Bieswanger, 2007).

Bieswanger (2007:4) defines initialisms as “shortenings that consist of the first letter (or letters) of a combination of more than one word”. Initialisms are then broken down into two subdivisions, namely: acronyms, i.e. initialisms that are pronounced as one word (e.g. LOL – laugh out loud) and alphabetisms, i.e. initialisms that are pronounced letter by letter (e.g. O.M.G – Oh my Gosh/God). According to Randall (2002) the use of abbreviations, acronyms and initialisms are meant to make typing messages simpler. This is done “by shortening the amount of time needed to type words and phrases” (Randall, 2002:27). Although there are commonly known abbreviations, the fact that textese is new language and that language itself is ever-changing, there are new shortened words created every day. Due to this, Randall (2002:27) claims that “abbreviations and acronyms constitute something of a sub-language of
their own, and in internet communication, this is true to a substantial degree”. The reason for this is that, if one does not have the shared knowledge and understanding of textese, it will simply appear to be gibberish or technical and computer language.

According to Crystal (2008) there are two types of clippings, namely: g-clippings and other clippings. G-clippings occurs when the final ‘g’ is omitted, e.g. talkin’ (talking) and other clippings refer to all other final ‘consonant’ omissions, e.g. fil (fill) (Farina and Lyddy, 2011: 146). Contractions refer to the shorter forms of words, e.g. don’t (do not) (Farina and Lyddy, 2011: 146). Letter/number homophones refer to the “use a letter or-number to represent a word or part thereof” (Thurlow and Poff, in press, cited in Farina and Lyddy, 2011: 146). An example that is quite common in use is cu 18r (see you later). In this example “both types of homophone, where ‘cu/see you’ denotes a letter homophone and ‘18r/laterU’ denotes a number homophone” (Farina and Lyddy, 2011: 146).

Bieswanger (2007:4) states that phonetic spellings are “all forms that are shorter than the original word they represent and go back to the pronunciation of the respective word. These spellings are different from clippings in that they contain at least one character that is not part of the standard spelling of the word in question”. An example of phonetic spelling in texting would be rite (right). Word-value characters are “a special category that is made up of characters or combinations of up to three characters that can stand for whole words but whose pronunciation is not homophonomous with a word” (Bieswanger, 2007:5). An example of word-value characters in texting would be xo (x represent kisses and o represent hugs).

Choudhury, Saraf, Jain, Sarkar, and Basu’s (2007: 65 - 66) study found that the deletion of characters, phonetic substitution, the use of abbreviations, dialectal and informal usage, and the deletion of words occurred. The deletion of characters refers to removing vowels, e.g. msg (message) or repeated characters, e.g. tomorrow (tomorrow). An example of a phonetic substitution would be 2 (to), an example of a common texting abbreviation (initialism) would be LOL (laugh out loud), dialectal and informal usage refers to the combination of multiple words such as gonna (going to), and words commonly deleted are that of function words and pronouns such as ‘I am reading the book’ (readinbk).
2.3.3.3. Paralinguistic and Prosodic Features

According to Thurlow and Poff (2011:11) the purpose of “paralinguistic restitution” is to restore the “apparent loss of such socio-emotional or prosodic features as stress and intonation, while phonological approximation (e.g. accent stylization) adds to paralinguistic restitution and engenders the kind of playful, informal register appropriate to the relational orientation of texting”. Features to be focused on in this study are: capitalization, punctuation and emoticons.

Capitalization, repeated letters and punctuation fall under the broader category of phoneicons. According to Knas (2009: 2) phoneticons are “graphemic representations of voice features in writing, including length of sounds, volume, and atypical pronunciation”. Examples of common phoneticons are capitalized letters, words or phrases and letters that are repeated in a single word. Randall (2002:12) claims that, in online communication (texting), the use of capitalization becomes “thoroughly unimportant”. However, Thurlow (2011) argues that capitalization is used for exclamatory or affective impact. The use of punctuation in online communication and formal writing differ. In online communication, punctuation has “developed highly conventional functions” (Curzan, 2013). Examples of punctuation in online communication are: the use of ellipses (...), single question mark (?) or two (??) as a response to someone taking too long to reply to a message and the use of an asterisk (*) to correct a spelling error, e.g. “I’ve gained so much wait” (*weight) (Curzan, 2013). Thurlow (2003) claim that the use of question marks and full stops, in textese, are “surprisingly persistent”.

Even though texting (online communication) lacks nonverbal cues, substitutes have been created in order to combat this. According to Kalra and Karahalios (2005), online communities have appropriated the use of emoticons to help address this issue. Though, due to the lack of a standard set of expressive and versatile representations, it opens the door to ambiguity, which ultimately limits their usefulness – there are only a few commonly used and understood emoticons available to express a limited range of emotions. The existing range of emoticons seem sufficient as these emoticons represent emotions commonly found in online interaction, e.g. frown, smile, wink and cry emoticons. Those who do, however, wish to express an emotion not captured in emoticons have found ways around this limitation (such as asterisk emoting). Sanderson (1993:1) defined emoticons as “a sequence of ordinary characters you can find on your computer keyboard. Smileys are used in e-mail and other
forms of communication using computers” (Walther and D'Addario, 2001:326). But some argue that, even with the introduction of emoticons, texting personal/informational messages still lack emotion and are, thus, ineffective. The fact that emotion cannot be expressed through text “greatly limits the effectiveness of textual communication” (Kalra and Kalahalios, 2005:966). There have been a number of attempts to address the issue of “emotion effectiveness” by both interaction researchers and online communities. Due to the incredible difficulty of this, attempts were met with limited success in practice (Kalra and Kalahalios, 2005).

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Hufftaker and Calvert (2005) claim that the term ‘emoticon’ is a combination of the words ‘emotion’ and ‘icons’, and can either be created through the use of “punctuation characters or graphical symbols” (Crystal, 2001). It is obvious that text-based messages lack nonverbal communication, which is why emoticons are seen as a substitute for facial expressions and gestures that occur in face to face communication. Dresner and Herring (2010) supports this by arguing that the term itself (emoticon), reflect “how these signs are typically conceived today…They are construed as indicators of affective states, the purpose of which is to convey non-linguistic information that in face to face communication is conveyed through facial expression and other bodily indicators”. Randall (2002:27) points out that, emoticons “act as abbreviations for expressions of mood, tone of voice, or instructions to the reader”. They are commonly considered to be a ‘substitute’ for the lack or, more specifically, the inability to convey emotion in online communication; it is utilized as nonverbal indicators of emotion (Dresner and Herring, 2010). According to Dresner and Herring (2010), emoticons differ noticeably in both form and meaning. Recently, emoticons have been created not just to convey emotion but also objects, such as a heart (<3), rose (@--> or a beer mug (*beer*), “although the majority mimic facial expressions” (Dresner and Herring, 2010:1). Emoticons become quite obvious when one tilts your head sideways; they resemble e.g. a rose or heart. The table below depicts commonly used emoticons.
Votta (2004:27) found that, in an AIM (AOL Instant Messenger) context, “the speaker has several options for expression emotional response to discourse, each dependant on the context of the discourse”. In the results of her study, she found the following types of emotional expression: emoticons, onomatopoeic representations of sounds (e.g. ‘hahaha’), and asterisk emoting (*jumps*). She also pointed out that, expressing online emotion can take the form of a simple statement such as “that is so funny” (pg. 28).

2.3.4. Twitter Language

2.3.4.1. Introduction

The main types of tweets found in Twitter are mentions and direct tweets. Mentions will be discussed, in detail, below. Direct tweet are private and cannot be viewed in the public timeline (Gill, 2009). Direct tweets are found in the ‘direct message’ tab, once you have logged into your own Twitter account. You may only view your own direct messages and not that of other users.

The appeal and challenge of using Twitter is the fact that Twitter users have to compress their “sophisticated thoughts and feelings into a measly 140 characters (or less). Unfortunately, our traditional methods of communication have proven to be a poor training ground for micro-messaging, and even the most savvy platform users have sighed in exasperation as those bright red negative character signs mock our basic intelligence” (Hockenson, 2012). This limitation encourages users to provide concise messages, instead of lengthy messages of trivial content. However, there is no guarantee that a concise message will fit into 140 characters. That is why a language that is unique to Twitter was introduced; incorporating both textese characteristics and Twitter language into one. Hockenson (2012) argues that this ‘new language’ has been “instrumental in fostering more sophisticated sharing and discourses simply because they are small”.

Many individuals who make use of textese might not be familiar with that of Twitter language; they are two completely different types of language. Textese can be applied to numerous way of communicating such as instant messaging, BBM, Whatsapp, and so on – it’s a generic form of shorthand. Twitter Language, however, was created specifically for Twitter interactions. It is adapted to fit the 140 character limitation and many of the examples of Twitter language make reference to elements specific to Twitter, such as ‘follow Fridays’. Many websites provide detailed descriptions of Twitter language elements to help those who
are just getting started on the SNS. The following descriptions are taken from The Next Web (cf. http://thenextweb.com):

The ‘@’ symbol (mention) is said to be the most important of the Twitter interaction symbols; it is the only way to directly communicate with another user (in the public timeline). Gill (2009) states that the use of @ is considered to be a “form of conversation on Twitter”, it can be used to direct a tweet to an individual mentioned or to reply to a tweet that the individual mentioned has tweeted. Both replies and mentions can be viewed in the replies tab of the Twitter website (when you are logged in and on your ‘home’ page; only you can see this tab) (Gill, 2009). Hashtags (‘#’) are “a convention among Twitter users to create and follow a thread of discussion by prefixing a word with a ‘#’ character” (Kwak, Lee, Park, and Moon, 2010:2). When the # symbol is “coupled together with a word or phrase, it helps to produce a sentiment that could be regarded at the theme of the tweet itself without all the extra characters” (Hockenson, 2012). Twitter tracks certain phrases, words, and hashtags ‘#’, these in turn become ‘trending topics’ (Kwak, Lee, Park, and Moon, 2010:2). Trending hashtags are current topics or phrases that Twitter users are “actively participating in”; these could be live tweets of event, current or breaking news that users will either retweet or comment on (Hockenson, 2012).

Favorites are similar to internet browser ‘bookmarks’; if you like, would like to view or save a specific tweet for future reference, you save it as a ‘favorite’ (Gill, 2009). Favorites are displayed on a user’s profile page; it is public and is represented by a star symbol. Retweets (or RT, sometimes stylized as R/T) Retweets are similar to that of favourites only, instead of saving it, you tweet it onto your own timeline. Retweets are “analogous to forwarding an email; resending a tweet sent by someone else” (Gill, 2009). Recently, Twitter has introduced the ‘quote’ retweet; where users “have the option to retweet without comment or ‘quote’ an existing tweet — the RT is usually replaced in the latter case with quotation marks on either side of the message” (Hockenson, 2012).
2.3.4.2. TwitLonger and Ustream

According to Heuer (2010), TwitLonger is a plug-in that removes the 140 character limit that Twitter has imposed and provides a “link to the remainder of the message so the continuity of your idea is kept intact”. Galloway (2012), furthermore states that you can use TwitLonger to post the first 100 or so characters of your tweet on your Twitter homepage along with a shortened URL (link) that will send readers to the TwitLonger web app to view the entire message. Tweeters have been taking full advantage of TwitLonger, since its conception in, eliminating the frustration of having to send multiple tweets, on one topic, to another tweeter.

The entire text does not show in Twitter, instead a ‘preview’ with a URL is shown. Once a reader clicks to open the URL, it takes you to TwitLonger to show the original text. Wirth (2010) stated that TwitLonger is “a little different than posting on Twitter itself” because of this.

Fig. 5: Leona Lewis answering fan questions in 2012 Ustream Chat
The purpose of Ustream is to provide the individual with a ‘common area’ to broadcast yourself and also allows communication between the “broadcaster and viewers” instantaneously (Obenschain, 2009). It allows “anyone with a camera and an Internet connection to quickly and easily broadcast to a global audience of unlimited size” (Ustream, 2012). Obenschain (2009) goes on to state that since its creation in 2006, Ustream growth and popularity has been exponential. It has become quite popular among celebrities answering fan questions and even with soldiers who use it to “stay in touch with their families”. Basically, it’s a remarkably useful tool for both business and pleasure. Ustream “hosts more than 10 million viewers a month and between 10,000 to 15,000 individual broadcasts every day” (Ustream, 2012). Ustream, founded in 2006, has become the streaming video host of choice by many a celebrity such as Leona Lewis, Ashley Benson and Shay Mitchell (Chapman, 2010).

Obenschain (2009) stated that Ustream was created with the idea of “bringing people together”; this explains the ‘interactive’ setting users are provided with. Individual audience members can communicate directly with the host and each other in a variety of ways, which means that the viewers of a show can actually influence the direction of its content.

The most common form of interaction between the host and the audience is through chat and messaging options that Ustream provides. These chatting options are, essentially, open forums that allow users the freedom to communicate, in real time, with one another and the broadcaster. It should be noted, however, that chats in Ustream is optional; the broadcaster has the option of disabling chats completely, leaving the communication one-sided.

2.4. Summary

This literature review chapter has been divided into three sections which provided an overview of prior literature of the concepts of social networking sites, interpersonal relationships and linguistic characteristics. It provided a distinction between social networks and social networking sites, the characteristics of social networking sites, the options of having your information shown to the public or keeping it private, a brief discussion on computer-mediated communication (CMC), types of relationships and social support, the strength of relationships, social support seeking strategies, textese and language that is unique to Twitter.
The purpose of the first section (2.1), with regards to the focus of this study, is to determine whether Twitter (initially created as a microblogging platform) exhibits characteristics (2.1.2) that are commonly found in social networking sites, such as Facebook for example. If Twitter displays these characteristics, it would clearly demonstrate the power of the user; as the success, failure and direction of SNSs are, for the most part, dependent on its users. This would explain the rapid success of Facebook, Whatsapp and Twitter and the decline in use of e.g., Mxit and MySpace. One of the problems of SNSs is that of user issues with privacy. However, many SNSs enable users to either have their profiles and messages remain open to the public (as this is the initial setting when signing up for the first time) or users can protect their profiles and messages by setting them on private; hiding them from other users. Remaining public or going private is dependent on user preferences. Participant’s profiles are all public, thus making it possible to collect data. As Twitter enables users to meet and befriend people from various places in the world, it only makes sense then to have your profile and messages remain public. ‘Hiding’ would then defeat the purpose of SNSs as its existence is to openly share information.

One of the main focuses of this study is that of interpersonal relationships (2.2). As this would be identified and analysed in the collected data, it was important to identify and define the types of interpersonal relationships, to determine whether these types exist in SNSs as well as which of these would most likely to be more prominent within Twitter. Once these types have been identified in the data, the tweets and conversations surrounding them need further analysis to determine the strength of the relationship between the participants involved. This would help in identifying the number of weak ties as opposed to strong ties (if strong ties do, in fact, exist in Twitter) and to determine whether weak ties are able to develop into stronger ties. A characteristic of interpersonal relationships, that is also important to the overall focus of this study, is social support. The aim is to analyse collected data in order to determine whether or not social support exists and the ways in which it manifests within Twitter. For this purpose, 2.2.3 focuses on the types of social support (in general) as well as the ways in which it occurs in CMC.

The final section (2.3) of the literature review looks at the way in which language is used in CMC; discussing the popular online communication language of textese as well as identifying its characteristics and examples, identifying the ways in which verbal and nonverbal cues (such as intonation, gestures, facial expressions, and so on) are replaced by
capitalizations and emoticons. The purpose of this section is to identify elements of textese common in SMS through literature and comparing that to the data collected from Twitter, to determine whether there are similarities in use. Literature on the way language is used among genders is also dealt with in this section, as participants of the study are male and female.

The following chapter provides the Theoretical Framework for this study.
CHAPTER THREE
Theoretical Framework

3.1. Introduction
This study is informed by the theories of discourse analysis (thematic analysis and CMDA) and social network analysis (Herring, 2004). As one of the most commonly used methods of qualitative methods, thematic analysis is used as a means to organize the large amount of tweets collected into data that is tabulated and easily understood. Although not directly used to answer any of the research questions, by using thematic analysis, the most and least common e.g. shortenings, emoticons, Twitter language elements and categories are easily identifiable. Also, through reading and re-reading the data, in order to develop the necessary themes, the researcher becomes closer to his/her data, more involved as well as gaining a deeper understanding of the content in the tweets.

With social network analysis (specifically through the use of NodeXL) one is able to plot the various social relationships in a graphic. This graphic depicts who interacts with who, whether the interaction is reciprocal and also makes it easier to identify who hardly interacts with anyone. One of the main results that come from using social network analysis is the identification of those who are at the center of the particular social network or community of practice (cf. Dube, 2011). These are the participants who are most likely to influence the particular network as they interact with most of the members. According to Hawe and Ghali (2008:63) social network analysis is used to “to gain unique insights into wide aspects of social phenomena, such as the social inclusiveness of the setting, the processes which underlie hierarchy and stratification, the formation of ‘in’ and ‘out’ groups and so on”. This method of analysis is directly linked to the research questions of strong and weak ties and is used in order to answer these questions.

The initial appeal for using computer-mediated discourse analysis was that it is a specific methodology developed for online interaction. Although ‘traditional’ discourse analysis would be sufficient, it seemed as though there would be gaps in the analysis of the collected data, in the sense that there are many things unique to an SNS like Twitter, such as the use of
text-based emoticons, the creativity in users way of writing because of the 140-character limitation and language that is unique to Twitter. Considering the fact that online interaction lacks the ability to convey both verbal and nonverbal linguistic cues and, CMDA seemed particularly suited for this study. Although CMDA is language-focused, “it allows the inclusion of aspects of communication or context which are specifically related to computer-mediated communication”, as CMDA focuses on five different domains of language, namely: the structure of the message, the meaning conveyed in the message, the interaction of participants and their social behavior. CMDA allows for both a broad (social behavior and interaction of members of a community/network, turn-taking and so on) and narrow approach (the structure and meaning behind messages, syntax, morphology, and so on).

3.2. Thematic Analysis

3.2.1. Introduction

Thematic analysis is defined as “a method for identifying, analysing, and reporting patterns (themes) within data. It minimally organises and describes your data set in (rich) detail” (Braun and Clark, 2006:6). Rice and Ezzy (1999) state that the process of thematic analysis involves identifying themes by reading collected data over and over (Fereday and Muir-Cochrane, 2006: 3-4). Thematic analysis is used to describe the patterns found in qualitative data (Braun and Clark, 2006).

Braun and Clark (2006) stated that there are two ways in which themes can be identified in ones data, namely an inductive (‘bottom up’ way) or a theoretical (deductive or ‘top down’). According to Patton (1990) in an inductive approach, the themes identified are “strongly linked to the data themselves” (Braun and Clark, 2006:12), this type of thematic analysis tends to be ‘data-driven’ (Braun and Clark, 2006). A ‘theoretical’ thematic analysis is driven by the researcher’s interest in their particular field of study and unlike the inductive approach; it is “analyst-driven” (Braun and Clark, 2006:12). Theoretical thematic analysis provides “less a rich description of the data overall, and more a detailed analysis of some aspect of the data” (Braun and Clark, 2006:12).

A theme is “a pattern in the information that at minimum describes and organises the possible observations and at maximum interprets aspects of the phenomenon” (Boyatzis, 1998:161 in Fereday and Muir-Cochrane, 2006:4). It “captures something important about the data in
relation to the research question, and represents some level of patterned response or meaning within the data set” (Braun and Clarke, 2006:10).

3.2.2. Characteristics

According to Thomas (2003:4), the main outcome of an inductive analysis is “the development of categories into a model or framework that summarises the raw data and conveys key themes and processes”. These categories (that depend on one’s particular study) have five key features, namely: label for category, description of category, text or data associated with category, links and, type of model in which category is embedded. The label for category refers to “words or phrases from the data that refer to the category”, description of category “explains the gist of the category” and text or data associated with category refers to the “use of data to exemplify the meaning of the category” (Thomas, 2003:4). Links occur when “categories are interlinked (there might be similarities)” and the type of model in which a category is embedded is when “the category system is integrated into a model, theory or framework, such as an open network (no sequence), a temporal sequence (e.g., movement), or a causal network (when a category causes changes in another)” (Thomas, 2003:4).

According to Guest, MacQueen, and Namey (2012:8), as a method of analysis, a thematic analysis requires an immense amount of “involvement and interpretation from the researcher”. Braun and Clark (2006:8) states that thematic analysis “differs from other analytic methods that seek to describe patterns across qualitative data – such as ‘thematic’ discourse analysis, thematic decomposition analysis, IPA and grounded theory”. The focus of thematic analysis is “on identifying and describing both implicit and explicit ideas within the data, that is, themes” (Guest, MacQueen, and Namey, 2012:8). A theme, according to Braun and Clarke (2006:10) “captures something important about the data in relation to the research question and represents some level of patterned response or meaning within the data set”. Codes are developed to denote themes that have been identified for the raw data. These themes and codes are constantly revised, as they will be used later in ones analysis of the raw data. This analysis can be any of the following: “comparing code frequencies, identifying code co-occurrence and graphically displaying relationships between codes within the data set” (Guest, MacQueen and Namey, 2012:8). Guest, MacQueen, and Namey (2012:8) go on to state that even though there are a few issues with reliability, “thematic analysis is still the
most useful in capturing the complexities of meaning within a textual data set. It is also the most commonly used method of analysis in qualitative research”.

### 3.3. Social Network Analysis

#### 3.3.1. Introduction

Social network analysis (SNA) is “based on an assumption of the importance of relationships among interacting units” (Wasserman and Faust, 2008:4). The focus is not on the individual within a network, but rather on “an entity consisting of a collection of individuals and the linkages among them” (Wasserman and Faust, 2008:5). Basically, SNA refers to a set of nodes and the ties shared among them, that is, the people in a network and their relationship. According to Scholand, Tausczik and Pennebaker (2010) SNA is considered to be an essential methodology when “quantifying informal structure and group processes”. Baldwin, Bedell, and Johnson (1997) and Sparrowe, Liden, Wayne and Kraimer (2001) have made use of SNA to study “the effect of relationships on performance” in academic and business settings, respectively (Scholand, Tausczik and Pennebaker, 2010).

Paolillo (1999) made use of SNA in his exploratory study on the language variation on internet relay chat. He also focused on interpersonal relationships and language use. Data collected was in the form of logs, “which allowed him to provide a detailed study of frequency of interaction”. He found that online relationships can be weak and strong. Not all online relationships (ties) are considered to be weak, and the quality of ties differs. Regular interaction will most likely result in stronger ties and less frequent contact results in weaker ties.

#### 3.3.2. Characteristics

Wasserman and Faust (1994) stated that SNA is based on the assumption of the importance of relationships among interacting units. These units refer to an “entity consisting of a collection of individuals and the linkages among them”. These social relationships consist of nodes and ties. These nodes and ties are analyzed according to three elements, namely: dyads, triads and, larger systems. Bridges (2008) states that the following are hallmarks of the SNA, namely: the relationships between actors, sense of interdependence, and structure affects substantive outcomes. Serrat (2009) argues that social network analysis significant characteristic lies in its focus on the structure of relationships, ranging from casual associate
to closer ties. It is assumed that relationships are important. Herring (2004:6) states that SNA is quantitative and ‘statistical’ because “it is used to analyze networks of ties (e.g., as constituted by communication or transaction) between nodes (e.g., people, institutions)”. Wasserman and Faust (1994) go on to state that SNA has moved from “a suggestive metaphor to an analytic approach to a paradigm, with its own theoretical statements, methods, social network analysis software, and researchers”. Researchers, who make use of SNA, “reason from whole to part; from structure to relation to individual; from behavior to attitude. They typically either study whole networks (also known as complete networks), all of the ties containing specified relations in a defined population, or personal networks (also known as egocentric networks), the ties that specified people have, such as their personal communities” (Wasserman and Faust, 1994:2).

3.3.3. Key Concepts in SNA

An actor refers to “discrete individual, corporate, or collective social units” (Wasserman and Faust 2008:17). Those who make use of SNSs are considered to be actors. Other terms used to describe users of an SNS are nodes, edges, and so on. Relation is a “collection of ties of a specific kind among members of a group” (Wasserman and Faust, 2008: 20). A rational tie refers to the link, by social ties, between two actors (nodes). These ties include the exchange of information, the evaluation of one person by another (expressed in terms of friendship, linking, or respect), an association or affiliation (belonging to the same sub-network on Twitter, for example), behavioral interaction, formal relationships, and so on (Wasserman and Faust, 2008: 17).

As mentioned earlier, SNA focuses on three elements, namely: dyads, triads and larger systems. A dyad refers to a tie between two nodes. It [dyads] “consists of a pair of actors and the (possible) tie(s) between them” and it shows “properties of pairwise relationships, such as whether ties are reciprocated or not, or whether specific types of multiple relationships tend to occur together” (Wasserman and Faust 2008:18). Triads are three nodes and their ties; it is “a subset of three actors and the (possible) tie(s) among them” (Wasserman and Faust 2008:19). Larger systems consist of both groups and sub-groups. Groups refer to “the collection of all actors on which ties are to be measured” and the nodes within these groups “belong together in a more or less bounded set” (Wasserman and Faust, 2008: 19). Sub-groups are “any subset of actors, and all ties among them” (Wasserman and Faust 2008:19).
A social network consists of “a finite set or sets of actors and the relation or relations defined on them. The presence of relational information is a critical and defining feature of a social network” (Wasserman and Faust, 2008: 20) and arises “when all actors can, theoretically, have ties to all relevant actors” (Wasserman and Faust, 2008: 42).

3.4. Computer-Mediated Discourse Analysis

3.4.1. Introduction

Computer-mediated discourse analysis is, essentially, an adaptation of discourse analysis more suitable for analysing online communication (Herring, 2004). According to Herring (2004: 4) the underlying theoretical assumptions of computer-mediated discourse analysis (CMDA) are, broadly put, linguistic discourse analysis. The first assumption is that discourse displays recurrent patterns. Herring (2004: 4) goes on to state that the second assumption is that discourse involves speaker choices. These two assumptions bring forth a third relating to online communication, claiming that “computer-mediated discourse may be, but is not inevitably, shaped by the technological features of computer-mediated communication systems”. Though, through empirical investigation, it will become clear as to the ways, the extent, and “under what circumstances CMC technologies shape the communication that takes place through them” (Herring, 2004: 4).

3.4.2. Characteristics

The focus of CMDA is the analysis of online behavior “grounded in empirical, textual observations” (Herring, 2004). These online behaviors are in the form of verbal interaction logs; analyzing elements such as “characters, words, utterances, messages, exchanges, threads, archives” and so on (Herring, 2004). According to Herring (2001) CMDA adapts methods from language-focused disciplines (linguistics, communication, and rhetoric) to analyze online communication, which could either be qualitative or quantitative and applies it to “one or more domains of language: structure, meaning, interaction, social behavior, or participation patterns” (Barab, Kling, and Gray, 2004:12). The basic methodological orientation of computer-mediated discourse analysis is that of language-focused content analysis. It can either be entirely qualitative in a sense that “observations of discourse phenomena in a sample of text may be made, illustrated, and discussed” (e.g. observing and collecting participants tweets – the focus would then be on the content of each tweet) or it could be quantitative in a sense that “phenomena may be coded and counted, and summaries
of their relative frequencies produced” (e.g. grouping tweets together according to similarities) (Herring, 2004: 4-5).

It should be noted that CMDA is considered to be an approach, consisting of a number of theories (see appendix 5 on pg. 210 for the table depicting the five discourse analysis paradigms that CMDA has adapted for online interactions). CMDA allows “diverse theories about discourse and computer-mediated communication to be entertained and tested” (Herring, 2004:4). CMDA “as an approach to researching online behavior provides a methodological toolkit and a set of theoretical lenses through which to make observations and interpret the results of empirical analysis” (Herring, 2004:4).

3.5. Summary
This chapter has outlined the theoretical framework for the analysis of the data presented in chapters five, six and seven. Discourse analysis (thematic analysis and CMDA) and social network analysis is discussed by providing a brief introduction for each of the theories as well as the characteristics specific to each.

Considering the volume of Twitter data collected for this study, thematic analysis is used to organize the data into categories that have emerged while reading and re-reading through the data. Thematic analysis is used to familiarize oneself with the data, social network analysis is used to identify relationships within a network and computer-mediated discourse analysis is used to analyze the structure and meaning of the data collected, as well as looking at participant relationships in terms of language use and social behavior (social support).

Herring’s research on CMDA is used throughout this study as a guide as she deals with this type of analysis in a simple step by step manner (as seen in the following chapter). Her research is easily understood and quite helpful for those who are not necessarily familiar with this form of discourse analysis.

Definitions and key concepts provided by Wasserman and Faust (2008) explain what SNA is, what it entails and justifies its purpose. The study done by Paolillo (1999), however, puts these concepts into practice. This study then provides the researcher with some idea as to how and what it looks like going about doing a social network analysis. As seen in the following chapter, Microsoft excels NodeXL add-on was used as an SNA tool, as it appeared to be the
simpler means of going about an SNA compared to that used by Paolillo himself. NodeXL is straightforward, easy to use and easier for the reader to follow. In the next chapter, ways of going about doing the above mentioned methods are dealt with in a step by step manner.

The following chapter provides the research methodology.
CHAPTER FOUR
Research Methodology

4.1. Introduction
The following chapter outlines the methodological considerations that have been carried out in this study. Details are provided on the population and sample selected for the study, research design best suited for the study, the data collection methods used and, finally, a clear outline of the analysis of the collected data.

4.2. Research Design
Both qualitative and quantitative approaches were used for this study, qualitative being the primary design. The difference between the two is that “quantitative research is objective; qualitative is subjective. Quantitative research seeks explanatory laws; qualitative research aims at in-depth description. Qualitative research measures what it assumes to be a static reality in hopes of developing universal laws. Qualitative research is an exploration of what is assumed to be a dynamic reality. It does not claim that what is discovered in the process is universal, and thus, replicable” (Anderson, 2006: 3).

McMillan and Schumacher (1993: 479) defined qualitative research as a primarily “inductive process of organizing data into categories and identifying patterns (relationships) among categories”. Denzin and Lincoln (1994:2) states that qualitative research involves “the studied use and collection of a variety of empirical materials-case study, personal experience, introspective, life story, interview, observational, historical, interactional, and visual texts-that describe routine and problematic moments and meaning in individuals’ lives”. It is the qualitative researcher’s endeavour to “attain rich, real, deep, and valid data and from a rational standpoint, the approach is inductive” (Leedy, 1993:143).

For the qualitative approach, data collection consisted of observing and gathering the participant conversations via Twitter (the primary means to monitor conversations) and Twitario (as a means of monitoring individuals tweets). At the onset of this study, the
decision was made to collect 30 messages (tweets) from each participant. However, during the process of data collection, it became apparent that some of the tweets were part of a conversational thread. Due to this, the conversations centred on those initial tweets were collected as well. Participants conversations ranged from one or two tweets in a single thread (with no comments being made on the particular tweet) to a significant amount of tweets exchanged between participants in a single thread.

According to Hopkins (2000) quantitative research focuses on quantifying relationships between variables. Variables can include any characteristic of the participants (or subjects) within your study. These variables are measured in order to “express the relationship between variable using effect statistics, such as correlations, relative frequencies, or differences between means” (Hopkins, 2000). Creswell (1994) argued that quantitative research aims to explain “phenomena by collecting numerical data that are analyzed using mathematically based methods (in particular statistics)”. A quantitative research design is viewed as “a means to capture and explain the essence of social reality” (Pretorius, 2002, cited in Kafaar, 2004:35). Quantitative research is used to describe variables, examine relationships among variables and, determine cause-and-effect interactions between variables. (Burns and Grove 2005:23)

For the quantitative approach, the following has been analyzed: participants frequency of Twitter use, the frequency of contact interaction, number of friends or ‘followers’, the number of the people they ‘follow’ as well as the interaction among them. The recorded conversation logs constitutes the primary source of research data for this study and the data collected from the quantitative analysis serves as the secondary data. Adding to this, once all data has been collected, the total amount of tweets will be calculated as well as the total amount of tweets per participant. The qualitative data collected provides meaning to the quantitative data; it serves to explain the quantitative data in great detail.

4.3. Population and Sample

In view of the study’s specific focus, an inclusion criterion was crucial, in order to achieve the proposed research objectives posed at the outset of this study. Individuals included were, a group of 11 males and 11 females (22 in total), ranging from the ages of 17 to 33 and from different geographical locations (e.g. United Kingdom, South Africa, Tokyo, and so on). These participants have had regular contact, via the social network Twitter, for a considerable
amount of time prior to data collection (ranging from months to years). Participants, who form part of a particular group, have been chosen – with whom I am involved with and have regular contact with. The group was established on similar music taste; they all are fans of UK singer and X-factor UK winner Leona Lewis. The reason behind this is that there is already a connection between these 22 individuals; they have been in regular contact with each other for quite some time – they consider each other as friends. Herring (2004:11) argues that computer-mediated discourse analysis data samples “tend to be motivated (e.g., selected according to theme, time, phenomenon, individual or group), or samples of convenience (i.e., what the researcher happens to have access to at the time)”.

4.4. Data Collection Method

Patton (1987:10) argued that “the fact that data collection is not constrained by predetermined categories of analysis contributes to the depth and detail of qualitative data”. The principal data collection method for this study is that of participant observation. Langley (1988) provides a simple explanation of observation as involving “looking and listening very carefully” (Castro, Castro and Valencia, 2011). Everybody has observed others for whatever reason, but it usually is not for specific purposes such as to gain information about behaviour. “This is what observation in social science involves” (Langley, 1988). Marshall and Rossman (1989: 79) define observation as the “systematic description of events, behaviors, and artifacts in the social setting chosen for study” (Kawulich, 2005). Participant observation is defined, by Schensul, Schensul, and LeCompte (1999:91), as “the process of learning through exposure to or involvement in the day-to-day or routine activities of participants in the researcher setting” (Kawulich, 2005). According to DeWalt & DeWalt (2002) participant observation enables researchers to “learn about the activities of the people under study in the natural setting through observing and participating in those activities. It provides the context for development of sampling guidelines and interview guides” (Kawulich, 2005).

Participants online activity (tweets) were monitored from September 2011 to June 2012, of this, data from the months of September 2011, December 2011, March 2012 and June 2012 has been used. The motive behind this is that the amount of data from September 2011 to June 2012 is far too much and will take a significant amount of time to collect, organize and analyze. Also, the reason for collecting data till June 2012 is due to the fact that a few of the participants only opened a Twitter account during the time that data collection had already been underway. Participants tweet several times a day and there are 22 participants within
this study. In order to collect tweets in an easy and organized manner, the third-party application, Twitario was used. Twitario “allows you to see your tweets, chronologically, in an elegant, ordered and plain diary. You can export and print your diary in PDF or in an eBook (ePub). With Twitario, you will surf your tweets page by page, month by month or year by year” (Hardin, 2011). However, Twitario only allows for one user’s tweets to be saved in PDF format, resulting in 22 pdf. files ranging from 111KB to 329KB in size. Due to the fact that Twitario saves data per participant, Twitter served as the primary source to monitor entire conversations among participants.

4.5. Data Analysis
Before any data analysis occurred, all 660 Twitter tweets collected had to be transcribed orthographically, as accurately as possible. Orthographic transcription refers to the use of a particular languages standard spelling conventions (Gibbon., R., Moore., and R., Winski, 1997). Below are descriptions of the three methods of analysis used in this study.

4.5.1. Formula for Quantitative Data
For the purpose of presenting data in an organized and easily comprehensible manner, the formula depicted in the figure below was used. By using this, large amounts of data are easily compressed into simple and accurate tables. According to Asilo, Manlapig, and Rementilla (2010: 25) “frequency is the number, proportion, or percentage of items in a particular category in a set of data, while percentage is the proportion or share in relation to a whole”. This formula is used to calculate a percentage of participants in a particular category, as opposed to the whole (all participants). The following formula has been implemented to analyze the results collected from Twitter:

\[
P = \frac{f}{N} \times 100 \%
\]

Fig. 6: Quantitative Data Formula

(Taken from: Asilo, Manlapig, and Rementilla, 2010: 26)

Note that this table, though introduced in the thematic analysis chapter, will be used throughout the discussion chapters.
4.5.2. Thematic Analysis
As stated in the previous chapter, thematic analysis is used to familiarize oneself with the data that has been collected as well as a means to organize the large amount of data into tables, graphs and so on, so that it is easily understood by others.

4.5.2.1. Six Phase Guide
Braun and Clarke (2007: 16 - 23) proposed a six phase guide on how to conduct thematic analysis. These phases are not unique to thematic analysis; many are similar to that of any other form of qualitative research. The six phases are as follows:

**Phase one** involves the researcher becoming familiar with the data. Data can either be given or the researcher sets out to collect the data themselves. It’s obvious that, when data has been collected, the researcher possesses some background knowledge on the data when starting the analysis process. The key factor at this stage is to “immerse yourself in the data to the extent that you are familiar with the depth and breadth of the content” (Braun and Clarke, 2007:16). A way of achieving this would be by reading and re-reading through the data. This is usually how one would pick up on any patterns that may occur within the data. A tip during this phase would be to take notes or mark ideas “for coding that you will then go back to in subsequent phases. Once you have done this, you are ready to begin the more formal coding process. In essence, coding continues to be developed and defined throughout the entire analysis” (Braun and Clarke, 2007:17). The advantage of the data for this study was that it was collected through participant observation. Thus, going into the analysis process with both background knowledge on Twitter (its interface, unique language, and so on) and the selected group of participants (community of practice).

**Phase two** involves the production of initial codes from the data. These codes identify an interesting feature of the data (semantic content or latent) and “refer to the most basic segment, or element, of the raw data or information that can be assessed in a meaningful way regarding the phenomenon” (Boyatzis, 1998: 63, cited in Braun and Clarke, 2007). It should be noted that there is a difference between codes and themes. The former being ‘the most basic segment’ (see previous phase) and the latter being a broader term, e.g. music, television, and video games would be codes and the appropriate theme to describe these codes would then be entertainment. A number of codes could emerge during the initial phases of thematic analysis, but in the end, only a few themes will remain. There are multiple ways
of coding data. When manually coding is being done, while reading through your data, write notes or highlight interesting points in data “to indicate potential patterns” (Braun and Clarke, 2007: 18-19). Various codes were identified in the Twitter data, such as music, artists, actors, television, gaming, school, work, vacation (holiday), negativity, positivity, retweets, lyrics, quotes, events, animal cruelty, death, and so on. These codes, basically, described what the tweets were about.

**Phase three** involves searching for themes. This phase narrows down the list of codes, identified in the previous phase, to broader themes; it “involves sorting the different codes into potential themes, and collating all the relevant coded data extracts within the identified themes” (Braun and Clarke, 2007: 19). Codes such as music, artists, television and gaming were grouped together to form the broader theme of entertainment, animal cruelty, events and death formed involvement, lyrics, quotes and retweets formed quotations, and so on.

**Phase four** consists of two levels, namely: reviewing and refining of the themes. Coded data, within each theme, needs reviewing to identify whether “they appear to form a coherent pattern. If your candidate themes appear to form a coherent pattern, you then move on to the second level of this phase. If your candidate themes do not fit, you will need to consider whether the theme itself is problematic, or whether some of the data extracts within it simply do not fit” (Braun and Clarke, 2007: 20). A similar process occurs in level two; only here the focus is on the themes itself. Here, the validity of each theme is considered “in relation to the data set and whether the thematic map reflects the overall meaning in the data as accurate as possible. Once phase four is complete, the researcher should be certain about the various themes, how they fit together, and the overall story they tell about the data” (Braun and Clarke, 2007: 21). At this stage, the themes that have emerged from the Twitter data codes are set; these are the final themes to be discussed in the study.

**Phase five** is where the final themes are named and defined. Basically, each theme will be defined, refined and a detailed description of each is provided. Defining and refining refers to “identifying the essence of what each theme is about (as well as the themes overall), and determining what aspect of the data each theme captures” (Braun and Clarke, 2007: 22). Data representing each theme is then presented and analyzed. Each theme, and the data that represents it, is analyzed in detail, discussing the meaning behind each, the importance of each within the broader focus of the study, it should be related to the research question[s] set.
out at the beginning of the study, as well as focusing on the nature and extent of theme overlaps. Basically, the researcher needs to consider the themes and the relationships between themes. This will identify whether or not themes contain sub-themes; “themes-within-a-theme” (Braun and Clarke, 2007: 22). Sub-themes are considered practical if the broader theme is too large and complex, as well as “demonstrating the hierarchy of meaning within the data” (Braun and Clarke, 2007: 22).

**Phase six** is the producing of the report. The purpose of the completed thematic analysis is to “tell the complicated story of your data in a way which convinces the reader of the merit and validity of your analysis. It is important that the analysis (the write-up of it, including data extracts) provides a concise, coherent, logical, non-repetitive, and interesting account of the story the data tell – within and across themes” (Braun and Clarke, 2007: 23). One important element, that should not be in short supply within your completed thematic analysis, is examples from your data. These examples should demonstrate the overall essence of each theme. For this study, a minimum of three tweets, taken from the data set, is used to describe each theme.

### 4.5.3. Social Network Analysis

As stated in the previous chapter, the purpose of SNA in this study is to understand social interaction among members of a particular network; to determine frequency of interaction and the strength of ties. According to Serrat (2009) once data has been gathered for social network analysis, it is then mapped. It is this “data gathering and analysis process provides baseline information against which one can then prioritize and plan interventions to improve knowledge flows, which may entail recasting social connections” (Serrat, 2009:3). Data was manually fed into Microsoft Excel 2007 using NodeXL; a downloaded add-on for the analysis of SNSs. According to Social Media Research Foundation (2012), NodeXL is “a free, open-sourced template for Microsoft® Excel® 2007 and 2010 that makes it easy to explore network graphs. With NodeXL, you can enter a network edge list in a worksheet, click a button and see your graph, all in the familiar environment of the Excel® window”. With NodeXL, participant interaction was graphically displayed into a map, thus making it easier to identify the frequency of participant interaction, who tweets who, the length of ‘conversations’ – threads, and so on. This application is free to download and easy to use (cf. www.codeplex.com/nodexl).
Some of the key stages in the process of SNA is to: identify the network of individuals, teams, and units to be analysed, gather background information, define the objective and clarify the scope of the analysis, and agree on the reporting required, formulate hypotheses and questions, develop the survey methodology, design the questionnaire, keeping questions short and straight to the point – not focused on in this study, survey the individuals, teams, and units in the network to identify the relationships and knowledge flows between them, use a social network analysis tool to visually map out the network, review the map and the problems and opportunities highlighted using interviews and/or workshops, design and implement actions to bring about desired changes, and map the network again after a suitable period of time (Serrat, 2009). A simple 3-step procedure was adapted for the use of this study.

**Fig. 7: NodeXL**

**Step one**, once Microsoft Excel is running, the NodeXL tab should be clicked. Notice in the excel sheet section the following sheet names: edges, vertices, groups, group vertices and overall metrics. For the purpose of this study, only edges and vertices will be used. In the conceptual and theoretical framework chapter, it is mentioned that another term to describe ties are edges. So, the sheet labelled edges refers to the list of relationships (or interactions) among the collected Twitter data. This is evident by the @ (mention) symbol found in tweets. In column A, vertex 1, all participants names should be listed. In column B, all the participants who interacted with those in column A (during the time of data collection) should be listed. This is displayed in the screenshot below:
Note that one participant’s interactions are grouped together before moving on to the next.

**Fig. 8: NodeXL**

**Step two**, next to the edges sheet is the vertices; this is where all the participants of the study are listed. Vertices refer to all nodes or actors of a particular group. Notice that, in the edges sheet, column A and B are named ‘vertex’, which refers to one node or actor.

**Fig. 9: NodeXL**

Also, note that column H is used to label the vertices. This is so that when all the necessary data is complete and the application generates a graph, each node will have the name of the studies participants. As an additional column, though not displayed on the graph, column C was included to indicate participants’ gender.
Step three, now that all data has been added to NodeXL, a graph needs to be generated. In the ‘document actions’ box on the right (with the NodeXL title), the tab ‘show graph’, once clicked, will generate a graph representing all the data displayed on Excel sheets. The end result is shown below:

![NodeXL Graph](image)

**Fig. 10: NodeXL**

### 4.5.4. Computer Mediated Discourse Analysis

As stated in the previous chapter, CMDA is used due to the fact that it is discourse analysis adapted for online interaction; it is better suited for this study. According to Herring (2004: 18 - 19) there are *four domains of language* that CMDA focuses on, namely: *structure*, *meaning*, *interaction*, and *social behaviour*. The domain of *structure* refers to “jargon, references to group, in-group/out-group language” and *meaning* refers to the “the exchange of knowledge, negotiation of meaning (speech acts)” (Herring, 2004). The domain of *interaction* one would focus on “reciprocity, extended (in-depth) threads, core participants” and with *social behaviour* one would look at “solidarity, conflict management, norms of appropriateness” (Herring, 2004). It should be noted that Herring includes a fifth domain of language, participation. This domain is “not a level of linguistic analysis per se” (Herring, 2004: 18). In this domain “the phenomena of interest are number of messages and responses…” (Herring, 2004: 18), this is not the focus of this study and will not be included in the analysis of data. Instances of *structural* computer-mediated communication include: emoticons, abbreviations, lexical items, word formatives, syntactic patterns, and quoting. This phenomenon is said to be “objectively identifiable” in the sense that they can be “coded and counted” automatically (Herring, 2004). The *meaning* level includes: the meaning of
words, utterances (e.g., speech acts), and larger functional units (what Herring, 1996b calls “macrosegments”). At the interactional level, examples include: turn-taking, topic development, and other means of negotiating interactive exchanges. At the social level examples include: linguistic expressions of play, conflict, power, and group membership over multiple exchanges. Herring (2004) also refers to CMDA analysis methods, namely: frequency counts (message count and length and the rate of response - 'core participants'), structural analysis (abbreviations, word choice, language routines – ‘in-group language’) and, pragmatic analysis (speech acts of positive politeness - 'support', and so on).

4.6. Research Limitation
The data collected for this study represents a particular group (community of practice) of Twitter users who have daily contact and have similar interests; data and results do not represent all Twitter users. As majority of participants have not come into physical contact with each other and communication is only possible through the use of Twitter, data collection methods such as interviews and questionnaires are difficult to conduct.

4.7. Ethical Consideration
Both the guidelines of the Association of Internet Researchers (2002) and the specific criteria set out by Pace and Livingston (2005) deal with the “ethical issues of perceived privacy and public data for researchers to consider when conducting ethnographic research online”. Pace and Livingston (2005: 38) argues that social networking data can be used (collected and quoted) without consent only if the following criteria are met, namely: the material is publicly archived and readily available (which is the case with tweets that appear on a public Twitter timeline), no password is required to access the material (tweets are displayed in real time on Twitters login page and it is possible to do a Google search on a specific user or tweets), the material is not sensitive in nature and, no state site policy prohibits the use of material. Even though there is no need for consent in this study, permission to collect tweets has been asked.

As the protection of participants identities and the obtaining of consent for the collection and use of their tweets are of utmost importance, participants were briefed as to what the purpose of this study was as well as what was expected of them through the use of direct messages sent by myself via Twitter. The reasons behind the use of direct messages are they are private messages between two individuals and, participants are from various geographical locations.
and administering consent forms would be difficult. Participants remained anonymous – their real names and usernames have been replaced with pseudonyms (the character names in the television show ‘Glee’). The following is the ‘consent tweet’ sent to each participant via direct messages (using the third-party TwitLonger application – a screenshot of the message has been included in the study as an appendix):

‘Hey Fellow LeLe Bunnies

I have a huge favour to ask. I’m writing my Master’s thesis on: ‘The influence of the social networking site ‘Twitter’ on language use and interpersonal relationships’. Basically, the premise of the study is to establish whether one is able to build a strong tie solely through communicating via a social networking site. Studies show that online communication consists mostly of weak ties. I’ll be looking at the way in which we communicate with others on Twitter, focusing on: (1) the formality of language we use, (2) the frequency of interaction, as well as (3) the substitutes, for face to face communication, that is lacking in online communication such as: (1) emoticons, (2) TwitLonger, (3) Ustream, etc. Many prior studies have looked at the way in which textese (shorthand writing) has evolved overtime. The reason behind the decision to focus on the language used in Twitter is the fact that it includes a 140-character limitation. Twitter lingo is evidence that language can be adapted to the ever-changing ways in which humans communicate with one another.

My favour is that you allow me to collect 30 of your tweets and use it in my study (to analyse the factors mentioned above). You will remain anonymous (no real names, usernames, or profile pictures), names mentioned in tweets and links to private pictures will be removed. If, at any point, you feel that you no longer want to be part of the study, feel free to DM me and I will remove your tweets. Participation is 100% voluntary; I will not take your tweets without permission.

Thanks in advanced #LeonaBunnies
#DontLetMeDown lol’

4.8. Summary
In this chapter, the particular research design and methodological considerations has been presented for this study. It is noted that the study uses both a qualitative as well as a quantitative research approach. However, the qualitative approach serves as the primary research design as well as a means to describe the results of the quantitative data in much detail. Observation and participant observation has been described as the means of collecting the data from Twitter and Twitario has been used to download individual tweets. Methods of
analysis discussed in this chapter were *thematic analysis*, *social network analysis* and *computer-mediated discourse analysis*. By combining these three methods of analysis, it ensures that all components presented in the research questions (social support, strong and weak ties, and so on) will be properly analysed, presented and discussed in great detail in relation to the literature provided.
CHAPTER FIVE

Thematic Analysis

5.1. Introduction
The following section presents the thematic analysis of the collected Twitter data. This chapter provides the identification and description of categories that have emerged from the Twitter data.

5.2. Categories
5.2.1. Identifying the categories
According to Bazeley (2006:1) the identifying of categories is considered to be the “starting point in a report of findings from a study”. When conducting a thematic analysis the researcher identifies analyses and reports the patterns that are present within data. This simply organises and describes the data you are presenting in (rich) detail, as well as interpret the different characteristics of one’s topic. The function of a theme is to identify significant information within or about the data, relevant to the particular research questions that the researcher intends to answer, and represent it in a “level of patterned response or meaning within the data set” (Braun and Clarke, 2006: 79 & 82). Braun and Clarke (2006) have identified 6 phases as a guide for conducting thematic analysis, namely: becoming familiar with the data, generating initial codes, searching for categories, reviewing categories, defining and naming categories, and producing the report (cf. chapter 4 for the description of the phases of thematic analysis, pg. 44 - 46).

The categories are focused around the concept of disclosure – the overarching theme, which basically means to provide information. Essentially; all messages sent from one person to another (or to many) contain some level of disclosure. Disclosure is divided into: self-disclosure and impersonal disclosure.

Self-disclosure refers to “…any information about himself which Person A communicates verbally to a Person B” (Cozby, 1973). Jafatnezhad (2013) argues that this definition is outdated – a “pre-internet concept” – and should update two basic points:
1. Person B should no longer be considered as a single human being. Person B could then refer to a list of friends on Facebook or followers on Twitter subscribers to a YouTube channel; anymore in the public sphere who is able to receive and interpret your message.

2. ‘Communication’ is not limited to being only verbal. With the rise and popularity of technology, specifically social networking sites, people are able to share videos, images, status updates, tweets, voice notes and so on.

According to Collins and Miller (1994:457) *self-disclosure* involves “the act of revealing personal information about oneself to another”; personal information is not limited to one’s name, age, sexual orientation, location and so on, it could also refer to one’s feelings, attitudes and opinions. Montgomery (1982) argues that self-disclosure includes the conveying of *personal information* and *open communication* (Bak, Kim, and Oh, 2012:61). These, in turn, consist of the following five elements, namely: *negative, nonverbal, emotional, receptive and general-style openness* (Bak, Kim, and Oh, 2012:61). The categories of receptive and general-style openness are not been dealt with in this study as these types of openness “are difficult to get from tweets” (Bak, Kim, and Oh, 2012:61).

The sub-category of *impersonal disclosure* refers to any information that is not of the self; no personal information is conveyed. Instances of observations and small talk would then fall under this sub-category.

**5.2.2. Description of categories**

To make the process of thematic analysis quite clear, the categories below have been described in as much detail as possible. Together with the description of categories, three examples from the collected Twitter data (see appendix two) is provided and discussed in relation to category as well as its content. Categories are drawn from Bak, Kim and Oh (2012) as the categories presented suit the aims and research questions of this study. Bak, Kim and Oh (2012) present the reader with the overarching theme of ‘self-disclosure’ and continue to break this down into three types (shown above). For this study, all messages conveying personal information about the participant is placed under the self-disclosure category (further split into the respective types). For tweets that did not fall under the self-disclosure category; that is, did not provide any personal information, the category of *impersonal disclosure* was created.
5.2.2.1. Negative Openness

Tweets that fall under this category refer to the degree of “disagreement or negative feeling one expresses about a situation or the communicative partner” (Bak, Kim and Oh, 2012). Here, participants express tweets of a negative tone, voicing their opinions of things that they have witnessed or heard of that they do not agree with. Tweets of this nature are signaled by negative emoticons such as a crying face, or sad face, as well as the use of profanity such as the example below:

In the above tweet example, Becky is voicing her opinion, in a negative way, about individuals reasons for an abortion (this being that the parents wanted a boy, not a girl); she makes use of profanity (“fuckers”) and emoticons -:( - (to convey emotions) for emphasis. The tweet also indicates that she has seen this on the news.

Although the use of profanity and emoticons would make it easier to identify instances of negative openness, some tweets do not contain these elements. Therefore, the general tone as well as the content of the tweet needs to be taken into consideration, such as the tweet examples below:

Additional negative openness tweets:

*FT53. Don’t understand the need for new bank notes. That money could’ve been used for something MUCH more important. What a waste*

*MT86. When people only want to know you when somethings going on in your life ‘FuckFakeFriends ‘NoseyBitchnessss*

In FT53, Brittany tweets about the recent bank notes design change in South Africa. She expresses concern for the fact that money (allocated by the Government) is being wasted on
something that is not one of the many issues that South Africa is faced with. In MT86, Kurt tweets about so-called friends – “fake friends” – that are only interested when something happens in your life. It is unclear as to what has happened in Kurt’s life recently, as the tweet does not elaborate on this.

5.2.2.2. Nonverbal Openness

This category includes “facial expressions, vocal tone, bodily postures or movements” (Bak, Kim and Oh, 2012:61). Tweets are text-based, thus making the above mentioned expressions impossible. As a substitute, emoticons, specific shortenings and paralinguistic and prosodic features are focused on in this category (Bak, Kim and Oh, 2012). According to Derks, Bos and Von Grumbkow (2007), emoticons are used as substitutes for facial expressions or vocal tones in socio-emotional contexts.

In Sam’s tweet above, he expresses happiness and excitement for receiving a good grade on his government project. This is signaled by two big smile emoticons.

Here, there is an overlap with regards to emoticons in both this category (nonverbal openness) as well as the previous category (negative openness), as emoticons occur in both of these categories and the use of these emoticons carry important meaning. The only difference is that the previous categories focus was on negativity within the tweets contents, whereas the actual emotion being conveyed in the nonverbal category is of importance – the emphasis is on the emoticon itself.

Additional nonverbal openness tweets:

FT140. Its bn a week since i saw @JessieJ in Belgrade. I still can't believe that that happened. Jessie you were more than amazing. Thank you xx.

MT164. “@quinn: Go Federer!” noooo lol ;).
Similar to Sam’s tweet, Tina (FT140) shows her excitement about attending the singer Jessie J’s concert in Bagrade, not by using emoticons, but through paralinguistic and prosodic features (discussed on pg. 24 - 26). She ends her tweet with “xx” which represents two kisses. As part of a thread, MT164 is Joe’s reply to Quinn. This tweet contains another example of nonverbal openness in the form of a common shortening – lol (laugh out loud). It also contains a smile emoticon.

5.2.2.3. Emotional Openness

As stated throughout this study, online communication lacks the conveying of successful emotion due to the lack of verbal and nonverbal cues, as a substitute, emoticons are then analysed as representing emotion. According to Bak, Kim and Oh (2012:61) emotional openness “is how much one discloses his/her feelings and moods”.

Although not clear as to what Rachel is referring to in the above tweet, she is expressing emotion. This tweet could be a combination of negative openness as well as emotional openness; negative in the sense that she uses the word ‘hate’, and emotional as she is referring to feelings.

Additional emotional openness tweets:

FT200. ‘For The Love Of A Daughter by Demi ALWAYS makes me cry. It’s my past on a song.

MT33 @leonalewismusic you’re songs have helped me cope through love, loss, death, and a lot more, so this is a personal thank you!.

There were many instances where participants credited particular lyrics of a song or several songs by a particular artist for getting them through tough times, such as break ups, loss, etc. In FT200, Quinn states that a particular song from the singer Demi Lovato called “for the love of a daughter” makes her feel emotional; she cries when she listens to it. According to her tweet, the song reminds her of her past. Note, however, that Quinn does not quote the lyrics to the song in her tweet. This could indicate that there is no specific line sung in the song that she relates to, instead she relates to the song in its entirety. In MT33, Artie thanks
the singer for what she has ‘indirectly’ done to the situations the participant was faced with. The above tweet is an example of emotional openness. It appears as though participants use lyrical content as a form of social support (to be discussed in detail later in the study).

Not all tweets quoting song lyrics are considered emotional openness. Take Artie’s tweet (MT36) for example: Someone picked you from the bunch, one glance was all it took! Now it’s much too late for me to go and take a second look!. This tweet is a line from the 1969 hit song; “I want you back”, sung by The Jackson 5. The line above occurs 40 seconds into the song. However, not much is known about the reasoning behind this quote. It could either be that Artie was listening to it at the time and instead of tweeting #np (#nowplaying – which is commonly found in Twitter when users are listening to music), he quoted a line, or it could refer to him relating to the actual meaning behind the song itself (that is, liking a girl but realizing it’s too late and she ends up with someone else). Artie’s previous tweet (MT35) and post lyric tweet (MT37) do not provide any context or reasoning behind the posting of this line either as his previous tweet is about his dislike towards a boy in his class and his post lyric tweet is about his sister boasting at the fact that she has received an iPhone 4s from their parents.

This is a clear indication that, with single tweets, there is not much context; there will be times when prior tweets provide some context, while others (such as the example above) do not. This shows that tweets simply answer the question of ‘what is happening?’ in that particular moment of posting, and is less likely to be a platform for lengthy conversations such as those that would occur in face to face to telephone conversations. Instead, users stay in touch with simple and concise messages to one another, which could span over a number of hours or days – as, in SNSs, there is no need for immediate response.

### 5.2.2.4. Impersonal Disclosure

Tweets that fall under this category do not express self-disclosure; there is no exchange of personal information. Tweet in this category include small talk and observations. These types of tweets are not essential when it comes to the development and maintenance of interpersonal relationships as they do not provide participants with information about the person they are interacting with. The following is an example of an observation tweet:
In Becky’s tweet above, she observes her neighbor in her garden. She points out that her neighbor has shamelessly recruited church volunteers to tend her garden. Becky appears to be shocked about this. This tweet could also be considered as negative openness, as Becky states that her neighbor is “stuck up”; expressing negative emotion towards her and what she is doing.

Additional impersonal disclosure category tweets:


MT310. Can’t wait to see @leonalewismusic at the @RaysofSunshine concert tonight! Whoop whoop.

5.3. Summary

This section dealt with the thematic analysis of collected tweets; that is, the placing of tweets into appropriate categories. By doing this, data is organized and easier to identify and discuss. Each category was explained in detail and three examples have been provided and discussed for each.

Once all the data had been collected and read several times, clear categories emerged. The data falls under one broad category, namely disclosure. This category is then narrowed down to the following sub-categories: self-disclosure and impersonal disclosure. Self-disclosure is then divided into: negative openness, nonverbal openness, and emotional openness. Impersonal disclosure is divided into: observations and small talk.
Of the 660 tweets collected, 7% (or 63) fall under negative openness, 34% (or 285) refers to nonverbal openness; 15% (or 125) of the tweets are emotional openness, and 44% (or 374) tweets fall under the impersonal disclosure category; which includes tweets of small talk and observations. The following table shows the categories divided between male and female participants:

<table>
<thead>
<tr>
<th>Category</th>
<th>Male</th>
<th>Female</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Frequency</td>
<td>Percentage</td>
</tr>
<tr>
<td>Negative Openness</td>
<td>21</td>
<td>4</td>
</tr>
<tr>
<td>Nonverbal Openness</td>
<td>163</td>
<td>34</td>
</tr>
<tr>
<td>Emotional Openness</td>
<td>49</td>
<td>10</td>
</tr>
<tr>
<td>Impersonal Disclosure</td>
<td>253</td>
<td>52</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>330</strong></td>
<td><strong>100.00</strong></td>
</tr>
</tbody>
</table>

Table 1: Male and Female Tweet Categories

Of the 330 male tweets, 4% (or 21) focuses on negative openness, 34% (or 163) fall under nonverbal openness, and 10% (or 49) are emotional openness, and 52% (or 253) tweets fall under the impersonal disclosure category. Of the 330 female tweets, 12% (or 42) are about negative openness, 34% (or 122) fall under nonverbal openness, and 21% (or 76) are emotional openness, and 33% (or 121) fall under the impersonal disclosure category.

The majority of tweets fall under the impersonal disclosure category and the least amount of tweets are from the negative openness category. Also, categories are split between male and female, showing that the majority of male tweets are from the impersonal disclosure category and female tweets are mostly from the nonverbal openness category.
Categories tend to overlap; it is most likely that one of the overlapping categories is either nonverbal openness or impersonal disclosure. Quotes appear to fall under both the impersonal disclosure category as well as emotional openness. Although it is not direct; it does not describe the participant’s specific situation. It does, however, provide an indication of the participants feeling at the time of posting the tweet. Majority of the tweets contain little or no personal information. This is a direct indication of the strength of ties among participants.

The chapter that follows deals with the social networking analysis of collected Twitter data.
CHAPTER SIX
Social Network Analysis

6.1. Introduction
The following section deals with the presentation, analysis and discussion of data with regards to the Social Network Analysis, providing a detailed discussion on the characteristics of an SNS (in this case, Twitter), identifying Twitter as either public, private or both, discussing the relationships of participants with regards to types of relationships as well as the strength of relationships. All discussions will refer (and better explain) the SNA graphic formulated with the use of Microsoft Excel’s NodeXL add-on application. The data collected has been tabulated and a brief description explaining each follows.

![Data depicting participant's interaction with NodeXL](image)

Fig. 12: Data depicting participant's interaction with NodeXL.

Above is the graphic which depicts the Twitter participant’s interaction. The graphic shows the following interactions – during the period of data collection: (1) Santana mentioned ‘@’
– directed a tweet towards): Will, Becky, Tina, Blaine, Sue, Brittany, Sebastian, Emma, Joe, Finn, Sam, Holly, Rory, Suga, Mike, Kurt, Puck, Mercedes, Rachel, Quinn, and Artie, (2) Joe mentioned: Becky, Blaine, Brittany, Emma, Finn, Holly, Suga, Kurt, Mercedes, Mike, Puck, Quinn, Rachel, Rory, Sam, Santana, Sebastian, Sue, Tina, Will, and Artie, (3) Artie mentioned: Kurt, Rory, Joe, and Sam, (4) Brittany only mentioned Santana, (5) Quinn mentioned: Santana, Rachel, Sue, Joe, and Sam, (6) Emma only mentions Santana, (7) Blaine mentioned Holly, and Kurt, (8) Rory mentioned Artie, and Joe, (9) Kurt mentioned Artie, Sam, and Joe, (10) Finn only mentioned Kurt, (11) Holly mentioned Sue, Will, Blaine, Joe, and Sam, (12) Sebastian mentioned Sue, Artie, and Puck, (13) Will mentioned Sue, Holly, Kurt, and Sam, (14) Sam mentioned Suga, and Rory, (15) Becky mentioned Suga, and Rory, (16) Rachel mentioned: Sue, Rory, and Sam, (17) Suga mentioned Joe, and Becky, (18) Tina mentioned Rory, and Sam (19) Sue mentioned Artie, Joe, Sam, Will, and Rachel, (20) Mercedes only mentioned Santana, (21) Mike, and (22) Puck did not interact with other participants in this study.

Santana and Joe both mention 21 participants, Artie mentions four, Brittany mentions one, Quinn mentions five, Emma mentions one, Blaine mentions two, Rory mentions two, Kurt mentions three, Finn mentions one, Holly mentions five, Sebastian mentions three, Will mentions four, Sam mentions two, Becky mentions two, Rachel mentions three, Suga mentions two, Tina mentions two, Sue mentions five, Mercedes mentions one, Mike and Puck do not mention anybody in the 30 tweets collected from them.

This graph shows that Joe and Santana interact with more (be it all) of the participants within this community. However, judging by the rest of the groups low interaction numbers, one can say that there is no reciprocity from the tweets. The 21 group members that Joe and Santana mention rarely reply to their tweets. This graph also shows that Joe and Santana are the most active members of this particular community. Mike and Puck, on the other hand, hardly interact (or mention) with other members. They are not as active as the rest of the community. This could mean that they have weak ties with the rest and are less likely to develop stronger ties in comparison to Joe and Santana.

For stronger ties with frequent interaction, one can assume that the participants with three to four mentions could develop stronger ties. Consider Facebook, many users have thousands of friends but do they really interact with all of them on a daily basis? No. With Twitter, those
who are constantly bombarding user’s timelines with large amounts of tweets on a daily basis end up being unfollowed. Those who rarely tweet and interact will have little to no followers, because they give users no reason to follow them; their accounts are of no significance. Therefore, those who are in regular contact with only a few community members are more likely to develop those relationships into stronger ties.

The graphic and summary above will be discussed in detail in the sections to follow.

6.2. Network Characteristics

Though not related to the research questions posed in chapter one, the reason for providing this section is that Twitter’s initial purpose was that of micro-blogging. Overtime, due to user’s desire for faster communication and meeting new people, Twitter has developed into one of the most popular SNSs. This section, then, aims to confirm that Twitter is in fact considered as a SNS by looking its characteristics. Below is a summary of the network characteristics, presented in the literature review, in relation to Twitter.

6.2.1. Four core characteristics

Considering the core characteristics found by the 2007 study done by The Rice University, Twitter:

1. Is considered to be user-based
   Twitter would not be as successful, without any users. According to Twitter facts and figures generated by web-monitoring.com, in 2010, there were more than 160 million Twitter users and that number is said to increase by 300,000 every day.

2. Is interactive
   Twitter is indeed interactive, as users are able to comment on others posts, they are able to ‘follow’ each other; users can retweet posts in order to increase the spread of the message, and so on. According to Twitter facts and figures generated by web-monitoring.com, in 2010, “Twitter gets more than 3 billion requests every day, generated by over 180 million unique visitors”.

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3. Is community-driven

Communities, in Twitter, depend on users interests as many who share similar interests are more likely to interact. That is, users tend to utilize Twitter’s trend (hashtag) search to find tweets posted about something specific such as their favorite television show or song. For this study, a particular group of participants were used; a group of individuals who share particular interest – a community. Twitter is then made up of numerous communities, e.g. gamers, students, employees, etc. As one can see, these communities can further be divided into, e.g. gamers could be divided into: WOW players (World of Warcraft), Xbox users, PlayStation users, and so on, students could be divided into: middle school, high school, college, and university students, and so on.

4. Does thrive on relationships

The frequency of interaction between users are directly dependent on their relationships; the type of relationship as well as the strength (weak or strong), which will be discussed in detail below. Twitter consists of both weak and strong, as users start out with weak relationships and gradually, with frequent interaction, develop their relationships into stronger ties. As previously stated, Dube (2011) claimed that the more relationships one had, the “more established you are towards the center of that network”. In analysing the data and looking at the NodeXL graphic above, it was obvious that both Santana and Joe mention 21 of the participants of the study. They would then be closer to the center of their particular group (not network). However, unlike Joe, not all participants interact with Santana. See isolated NodeXL graphics below:
As the graphics above show, Santana only really interacted with seven of the 21 participants (that is, back and forth interaction) and Joe interacted with 10 of the 21 participants. One would say that those users without solid lines have weak ties with Santana and Joe and those with solid lines have stronger ties as they interact more frequently.

5. Twitter confirms the fact that *emotion if focused on more than content*

   Although data supports this characteristic, there are certain things that need to be reflected on. When looking at the conveying of emotion (which takes some creativity to achieve in CMC), emotive features amount to 71, a clear indication that emotion is more important than the content of one’s message. As the famous saying goes “a picture is worth a thousand words”, so too does a simple emoticon convey far more meaning and effect than a condensed 140 character.

Considering brevity (and character limitation), users are forced to tweet messages that are straight to the point; the content of which should be rich. As all tweets contain information, it is the type of information that provides an indication of the tweets richness, e.g. messages of self-disclosure are far richer in content than that of small talk, as it provides personal information about the tweeter, be it opinion, thoughts or feelings. Also, with the 140-character limitation, maintaining the message that one is
trying to convey, so as to not distort it and render it incomprehensible to others, become important. If the focus were on content (as in, not leaving anything out of your message, not being concise as Twitter’s character limitation encourages one to be), data would show more tweets with characters closer to that of the limitation as well as more TwitLongers (see the next section, CMDA on pg. 75 to 81, for the discussion on brevity and TwitLonger). In sum, one should bear in mind that it takes a certain amount of creativity to shorten a message enough to remain in the character limitation and, at the same time, not distorting the message to much too make it unreadable.

One can see that all of these characteristics are linked. That is, Twitter is made up of users who post tweets on a regular basis (user-based), Users may comment on and follow each other’s posts (interactive), those who comment regularly and follow each other form relationships (thrive on relationships), the stronger their ties and if they have similar interests, users would form a community (community-driven), the strength of users relationships depend on their frequency of interaction as well as what they communicate, more personal and private information would constitute quite a strong bond between users (emotion over content).

6.2.2. Public vs. Private
If one takes account of Boyd’s (2007: 2-3 & 9) explanation of mediated spaces, Twitter would be considered as one, as it is an “environment where people can gather publicly through mediating technology”. Four properties that an SNS should possess, in order to be considered as a mediated space, have been identified, namely:

1. Persistence
Twitter never deletes tweets, and tweets will always be available on the internet through third-party retrieval applications unless the user completely removes his/her account.
2. **Searchability**

Not only are tweets accessible on Twitter, one is able to Google tweets as well. There is no need to have a Twitter account or be logged into Twitter to access another’s tweets. This poses the question whether or not one needs permission to access tweets.

3. **Replicability**

This takes the form of Twitter’s retweets, where a user can ‘replicate’ the tweet of another user as seen below:

![Retweet Example](Image)

In Emma’s tweet above, she retweets (or replicates) a post by @funnyoneliners; it is not Emma’s own words.

4. **Invisible audiences**

Twitter has no face to face interaction, unless Ustream is used. However, there has only been one instance of Ustream interaction found in the data. Due to this, Twitter is made up entirely of “invisible audiences”, communicating with each other from all over the world and, most likely, never having met face to face.

Twitter shows characteristics of a public network, however it is both public and private; the user has the option whether they would like their tweets to be assessable to the public or if they would prefer that their messages are private and visible only to those who follow them. All participants of this study have chosen to remain public, as it is the default setting when setting up an account. Basically, the choice of private vs. public lies in the preference of the users.
6.3. Relationships Properties

In this section, the literature provided in the literature review (chapter two, pgs. 14 – 16) have been analyze and discussed in relation to the participants of this study. The purpose this section is to determine whether Twitter, specifically this particular community, exhibits all of the types of relationships identified in the literature, to determine the most common type of relationship found in this community and to identify strong and weak ties among its members.

6.3.1. Types of Relationships

Doyle (2005) identifies four types of interpersonal relationships (friends, family, romantic and professional). The data shows that friendship seems to be the more prevalent type of relationship found. Take the following tweet example:

In this tweet (consisting of 54 characters, including spaces), the type of relationship becomes obvious with the use of the noun “homey”; Santana considers Emma to be her friend. Another example would be that of Brittany (FT38, who tweets a joke to Santana). Note that, considering the context the tweet, Brittany substitutes “best” with “breast”. The use of “breast” (best) also indicates the level of friendship they have. Another example of a tweet, with obvious depictions of a friendship, would be that of Mercedes (FT70), Tina (FT137), Quinn (FT186), Suga (FT233), and so on. Note, however, unlike Santana, Brittany, Tina and Mercedes, Tina and Suga are not referring to a specific friend on Twitter, but rather friends with whom they communicate with, which was found in the data, with regards to the remaining types of relationships (family, romantic, and professional).

Participants mention their family in tweets, they post tweets on messages with their family members that occurred on a different platform, but participants are not communicating with family members via Twitter. Examples of tweets, where participants tweet about their family members, are (MT4) tweets about him finding out that he will soon be an uncle to a niece, (MT6) tweets about his brother and girlfriend who are having a baby, Mercedes (FT74) who
tweets about a family road trip, (MT67) tweets about watching a movie with his family, and so on. One tweet that is different from the above mentioned examples is that of Blaine, who tweets a conversation he had with his aunt on Facebook (MT268 and MT289).

Tweets between couples have not been found in the data; no tweets found indicate communication between couples. One tweet has been found (MT.220 – Mike), that makes reference to a relationship, however it does not refer to a particular person; there are no mentions (@). Tweets about participant’s partners, however, have been found such as that of Becky (FT260) and Mike (MT220). With professional relationships, participants are not communicating with colleagues on Twitter and they do not mention colleagues in their tweets either. Participants do, however, tweet about work, e.g. Becky (FT255) tweets about finding a job, Holly (FT326) tweets about falling asleep at work, Blaine (MT252) jokes about his duties in his volunteer position.

6.3.2. Strength of Relationships
Paolillo (1999: 3) claimed that strong ties are typical of “relationships among family and close friends, characterized by frequent interaction…” and, weak ties are typical of “relationships among casual acquaintances, characterized by less frequent and more transient contact” (3). During the collection and analysis process, data seemed to support Paolillo’s claim, as it (the data) presented examples of both types of ties. Of the 22 participants and 660 tweets collected, 15 appeared to be weak ties and 7 were strong; weak ties were indicated by the fact that some participants have hardly interacted with the others, while some have not. Strong ties were indicated by participants who were linked to majority of the other participants (Santana and Joe). This studies data also confirms claims by many researchers, who argue that social networks are typically composed of more weak ties as opposed to strong ties. It should be noted, however, that only a selected number (random number) of tweets were collected, over a particular period of time. This, in turn, could affect the identification of weak and strong ties; further research could be done on this. It should also be noted that, many use CMC to communicate with people who are not family or close friends, as some do find it easier to open up to complete strangers, knowing that you most likely would not see that person face to face (it is also easier to seek support from someone whom you have never met and most likely will be honest as they do not know you that well).
Paolillo (1999: 4) also claimed that “individuals at the center of networks with predominantly strong ties tend to use more non-standard, vernacular linguistic variants”. Basically, weak relationships (where users are not as close, yet) would use a more formal variety of a language (less likely to use shortenings), whereas stronger relationships use a more informal variety of a language (including shortenings). Milroy and Milroy (1992: 4) found that “linguistic changes in the direction of the standard variety are propagated through weak network ties, while changes diverging from the standard variety in the direction of vernacular, non-standard varieties are propagated through strong network ties”.

However, this might not be the case with Twitter. Using full sentences, correct punctuation, proper grammar and spelling would most likely result in a message over 140 characters and would defeat the quick and concise premise of Twitter (as this is one of its most striking features). It also depends on the message; if a user intends on posting a short message (such as Becky’s tweet below), then a formal use of language would be appropriate, but if the message is longer than 140 character and you rely on shortenings and emoticons to be able to post it, a formal version is out of the question (such as Blaine’s tweet below).

Becky tweets a simple message (in 30 characters, including spaces) about her mood. She uses no shortening or emoticons; her language use is standard.

Blaine’s tweet, above, would be 150 characters if he were to post it using a formal variety. His actual tweet, however, is 138 characters.
The tweet examples show that, in Twitter, it’s less likely that participants are using language according to tie strength. Language use depends on user preference (some users prefer to write a certain way) and message length (considering the character limitation, shorter formal messages would be attainable as opposed to longer formal messages). The two participants at the centre of the network (Santana and Joe) both make use of shortenings and emoticons (non-standard language) in all 30 of their tweets. Thus, supporting Paolillo’s claims about language use, but not with regards to having majority stronger ties (as mentioned in 5.3.1, Santana only has strong ties with 7 other participants and Joe with 10 – out of 22); both participants have more weak ties.

Given that the study focuses on a particular group of participants, observing them over time, would most likely give rise to stronger ties, as many participants know quite a few details about each other, e.g. Joe (MT181) wishing Kurt a happy birthday, Kurt and Will (MT82 and MT83) discussing things relating to their sexuality (both of them being homosexual), and so on. Also, considering the fact that the participants were selected as they share common interest (they regularly post about similar shows and music), they would then be considered to be a ‘virtual community’ and these communities are typically made up of stronger ties (Paolillo, 1999: 4). According to Bargh, McKenna & Fitzsimons (2002) online ties are more “intimate, richer, and liberating than offline relationships because they are based on genuine mutual interest rather than the coincidence of physical proximity”.

6.4. Summary

Twitter exhibits all four core characters of a network, proposed by a study done by the Rice University (in Houston). It is also considered a public and private network. The preference of network type depends on the users of the SNS, as participants of this study have their Twitter accounts set of public. Through the use of NodeXL, it was found that most relationships (between the 22 participants) are weak ties. Strong ties do exist; however, users have more weak ties than strong ties. Two participants (Santana and Joe) would be at the centre of this network of participants (a community), as they mention more participants and possess a higher number of strong ties than the rest of the participants. The majority of relationship types found in the data are friendships, as participants do not communicate with family, romantic partners and co-workers on Twitter. Data shows, however, that participants communicate with both family members and friends on different platforms (Facebook and BBM).
This study data supports Paolillo’s claims that SNSs consists of both strong and weak ties, with the former requiring of frequent interaction and the latter less frequent. However, the correlation between tie strength and language use cannot be considered with Twitter data as the SNS imposes a character limitation that makes standard language difficult to post. Language use should then be considered in relation to character limitation and users language preference. Also, tie strength would then be considered in relation to frequency of interaction, personal information shared, and the way language is used between participants (be it informal or formal), e.g. words such as “friends” (MT63) and “love you” (FT186). This does not mean that formal language is non-existent in the Twitter data, short messages (as found above) are more likely to consist of formal language as the issue of characters is then eliminated. Whereas, messages that exceed the character limitation when typed in formal language require shortenings, emoticons and so on for users to be able to post them.
CHAPTER SEVEN

Computer-Mediated Discourse Analysis

7.1. Introduction

According to Herring (2004: 4-5), as stated in the theoretical framework (chapter three), the point of departure of computer-mediated discourse analysis (CMDA) is that of content analysis. Gunter (2000: 60) argues that the motivation behind using content analysis is that it provides a “detailed account of what a text contains, to locate themes, and to offer a reliable mode of replication”. Of the five discourse analysis paradigms that have been adapted for online communication, text analysis and conversational analysis have been used to analyze and interpret tweets with reference to structure, meaning, interaction, and social behavior. Herring (2004:18) provided a fifth domain of language, participation. However, it is not considered to be a “level of linguistic analysis”. For this reason, this study will not include Herring’s fifth domain of language.

The following section deals with the presentation, analysis and discussion of data with regards to Herring’s (2004) CMDA, providing a detailed discussion on the four domains of language use. The data collected has been tabulated and a brief description explaining each follows.

7.2. Structure and Meaning

Being the smallest linguistic unit of analysis, structure focuses on “the use of special typography or orthography, novel word formations, and sentence structure” (Herring, 2004:3). Non-standard orthography is an essential feature of online language and online communication “often manifests spelling practices that suggest loosened orthographic norms” (Herring, 2011:3). These orthographic forms include: abbreviations (acronyms, clippings, vowel omission, etc.), phonetically-motivated letter substitutions, spellings that “imitate casual or dialectal pronunciations”, eye dialect (e.g., sez for ‘says’), and spellings that “represent prosody or non-linguistic sounds” (Herring, 2011). Jaffe (2000:498) claimed that “the use of non-standard orthography is a powerful expressive resource [which] can
graphically capture some the immediacy, the 'authenticity' and 'flavor' of the spoken word in all its diversity. … [and] has the potential to challenge linguistic hierarchies” (Thurlow, 2006).

At the level of meaning, the focus is on the meaning of words, utterances (such as speech acts) and “larger functional units” (Herring, 1996b refers to this as 'macrosegments'). Macrosegments refers to the “components of the text which consist of both notional and surface components” (Herring, 1996), it is the “functional constituent of the text at a macro-or global level of organisation” (Sunderland, 2000).

To avoid repetition with sub-headings, Herring’s structure and meaning have been combined under one heading.

7.2.1. Means of Communication

As stated at the onset of this study, tweets are limited to 140 characters per message. This encourages users to post messages that are ‘to the point’ and concise, as well as encouraging users to be more creative in their messages, e.g. using textese and Twitter language. It is, then, likely to find both textese and Twitter language in tweets. Throughout the sections to come, where tweet examples are used, Microsoft Office word count has been used to determine tweet character counts – to establish whether or not the participants make use of the full 140-characters. This is discussed later on in this chapter.

According to Danescu-Niculescu-Mizil, Gamon, and Dumais (2011:1) argued that Twitters “novelty comes not only from its size, but also from the wide variety of social relation types, from the non-real-time nature of conversations, from the 140 character length restriction and from a design that was initially not geared towards conversation at all”. This shift from its original purpose (being a micro blogging platform), can be linked to the influence of its users, it was the users need for a simple, straightforward platform for interaction that lead to the ‘humanization of Twitter’. It was the users that transformed Twitter into the conversational tool that it is today.

As a third-party application, one that was not created by Twitter founders, TwitLonger serves the purpose of extending ones tweets beyond the 140-character limitation. That way, users
are able to express whatever they want in as long of a message as they feel necessary. Their messages, in turn, would not be affected by textese and is thus able to be read and understood by anyone who chooses to read it – Twitter language, however, is likely to be used. Basically, one is not limited to writing (typing) a message in non-standard orthography. However, considering the fact that it still is CMC, users are probably most likely to still use non-standard orthography in their messages – out of habit.

Unfortunately, during the data collection period, only one TwitLonger messages was recorded. However, during the initial proposal stage of this study, a TwitLonger message was used as a means of informing participants on the study as well as asking for consent (as other means of consent were difficult due to the various geographical locations of the participants). The ‘consent’ TwitLonger will then serve the purpose of being compared to the participant’s (Sue’s) TwitLonger.

Firstly, the ‘consent’ tweet starts off by making reference to a particular group, namely “bunnies”, referring to the fans of the artist Leona Lewis. It also refers to Leona Lewis as “LeLe” which is a shortened version of her name – Leona Lewis. It is expected that only fans would know what this shortening means (or is referring to), so it does not count as textese or Twitter language. Rather, it is an ‘in-group’ word. Also, the greeting, which reads ‘Hey Fellow LeLe Bunnies’, indicates that the researcher (myself) identifies as a ‘bunny’ (singular version) as well and is thus part of the particular community focused on in this study. Furthermore, the only non-standard wording that does occur in this TwitLonger is that of ‘DM’, which a Twitter term that refers to direct messaging is. Also, there is one example of a hashtag, ‘#LeonaBunnies’, reiterating the fact that the message is directed to the fans of Leona Lewis. In a sense, considering the fact that this TwitLonger is a call for Twitter users participation, the TwitLonger message appears to be more formal, not using any non-standard linguistic characters or any paralinguistic and prosodic features such as emoticons or an overuse of punctuation, as well as providing the potential participants with as much detail on the purpose of this study. However, referring to them by community (bunnies) makes it more personal, giving off a sense of informality.

Participant Sue’s TwitLonger, on the other hand, makes use of paralinguistic and prosodic features such as: capitalisation (e.g. ‘SPECIAL ANNOUNCEMENT’ and ‘PLEASE READ THOUROUGHLY’), instances of multiple punctuation marks (e.g. ‘**’ and ‘!!!’) – Quite
excessively throughout the message, a filler (e.g. ‘so…’ – the ellipses) and one emoticon (e.g. ‘;’) – a wink). Also, Sue uses word-value characters (e.g. ‘x-o-x-o-x’). Other than that, Sue does not use any other shortenings, she does not use Twitter language (there are no hashtags). Sue’s language use in her TwitLonger is that of an informal variety, as she makes use of emoticons (“Step 3 – Sit back and relax! ;”) and ‘hugs and kisses’ (“x-o-x-o-x”). Sue also provides as much information as possible about her particular request such as dates (e.g. ‘2nd December 2012’ and ‘21st November 2012’), a location (‘Hopefield Animal Sanctuary in Brentwood, Essex’), artists performing (e.g. Matt Cardle’), details on the ‘Christmas Fan Box Challenge’, how to get involved, FAQs, details on donations, contact details, and so on.

Both TwitLonger messages are requests, the study’s TwitLonger asks participants for consent to collect their tweets and Sue’s asking for a donation for the Hopefield Animal Sanctuary (located in Essex, United Kingdom), and giving fans of Leona Lewis the opportunity to write her a letter, poem, and so on, and having it handed to her through Sue. Both TwitLonger messages refer to the community of Leona Lewis fans (to which both messages are directed) as ‘bunnies’, it appears in both messages as a greeting (e.g. in Sue’s it is ‘Hey Bunnies!’ and in the ‘consent’ TwitLonger it is ‘Hey Fellow LeLe Bunnies’).

One thing to note about the two TwitLonger messages is the fact that Sue’s contains 3534 characters including spacing (a total of 629 words), whereas the ‘consent’ TwitLonger contains 1595 characters including spacing (with a total of 267 words). This is almost half of Sue’s message (having 1939 more characters), thus showing that there is no limit to the number of characters one is able to use in the third-party application.

Unfortunately, during the data collection process, only one Ustream was collected. It should be noted that this was in the form of tweets that made reference to the particular Ustream as, residing in South Africa made it impossible to be involved in the actual Ustream (as it was only available in a particular location and the time zones were different – meaning that if it were available in South Africa and the Ustream was at e.g. ±2pm in the US, it would most likely occur in SA at ±11pm (as South Africa is approximately 9 hours ahead of US time). Below is an example of the Ustream tweet:

Tweet: Tina
In Tina’s tweet (consisting of 34 characters, including spaces), she expresses her disappointment in the fact that she will not be able to watch the Ustream for reasons not mentioned in the tweet. However, the following tweet she posted (FT139) seems as though she had connection issues. Fortunately, a Twitter user (who recorded the Ustream) uploaded the entire chat onto YouTube (http://youtube.com/#/watch?v=QIcmQxDrpno), enabling those who could not watch it in their own country (as well as those who missed it) to watch. As it was ‘pre-recorded’, those users were obviously not able to participate in the ‘q and a’.

The main difference Ustream has from that of tweets and TwitLonger is that it incorporates video chatting. This is, however, one sided. Broadcasters make use of the video function to communicate to fans. The fans ask questions by tweeting (although other forms of instant messaging may also be used) them in a live stream (these are messages that pop up on a Twitter timeline, in real time) and Leona would then read these questions and comments and answer them through live video. Below is an example of this interface:

The image above shows a screenshot of the July 2012 Ustream video chat, hosted by the artist Leona Lewis (which a Twitter user posted on YouTube on 1st of August 2012). One is able to see (1) the channel (LeonaChat), (2) the actual live video, (3) the particular user typing a message and (4) the timeline of tweets on the right.
7.2.2. Brevity

Brevity, being one of Thurlow and Poff’s (2011) texting maxims, plays an integral role in this study. As evident throughout the discussion section, the word count of each tweet example used within the chapters has been documented. Microsoft word count has been used. This was done to determine whether character limitations actually impact the messages of SNSs.

Thurlow and Poff (2009) found that the average length of text messages (bearing in mind that text message limitation is 160 per page) was 65 characters. This shows that participants “seldom used the space available”. This could be due to the fact that texters require speed (when communicating) and they tend to make use of shortenings, thus, lessening the space required of a text. Thurlow (2003) state that “the dual maxim of brevity and speed is manifested most commonly in (a) the abbreviation of lexical items (including letter-number homophones) and (b) the minimal use if capitalization and standard, grammatical punctuation (e.g. commas and spaces between words)”. The Twitter data, of this study, shows that the average (mean) length of the total (660) tweet is 84.2 characters per tweet (that is, 55 586 characters ÷ 660 tweets). This is 55.8 characters less that the limitation imposed by Twitter. Brevity of female tweets (amounting to 27 961 characters) is 84.7 characters per tweet (that is, 27 961 ÷ 330 tweets), 55.3 characters less than the Twitter limit. The brevity of male tweets (27 625 characters) is 83.7 characters per tweet (that is, 27 625 ÷ 330 tweets). This is 56.3 characters less that the Twitter character limitation. From these findings it is evident that:

- The character limitation imposed by Twitter is not an issue,
- The use of shortenings (such as abbreviations) contribute to the brevity of a tweet, and
- A third-party application (such as TwitLonger) does not seem to be a necessity and is far less popular than expected.

According to Elizondo (2010), studies such as Ling & Baron (2007) and Hård af Segerstad (2002), that investigate message length, “show a shorter message length than IM” – instant messaging. Even though the length is far less than the limitation, Elizondo (2010) found that there are many instances of letter deletions and shortenings found. She goes on to state that shortening devices and the maxim of brevity are thoroughly demonstrated across studies. This study, then, confirms what was presented by Thurlow and Poff (2011) that participants do not utilize the character limitation to its full capacity, as a majority of tweets hardly come
close to the 140 character mark. There are two main reasons why the participants of this study are using far less characters than expected, namely: the use of shortenings, and sticking to the question posed by Twitter (‘what are you thinking?’ – found in the text box for composing tweets) to post short tweets. Twitter’s character limitation encourages users to be creative in their message composition as well as promoting the formation of concise, straight to the point messages. With the creation of textese and Twitter language, which consists of a number of shortenings, the length of messages are significantly reduced (e.g. instead of using the 7 character word ‘because’, users shortened this to the 5 or 3 letter shortenings of ‘becoz’ and ‘coz’, respectively). If textese and Twitter language did not exist, reducing ones tweet to a mere 140 characters would become quite challenging. Take the two examples of tweets below:

Blaine’s tweet above (consisting of 115 characters, including spaces) contains no indication of textese or Twitter language, it is what would be considered as Standard English. However, he still manages to post this tweet in less than 140 characters (that is, 25 characters less than the limitation).

Brittany’s tweet (consisting of 109 characters, including spaces) contains a few elements of both shortenings (‘dont’ and ‘ep’) and Twitter language (such as the hashtag – #fail and the mention - @santana). However, translated into Standard English, her messages still manages
to remain 9 characters below the imposed character limitation (the translated tweet being 131 characters).

There are a few instances where, if translated, tweets would exceed the character limitation, (such as the example blow) but the majority of tweets fall into the two categories explained above.

Tweet: Mercedes

[RT @LifeFacts: Don’t be too confident when someone tells you they like you. The real question is, until when? Because just like season, …]

Mercedes’ tweet above (consisting of 137 characters, including spaces) is a retweet of a post by the user @LifeFacts. It is evident that only part of the tweet is visible when Mercedes retweets it. When viewing the original tweet (in @LifeFacts timeline) one is able to view that complete post, being 154 characters long. However, if Mercedes tweet included the full post, the tweet would have amounted to 168 characters (including ‘RT’ and ‘@LifeFacts:’).

Elizondo (2010) stated that “it is unclear whether the brevity and speed condition is a manifestation” users preferred style of writing or “whether they are operating under an attempt to get their meaning across” without having to stick to standard conventions of writing. When looking at the Twitter data, it seems as though brevity and speed depends on the users style of writing, as there are instances of short (e.g. 11 character tweets – FT.118) and long tweets (e.g. 138 character tweets – MT.137) as well as the content of the tweet itself. With longer messages, some users would use elements of textese and Twitter language (see example above), while other would post a message in Standard English with no evidence of textese or Twitter language. As majority of tweets average at 84.2 characters, speed might play a slightly minor role than what was previously expected, as it is just above half of the characters available to users on Twitter. It might be that being creative and concise with ones tweets takes a short amount of time to compose.
7.2.3. Linguistic Characteristics

This study’s data is compared to that of Bieswanger (2007) and Thurlow (2003). It should, however, be noted that Bieswanger and Thurlow’s studies focused on text messages, and the purpose of using this study is to determine whether or not textese exists in Twitter (in SNSs) and if it is used in the same manner as text messages.

7.2.3.1. Shortenings

The following section provides a brief discussion on the most commonly used categories of the above mentioned shortenings. As a means of comparison, Bieswanger’s (2007) study is used. This study and that of Bieswanger’s are similar in the sense that the focus is on both males and females and both studies fall under the same age groups (17 to 30 year old). The only difference is that Bieswanger looks at English and German text messages, whereas this study looks at tweets.

Below are tweet examples depicting the types of shortenings discussed in Chapter 2 (Literature Review). These shortenings, drawing from Thurlow (2003) broad categories, are: Initialisms (acronyms and alphabetisms), Clippings (G-clippings and other clippings), Constructions, Letter/Number Homophones, Phonetic Spelling, and Word-Value Characters. ¹

Fig. 15: Pie-Chart depicting the Breakdown of Shortenings

¹: Initialisms (combination of more than one word), Clippings (omission of ‘g’ or final consonant), Contractions (shorter forms of words), Letter/Number Homophones (letter or number that represents a word), Phonetic Spelling (character that is not part of standard spelling), and Word-Value Characters (stands for whole words) - Chapter Two, pp 22 to 23.
The pie-chart shows that, of the total number of shortenings (being 359), 59 (or 16%) are initialisms, 38 (or 10%) are clippings, 125 (or 36%) are contractions, 45 (or 12%) are letter/number homophones, 21 (or 6%) phonetic spelling, and 71 (or 20%) are word-value characters. Contractions appeared the most in tweets and phonetic spellings the least frequent. With Bieswanger, letter/number homophones appear the most in text messages, while initialisms are least frequent. In 2007, Bieswanger conducted a study on German and English text messages and found that, in the English language, there were 1120 shortenings used in the collected 201 text messages (averaging at 5.57 shortenings per text message), and 334 shortenings used in the collected 387 German text messages (averaging at 0.86 shortenings per text message). In general, Thurlow (2003) found that there were 1401 examples of abbreviations found in collected text messages (that is, 3 abbreviations per message). Abbreviations “accounted for less than 20% (18.75%) of the overall message content”. Ling and Baron (2007) found that, in IM (instant messaging), there are “fewer acronyms, fewer emoticons, fewer contractions, more punctuation, no abbreviations and many more apostrophes”.

Of the 387 German text messages that Bieswanger (2007:8) collected, phonetic spellings appeared only 6 times. Phonetic spellings appeared more frequently in the English messages however, with a total of 131. In this study, 3 types of phonetic spellings appear 21 times. In male tweets, phonetic spellings appear 3 times. In female tweets, phonetic spellings appear 18 times. Mercedes’ tweets contain 12 ‘z’ phonetic spellings. She does not, however, use this phonetic spelling as a means of shortening her words, as she simply replaces the ‘s’ with a ‘z’ (e.g. FT61. “…#HappyDayzSoon”). This could be an indication of writing style preference. Phonetic spellings, then, occur more frequently in the collected Twitter data than that of Bieswanger’s text message data.

Bieswanger (2007:8) found a total of 326 letter-/number-homophones in the English text messages and none in the collected German text messages. In this data, 2 types of letter/number-homophones appear 45 times. Here, letter/number homophones are seen to be more common in text messages as opposed to the collected Twitter data, as the amount of times this type of shortening appears in tweets is significantly less. 57 types of contractions were found in Bieswanger’s (2007:8) English text messages, appearing 163 times. In the German messages, however, only 17 types were found, appearing 21 times. In this study, 2 types of contractions appear 131 times.
Bieswanger (2007:7) found that English text messages contained 121 types of *clippings* that occurred 244 times in collected 201 messages. In the German messages, it was found that there were 25 types of clippings that occurred 50 times in 387 messages. In this study, however, 16 types of clippings appeared a total of 38 times. Thurlow (2003) claimed that clippings are no longer confined to CMC, some are found in other forms of writing and even speech – there are many instances when characters in television shows (or movies) utter the words ‘nothin’, ‘chillin’, etc. Clippings are “frequently found in SMS but would also seem familiar in a note posted on a friend’s whiteboard” (Thurlow, 2003).

In his study, Bieswanger (2007:9) found that English messages contained only four types of word-value characters. These four types appeared a total of 250 times in the collected data, with majority being x (which represents a kiss), appearing 225 times. In German messages, 22 types of word-value characters were found, however only appearing 39 times. In this study, 3 types of word-value characters were found, namely the x (kiss), o (hug) and & (and), ‘x’ appeared 71 times, only one ‘o’ was found and & appeared 24 times.

Below is a table summarising the division of shortenings (mentioned above) between males and females:

<table>
<thead>
<tr>
<th>Shortenings</th>
<th>Male</th>
<th>Female</th>
</tr>
</thead>
<tbody>
<tr>
<td>Initialisms</td>
<td>21</td>
<td>38</td>
</tr>
<tr>
<td>Phonetic Spelling</td>
<td>3</td>
<td>18</td>
</tr>
<tr>
<td>Letter/Number Homophones</td>
<td>13</td>
<td>32</td>
</tr>
<tr>
<td>Contractions</td>
<td>55</td>
<td>70</td>
</tr>
<tr>
<td>Clippings</td>
<td>8</td>
<td>30</td>
</tr>
<tr>
<td>Word-Value Characters</td>
<td>25</td>
<td>46</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>125</strong></td>
<td><strong>234</strong></td>
</tr>
</tbody>
</table>

*Table 2: Shortenings*

From the table above, it is clear that females tend to make use of shortenings more frequently than males, as females use a total of 234 shortenings and males 125.
**Initialisms**

Below are tweet examples of the two commonly used initialisms in the data collected, namely: OMG and LOL:

**OMG**

When written (typed) out in full, ‘Oh My God’, ‘Oh My Gosh’ or ‘Oh My Goodness’ would take up 9, 10, and 14 characters, respectively (this includes the spacing between each word). Using the OMG initialism would only take up 3 characters. There are a total of 11 OMG’s in the collected tweet data. This initialism usually signifies shock or surprise, as seen in the tweet examples below:

The tweet example of Suga (consisting of 93 characters, including spaces) displays the use of the OMG (oh my God/oh my Gosh) initialism. Here, it is clear that Suga is surprised at the fact that so many Twitter users (that she most likely has communicated with and befriended overtime) has ‘deleted their twitters’ (deleted their Twitter accounts) and are no longer making use of the SNS. To place emphasis of the fact that the tweet has a ‘surprised tone’, Suga makes use of the surprised emoticon (‘:"O’). There also seems to be a sense of confusion, as Suga asks the question (minus the question mark) ‘what’s going on’. In SNSs, punctuation appears to be ‘optional’. This will be discussed later on in this chapter.

The distinction between the use of God or gosh is not always clear in tweets, as some people prefer the use of gosh instead of God (as it is seen as using the Lord name in vain). However, it was found that some participants, to avoid this, would in fact type OMG out in full. This is evident in the two examples below:
In Tina’s tweet (which consists of 74 characters, including spaces), instead of using the shortening OMG (or omg), she opts to type the phrase out in full as ‘Oh My God’. She tweets about the fact that the artist Leona Lewis (mentioning her by Twitter username @leonalewismusic) takes the time to tweet her fans and that she loves it. Note that, initially OMG was thought to evoke a sense of surprise or shock. This tweet is more appreciative, evident with the use of the verb ‘love’, Tina shows appreciation or liking towards Leona Lewis for communicating with her fans. She also tweets a playful wink (‘;’) emoticon as well as three kisses (‘xxx’). These features will be discussed later in this chapter.

Kurt tweets (in 135 characters, including spaces) an alternative to the OMG phrase, which is using the word ‘gosh’. Using ‘gosh’ removes any religious factor to the phrase. Participants (and most likely all SNSs users, in the general sense) are aware and take precaution of the fact that, with this phrase ‘Oh My God’, comes religious issues. To avoid this, users simply stick to using the initialisms ‘OMG’ and ultimately avoiding any distinction as to which word they are using. Kurt tweets about disappointed that a boy, whom he liked (whether it be sexually or as a friend is not made clear in the tweet), who acted jealous and “pissy” and had “diva” tendencies. The boy, in turn, deleted him (not making it clear as to what exactly caused the jealousy and rude behavior that ultimately led to Kurt’s deletion).

**MT65.** Oh my gosh. Some boys... Getting pissy and jealous then deleting me for no reason! To think I actually liked him, such a diva. #Byeeee.

**Tweet: Kurt**

Kurt tweets (in 135 characters, including spaces) an alternative to the OMG phrase, which is using the word ‘gosh’. Using ‘gosh’ removes any religious factor to the phrase. Participants (and most likely all SNSs users, in the general sense) are aware and take precaution of the fact that, with this phrase ‘Oh My God’, comes religious issues. To avoid this, users simply stick to using the initialisms ‘OMG’ and ultimately avoiding any distinction as to which word they are using. Kurt tweets about disappointed that a boy, whom he liked (whether it be sexually or as a friend is not made clear in the tweet), who acted jealous and “pissy” and had “diva” tendencies. The boy, in turn, deleted him (not making it clear as to what exactly caused the jealousy and rude behavior that ultimately led to Kurt’s deletion).

**LOL**

When written (or typed) out in full, ‘laugh out loud’ would take up 14 characters (that includes the two spaces). As the initialism would suggest, it is a reply to something amusing. LOL seems to be the more popular and commonly used initialism. It’s quite common for LOL to be used regardless of the context and content of their messages e.g. as a means of closing a message. This ultimately results in a change in the meaning of LOL. There are a total of 36 LOL’s in the collected tweet data.
Will’s tweet (consisting of 135 characters, including spaces) contains one of the commonly used initialisms in the collected data, namely LOL (laugh out loud), in capital letters.

One thing that should be taken into account, with regards to ‘lol’, is that it does not really stand for ‘laugh out loud’ or ‘laughing out loud’ in the literal sense anymore. McWhorter (2013) argued, during a recent TED conference, that ‘lol’ is now seen as a “matter of empathy, a pragmatic particle”. He goes on to state that ‘lol’ “has evolved into something much subtler and sophisticated and is used even when nothing is remotely amusing” (McWhorter, 2013).

The data collected supports McWhorter’s claim, in the sense that, ‘lol’ is added to a tweet that’s contents does not appear to be amusing, but rather, retelling it in a funny way, e.g.:

Here, Brittany is tweeting (in 136 characters, including spacing) about video clips that are forwarded via BBM (BlackBerry Messenger) – where, at the end of the clip (usually a clip of a funny or peaceful nature), a scary woman (most likely to be the possessed character of ‘The Exorcist’ in the spoof film ‘Scary Movie’) pops up, screaming. She (Brittany) tweets “…scare u lol” (…scares you *laugh out loud*). The laugh seems to be one of embarrassment, she knows that it (the “creepy lady”) will pop up, e.g. #mustbeprepared, yet still scares her.
The structure of this tweet seems similar to that of the ‘that awkward moment’ messages, found on the internet, e.g.:

![Image](image1.png)

**Fig. 16: Examples of ‘that awkward moment’ memes**

These popular texts usually express embarrassing and awkward situations in a funny way – a category for documenting uncomfortable social experiences. Brittany’s tweet contained 135 characters (including the spaces); adding ‘[t]hat awkward moment’ would have resulted in a 151 character tweet, which she would not have been able to post.

Another example where ‘lol’ does not refer to ‘laugh out loud’ in the literal sense is:

![Image](image2.png)

**Tweet: Quinn**

Quinn’s tweet (consisting of 125 characters, including spaces) is of serious nature (with or without the use of ‘lol’). Without using ‘lol’, it appears to be a tweet of disgrace, by stating that people only care about the weather and money, but using ‘lol’ in this instance makes it seem as though she is mocking the ‘people’ she is referring to.

McWhorter (2013) argues that instead of ‘lol’ having a literal meaning, “it does something – conveying an attitude – just like the –ed ending conveys past tense rather than ‘meaning’ anything” (McWhorther, 2013). Basically, the attitude ‘lol’ conveys in a particular message is dependent on the content of that message. McWhorther’s claims are relevant to the collected data in the sense that e.g. in the tweet above, without the ‘lol’ FT42 conveys preparedness...
and fear, and FT190 conveys a sense of disgrace. However, adding ‘lol’ introduces hint of humor, making the messages seem both funny and embarrassing and mocking, respectively.

Humphrys (2007) stated that he assumed ‘lol’ meant ‘lots of love’, only to find out it meant ‘laugh out loud’. This would be a problem when using this kind of language outside the social networking context and with those individuals who are not familiar with the language. He goes on to argue that this is a problem of ‘ambiguity’ (Humphrys, 2007). In this way, it becomes a barrier of communication.

7.2.3.2. Paralinguistic and Prosodic Features

The following are examples, taken from collected Twitter data, of: capitalization, punctuation and emoticons.

Paralinguistic restitution consists of ways of writing that compensate for the lost prosodic and visual cues found in face to face interaction — a means to express emotion when facial expressions and gestures are absent. An example of paralinguistic restitution would be capitalizing something for emphasis, instead of saying it more loudly. Another example might be putting a smile emoticon ( :) ) after a message that would otherwise read neutrally where the emotional affect would be conveyed through prosodic cues and facial expression during interpersonal interaction (Elizondo, 2010:10 – 11). According to Thurlow (2003) paralinguistic restitution enables “the kind of playful, informal, register appropriate to the relational orientation of text messages”. Elizondo (2010:20) predicted that “paralinguistic restitution, a feature mentioned but unexplored but many researchers (Thurlow, 2003, Francois 2010, Hård af Segerstad, 2002) would be used in a more nuanced way by college-age texters, and that word deletion, much like non-standard orthography, would be rule-governed within college age texters and be more variable for older texters”.

Ling and Baron (2007) found that, in text messages, there were instances where triple exclamation points were used (although they did not focus on this in their study), this is what Thurlow (2003) called ‘paralinguistic restitution’ (Ling and Baron, 2007).
**Capitalization**

There are 3 levels of capitalization, namely: full capitalization (where text is completely capitalized), partial capitalization (where the first words and nouns are capitalized), and no capitalization. Tweets that had particular words or letters capitalized (such as the first letter of the first word in a new sentence or anywhere else in the tweet and a tweet containing one or two capitalized words) appeared 600 times in 660 tweets (300 times in both male and 300 times female tweets) – this is what Rafi (2008) would call complex capitalization.

Tweets that had both partially capitalized sentences (that is, sentences that had the proper capitalization) and sentences that were completely capitalized appeared 13 times in 660 tweets (7 times in female tweets and 6 times in male tweets). Finally, tweets that did not contain any capitalization appeared 41 times in 660 tweets (21 times in female tweets and 20 in male tweets). In total, 619 of 660 tweets contain capitalization. This contradicts Rafi’s findings. Rafi (2008) found that ‘approximately 80% of the messages have no capitalization, another 12% had only first letter capitalization and the remaining 8% had complex capitalization.’ In this study, 93.8% of tweets contain capitalization (whole tweet capitalization – 0.9%, complex capitalization – 91%, and part capitalization/part normal text – 1.9%). 6.2% of the tweets contained no capitalization.

Below is a table depicting the division of capitalization between males and females:

<table>
<thead>
<tr>
<th>Capitalization</th>
<th>Male</th>
<th>Female</th>
</tr>
</thead>
<tbody>
<tr>
<td>Full Capitalization</td>
<td>6</td>
<td>7</td>
</tr>
<tr>
<td>Partial Capitalization</td>
<td>300</td>
<td>300</td>
</tr>
<tr>
<td>No Capitalization</td>
<td>20</td>
<td>21</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>326</strong></td>
<td><strong>328</strong></td>
</tr>
</tbody>
</table>

Table 3: Capitalization

In the table above, it is evident that female tweets contained more capitalization than that of males. However, the gap is not that large as male tweets capitalization is 326. 7 female tweets contained full capitalization, where males had 6 tweets. Males and females used an equal amount of partial capitalization. 21 female tweets had no capitalization, whereas 20 male tweets had no capitalization.
Finn’s tweet (containing 33 characters, including spaces), is completely capitalized. However, out of 660 tweets, those containing only capital letters amounted to 6 (2 of which came from female tweets and 4 from the male tweets).

In Blaine’s tweet above (consisting of 104 characters, including spaces), the first sentence is lower case (@blaine tweet #leonalewistrouble you bitch’) and the second and third is in full capitalization (‘WHAT A RUDE BITCH!!!!! REPORTED FOR HARASSMENT’). It should be noted that this tweet is a quote retweet, the first sentence (the lower case sentence) comes from @User and that second sentence (the capitalized sentence) is Blaine’s response to that user. This response is an example of how, according to Chiad (2008), ‘capitalization may be used to indicate intonation, or to add emphasis and sometimes shouting voice.’ It is clear that Blaine is angry in his response to @User by the fact that, supporting Chiad’s claims, Blaine is capitalizing his words in an attempt to show that he is angry or shouting. Blaine also uses, when replying to @User, words such as the adjective ‘rude’, nouns ‘bitch’ and ‘harassment’. Blaine tweets that he has reported @User for harassment, which users of Twitter can do when they feel threatened and bullied or when they feel that another user is not abiding by the rules of Twitter use.

It is evident, for the most part, that participants still tend to use capitalization in a proper way. That is, when typing a name using capitalization for nouns such as e.g. ‘God’ (MT.17), ‘Merry Christmas’ (MT.194), ‘Swindon’ (FT.158) and ‘Cardiff University’ (FT.307). Most applications tend to have auto-correct and usually correct common words such as ‘I’ and
words that appear at the beginning of a sentence. However, when participants add a mention (that is, add someone’s username at the beginning of a tweet, before starting the actual sentence), whatever appears after the mention will not be corrected.

Randall (2002:12) claimed that, in CMC, capitalization becomes “thoroughly unimportant”, as communication in SNSs are meant to be quick and concise – there is no need for grammatically correct, standard language. However, this cannot be said for all tweets containing capitalization. Some tweets, such as words (complex capitalization) or complete tweets posted in full capitalization convey a particular meaning through capitalization alone. In this case, this study supports the arguments posed by Chiad (2008), which has been explained above, and Thurlow (2011), who argued that “capitalization is used for exclamatory or affective impact”.

**Punctuation**

Below is a brief discussion on the four most commonly used types of punctuation (found in the data), namely: exclamation marks and interrobangs (the combination of question and exclamation). These are not the most commonly used punctuation marks in the Twitter data (as full stops, commas, exclamation marks, and apostrophe are of higher usage in the data), but they do convey a particular meaning, similar to that of capitalization. Also, these three types tend to occur in multiples.

**Exclamation marks**

The reduplication of exclamation marks appears 56 times in 660 tweets (26 times in female tweets and 30 times in male tweets). That is, 8.5%. The length (as in, the number of exclamation marks used in the reduplication) varies. This length could indicate the intensity of attitude, feeling and overall emphasis of tweet content. Below are examples of reduplicated exclamation marks found in the Twitter data:
In Santana’s tweet (consisting of 75 characters, including spaces), use is made of both a single exclamation mark (‘HELLO NEW PHONE!’) as well as a reduplicated one (‘GOODBYE TWITTER PROBLEMS!!!’). Judging by the smile emoticon, it’s clear that Santana’s use of exclamation marks is to express how happy she is that she now has a new mobile phone and will no longer have problems with Twitter, it’s an exclamation of happiness. In this instance, and possibly the most common variation, the exclamation mark is reduplicated 3 times as it appears 31 times in 660 tweets (that is, 18 times in male tweets and 13 times in female tweets). The length of (or number of) exclamation marks used is based on both user preferences as well as content emphasis (the message being conveyed in the tweet).

Reduplications of 2 exclamation marks appear 20 times in 660 tweets (5 times in male tweets and 15 times in female tweets), reduplications of 4 exclamation marks appear 10 times (8 times in male tweets and twice in female tweets), reduplications of 5 exclamation marks appear 4 times (3 in male tweets and once in female tweets), reduplications of 6 exclamation marks appear once in female tweets, reduplications of 7 exclamation marks appear once in male tweets (MT330) and male tweets also contain a reduplication of 28 (see below).

Here, Finn expresses excitement about American President Barack Obama winning the election. The tweet (124 characters long, including spaces but excluding the link) is merely his name (‘Obama’ with the ‘a’ reduplicated 90 times) and the reduplication of the exclamation mark 28 times. Both the reduplication of the letter ‘a’ and the exclamation marks
are a strong indicator of the excitement conveyed in this tweet, as the tweet is structured as though the participant is screaming his name.

It’s safe to say that, instances of reduplicated punctuation marks (such as the question and exclamation mark) are less likely to be found in formal writing, as it might not seem appropriate. As textese seems to ‘seep into’ academic writing, and many businesses (such as Calvin Klein) are taking advantage of the fact that textese is favourable among younger audiences and using it as a marketing strategy, one would expect this unconventional use of punctuation to follow suit. Although this is not directly related to any of the research questions, it does provide evidence of the fact that using exclamation marks (in the way that Finn has) clearly confirms that it is a way for Twitter users to emulate face to face communication, as it does indeed make up for the lack of verbal and non-verbal linguistic cues.

**Interrobang**

The interrobang is a non-standard punctuation which appears 7 times in 660 tweets (4 times in female tweets and 3 times in male tweets). That is, of all 660 tweets, interrobangs appear in only 1.1% of tweets. Again, the length (combination of question mark and exclamation marks) and the structure (whether or not the question mark comes first, or the exclamation mark) of the interrobang is purely up to the user’s personal preference and the emphasis of the content in their tweets. The following are examples of tweets containing interrobangs:

MT22. I CAN’T FREAKING SLEEP!!! WHY??!!

Tweet: Finn

In the tweet above (consisting of 33 characters, including spaces), Finn uses a variation of the common ‘?!’ interrobang, by first, switching the order and placing the exclamation mark first and then using another interrobang but in the more common order (‘!??!’). The general sense of Finn’s tweet is that of disbelief, as he asks ‘WHY!??!’ he has difficulty falling asleep. ‘WHY’ also serves as a rhetorical question.
The tweet above, by Kurt (consisting of 79 characters, including spaces) could either signify excitement or disbelief or a bit of both. It is clear that this tweet is part of a conversation between Kurt and Will, as Kurt’s tweet seems to be a reply to a previous message posted by Will. Kurt replies, in disbelief, with the question ‘you met them?!’ Here, he uses the more common form of the interrobang and he does not reduplicate it.

Another tweet by Finn, however (who’s tweet consists of 128 characters, including spaces), uses a reversed interrobang (with the exclamation mark first and the question mark last). Similar to that of his former tweet and that of Kurt’s, the use of the interrobang in the tweet above indicates disbelief. However, both tweets using interrobangs by Finn pose a rhetorical question, whereas Kurt poses a question to Will. Also, considering the fact that, in this tweet, Finn makes use of a frown emoticon, there is a sense of sadness, also indicated by the adjectives ‘disappointed’ and ‘ridiculous’.

**Emotive Features**

Thurlow (2003) found 39 instances of emoticons in his study. In this study, however, the total number of emoticons amount to 184. The most common of these emoticons are smiles (84 or 45.7%), frowns (25 or 13.6%), big smiles (17 or 9.2%) and hearts (14 or 7.6%). According to Danet, Ruedenberg-Wright, and Rosenbaum-Tamari (1997) the ‘best known ones are a smile, wink, and frown, respectively: :-) ;-) :-('. There are other ways of expressing text-based emotion, such as asterisk emoting, and onomatopoeic representations of sound. Below is a table depicting the various types of emoticons found in the Twitter data.
Emoticons

<table>
<thead>
<tr>
<th>Emoticon</th>
<th>Frequency</th>
<th>Percentage</th>
<th>Frequency</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>:-) – Smile/Happy</td>
<td>49</td>
<td>45.4</td>
<td>35</td>
<td>46.1</td>
</tr>
<tr>
<td>:-( - Frown/Sad</td>
<td>10</td>
<td>9.3</td>
<td>15</td>
<td>19.8</td>
</tr>
<tr>
<td>; :) – Wink</td>
<td>4</td>
<td>3.7</td>
<td>2</td>
<td>2.6</td>
</tr>
<tr>
<td>; D – Big Smile/Big Grin</td>
<td>9</td>
<td>8.3</td>
<td>8</td>
<td>10.5</td>
</tr>
<tr>
<td>&lt;3 – Heart</td>
<td>10</td>
<td>9.25</td>
<td>4</td>
<td>5.3</td>
</tr>
<tr>
<td>; / - Undecided/</td>
<td>6</td>
<td>5.55</td>
<td>5</td>
<td>6.6</td>
</tr>
<tr>
<td>; * - kiss</td>
<td>-</td>
<td>-</td>
<td>1</td>
<td>1.3</td>
</tr>
<tr>
<td>: O – Surprised</td>
<td>4</td>
<td>3.7</td>
<td>2</td>
<td>2.6</td>
</tr>
<tr>
<td>; p – Sticking tongue out</td>
<td>1</td>
<td>0.93</td>
<td>1</td>
<td>1.3</td>
</tr>
<tr>
<td>; s - Confused</td>
<td>2</td>
<td>1.85</td>
<td>1</td>
<td>1.3</td>
</tr>
<tr>
<td>o_O - Shocked</td>
<td>1</td>
<td>0.93</td>
<td>1</td>
<td>1.3</td>
</tr>
<tr>
<td>:=^:= - Laughing</td>
<td>1</td>
<td>0.93</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>-=^:= - Cat</td>
<td>1</td>
<td>0.93</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>- ___ - - Bored/Straight Face</td>
<td>2</td>
<td>1.85</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>xd – Eyes closed</td>
<td>1</td>
<td>0.93</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>D:&lt; - Angry</td>
<td>1</td>
<td>0.93</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>;:T – Confused/Disappointment</td>
<td>1</td>
<td>0.93</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>;:( - Crying</td>
<td>5</td>
<td>4.6</td>
<td>1</td>
<td>1.3</td>
</tr>
<tr>
<td></td>
<td>108</td>
<td>100.00</td>
<td>76</td>
<td>100.00</td>
</tr>
</tbody>
</table>

Table 4: Text Emoticons

From the table above, it is evident that male participants make frequent use of emoticons than females. Prior studies, such as Witmer and Katzman (1997) and Wolf (2000), indicate that females used more emoticons than men. Baron (2004) also found that majority of emoticon usage, in her study on instant messaging, came from women. Similarly, in her study on public Internet Relay Chat, Herring (2003) found that ‘three times as many representations of smiling and laughter (including emoticons) as men’ (Dresner and Herring, 2010: 4).

The following are tweet examples of the two of the commonly used emoticons in the data collected:

FT225. i can't watch Leona's ustream :(((((((((((((((). I hate my internet okay.

Tweet: Suga

Suga’s tweet (consisting of 77 characters, including spaces) contains a frown emoticon. However, note that there are 19 additional brackets (representing the frown). This could
indicate extent of her sadness. The general tone of this tweet is negative, sadness. Not only is it indicated by the emoticon, but also through her use of the verb ‘hate’.

Sebastian’s tweet (consisting of 49 characters, including spaces) contains the most common emoticon found in the Twitter data, the smile. Unlike Suga, Sebastian uses the smile emoticon in the most common form, a colon and a bracket. The tone of this tweet is that of happiness, as Sebastian is preparing to board a flight to Venice.

Asterisk Emoting
According to Votta (2007: 28) this form of emoting uses an asterisk “to offset emotional response words”, these words are usually verbs but can also consist of a variety of tenses or phrases. Apart from expressing emotion (that is clearly lacking in online text communication), asterisk emoting signifies emphasis as well, that is, emphasising on the content of the tweet. Emphasis displays “intensity in the action” (Votta, 2007: 28). There are not many studies that focus on asterisk emoting, this form of text-based emotion originated and is most likely found in online gaming communication. Due to this, no prior data has been found to compare. Asterisk emoting appears 10 times in the collected Twitter data, below are examples:

Brittany’s tweet is an example of a tweet with a ‘big smile’ emoticon - :D. Note that she types *jumps straight into bed*, this phenomenon is another example of emoting known as ‘asterisk emoting’.
Tweet: Puck

In Puck’s tweet (consisting of 135 characters, including spaces), he makes use of the asterisks to describe a feeling of which a text-based emoticon does not exist, a jealous face.

Onomatopoeic representations of sounds

Votta (2007: 27 – 28) found that the sound of laughter (haha, ahaha, hehe, heh heh, and so on) is the most common form of onomatopoeic representations of sound in online communication. This form of laughter is often used beyond CMC, in “transcripts and written dialogue” (Votta, 2007). Onomatopoeic representations of sounds appear 24 times in 660 tweets. 15 are found in male tweets and 9 times in female tweets.

Suga uses a form of laughter that has not been indicated by Votta - ‘ye ye ye’. Here it is used in a mischievous manner, as she states that she does not want to study. Suga’s tweet consists of 30 characters, including spaces.

Tweet: Puck

Puck’s tweet above (consisting of 122 characters, including spaces) contains a form of laughter indicated in Votta’s study – the use of ahaha. It also serves as a perfect example of Votta’s claim that that ‘with any number of ha’s, there is no distinction related to the exact number, only that more implies a stronger reaction’ (Votta, 2007:27 - 28). In the beginning of Puck’s tweet, laughter appears to be quite intense as it contains 5 additional ha’s and at the end of his tweet, laughter consists of 2 additional ha’s. Note that this is a quote retweet; the only part of this tweet that belongs to Puck (the part that he actually added) is ‘wtf!’
Other Options

Two other options for expressing amusement exist. One option for expression of emotion is simple statements such as ‘that is funny’, or ‘you’re making me laugh’. While this is a valid form of emotional expression, it is not Internet-specific and can be found in written and verbal communication regardless of medium. One other method that began by being tweet (or SNS)-specific is acronyms, such as LOL for ‘laughing out loud’ or ROTFL for ‘rolling on the floor laughing’. These now appear elsewhere, in mainstream publications and advertisements, and in other text-based communication environments like texting on a cell phone. This type of expression appears 7 times in 660 tweets. In male tweets, it has been found 3 times, and 4 times in female tweets. Below is an example:

Instead of using the initialisms lol or lmao, emoticons, or onomatopoeic representations of sounds, Emma (in 45 characters, including spaces) simply uses the word funny to describe her amusement.

7.2.3.3. Twitter Language

As discussed earlier, in chapter two, the most noticeable element of Twitter is the fact that it possesses a 140-character limitation on tweets, standard SMS character limitation is 160 (Glaser, 2007). The tweet below makes use of all 140-characters, making it a ‘twoosh’ (cf. Zimmer, 2009). The most common elements, in Twitter language, are: #FF (follow Fridays, #’s (hashtags), @’s (mentions), links to websites, articles, images or videos. Twitter language also contains initialisms and emoticons. There are a total of 669 elements found in the collected Twitter tweets (both Twitter language and textese included. Twitter language includes: #FF’s (7 or 1.04%), #’s (123 or 18.4%), @’s (266 or 38.1%), links (51 or 7.6%). Elements of textese include: initialisms and emoticons.
In the tweet above, @Santana attached an article from a website about volunteering at an animal shelter. With it, she adds a hashtag referencing Leona Lewis and the charity work she does at animal sanctuaries and poses the question how she inspires you (other Twitter users).

It is evident, when looking at all of the collected tweets, that they contain all elements mentioned above, some multiple examples of typography and orthography, while others might only illustrate examples of typography. Instead of displaying a large number of tweets in the data presentation, one or two tweets will be used as examples.

#FF

In the tweet above, @Quinn sends out a #FF (follow Friday) to @Joe, also stating that she loves him and that he is an ‘awesome friend’. #FF’s indicate who participants are fond of and who they have regular interaction with, if participants do not interact on a regular basis, it is highly unlikely that they would send out #FF’s telling their follows to follow them. These #FF’s serves as follower suggestions. It was found that Joe returns Quinn’s #FF.

Additional #FF tweets:

FT214. @joe Oh My God Le retweeted you! Joooe, you’re way too lucky! haha congrats! And thanks for the #FF! xx.

MT151. A very Special #FF to the lovely and wonderful @quinn luv u 4ever! U’re always on my mind & in my heart! .
Santana uses the hashtag ‘collide’, this tweet coincided with the upcoming release of a song of that title. She points out that it is ‘not to long’ before its release. She uses the hashtag as a means of easy searchability, if many people tweet using this particular hashtag, it will become a trending topic and others are able to search for all messages containing the hashtag. Using the hashtag increases the visibility of ones messages.

Looking at the participants of this study, due to the fact that they were selected according to the interests they share (e.g. all being fans of the artist Leona Lewis) certain language features seem to be evident. This is what Herring (2004:19) refers to as “reference to group” when looking at indicators of virtual communities. An example of ‘reference to group’ would be the following:

The tweet above only consists of a hashtag (#), a topic (a linguistic feature specific to Twitter), and the word ‘bunnies’ refers to the fans of the artist Leona Lewis. So basically, the tweet only refers to those who are fans – referring specifically to the participants in this study.
@ (Mentions)

The most common of the Twitter language, the @ can be found in most tweets as they signal mentioning or replying to a particular person or persons, as evident by the examples below:

Tweet: Brittany

In the tweet above (consisting of 122 characters, including spaces), Brittany tweets a message to Vodacom using their Twitter correspondence, @redbullmobile, to query a problem she is experiencing with her internet dongle.

Tweet: Sam

Sam, on the other hand, wishes (mentions) multiple users a Merry Christmas. His tweet consists of 90 characters, including spaces.

Links

Note that tweets containing links that are personal, such as photographs posted by participants, have been altered so as to protect the participant’s identity.

Tweet: Sam

Santana retweets (in 47 characters, including spaces) the heading of an article which appeared on News24 as well as a link to the full article.
Additional tweets containing links:

FT59. Great read! http://t.co/ZUAV3JKX
MT92. HELP SAVE @Hopefield_Essex!!! Support @colacarson & @leonalewismusic! :) http://t.co/PQnmKMp RT.

7.3. Social Behavior and Interaction

Herring (2004: 14) has identified “six sets of criteria can be identified from the literature on virtual community”, one of them being “solidarity, support and reciprocity”. As solidarity and reciprocity go beyond the scope of this study, only social support has been discussed. The level of social behavior looks at “linguistic expressions of play, conflict management, power, and group membership over multiple exchanges” (Herring, 2004: 19). Social support would then fall under social behaviour.

According to Herring (2004) at the level of interaction, one looks at “turn-taking, topic development, and other means of negotiating interactive exchanges” as well as reciprocity, extended (in-depth) threads, and core participants. Considering the purpose and research questions and aims of this study, turn-taking will not be focused on. The core participants can be identified on the “basis of frequency of posting and rate of response received to messages posted” (Herring, in press b). However, Paolillo (2001) claims that core participation can furthermore be “identified via text-based social network analysis”. Core participants have been discussed in the previous chapter (SNA).

To avoid repetition with sub-headings, Herring’s interaction and social behavior have been combined under one heading.

7.3.1. Support

Herring (1994) claims that support is measured by using speech act analysis that focuses on factors such politeness. Instances of support appear 28 times in the total number of tweets collected. In addition to Herring’s (2004) proposed speech act analysis for measuring support, social support seeking strategies have been looked at:
Fig. 2: Revised Support Activation Strategies (literature review)

Many prior studies equate social support to health and wellness. The support focused on in this study, however, is not confined to these categories of social support. Any tweet depicting the definitions of the types of social support (informational, instrumental, appraisal and emotional), would constitute a form of social support (of ‘helping’). Basically, social support is looked at in a broader sense.

Types of Support

As mentioned earlier (in chapter two), what sets instrumental support from the other forms is the fact that it “involves the provision of tangible assistance…” (Taylor, Sherman, Kim, Jarcho, Takagi and Dunagan, 2004: 355). The first example that comes to mind would be that of physical social support (physical presence), such as soup kitchens, counseling, and so on. Instrumental support appeared 7 times in the 660 tweets collected.

With texting, or tweeting, providing support by physical presence is eliminated. However, there have been instances within the collected tweets where participants have mentioned, usually in the form of gratitude, of others providing “tangible” support in the form of donations – “financial assistance” (Taylor et al, 2004: 355), as well as participating in events that ask for support – this support, though physical, is not directing to one particular person and does not occur in ‘real time’.

Note then when analyzing tweets of a supportive nature, those that contained verbs such as help (appearing a total of 13 times in 660 tweets) and support (appearing a total of three times in 660 tweets) stood out, as these are words one would associate with support. Below are examples of these tweets:

<table>
<thead>
<tr>
<th>Direct</th>
<th>Indirect</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ask</td>
<td>Hint</td>
</tr>
<tr>
<td>Ask+</td>
<td>Hint+</td>
</tr>
<tr>
<td>Cry</td>
<td>Complain</td>
</tr>
<tr>
<td>Cry+</td>
<td>Complain+</td>
</tr>
</tbody>
</table>
Puck’s tweet (consisting of 136 characters, including spacing), is in fact a retweet, signaled by the ‘RT’ at the end of the tweet. The original being posted by @Hopefield_Essex (the animal sanctuary located in Essex). The tweet asks, by using the words ‘please support’, individuals to donate the amount of £3 to a particular number (‘70070’). These donations would then go into the ‘Hopefield Sanctuary Trust’.

Another instance of instrumental support, in the data, occurs in the participating of events that require support.

Again, Puck retweets (in 135 characters, including spaces) a message by @Hopefield_Essex. The tweet asks for individuals’ to support the sanctuary by participating in a ‘sponsored walk’ to raise funds. The tweet also mentions that the ‘minimum sponsorship’ that participants are required to donate is that of £5. This tweet mentions both cash donations as well as a sponsored walk.

Other tweets that contain the verbs help is that of Kurt (see MT73 - 138 characters), another tweet by Puck (see MT92 – 96 characters), Will (see MT295 – in 84 characters) and Quinn (see FT205). Not all of these fall under the instrumental support category, it depends on the context.

*Emotional support*, probably the most effective form of support, centers around making the individual seeking support feel valued, cared for. It takes the form of “involves providing warmth and nurturance to another individual” (Taylor et al, 2004: 355). Emotional support
appeared 5 times in the 660 tweets collected. At first, it was expected that tweets indicating emotional support would contain the verb ‘love’, as tweeting ‘love’ to another participant would be the conveying of emotion. However, upon analysis of tweets, those including the word love are not connected to support in general.

Examples of emotional tweets have been found in both single tweets as well as in threads (conversations). Below are examples:

**Tweet: Artie**

In the above tweet, Artie mentions to Leona Lewis (in 126 characters, including spaces) that her music (not mentioning any particular songs) helps him ‘cope through love, loss, death, and a lot more’, the lyrics of her songs has helped him deal with many issues he has been faced with. He proceeds to thank her for what she has done.

Another example of emotional support is the conversation between Santana and Mercedes below:

**Tweet Thread 01: Interaction between Santana and Mercedes**

The thread (conversation) above (consisting of 88, 11, 139, 5, and 16 characters respectively, including spaces), centers around Santana quoting a line from an episode of 90210 (Season 4, Episode 20: Blue Ivy). In the episode, Silver struggles with a decision to take a test to
determine whether or not she has the cancer gene, as her mother died of cancer not too long ago. Liam tries to convince her that it’s in her best interest to take it, to give her piece of mind. The quote above is what he says to show that he supports her and thinks taking the test is best. It is not clear as to what exactly Mercedes is going through. Santana, however, uses what Liam says to Silver, as it seems to fit any situation (the quote itself, taken out of context, does not address something in particular).

Another example of emotional support is the conversation between Santana and Rachel below:

Rachel: @santana want to know why i’m happy?

Rachel: @santana shall i just tell u?

Rachel: @santana i kissed my best friend

Rachel: @santana what do u think of it?

Santana: @rachel & nw u hv a permanent smile on ur face! :) glad ur happy my friend

Santana: @rachel & its ur best friend :)

Santana: @rachel proud of u & thanx 4 telling me

Rachel: @santana that's OK. Anyway, lol, what's your sexuality?

Santana: @rachel straight :)

Rachel: @santana You’re as straight as a ruler lol :P

Santana: @rachel lol

Tweet Thread 02: Sample of the conversation between Rachel and Santana

The conversation above is a sample of the 23 thread interaction between Santana and Rachel (see Appendix 3). Considering this length, samples of the conversations have been included above, parts that stand out and are rich in content. For the complete conversation, refer to the appendix mentioned above. In the thread (consisting of 37, 29, 32, 31, 74, 31, 38, 55, 19, 45, and 11 characters respectively, including spacing), Rachel discloses her sexual orientation to
Santana. She comes out as a bisexual (line 19), and states that she is happy and confident with her sexuality (line 15 and 20). The conversation starts off with Santana having to guess why Rachel is so happy, after many attempts Rachel then proceeds to tell her that she kissed her ‘best friend’ and Santana replies with the question ‘what do you think of it?’, possibly processing what Rachel has just said and determining what to say next. By asking Rachel what her thoughts were first and hearing what she has to say, enables Santana to reply with a more appropriate response, instead of being judgment and worrisome that it was a friend and e.g. questioning what would happen with their friendship.

Note that, throughout the conversation, it is not mentioned whether or not the friend is male or female. Judging by Santana’s reply though, it might be that they have discussed this or Rachel might have tweeting something on this topic in the past as, Santana states that she is proud of Rachel and thanks her for telling. This implies that, considering that both of their tweets are public, Santana might have read Rachel telling this to another participant at some point. This conversation also points out that Rachel is confident enough to tweet such personal information about herself to the public and that she trusts Santana enough to tell her directly (by mention).

All of the examples above show that emotional support manifests in the expressions of love, caring and support.

Informational support “occurs when one individual helps another to understand a stressful event better and to ascertain what resources and coping strategies may be needed to deal with it” (Taylor et al, 2004: 355). This could either be in the form of suggestions or advice giving. Informational support appeared 12 times in the 660 collected tweets.
Tweets: Blaine

In the tweets above (consisting of 115 and 83 characters, respectively), Blaine expresses his disgust for his aunt’s choice of food. The tweet appears to suggest Blaine’s concern that his aunt is eating the wrong kinds of food, unhealthy food during her pregnancy (e.g. ‘onion ring and fries’). Although, the aunt (possibly not a Twitter user, as both tweets suggest that they are texting each other as well as the fact that Blaine himself tweets his aunt’s reply) cleverly replies that she is in fact following his advice and ‘not eating liver’, as per his request. One does not know the type of relationship Blaine has with his aunt, as this could indicate whether the tweets were meant to be negative or simply posted in a playful and amusing manner.

Tweet: Blaine

Blaine’s tweet above (consisting of 136 characters, including spaces) is an indirect suggestion for, whoever reads his tweets, to consider adopting a cat or kitten. It is not directed at any particular person. Rather, Blaine is retweeting (note, that this tweet is not his own words) to all of his followers. By retweeting it, Blaine is attempting to spread this important message, rapidly, to a number of people.

Similar to that of informational support, with appraisal support, the support giver provides the support seeker with information that guides the seeker to form his/her own opinion, the
support giver does not tell the seeker what to do. The information provided here tends to be “useful for self-evaluation” (Goswami, Köbler, Leimeister, and Krcmar, 2010). There are not many examples of this form of support in the collected data. Instances of appraisal support appear 4 times in 660 collected tweets.

Many examples seem to be one-sided. That is, data might have only captured one participant’s comments on the thread during that particular time. Take Quinn’s tweets (FT201 – FT208, pg. 140) for example. What one gathers from the thread is that Quinn has either read about a suicide incident, knows someone who witnessed this incident, or was present at this incident herself. She (Quinn) most likely tweeted something on the issue and Will replied to that tweet, which resulted in the thread above. Although the thread above lacks context (in the form of Will’s replies to Quinn and initial parts of the thread have not been captured), it is obvious that Will and Quinn have differing opinions on suicide and peoples’ motivation for attempting it. Will might be trying to understand why Quinn feels a certain way about this topic, Quinn could not be as sensitive to the topic of death and suicide as Will is, e.g. ‘@will people dying every week’. Also, it appears that Will might be confusing the comments (opinions) that Quinn is posting as her own. She, however, points this out to be wrong by tweeting ‘to be clear. ‘Passengers’ are very inconsiderate’.

As an example of appraisal support, participants appear to make use of quotes (such as song lyrics) as a means of self-evaluation and self-assurance. Such a Quinn’s tweet below:

```
FT195. She was so scared. She threw her hands up in the air. Jesus, take the wheel. Take it from my hands, cause I can't do this on my own. You find yourself questioning reality.
```

Tweet: Quinn

In Quinn’s tweet, which is directly related to her previous tweet (FT.194), she quotes (in 171 characters, including spaces) Carrie Underwood’s song called ‘Jesus Take the Wheel’. The general tone of the tweets is nervousness, as she is awaiting a call from school to state whether she has passed or not.
Support Seeking Strategies

Focusing on the revised version of the “support activation strategies”, by Jung (2009), instances of support activation strategies appear 112 times in 660 tweets. Below is a table demonstrating the breakdown of support activation strategies:

<table>
<thead>
<tr>
<th></th>
<th>Direct</th>
<th>Indirect</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Ask</td>
<td>Cry</td>
</tr>
<tr>
<td>Male</td>
<td>8</td>
<td>2</td>
</tr>
<tr>
<td>Female</td>
<td>10</td>
<td>4</td>
</tr>
<tr>
<td></td>
<td>18</td>
<td>6</td>
</tr>
</tbody>
</table>

Table 5: Support Activation Strategies

In the table above, direct support activation strategies amount to 24, with the ‘ask’ strategy being 18 (8 found in male tweet data and 10 in female) and the ‘cry’ strategy 6 (2 found in male tweet data and 4 in female). Indirect support activation strategies amount to 88, with the ‘hint’ strategy being 21 (5 in male tweet data and 16 in female) and the ‘complain’ strategy 67 (31 found in male tweet data and 36 in female data). There are less strategies containing emoticons (+) than that of text only strategies. Majority of support activation strategies fall under the indirect complain strategy. Tweets from this strategy consist of participants expressing their disappointment or disagreement with a particular person or situation such as Holly (FT307), who retweets a link (originally posted by @AnimalAid) to a report on experiments done on kittens’ eyes. By retweeting the post, Holly ensues that the message is spread to all of her followers on Twitter. These anti-animal cruelty campaigns thrive on support by signing petitions and pledges. By spreading the message via Twitter, more people will log on to their websites to sign these petitions in protest of the cruel things that is happening to innocent animals. This is indirect support. Direct support would then be asking followers to contribute to a campaign, such as Sue (FT292). She opens her tweet with the question: *Ever thought of giving something back to charity?* This is an example of the direct asking strategy.
7.4. Summary
This chapter dealt with Herring’s CMDA, namely structure, meaning, social behavior and interaction. The common means of communication in Twitter has been compared (tweets, Ustreaming and TwitLongers) and found that Ustream and TwitLonger are not as common as expected. With regards to linguistic characteristics, it was found that Twitter makes use of both common textese elements (such as shortenings and paralinguistic and prosodic features), but it also has its own unique language (using symbols such as hashtags, and @). It was found that language in tweets is predominantly textese. The character limitation imposed by Twitter does not seem to be an issue with participants as tweet length averaged at well below the 140 character limitation. This also removed the need for the third-party application TwitLonger. Only one instance of TwitLonger was found as a result. Support is evident and possible in online, text-based communication. However, strategies of support are less likely to be direct and do not include emoticons.

The chapter to follow deals with the findings of the study in relation to the research objectives and questions posed in chapter 1.
CHAPTER EIGHT
Discussion

8.1. Introduction
The following chapter serves as the conclusion of this study. Here, a brief discussion on the findings presented in the previous chapters, with regards to the research objectives and questions is provided. Before commencing with a summary of the study’s findings, a brief discussion on the implications of the findings and participants profile data will be provided, it serves as an introduction for the discussions to follow.

8.2. Implications of Findings
It is agreed that SNSs cannot and will not replace face to face communication. However, one needs to consider the many factors as to why some prefer SNSs and others prefer face to face, such as ease of use, age groups, and so on. One will never replace the other as it is most likely that one will be used more than the other, this however depends on the user’s preference. It is well-known that SNSs are seen and assumed as the younger generations’ means of communication, it is marketed that way. This is why, when looking at online use (chat rooms, SNSs, instant messaging, texting, and so on), studies are most likely to focus on teenagers and young adults. Thurlow (2003), for example, makes reference to ‘text generation’. However, he points out that it is ‘partly in response to prejudicial characterisations of young people that scholars are starting to challenge the misleading hype inherent in popular notions like “cyberkids” and the “net generation” (cf. Thurlow & McKay, 2003:94 - 95). Facer & Furlong (2001) found that “there are many children and young people in supposedly technologically privileged countries like Britain who still face a kind of 'information inequality' - not only as a result of poor access at home and school, but also because of individual resistance to, and the perceived irrelevance of, some new technologies” (Thurlow, 2003).
There will be constant efforts at attempts to humanize these SNSs so that they would be more similar to that of face to face communication, such as the many third-party applications created for Twitter. The question is: ‘are these third-party applications necessary?’

8.3. Profile Data

Even though participants profile data does not fall under the main focus of the study (it’s basically seen as secondary/background information), there are a few things that should be noted, namely: age, followers, and following. Majority of participants ages range from 16 to 20. Thurlow (2003) validates this finding by stating that “…mobile phones and text-messaging are undoubtedly very popular among older teenagers”. With regards to followers and following, the amount of people you follow (and those that follow you) is not a direct indication of the ‘friends' you have on that particular social network. Many of these ‘connections’ are weak or non-existent. Take Twitter, for example, if someone tweets something interesting, you follow them in the hopes of reading more interesting posts from that person, you do not interact on a daily basis. However, you might retweet some of their posts, in this way you are not tweeting the individuals directly, you follow each other, but you are not friends. 3 or 13.6% of the participants of this study, have 100 or less followers (these are participants who prefer interaction with all or most of their followers and following, they might possess more strong ties as opposed to weak ties), and 2 or 9.1% have 1000 or more followers (majority of these are weak or non-existent ties).

8.4. Initial Expectations

It was expected that more strong relationships would be found in the collected Twitter data. However, due to the number of participants and the time-frame, more weak ties were found. It was also expected to find more TwitLongers. The fact that only one was found shows that users do not need these third-party applications and that they are quite content with the initial interface and character limitation Twitter has. As expected, only one Ustream was found, as it is not used as regularly as other applications.

8.5. Research Objectives

With regards to the specific objectives, the character limitation that Twitter has imposed does not seem to affect participants’ tweets, their messages are below the 140 characters and they are not distorted, others are able to understand their messages. The average length of tweets is 84.2 characters per tweet. Language use between weak and strong ties seem similar, there are
few instances when mentioning, participants would use words such as “awesome”, “love” and so on in their messages to describe a participant (such as FT186 and FT289). These would then indicate a stronger relationship between these participants, posting “love you” or “you’re awesome” to another shows that these participants most likely have been in regular contact with each other and have established trust in their relationship. Other than Facebook, Twitter is basically used for meeting new people, from all over the world. People use it to keep up to date with celebrity news, to communicate with those who have similar interests. Data shows that Twitter is not used for communicating with family and close friends.

Unlike Facebook’s strict online profile setup, with Twitter, there is a level of anonymity as users do not necessarily have to use their real names as opposed to Twitter. The result is the user feeling free to speak their mind, to say things that they feel they cannot communicate with family and friends. By opening up to someone online, someone they have never met face to face, they are certain to receive a response that is not biased and will not result in mocking. Social support is possible, not many instances of support have been found in the collected data. It is manifested in the form of informational and emotional support.

In sum, Twitter does have an influence on interpersonal relationships and language use. Friendships are most likely to form in Twitter, as interaction between family members and couples were not found in the collected data. Both textese as well as Twitter language is used – textese more than Twitter language.

**8.6. Research Questions**

Considering the findings in the previous chapters, below are answers to the research questions posed in the onset of this study:

**8.6.1. How has Twitter been adapted to emulate face to face communication?**

There are four noticeable ways in which Twitter has been adapted to emulate face to face communication, namely:

(1) The use of *Paralinguistic and Prosodic Features* to imitate speech, the most prominent is that of *Emotive Features* such as emoticons, and words that signal onomatopoeic sounds,
which is used as a means of conveying both verbal and nonverbal communication. This is
due to the fact that, with Twitter, only text-based interaction is available.

Similar to Thurlow (2003), it was found that participants composed their tweets “as if saying
it”, in this way, tweets are of an informal register. The language they use is therefore not only
easily understood but also appropriate in communicative purpose and suitable for Twitter
condensed message limitation. Ling (2005) found that there are several reasons that point to
SMS being more similar to speaking than writing, namely: the use of first person present
tense, e.g. ‘I am bored’, majority of the messages were informal, openings (greetings) and
closings were lacking, the use of adjectives and adverbs were in minority, and there were
ambiguous characteristics in the sense that there was no need for immediate response as
opposed to e.g. phone calls. Data collected confirms what Ling has pointed out as well, this
means that the findings are not limited to SMS but is evident in Twitter (SNS) as well.

(2) Ustream is used to, somewhat, make up for the lack of face to face communication. This,
however, is one-way; only one user provides a video link while those communicating
with him or her (as there can be more than one) would type messages. Only one Ustream
was found in collected data.

(3) The use of shortenings as they imitate speech among the younger generation, e.g. g-
clippings such as chillin’. Thurlow (2003) claims that the language use in short messaging
service (SMS), and computer-mediated communication in general, is a ‘creolizing blend
of written and spoken discourse’.

(4) Making use of a more informal register, as many relationships on Twitter as between
friends. In the results of his study, Thurlow (2003) points out that when composing
particular messages, he noted a shift of register. Most of the tweets collected in this study
had an informal register. He also found there was a difference in personal style, “which
could account for differences in message length, use of capitalization and emoticons”. It
was found that some participants had a preference for using phonetic spellings (such as
Mercedes); some participants tweets were completely capitalized while other had no
capitalization at all. There were also instances where participants ended sentences, not
with full stops, but with the initialism ‘lol’.
8.6.2. How are strong and weak ties manifested? Is it possible to develop weak ties into strong ties?

It can be said that both strong and weak ties exist in the collected data, with weak ties being the majority. It is possible for weak ties to become strong ties. All online relationships start off as weak and gradually, over time, become strong ties. This is done through establishing trust between participants and communicating on a regular basis. Once trust has been established, when participants feel comfortable sharing information with one another, it is more likely that one would find messages of self-disclosure. Paolillo (1999) found that: online relationships manifests as both weak and strong, however, “online ties are not ‘branded’ as weak ties” and these ties differ in quality, “those who have regular contact have strong ties and those with less frequent contact have weaker ties weak”.

Paolillo (1999) found that “strong ties could be evident in conversations with informal language use (or shorthand which is more commonly used within social networking sites) and weaker ties could be evident in conversations where individuals use more formal forms of a language”. However, both strong and weak ties found in the data make use of informal language. This could be a result of Twitter’s character limitation and the fact that it encourages users to be less formal and concise in the message content, it could also indicate users preference as many of them feel comfortable typing this way and it could be a direct result of SNSs being a quick and easy means of communication – people simply do not have the time to type out messages in full, formal sentences. Another reason could be that of age, as stated earlier, participants range between the ages of 16 and 20. Many researchers (such as Thurlow, 2003; Crystal, 2008; and so on) claim that SNSs are predominantly used by this age group.

8.6.3. If transition from weak to strong is possible, is social support present in participants interactions and how is it manifested?

Social support is evident in the collected data and possible in online, text-based communication. In is manifested in four types of support, namely: instrumental, emotional, informational, and appraisalal. The most common type of support found in the collected data is that of informational support. With regards to support activation strategies, most tweet fall under the ‘ask’ and ‘cry' types of strategies. Also, considering the amount of emoticons found
in the data, little or no emoticons were found in the activation strategies. There are also more indirect support activation strategies as opposed to direct. This could possibly be due to the fact that majority of the ties are “in the weak stage”. The 140-character limitation does not affect support in Twitter. Badgero (2012) claimed that “short meaningful messages can offer just as much support as verbal comments. Twitter has given its users the ability to maintain a large number of exceptionally meaningful connections”.

8.6.4. How has textese been adapted to fit Twitter and its character limitation?

Textese has not been adapted in anyway, the same elements used by texters and IMers are used by tweeters, such as initialisms, phonetic spellings and contractions. Although present in the Twitter data, elements of textese did not occur as frequently as that found in e.g. Bieswanger’s (2007) and Thurlow’s (2003) studies, however more elements of Twitter language was found. If anything, the characteristics of textese is well-suited for Twitter, as shortened forms of words would make it easier for users to maintain a character count below the imposed limitation and it promotes the idea of writing quick and concise messages instead of filling message space with irrelevant content. According to Baron (2008) “character limitation affects text messaging by encouraging those sending a message to use a range of linguistic innovations to shorten their transmissions”. However, Ling and Baron (2007) found that “text messaging data displayed a strong tendency to be longer than individual transmissions in instant messaging”.

8.6.5. Is there a difference in the way male and female participants use language in terms of the linguistic characters (textese and Twitter language) and paralinguistic and prosodic features?

In the results presented in the thematic analysis chapter (chapter 5), it is clear that females are represented more strongly in the various categories presented. Referring back to table 1 (pg. 60), female participants have twice as many tweets expressing negative openness and 27 more tweets on emotional openness than male participants. Male participant tweets, on the other hand, contain 41 more tweets of nonverbal openness than females and 132 more tweets fall under the impersonal disclosure category than that of females.
In the social network analysis chapter, a single male and female is found to interact with all of the participants of the community (Joe and Santana). These participants are the most active members of that particular community during the time of data collection. Two males, on the other hand, are found to be less active and interact with little or no members of the community.

In the computer-mediated discourse analysis chapter, there is only one instance of TwitLonger use by a female participant. The fact that only one participant used TwitLonger to bypass the character limitation imposed by Twitter (140-characters) justifies the finding that both male and female participants average tweet length is way below the character limitation. Even though female tweets are, on average, longer than that of male participants, this is only by a mere 1%. With regards to linguistic characteristics, shortenings occur 109 more times in female tweets than that of male tweets, with the most common being contractions and the less common shortening found is that of phonetic spelling. With paralinguistic and prosodic features, female and male tweets maintain similar numbers, with female capitalization usage surpassing males by 2. Punctuation and emoticons, however, occur 159 times in male tweets as opposed to 119 times in female tweets.

It can be said that females are strongly represented in terms of the aspects of language use in this study.
REFERENCE LIST


Hey Fellow LeLe Burnies

I have a huge favour to ask. I'm writing my Master's thesis on 'The Influence of the social networking site 'Twitter' on language use and its personal relationships.' Basically, the premise of the study is to establish whether one is able to build a strong friendship through communicating via a social networking site. Studies show that online communication consists mostly of weak ties. I'll be looking at the way in which we communicate with others on Twitter, focusing on: (1) the formality of language we use, (2) the frequency of interaction, as well as (3) the substitutes for face-to-face communication, that is lacking in online communication such as: (1) emotions, TwitLonger, Ustream, etc. Many prior studies have looked at the way in which texters (short-hand writing) has evolved overtime. The reason behind the decision to focus on the language used in Twitter is the fact that it includes a 140-character limitation. Twitter login is evidence that language can be adapted to the ever-changing ways in which humans communicate with one another.

My favour is that you allow me to collect 30 of your tweets and use it in my study (to analyse the factors mentioned above). You will remain anonymous (no real names, user names, or profile pictures), names mentioned in tweets and links to private pictures will be removed. If, at any point, you feel that you no longer want to be part of the study, feel free to DM me and I will remove your tweets. Participation is 100% voluntary. I will not take your tweets without permission.

Thanks in advance! #LeLeBurnies

#DontLetMeDown lol
APPENDIX TWO

Translated Twitter Data

Transcription Key:
FT – Female Tweet, MT – Male Tweet.


FT1. Not 2 long nw! #collide excited? :).
   [Not too long now! Collide. Excited? (Smile Face).]

FT2. @quinn did u tell ur best friends bout it?
   [@quinn did you tell your best friend about it?]

FT3. Freddie was #EPIC! Dnt think wat Kelly did qualifies as a #showstopper #idolssa.
   [Freddie was epic! I don’t think what Kelly did qualifies as a showstopper. IdolsSA.]

FT4. Was having a nice chat on twitter yesterday, wen my twitter just #CRASHED until nw :( curse u.
   [I was having a nice chat on Twitter yesterday when my Twitter just crashed until now. (Sad face) Curse you.]

FT5. #LeonaInspires :) Top Reasons to Volunteer at Your Local Animal Shelter http://t.co/icD22CD hw does @leonalewismusic inspire u? Use hashtag.
   [#LeonaInspires (smile face) Top Reasons to Volunteer at Your Local Animal Shelter (web link) How does @leonalewismusic inspire you? Use the hashtag.]

FT6. Volunteer in Cape Town :) SPCA CAPE OF GOOD HOPE | ACT FOR ANIMALS http://t.co/SkM3jd9. I love how volunteers are called ‘Animal Angels’ :) @SPCACape.
[Volunteer in Cape Town (smile face) SPCA Cape of Good Hope: Act for Animals (web link). I love how volunteers are called ‘Animal Angels’ (smile face) @SPCACape.]

FT7. Funi hw quite a few @leonalewismusic songs mention 'colliding' & 'crashing' *thinking face* subliminal messages preparing us 4 'collide' lol.
[Funny how quite a few @leonalewismusic songs mention ‘colliding’ and ‘crashing’. (*thinking face) subliminal messages preparing us for ‘collide’. Laugh out loud.]

FT8. Is wondering if @leonalewismusic will give us another special Christmas song & if @colacarson will join her... :) wat song should it b?.
[Is wondering if @leonalewismusic will give us another special Christmas song and if @colacarson will join her (smile face) what song should it be?]

FT9. @emma hey u leave 2day right? Safe travelin' homey :).
[@emma Hey you leave today, right? Safe travelling friend (smile face).]

FT10. I remember the day Baby one more time was released, requests came in, like crazy, 4 repeats! Bn a fan since. Happy Bday @britneyspears :).
[I remember the day ‘Baby, One More Time’ was released; requests came in like crazy for repeats. Been a fan ever since. Happy Birthday @britneyspears (smileface).]

FT11. #6Dec marks this proud @leonalewismusic bunnies #BDAY :D.
[#6Dec marks this proud @leonalewismusic bunnies #BDAY (big smile).]

FT12. This Girl NAILED my ultimate MJ song & hw awesome would it b if @ItsMelanieAmaro gave me a bday shoutout or just a RT! #teamamaro :).
[This girl nailed my ultimate Michael Jackson song and how awesome would it be if @ItsMelanieAmaro gave me a birthday shoutout or just a retweet! #teamamaro (smile face).]

FT13. Gotta say #LeonaIris is awesome... She definitely #leonafied it :D.
[Got to say, #LeonaIris is awesome. She definitely #leonafied it (big smile).]

FT14. I'm really starting 2 like Demi Lovato (I knw...delayed)...I gotta follow this chick :).
[I’m really starting to like Demi Lovato (I know...delayed). I have got to follow this girl (smile face).]

FT15. Lol! Mnets promo of sundays (I knw, so late :( ) #xfactorusa final claims @SimonCowell is Santa coz he’s giving sum1 5mil on Christmas :).
[Laugh out loud. M-net’s promo of Sundays (I know, so late (sad face)) #xfactorusa finale claims @SimonCowell is Santa because he’s giving someone 5 million dollars on Christmas (smile face).]

FT16. @joe at least nw I knw who’s tweets 2 read 2nite. Joe the XfactorUSA Commentator :).
[@joe at least now I know whose tweets to read tonight. joe the XfactorUSA commentator (smile face).]

FT17. Suffering is finally over. HELLO NEW PHONE! GOODBYE TWITTER PROBLEMS!!! :).
[Suffering is finally over. Hello new phone! Goodbye Twitter problems! (smile face).]

FT18. @brittany happy nw Mere? :).
[@brittany are you happy now Meredith? (smile face).]

FT19. @brittany let’s hv a twitter convo sum time?! So I cn add u 2 my thesis :).
[@brittany let’s have a Twitter conversation some time?! So I can add you to my thesis (wink).]

FT20. 2 reasons y I’m hardly on Twitter these dayz: (1) keep forgetting my damn password & (2) it takes 4EVA 2 log in.
[Two reasons why I’m hardly on Twitter these days: (1) keep forgetting my damn password and (2) it takes forever to log in.]

FT21. Just saw the HOT @dennisjauch dancing next 2 Alicia Keys on #EMA2012 #MTV
[Just saw the hot @dennisjauch dancing next to Alicia Keys on #EMA2012 (European Music Awards 2012) #MTV (Music Television)]

FT22. People tell me, “u have weird taste in music”. I say, “we didn’t go half & half on that iPod, so give it back.” #LyricsSpeak2Me
[People tell me, “You have weird taste in music”. I say, “We didn’t go half & half on that iPod, so give it back.” #LyricsSpeak2Me]

FT23. My laptop keeps me sane #Geek
[My laptop keeps me sane #Geek]

FT24. ‘We need 2 take it back in time, wen music made us all unite…” #JJ
[‘We need 2 to take it back in time, when music made us all unite…’ #JJ (Jessie J)]

FT25. Think bout da generations &2say we wnt 2make it a beta place 4our children & our children’s children. So that they knw it’s a beta world 4 them
[Think about the generations & to say we want to make it a better place for our children & our children’s children. So that they know it’s a better world for them]

FT26. RT @SPCACape: Be part of Team SPCA in the 2013 Cape Argus Pick n Pay Cycle Tour. For more info see: http://t.co/pBeFVg4x. @SPCACape

FT27. RT @WWFSouthAfrica: And the top item found during the 2011 International Coastal Cleanup is…cigarettes! Here’s the top ten list… htt …

FT28. Watching #TheObamaDeception 4 the 1st time. Quite interesting, bt I prefer #TheArrivals tho

FT29. #nowplaying Bon Iver & St. Vincent – Roslyn

FT30. RT @News24: Toyota to release more hybrid cars http://t.co/lxZ39icZ

FT31. That feeling I get when listening too Alicia keys' Lesson Learned... #goodmusic.

FT32. Its the little things.

FT33. "@Oprah_World: If you don't like something, change it. If you can't change it, change your attitude. -Dr. Maya Angelou”.

FT34. Working in retail sucks all the fun out of the festive season.

FT35. "@PrayInFaith: This is the day the Lord has made; let us rejoice & be glad in it. – Psalm 118.24”.

FT36. "@PrayInFaith: Your talent is God's gift to you. What you do with it is your gift back to God. -Leo Buscaglia".
["@PrayInFaith: Your talent is God's gift to you. What you do with it is your gift back to God. - Leo Buscaglia"]

FT37. "Finally, all of you, live in harmony with one another; be sympathetic, love as brothers, be compassionate and humble. -1Peter 3:8.
["Finally, all of you, live in harmony with one another; be sympathetic, love as brothers, be compassionate and humble. – 1 Peter 3:8."]

FT38. "I am one boob, you are the other boob and together? Breast friends (" @santana.
["I am one boob, you are the other boob and together? Breast friends (smile face)"
@santana]

FT39. "@funnyorfact: #ThatAwesomeMoment When you and your best friend say one word, and crack up :D" Cc@santana SPICES! Lol!.
["@funnyorfact: #ThatAwesomeMoment When you and your best friend say one word, and crack up (big smile)" Ce @santana Spices! Laugh out loud!]

FT40. so im getting ready too watch PLL finale only to realize i dont have nor have i watched ep 24 #fail @santana.
[So, I’m getting ready to watch Pretty Little Liars finale only to realize I don’t have nor have I watched episode 24 #fail @santana]

FT41. Have a blessed day everybody!! :) <3
[Have a blessed day everybody! (smile face) (heart)]

FT42. When u receive a clip via bbm and u forward too the end to first check if a creepy lady is gonna popup and scare u lol #mustbeprepared.
[When you receive a clip via bbm and you forward to the end to check if a creepy lady is going to pop up and scare you. Laugh out loud #mustbeprepared.]

FT43. Yeah!! Finally home :D *jumps straight into bed*.
[Yeah! Finally home (big smile) *jumps straight into bed*.]

FT44. Its 22 degrees in Cape Town today. Its raining, hailing, thundering, oh and there’s lightning. #ClimateChangeIsReal. Wake up people!
[It’s 22 degrees in Cape Town today. It’s raining, hailing, thundering, oh and there's lightning. #ClimateChangeIsReal. Wake up people!]

FT45. hugs* @santana.
[hugs* @santana.]

FT46. Is this really a thing? I'm lost lol http://t.co/Qetw0DqH.
FT47. These pigeons in Town are #badAss lol, u give way to them not the other way around.
[These pigeons in Town are #badass laugh out loud. You give way to them not the other way around.]

FT48. Missing my person... Get ur bis sorted guuurr : ) Cc @santana.
[Missing my person... Get your BIS sorted girl : ) Cc @santana.]

FT49. Huge bear hugs :) @santana. http://t.co/w423H5wS.
[Huge bear hugs (smile face) @santana. http://t.co/w423H5wS.]

FT50. 3D cell phones and televisions yet no cure for HIV/AIDS, flying cars or lightsabers? Scientists really need to sort their priorities out."
[3D cell phones, televisions, flying cars and lightsabers, yet there is no cure for HIV/AIDS? Scientists really need to sort their priorities out.]

FT51. It’s all become so tiring
[It’s all become so tiring]

FT52. Does anyone know where I can get or buy a 2nd hand Mondale blazer please???
[Does anyone know where I can get or buy a 2nd hand Mondale blazer please?]

FT53. Don’t understand the need for new bank notes. That money could’ve been used for something MUCH more important. What a waste
[I don’t understand the need for new bank notes. That money could’ve been used for something much more important. What a waste.]

FT54. feeling this deflated before my birthday? what’s happening lol
[Feeling this deflated before my birthday? What’s happening? Laugh out loud]

FT55. These children on junior master chef are such good cooks! Putting me to shame lol
[These children on junior master chef are such good cooks! They are putting me to shame. Laugh out loud]

FT56. @redbullmobile why does the connection on my internet dongle show Vodacom and it stays on edge, it doesn’t want to connect
[@redbullmobile Why does the connection on my internet dongle show Vodacom? It stays on edge; it doesn’t want to connect]

FT57. "There is only one thing that makes a dream impossible to achieve: the fear of failure.” Such a brilliant read http://t.co/l8OhGMBS
“There is only one thing that makes a dream impossible to achieve: the fear of failure.” Such a brilliant read http://t.co/8OhGMBS

@Santana signal bad bad, sleep sweet :) mwahs
[@Santana my signal is bad, sleep sweet (smile) (kiss)]

Great read! http://t.co/ZUAV3JKX
[Great read! http://t.co/ZUAV3JKX]

Biggest misconception about Cadbury Bubblie chocolate; ‘its just like aero’. No it’s not.
[Biggest misconception about Cadbury Bubbly chocolate; ‘its just like aero’. No it’s not.]

"I know I am in a bad place now, I also know its just for a short while."
#StoryOfMyLife #HappyDayzSoon.
["I know I am in a bad place now, I also know it’s just for a short while."
#StoryOfMyLife #HappyDaysSoon]

@santana I can’t get anything done! My head feelz as though therez gremlinz in it hit knocking my brain with hammerz! #LosingItSlowly.
[@santana I can’t get anything done! My head feels as though there’s gremlins’ in it knocking my brain with hammers! #LosingItSlowly]

Do I have to mark these essayz??? #SuckzAss.
[Do I have to mark these essays? #SucksAss]

Chuck’s mother and Nate #NastyMuch! #GossipGirl is Turning Into B&B.
[Chuck’s mother and Nate #NastyMuch! #GossipGirl is turning into The Bold and the Beautiful.]

@santana what is it?
[@santana what is it?]

So sick of hearing the same untrue shit #TiredLikeYouWon'tBelieve.
[So sick of hearing the same untrue shit #TiredLikeYouWon'tBelieve.]

"If you were a triangle, you'd be acute one."#SoSweet Lol.
["If you were a triangle, you'd be acute one."#SoSweet. Laugh out loud]

That feeling you get when his name shows upon your phone. #Guilty.
[That feeling you get when his name shows upon your phone. #Guilty]
"I'm not anti-social. I just have a strong aversion to bs, drama, and being fake." #IrritatingMuch.

"I'm not anti-social. I just have a strong aversion to bullshit, drama, and being fake." #IrritatingMuch

@user I miss you!!! All the best for tmrw my pplz... I know you gna knock 'em dead! Figuratively hey lol #GoodLuck.

[@user I miss you! All the best for tomorrow, my friend. I know you going to knock them dead! Figuratively. Laugh out loud #Goodluck]

I Love my mom no matter what we go through, no matter how much we argue #ILoveMyMommy.

[I Love my mom no matter what we go through, no matter how much we argue #ILoveMyMommy.]

"True friendship isn't about being there when it's convenient; it's about being there when it's not. #DamnVeryTrue".

["True friendship isn't about being there when it's convenient; it's about being there when it's not. #DamnVeryTrue"]

Road tripz are the best!!! #FamilyTime.

[Road trips are the best! #FamilyTime]

I drove past Paarl this morning... I think when @santana and I come to @user we need to make a weekend of it... Itz far LMAO.

[I drove past Paarl this morning. I think when @santana and I come to @user we need to make a weekend of it. It’s far. Laughing my ass off]

@user "@ItsLifeNotes: Don't over think things, just act how you feel.".

[@user "@ItsLifeNotes: Don't over think things, just act how you feel."]

#ThatMomentOfClarity when you realise that they just not all you thought they were.

[#ThatMomentOfClarity when you realise that they just not all you thought they were.]

I love my relationship with MY BED. No commitment needed. We just sleep together EVERY NIGHT.

[I love my relationship with my bed. No commitment needed. We just sleep together every night.]

"@ComedyTruth: When I first heard of the Hunger Games, I thought it had to do with food." @santana this is me lmao.
"@ComedyTruth: When I first heard of the Hunger Games, I thought it had to do with food." @santana this is me. Laughing my ass off]

FT79.  @user @santana "Friendship isn’t a big thing – it’s a million little things.".  
[@user @santana "Friendship isn’t a big thing – it’s a million little things." ]

FT80.  "Being single doesn’t mean you know nothing about love. Sometimes being solo is wiser than being in a false relationship."#TrueStory.  
["Being single doesn't mean you know nothing about love. Sometimes being solo is wiser than being in a false relationship." #TrueStory]

FT81.  RT @ohsotrue: It’s amazing how a song can act as time travel and make you feel like you’re in that exact moment in time when you first h …  
[RT @ohsotrue: It’s amazing how a song can act as time travel and make you feel like you’re in that exact moment in time when you first heard it]

FT82.  How many times are you going to come back and stomp on my heart 😔 😔  
[How many times are you going to come back and stomp on my heart? (sad face) (sad face) ]

FT83.  That awkward moment when you mistake someone’s religion coz their name is misleading :/  
[That awkward moment when you mistake someone’s religion because their name is misleading (confused face)]

FT84.  Hating you is so much harder than loving you…  
[Hating you is so much harder than loving you…]

FT85.  The awesome feeling that comes with the realization that you might have dodged a fatal bullet  
[The awesome feeling that comes with the realization that you might have dodged a fatal bullet]

FT86.  When you dnt know if someone’s rude tweet is directed to you :/  
[When you don’t know if someone’s rude tweet is directed to you (confused face)]

FT87.  RT @LifeFacts: Don’t be too confident when someone tells you they like you. The real question is, until when? Because just like season, …  
[RT @LifeFacts: Don’t be too confident when someone tells you they like you. The real question is, until when? Because just like season, people change and so do feelings.]

FT88.  RT @girlposts: See this smile? It’s fake. See that laugh? It’s not real. See this person? I’m broken inside.
[RT @girlposts: See this smile? It’s fake. See that laugh? It’s not real. See this person? I’m broken inside.]

FT89. RT @WeThinkLife: Every person that you let into your heart will modify you a little bit so you become the best version of yourself.

[RT @WeThinkLife: Every person that you let into your heart will modify you a little bit so you become the best version of yourself.]

FT90. “@FactsForGirls: Touch her heart, not her body. Steal her attention, not her happiness. Make her smile, don’t waste her tears.”

[“@FactsForGirls: Touch her heart, not her body. Steal her attention, not her happiness. Make her smile, don’t waste her tears.”]

FT91. drunk, tired sleepy and flying to Joburg! Need a glass of wine :-).

[Drunk, tired, sleepy and flying to Johannesburg! Need a glass of wine (smile)]

FT92. I have a whole isle seat to myself! yay! now if only the baby in front can be given a muzzle : D.

[I have a whole isle seat to myself! Yeah! Now if only the baby in front can be given a muzzle (big smile)]

FT93. Did not leave CT to come and find CT weather in Gauteng #notimpressedwithmothernature.

[Did not leave Cape Town to come and find Cape Town weather in Gauteng #notimpressedwithmothernature]

FT94. I think #JayLeno is underrated! soooo funny!.

[I think #JayLeno is underrated! so funny!]

FT95. @santana thanks lady! Had a super safe trip tho the pilot was a bit wet behind the ears :-). Hope ur good! xx.

[@santana thanks lady! Had a super safe trip though, the pilot was a bit wet behind the ears (smile). Hope you are good! (kiss kiss)]

FT96. Yoga is scary.

[Yoga is scary.]

FT97. @santana aww wish I could be there! Wait I thought u guys were meeting sometime on the 15th or did I just imagine that??.

[@santana wish I could be there! Wait I thought u guys were meeting sometime on the 15th or did I just imagine that?]

FT98. @santana whoops! Is it your birthday?? Whoops! Tell me it's not :-D.
[@santana Oops! Is it your birthday? Oops! Tell me it's not (big smile)]

FT99. @santana I'm sorry I missed your birthday but I LOVE YOU... Hope you had a great day!! HAPPY HAPPY!!! xx  
[@santana I'm sorry I missed your birthday but I love you. Hope you had a great day! Happy Happy! (kiss kiss)]

FT100. @santana shame.. Hopefully it'll be kickin on that night!.  
[@santana shame. Hopefully it'll be kicking on that night!]

FT101. Yay! The clouds are pregnant with rain!.  
[Yeah! The clouds are pregnant with rain!]

FT102. First day of Cape Town's Public Arts Festival was amazing!! Looking forward to tomorrow's line-up.  
[First day of Cape Town's Public Arts Festival was amazing!! Looking forward to tomorrow's line-up]

FT103. Cape Town Carnival tonight! Yay!.  
[Cape Town Carnival tonight! Yeah!]

FT104. To die, to sleep. To sleep per chance to dream.  
[To die, to sleep. To sleep per chance to dream]

FT105. Damn flu! Walked out of the clinic looking like I robbed a pharmacy!  
http://t.co/tjF1UXF9.  
[Darn flu! Walked out of the clinic looking like I robbed a pharmacy! (web link)]

FT106. there's a need to to educate rural dwellers in #South #Africa about the benefits of subsistence farming esp. with regards to #foodSecurity.  
[There is a need to educate rural dwellers in #South #Africa about the benefits of subsistence farming especially with regards to #FoodSecurity]

FT107. New ad by #Nandos is a wee bit risque.  
[New advertisement by #Nandos is a little bit risqué.]

FT108. #modern #family is too too funny!.  
[Modern Family is too funny!]

FT109. #Spar at #grandparade is the worst place to get emergency greek yoghurt :-( second time I've bought a bad batch! Never again!!.  
[#Spar at #grandparade is the worst place to get emergency greek yoghurt (sad face) second time I've bought a bad batch! Never again]
FT10. Amazing dinner prepared by yours truly with even more amazing company! Happy Birthday User! xx.

[Amazing dinner prepared by yours truly with even more amazing company! Happy Birthday User! (kiss kiss)]

FT11. Last minute packing is no fun. I never learn

[Last minute packing is no fun. I never learn…]

FT12. Always be yourself, unless you can be a unicorn then always be a unicorn.

[Always be yourself, unless you can be a unicorn then always be a unicorn.]

FT13. You know you’re exhausted when you’re holding your phone in your hand but spend five minutes looking for it

[You know you’re exhausted when you’re holding your phone in your hand but spend five minutes looking for it]

FT14. Breathe: it’s just a bad day NOT a bad life!

[Breathe: it’s just a bad day not a bad life!]

FT15. There’ll be days like this my mamma said…

[There’ll be days like this my mamma said…]

FT16. “Morebetter???” Who comes up with these slogans?!?

[“Morebetter?” Who comes up with these slogans?]

FT17. When there’s crazy winds, it’s one of the few times I’m glad I live in this apartment building.

[When there’s crazy wind, it’s one of the few times I’m glad I live in this apartment building.]

FT18. must. focus

[Must. Focus.]

FT19. RT @funnyoneliners: If you’re planning to teach your children the value of a dollar, you better hurry up

[RT @funnyoneliners: If you’re planning to teach your children the value of a dollar, you better hurry up]

FT20. OOpted to watch ‘First Blood’… Stallone was sooooo cool!

[Opted to watch ‘First Blood’… Stallone was so cool.]

FT21. Congrats @holly for getting more than 100.000 hits. You're doing a fantastic job. :)

Sending you lots of love. xxx.
Congratulations @holly for getting more than 100,000 hits. You're doing a fantastic job (smile face) Sending you lots of love. (kiss kiss kiss).

FT122. Happy National Vegetarian Week @colacarson, @leonalewismusic and all the vegetarians out there.

Happy National Vegetarian Week @colacarson, @leonalewismusic and all the vegetarians out there.

FT123. Leona Lewis talks about her Hackney and being an ambassador

Leona Lewis talks about her Hackney and being an ambassador

FT124. So 'The Hunger Games' DVD comes out on 18th August. I want & need it nowoooooonow...

So 'The Hunger Games' DVD comes out on 18th August. I want & need it now

FT125. The Hunger Games trilogy is one of the best out there. The storyline is simply brilliant.

The Hunger Games trilogy is one of the best out there. The storyline is simply brilliant.

FT126. 'Can't Breathe' is my favourite song to sing.

'Can't Breathe' is my favourite song to sing.

FT127. Yes, I know I can't sing, but I'm going to keep singing anyway.

Yes, I know I can't sing, but I'm going to keep singing anyway.

FT128. Someone once told me that you have to choose what you win or lose, you can't have everything....

Someone once told me that you have to choose what you win or lose, you can't have everything.

FT129. Regrets collect like old friends...

Regrets collect like old friends

FT130. Less than a month now... Can't wait to see you @JessieJ !!! :)

Less than a month now... Can't wait to see you @JessieJ (smile face) (web link)

FT131. @leonalewismusic Have an amazing time tonight & good luck with your performance! :) Sending you lots of love and hugs. :*

@leonalewismusic Have an amazing time tonight and good luck with your performance! (smile face) sending you lots of love and hugs (tear).
I seriously can't understand some of the fans.

Let the summer break begin!

I can't believe that this happened 2 years ago... Thank you @leonalewismusic for everything. Love you. :) xxx http://t.co/dFWuyZtj.

Note to self: Nikogas ne kazuvaj na student vo tekot na junska sesija deka ne znaes sto prvo da napravis zasto imas premnogu slobodno v reme.

Oh My God... I just love when miss @leonalewismusic tweets to fans. ;) xxx.

Off on a holiday with my friends. See ya in a week...

I'm going to miss the UStream. :(.

Finally found a great wi-fi connection.

It's been a week since i saw @JessieJ in Belgrade. I still can't believe that that happened. Jessie you were more than amazing. Thank you xx.

“This is what I believe to be true: You have to do everything you can, and if you stay positive, you have a shot at a silver lining.”

@joe Thank you. :) x

“Time to make these things feel right let’s start this show, let’s shine this time...”
[“Time to make these things feel right. Oh, let’s start this show. Let’s shine this time...”] – Rudimental – Not Giving In

FT144. Is it lying if you know that they don’t want the truth? http://t.co/X8x2e7MV
[Is it lying if you know that they don’t want the truth? http://t.co/X8x2e7MV] – Leona Lewis - Trouble

FT145. Definitivno ova bea najdosadnije #EMSs…
[Definitely the most boring #EMSs...] - Croatian

FT146. Muse trebaa da osvojat Best Live. Kako I sekogas, predobi se. #mtvema
[Muse supposed to win ‘Best Live’. As always, are too good. #mtvema] - Croatian

FT147. The Killers <3 #EMA
[The Killers (heart) #EMA]

FT148. @joe Everything’s ok. :) And like you said, weekend is here, so everything is beter. :) x
[@joe Everything is okay. (smile) and like you said, the weekend is here, so everything is better. (smile) (kiss)]

FT149. @will No, thank you for the opportunity you gave me. :) x
[@will No, thank you for the opportunity you gave me. (smile) (kiss)]

FT150. Bravo! Prodolzete taka, ne se opustajte. #makfootball
[Way to go! Also continuing, not to relax. #makfootball]

FT151. @quinn I have to say i’m for you with what happened on Instagram. She over-reacted... still love her tho.
[@quinn I have to say, I’m with you with what happened on Instagram. She over-reacted. I still love her though.]

FT152. @leonalewismusic saw what happened on Instagram. Some haters fade but then they come back again & it hurts. Keep an eye on your "true" fans.
[@leonalewismusic saw what happened on Instagram. Some haters fade but then they come back again and it hurts. Keep an eye on your "true" fans.]

FT153. @leonalewismusic Congratulations on having over 600,000 followers!.
[@leonalewismusic Congratulations on having over 600,000 followers!]

FT154. Leona Lewis - Come Alive #r1hackney WOW!!!!!! SHE IS BACK!!!.
[Leona Lewis - Come Alive #r1hackney Wow! She is back.]

FT155. @leonalewismusic i have never got on Twitter so quick to do that lol.
[@leonalewismusic I have never gotten on Twitter so quick to do that. Laugh out loud.]

FT156. @leonalewismusic Glassheart will be the biggest album of the year! #icanfeelit P.S Follow me!.
[@leonalewismusic GlassHeart will be the biggest album of the year! #icanfeelit P.S. Follow me!]

FT157. @leonalewismusic P.S me and other Bleeding Lovely Magazine team are working hard getting it going again. Can I interview u for it?.
[@leonalewismusic P.S. myself and other Bleeding Lovely Magazine team are working hard getting it going again. Can I interview you for it?]

FT158. @leonalewismusic i’m in Swindon: The Opera tomorrow and Sunday. wish me luck?.
[@leonalewismusic I’m in Swindon: The Opera tomorrow and Sunday. wish me luck?]

FT159. @leonalewismusic awww you’re so cute. keep that smile on ur face all day. lots of love and bunny hugs xxx
[@leonalewismusic you’re so cute. Keep that smile on your face all day. Lots of love and bunny hugs. (kiss) (kiss) (kiss)]

FT160. @leonalewismusic The bunnies did this!! We did this for you!! http://t.co/fsYe3TU3
[@leonalewismusic the bunnies did this. We did it for you. http://t.co/fsYe3TU3]

FT161. Hurt is trending in the UK!
[Hurt is trending in the U.K]

FT162. #BunniesTakeOverTwitter !
[#BunniesTakeOverTwitter]

FT163. @joe yep. thanks. Well she approves the idea. I’m gonna send her a letter
[@joe yes. Thank You. Well, she approves the idea. I’m going to send her a letter.]

FT164. @joe getting my foot in the door ;)
[@joe getting my foot in the door (wink)]

FT165. OH MY GOD *fangirls*
[Oh my God, *fangirls*]

FT166. damn! I’ve messed up. FFS. Not happy :( 
[Damn! I’ve messed up. For f**k’s sake. Not happy (crying)]
FT167. I think I aggravated a knee injury I got 2 years ago after a skiing accident
   [I think I’ve aggravated a knee injury I got two years ago, after a skiing accident]

FT168. Saw someone who I haven’t seen them in 4 years!!! Last saw them in Warrington
   [Saw someone whom I haven’t seen in four years. Last time I saw them was in Warrington]

FT169. All ready for tonight!! Bring on New College Open Evening!
   [All ready for tonight. Bring on the New College Open Evening.]

FT170. @sue ok. haha. all you need to know is that she makes me really happy but we’re
   not dating yet. So how was your day?
   [@sue okay. *laughing*. All you need to know is that she makes me really happy,
   but we’re not dating yet. So how was your day?]

FT171. Happy St Andrews Day to all you Scottish people…there is a Scottish side to my
   family :)  
   [Happy St. Andrew’s Day to all Scottish people, there is a Scottish side to my
   family (smile)]

FT172. My iPod just started to play The Fall :) #goodchoice
   [My iPod just started to play ‘The Fall’ (smile) #goodchoice]

FT173. seeing something come to life before your eyes is great when it’s been a while
   planning it then finally getting round to it
   [Seeing something come to life before your eyes is great, when it’s been a while
   planning it, then finally getting round to it]

FT174. just had a bit of a moment there and thought i’d share my thoughts
   [Just had a bit of a moment there and thought I’d share my thoughts]

FT175. don’t give up…try and try again..strive for that opportunity..you can get no matter
   where you come from
   [Don’t give up…try and try again…striving for that opportunity you can get, no
   matter where you come from]

FT176. with songs.well music should be from the heart…right now..a song that inspires me
   and makes me emotional is The Fall
   […with songs. well music should be from the heart. Right now, a song that inspires me
   and makes me emotional is ‘The Fall’]

FT177. i write songs and sing too…plus i am a photographer..i like trying different things
   and being creative …plus also do videos
[I write songs and sing too, and I am a photographer. I like trying different things and being creative ...plus I also do videos]

FT178. thinking back to when me and my group made a 180 sec film based on an Aesop fable...i edited it all and filmed a bit .. and we won!  
[Thinking back to when my group and I made a 180 second film based on an Aesop fable. I edited it all and filmed a bit...and we won!]

FT179.  I hate this feeling  
[I hate this feeling]

FT180.  got cramp at the gym tonight #ouch  
[Got cramp at the gym tonight #ouch]

[Ill. What fun]

FT182.  I hate the way girls make themselves so dependent on boys. Honey, get a life.  
[I hate the way girls make themselves so dependent on boys. Honey, get a life.]

FT183.  I think I like to go after what I shouldn’t be able to have just because I like to prove to myself that I can get it.  
[I think I like to go after what I shouldn’t be able to have just because I like to prove to myself that I can get it.]

FT184.  In het einde ga je aan het begin denken.  
[In the end, you going to start thinking]

FT185.  I’ve always had, and always will have, this insatiable desire for change.  
[I’ve always had, and always will have, this insatiable desire for change.]

FT186.  #FF to my most awesome friend, @joe. Love you!!! .  
[#FF to my most awesome friend @joe Love you!]

FT187.  Well, just fainted in the hospital. Terrible.  
[Well, just fainted in the hospital. Terrible]

FT188.  Feeling a bit different after fainting this morning. Working in an hour.  
[Feeling a bit different after fainting this morning. Working in an hour]

FT189.  This English exam really was a joke. Can't describe how easy it was. Let's hope I'm not bragging for nothing and I get a decent grade.  
[This English exam really was a joke. Can't describe how easy it was. Let's hope I'm not bragging for nothing and I get a decent grade.]
FT190. People's life here revolve pretty much around the weather and money. They're the only things these people here live for. Lol.
People's lives here revolve pretty much around the weather and money. They're the only things these people here live for. Laugh out loud]

FT191. Butterflies can’t see their wings. They can’t see how truly beautiful they are, but everyone else can. People are like that as well.
Butterflies can’t see their wings. They can’t see how truly beautiful they are, but everyone else can. People are like that as well.]

FT192. @joe, my dear Joe. Where have you/I been? We have to catch up.
[@joe my dear Joe. Where have you been? We have to catch up.]

FT193. I feel like crying. Tomorrow's the day I get to know if I passed my exams. I'm scared.
[I feel like crying. Tomorrow is the day I get to know if I passed my exams. I'm scared.]

FT194. If I get a call before 16h, it means I didn't pass. If I get no call, I passed and then have to go to school, sign things and be happy.
[If I get a call before 4pm, it means I didn't pass. If I get no call, I passed and then have to go to school, sign things and be happy.]

FT195. She was so scared. She threw her hands up in the air. Jesus, take the wheel. Take it from my hands, cause I can't do this on my own. You find yourself questioning reality.
[She was so scared. She threw her hands up in the air. Jesus, take the wheel. Take it from my hands, because I can't do this on my own. You find yourself questioning reality.]

FT196. Living without internet ain't so fun :(.
[Living without internet isn't so fun (sad face).]

FT197. Bleeding Love was, is and will forever be my favourite song. When I'm listening to it, my heart beats faster and faster.
[Bleeding Love was, is and will forever be my favourite song. When I'm listening to it my heart beats faster and faster.]

FT198. I'm covered in skin, no one gets to come in. I'm ready, I'm ready, I'm fine.
[I'm covered in skin; no one gets to come in. I'm ready, I'm ready, I'm fine.]

FT199. @joe They're great :D Everyone's sooo happy, always smiling. Love it. Siblings are having the time of their lives, hahaha :D.
[@joe They’re great (big smile) Everyone is so happy, always smiling. Love it. Siblings are having the time of their lives, *laughs* (big smile).]

FT200. For The Love Of A Daughter by Demi ALWAYS makes me cry. It's my past on a song.
[‘For the love of A daughter by Demi Lovato always makes me cry. It's my past on a song.’]

FT201. @will people dying every week
[@will people dying every week]

FT202. @will As if being late for work or anything could be worse than someone suicidal. But it’s happening too often, they’re accustomed to
[@will As if being late for work or anything could be worse than someone suicidal. But it’s happening too often, they’re accustomed to]

FT203. @will I’m not. I just said people on trains are so inconsiderate when it comes to these people who commit suicide.
[@will I’m not. I just said people on trains are so inconsiderate when it comes to these people who commit suicide.]

FT204. @will To be clear. ‘Passengers’ are very inconsiderate. That’s my point.
[@will To be clear. ‘Passengers’ are very inconsiderate. That’s my point.]

FT205. @will There’s ALWAYS help, but they don’t seem to want it. I just think passengers’ whine too much, while someone just chose to die.
[@will There’s always help, but they don’t seem to want it. I just think passengers’ whine too much, while someone just chose to die.]

FT206. @will I’m not. But what am I supposed to do? Help them? When they want to die, they want no help. Suicide is not the answer, indeed.
[@will I’m not. But what am I supposed to do? Help them? When they want to die, they want no help. Suicide is not the answer, indeed.]

FT207. @will I’m not, but I can’t really help everyone.
[@will I’m not, but I can’t really help everyone.]

FT208. @will Sometimes you cannot. You have to think about the circumstances, not possibilities. People are so unreasonable sometimes.
[@will Sometimes you can’t. You have to think about the circumstances, not possibilities. People are so unreasonable sometimes.]

FT209. I need friends, lol.
[I need friends, laugh out loud.]
   [Bitches are freezing, -2 outside.]

FT211. @leonalewismusic Just wanted to say thank you for everything you do, for making such a beautiful music, you are amazing! Love you <3 xx. 
   [@leonalewismusic Just wanted to say thank you for everything you do, for making such a beautiful music, you are amazing! Love you (heart) (kiss kiss.)]

FT212. @becky congrats! :). 
   [@becky congratulations! (smile face).]

FT213. WHERE IS (user) OMGOMG ADCWJAEHGFQWRGFKRGFKREGFKWRE. don’t tell me he deleted his twitter...........(user), where are youuuuu. 
   [Where is (user) Oh my God. Oh MY God. Don’t tell me he deleted his twitter account. User, where are you?]

FT214. @joe Oh My God Le retweeted you! Joooe, you’re way too lucky! haha congrats! And thanks for the #FF! xx. 
   [@joe Oh my God. Leona Lewis retweeted you! Joe, you're way too lucky! *laughing* congratulations and thank you for the #FF! (kiss kiss).]

FT215. Twitter's changed and i don’t like it. 
   [Twitter has changed and I don't like it.]

FT216. My voice has really improved. Unbelievable. 10 months of singing lessons paid off :) 
   [My voice has really improved. Unbelievable. 10 months of singing lessons paid off (smile face).]

FT217. I’m not gonna give up. no no nooo. Nobody's perfect. 
   [I'm not going to give up. No no no. Nobody's perfect.]

FT218. Mum: so now that you're on holiday you're not gonna do anything? Me: How did you know?. 
   [Mum: So now that you're on holiday, you're not going to do anything? Me: How did you know?]

FT219. WHAT. LEONA. USTREAM. BUT MY NET IS TOO SLOW. #lovemylife. 
   [What? Leona. Ustream. But my internet is too slow. #lovemylife]

FT220. My classmates got back from Germany... Some of them have gone to London. And i'm stuck here, in Narnia, now how cool is this...
[My classmates got back from Germany. Some of them have gone to London and I'm stuck here, in Narnia. Now how cool is this?]

FT221. OMG where is everyone? so many people have deleted their twitters lately, what's going on :O.
[Oh my God where is everyone? So many people have deleted their twitter accounts lately, what's going on (shocked face).]

FT222. Been crying for the last 3 hours and now I have a terrible headache. Goodnight all x. i feel like shit.
[Been crying for the last 3 hours and now I have a terrible headache. Goodnight all (kiss). I feel like shit.]

FT223. I thought my pc broke down and i almost got a heart attack...! Can u imagine your life without a computer because i can't!!!!.
[I thought my PC broke down and I almost got a heart attack.! Can you imagine your life without a computer because I can't]

FT224. Cause everything starts from something, but something would be nothing. Nothing if your heart didn’t dream with me...
[Because everything starts from something, but something would be nothing. Nothing if your heart didn’t dream with me.]

FT225. i can't watch Leona's ustream :((((((((((((((((((. I hate my internet okay.
[I can't watch Leona's ustream (sad face). I hate my internet okay.]

FT226. An egg favorited my tweet and isn't even following me. yep.
[An egg favorited my tweet and isn't even following me. Yes.]

FT227. twitter changed again. omg...
[Twitter changed again. Oh my God]

FT228. Sooner or later it's over, I just don't wanna miss you tonight.
[Sooner or later it's over, I just don't want to miss you tonight.]

FT229. I'm seeing weird things on twitter. it's a sign i should go to bed like.. RIGHT NOW.
[I'm seeing weird things on Twitter. It's a sign I should go to bed right now.]

FT230. I feel like eating cornflakes. But it's too late lmao what a problem. i can't deal with it :(
[I feel like eating cornflakes. But it's too late. Laughing my ass off. What a problem. I can't deal with it (sad face)]
I don’t know what to do with myself. Can I just sit down and cry?

FT232. Fuck.

FT233. My friends are at the parties and i’m at home. #foreveralone

FT234. Because of this refurnishment i have done nothing today.

FT235. I was so happy but of course my mum ruined everything :)

FT236. I fucking want to live on my own, earn my own money and spend it on whatever I want!!!

FT237. I don’t want to study ye ye ye

FT238. Bad bad day

FT239. I have a crush on a boy but I’m afraid to talk to him

FT240. I’M EMOTIONALLY TORN

FT241. Been gardening till 2pm and now just relaxing a bit and had some banana on toast!.

FT242. Feel crap operation tomorrow. oh and ive smoked five or six fags i shouldnt smoke day before op. Wish me luck.

FT243. Off to hospital now wont be updating again till after operation if it goes ahead. Feel shit. bye for now.
[Off to the hospital now. I won’t be updating again till after operation, if it goes ahead. Feel shit. Bye for now.]

FT244. Munching on quavers at the mo! Operation was at 2:15pm it went ok! I was sick when i came around tho! Thank u peeps who gave me luck x.
[Munching on Quavers at the moment. Operation was at 2:15pm and it went okay. I was sick when I came around though. Thank you people who gave me luck (kiss).]

FT245. fucking neighbour user has just woke me with his loud crappy music!.
[Fucking neighbour User has just waked me with his loud crappy music!]

FT246. User has shagged slagbag User tho so what should I expect he aint a decent person.
[User has shagged whore User. What should I expect though, he isn’t a decent person.]

FT247. Wow in shock! My neighbour User is having her gardens sorted by church volunteers! How stuck up is she!.
[Wow in shock! My neighbour User is having her gardens sorted by church volunteers! How stuck up is she.]

FT248. I'm easily amused, was outside and saw my neighbour come back with a washing line and things shes gonna put up, cocky look on her face!!.
[I'm easily amused. I was outside and saw my neighbour come back with a washing line and other things she’s going to put up with a cocky look on her face]

FT249. SO BLOODY CHUFFED LEONA LEWIS NOTICED ME!! A TWEET FINALLY LOVE LOVE LOVE IT.
[I'm so happy Leona Lewis noticed me. Finally, a tweet. Love it.]

FT250. @joe of ride a white swan sorry on cloud 9 still x.
[@joe of Ride a White Swan. Sorry, I’m still on cloud 9nine. (kiss).]

FT251. I am saying goodnight now peeps. bed at 11pm for me. knackered. sweet dreams x.
[I am saying goodnight now people. Off to bed at 11pm for me. Exhausted. Sweet dreams (kiss).]

FT252. in bed, can hear a man singing outside somewhere x.
[In bed, I can hear a man singing outside somewhere (kiss).]

FT253. I seem to have had a few new Twitter followers ask if u want a follow back and say Hi!! *waves*.
[I seem to have had a few new Twitter followers ask if you want a follow back and say Hi! *waves*]
Night all and gosh I need to tidy my bedroom in the morn clothes piled up etc. been out for a drink tonight and took part in a pub quiz!

At home now and still don’t know till friday if the job is mine

@Suga no u dont have to pay. x

I am in the foulest mood today

Just seen some right evil fuckers on the news they got an abortion just because the baby wasnt gonna be a boy :( 

And I pray u keep he safe, bring her home, keep harm away, I pray … don’t let me down bring her back cuz I need her now!

Cheese and Onion crisps with toast when my lovely boyf gets back from the shop!! not ate yet today! #randomtweet

What a boring night, my ears are burning at the mo and im cooking 2 wheat and rye buns! #randomtweet #bored

Urgh stress! Just had a stressful call with talktalk. BT gave me false info. No line being installed till the 11th!

Morning all waiting for my phone line to be installed!

Frigging heck talktalk send BT after 5 and it was dark so they havent put phone line in, they’ll b back on 28th.
FT265.  It makes me nervous when ppl dont reply to inbox messages about something serious u have told them!
[It makes me nervous when people don't reply to inbox messages about something serious you have told them]

FT266.  night all. btw not had a fag since just after 3 but dont know if I am really ready to quit yet. X
[Good night all. By the way, I have not had a cigarette since just after 3pm but I don't know if I am really ready to quit yet. (kiss)]

FT267.  Got a bad throat but I havent got flu symptoms as bad as Jake has!
[Got a bad throat but I haven't got flu symptoms as bad as Jake has]

FT268.  Rest in Peace Grandad. x
[Rest in peace Granddad (kiss)]

FT269.  Shocked. u know how I sadi something about my granddad earlier. well I just learnt he has died. this year my uncle Heath found out late.
[I’m Shocked. You know how I said something about my granddad earlier. Well I just learnt he has died. This year my uncle Heath found out late.]

FT270.  Remembrance sunday makes me wonder about my grandad. He must still be alive as no one has been in contact with any1 if he died.
[Remembrance Sunday makes me wonder about my granddad. He must still be alive as no one has been in contact with anyone if he died.]

FT271.  Leona fans sorry that I've not communicated much for the past few months! Start tweeting me again to talk, I miss you Bunnies!
[Leona fans, sorry that I've not communicated much for the past few months! Start tweeting me again to talk, I miss you bunnies!]

FT272.  Blasting @leonalewismusic's music in my ears whilst doing photography work! Sounds good to me! :). Crash into me! At full speed!.
[Blasting @leonalewismusic’s music in my ears whilst doing photography work. Sounds good to me! (smile face). Crash into me! At full speed!]

FT273.  Have a lovely day all you Bunnies! x.
[Have a lovely day all you Bunnies! (kiss kiss kiss)]

FT274.  @santana I’m meeting her Sunday
[@santana I’m meeting her Sunday]
FT275. I love @holly's lip of the day blog! Always worth a visit, well done girl! x.
[I love @holly's lip of the day blog! Always worth a visit, well done girl! (kiss)]

FT276. @holly I apologise for what I called you, you don't have to accept my apology, but I'm sincerely sorry and won't act that way again.
[@holly I apologise for what I called you, you don't have to accept my apology, but I'm sincerely sorry and won't act that way again.]

FT277. @joe I forgot to send the twig photos :O Sorry.
[@joe I forgot to send the twig photographs (shocked face) Sorry.]

FT278. "I'll pick you up when you're down, Be there when no one's around, When you're in unfamiliar places, Count on me through life's changes".
["I'll pick you up when you're down, Be there when no one's around, When you're in unfamiliar places, Count on me through life's changes"].

FT279. There's some right weirdo's on Twitter...
[There are some weird people on Twitter]

FT280. @becky Do you ever stop bitching about people?.
[@becky Do you ever stop bitching about people?]

FT281. Put protection on tweets because of a certain Leona fan who probably creeps on my account and is a bully! (user).
[Put protection on tweets because of a certain Leona fan who probably creeps on my account and is a bully! (user).]

FT282. @leonalewismusic just sang Better In Time, Bleeding Love & Run! She slayed that stage! I'm speechless! and recorded to share the moment! :D.
[@leonalewismusic just sang Better in Time, Bleeding Love & Run! She slayed that stage! I'm speechless and I recorded to share the moment! (big smile).]

FT283. @sebastian Was an amazing night! x.
[@sebastian It was an amazing night! (kiss)]

FT284. @will Was it the Echo Instrumentals cd you was bidding on?.
[@will Was it the Echo Instrumentals cd you were bidding on?]

FT285. @rachel Did you unfollow me?.
[@rachel Did you unfollow me?]

FT286. @joe Replied to your DM :) x.
[@joe Replied to your direct message (smile face) (kiss).]

FT287. Can't stand Leona fans arguing over Twitter & Facebook right now, is it goin 2 stop? Find something better to do then sitting there arguing.
[Can't stand Leona fans arguing over Twitter & Facebook right now. Is it going 2 stop? Find something better to do than sitting there arguing.]
[FT288] @quinn I hope all this hassle stops soon, it's getting out of hand, it is sad to see you being abused, you don't deserve it :(.
[@quinn I hope all this hassle stops soon, it's getting out of hand. It is sad to see you being abused; you don't deserve it (sad face).]

[FT289] Sending love and positive vibes to all my followers and Bunnies! <3.
[Sending love and positive vibes to all my followers and bunnies! (heart).]

[FT290] I'm single and ready to mingle... I need to forget about the past & the toxic and allow someone special and decent in my life! :) #Fact.
[I'm single and ready to mingle. I need to forget about the past and the toxic and allow someone special and decent in my life! (smile face) #Fact]

[FT291] RT @user: Please donate some money to help disadvantaged animals! A charity close to Leona’s heart! – http://t.co/WIELpKcs
[RT @user: Please donate some money to help disadvantaged animals! A charity close to Leona’s heart! – http://t.co/WIELpKcs]

[FT292] Ever thought of giving something back to charity? Here is your chance! *Special Announcement* http://t.co/qQ631cwk RT Bunnies!
[Every thought of giving something back to charity? Here is your chance. Special Announcement. http://t.co/qQ631cwk RT Bunnies!]

[FT293] R.I.P to all of those who lost their lives fighting for use, they will never be forgotten ♥
[R.I.P to all of those who lost their lives fighting for us, they will never be forgotten (heart)]

[FT294] **SPECIAL ANNOUNCEMENT** PLEASE READ THOROUGHLY!!! Hey Bunnies! Last November, with the help of my friend and (cont) http://t.co/GCigOL76
[**SPECIAL ANNOUNCEMENT** PLEASE READ THOROUGHLY!!! Hey Bunnies! Last November, with the help of my friend and (cont) http://t.co/GCigOL76] - TWITLONGER

[FT295] I really do hate two-faced people.
[I really do hate two-faced people.]

[FT296] @becky I don’t know what his surname is, on fb it says ‘Schuster’ but I am not sure if it’s his real name :S
[@becky I don’t know what his surname is, on FaceBook it says ‘Schuster’ but I am not sure if it’s his real name (confused)]

[FT297] Sometimes I forget I had my belly button pierced :P It’s healing nicely, love it!
[Sometimes I forget I had my belly button pierced (sticking tongue out.) It’s healing nicely, love it!]

[FT298] @holly Hey Holly, do you realise your photo is inside the Glassgeart CD booklet?! :)

[@holly Hey Holly, do you realise your photo is inside the GlassHeart CD booklet? (smile)]

FT299. @Holly I seen on a blog there was posted photos of the inside of the bokklet and I looked and thought ‘Ooooh that’s Holly!’ and just…
[@Holly I’ve seen it on a blog that posted photos of the inside of the booklet and I looked and thought ‘Oh that’s Holly!’ and just…]

FT300. @holly I’d let you know! It’s a cute photo with the love hearts round you, congrats :)  
[@holly I’d let you know! It’s a cute photo with the love hearts round you, congratulations (smile)]

FT301. What is this madness?? I just went to my iPod, S Club 7 ‘Reach’ is missing! I don't want 'Love Ain't Gonna Wait For You'!
[What is this madness? I just went to my iPod, S Club 7 'Reach' is missing! I don't want 'Love Ain't Gonna Wait For You']

FT302. Thursday is ruined. Am consoling myself with 'Don't Stop Movin' ... it's no 'Reach' though ... :(.
[Thursday is ruined. I'm consoling myself with 'Don't Stop Movin'. It's no 'Reach' though. (sad face)]

FT303. #FF @colacarson; Your kindness and your passion are why I look up to you every day. You're a very good lady xxxx.
[#FF @colacarson. Your kindness and your passion are why I look up to you every day. You're a very good lady (kiss kiss kiss kiss).]

FT304. There's something seriously wrong with people... http://t.co/wl3TSazq.
[There's something seriously wrong with people. http://t.co/wl3TSazq.]

FT305. The News is hurting my heart so much tonight, really am so sad for the people of Aurora. I will never understand it.
[The News is hurting my heart so much tonight. Really am so sad for the people of Aurora. I will never understand it.]

FT306. It's gonna be messy!!! RT @will: Im never drinking again......Until @Burtini's birthday that is.
[It's going to be messy!!! RT @will: I'm never drinking again. Until @Burtini's birthday that is.]

FT307. This is beyond wrong RT @AnimalAid: Cardiff University performed cruel experiments in which kittens’ eyes were sewn up http://t.co/4XzlSWdu.
[This is beyond wrong RT @AnimalAid: Cardiff University performed cruel experiments in which kittens’ eyes were sewn up http://t.co/4XzlSWdu.]
@will I think you need to go shopping RT @UberFacts: Not wearing a sports bra while exercising can cause a woman's boobs to sag.
[@will I think you need to go shopping RT @UberFacts: Not wearing a sports bra while exercising can cause a woman's boobs to sag.]

So NOW I can officially freak out about Glassheart, October 15thhh!!!!!
@leonalewismusic is taking it back people!!!!.
[So now I can officially freak out about GlassHeart, October 15th! @leonalewismusic is taking it back people!]

@will Ice Bar is all booked btw, good times will be HAD! And, so u know, until I dance to Leona + the Sats after, we don't go home x.
[@will Ice Bar is all booked by the way, good times will be had! And, so you know, until I dance to Leona Lewis and the Saturdays after, we don't go home (kiss).]

How do people betray the love of an animal?? Dogs forced to live together in hutches + pups buried alive, it's evil!! http://t.co/AlWvkIk5.
[How do people betray the love of an animal? Dogs forced to live together in hutches and pups buried alive, it's evil!! http://t.co/AlWvkIk5.]

The infuriating thing is that in jail that sick couple will be fed + looked after yet, in the same position, they refused that to their pets.
[The infuriating thing is that in jail that sick couple will be fed and looked after, yet in the same position, they refused that to their pets.]

There are 2 songs I NEED @leonalewismusic to cover one day - Radiohead 'Creep' + Coldplay 'Fix You' - both would make my life!!!.
[There are 2 songs I need @leonalewismusic to cover one day - Radiohead 'Creep' + Coldplay 'Fix You' - both would make my life!]

RT @WomensHumor: I try not to wear make-up on a regular basis so that when I do, it's like an episode of #ExtremeMakeover.
[RT @WomensHumor: I try not to wear make-up on a regular basis so that when I do, it's like an episode of #ExtremeMakeover.]

Will + Grace is on, or as i call it, the story of my life ...
[Will and Grace is on, or as i call it, the story of my life]

... Thanks ... RT @blaine: @holly you're destined to marry some closeted and confused gay man I swear!!!.
[Thank You. RT @blaine: @holly You're destined to marry some closeted and confused gay man, I swear!]
FT317. The awkward moment when a pigeon catches you taking a picture ...
#HackneyPigeonsDontDoPhotos http://t.co/zGRgpOvQ.
[The awkward moment when a pigeon catches you taking a picture
#HackneyPigeonsDontDoPhotos http://t.co/zGRgpOvQ]

FT318. I'll pick you up when you're down, be there when no one's around. When you're in unfamiliar places, count on me through life's changes .
[I'll pick you up when you're down, be there when no one's around. When you're in unfamiliar places, count on me through life's changes.]

FT319. I watched trailers for 2 movies last night, both left me in tears and for some reason that seemed a good reason to rent them both now :/.
[I watched trailers for two movies last night. Both left me in tears and for some reason that seemed a good reason to rent them both now (confused face).]

FT320. The Spice Girls at the closing ceremony have awakened a nostalgic monster in me - http://t.co/hP1hv0vP - on hindsight what was i thinking??.
[The Spice Girls at the closing ceremony have awakened a nostalgic monster in me - http://t.co/hP1hv0vP - on hindsight, what was I thinking?]

FT321. Drop glove, bend down to pick it up, drop other glove, pick up glove, drop. 1st glove … #dignity
[Drop glove, bend down to pick it up, drop other glove, and pick up the glove, drop first glove … #dignity]

FT322. Dear hot man reading Mockingjay on the District line just now, I love you
[Dear hot man reading Mockingjay on the District line just now, I love you]

FT323. Just drove past Winter Wonderland, sooooo excited to go tomorrow!
[Just drove past Winter Wonderland, so excited to go tomorrow]

FT324. Brains really should come with volume buttons, my thoughts are driving me mad o_O
[Brains really should come with volume buttons, my thoughts are driving me mad (shocked)]

FT325. The cleaner just walked past me doing my sleepy pirate face :/
[The cleaner just walked past me doing my sleepy pirate face (confused)]

FT326. Sat alone in the office fighting the sleep. Have resorted to using my left eye for work and right eye for sleep. It’s getting me by.
[I sat alone in the office fighting the sleep. I have resorted to using my left eye for work and right eye for sleep. It’s getting me by.]
FT327. My room is freezing, I’m dressed like an Eskimo, it’s really not pretty :/
[My room is freezing, I’m dressed like an Eskimo, it’s really not pretty (confused)]

FT328. In better news, I also bought a new cardigan and it’s very very soft and everyone who is allowed to hug me is very very lucky #yourewelcome
[In better news, I also bought a new cardigan and it’s very soft and everyone who is allowed to hug me is very lucky #yourewelcome]

FT329. An hour ago I bought a nice pair of shoes. Now I’m certain they’re ugly and expensive and I don’t want to welcome them into my house :( boo
[An hour ago I bought a nice pair of shoes. Now I’m certain they’re ugly and expensive and I don’t want to welcome them into my house (sad) boo]

FT330. Just why? :( - “[A] calf…was found lying next to its mother, butchered for its tiny horn that measured just an inch” http://t.co/ehruPEMM
[Why? (sad) - “[A] calf…was found lying next to its mother, butchered for its tiny horn that measured just an inch” http://t.co/ehruPEMM]
MT1. So disappointed that GlassHeart may be delayed again to November. That's ridiculous. I've waited so long. (= What is going on!?)
[I'm so disappointed that GlassHeart may be delayed again to November. That's ridiculous. I've waited so long. (sad face) What is going on?]

MT2. I was never a fan of Nicki Minaj. But her new song "Stupid Hoe" just made matters worse. She needs to stop. She made music a disgrace.
[I was never a fan of Nicki Minaj. But her new song "Stupid Hoe" just made matters worse. She needs to stop. She made music a disgrace.]

MT3. I'm so bored with life right now. I actually want to go back to school.
[I'm so bored with life right now. I actually want to go back to school.]

MT4. Well tomorrow is a gender-reveal party for my upcoming niece or nephew. =) I hope it's a girl though! Can't wait!.
[Well tomorrow is a gender-reveal party for my upcoming niece or nephew. (smile face) I hope it's a girl though! I can't wait!]

MT5. Open up my mind with these spoken words. Let this music heal like an overture.
[Open up my mind with these spoken words. Let this music heal like an overture.]

MT6. Congratulations to my brother and his girlfriend. A BABY GIRL! I'm having my first NIECE =D <3 YAY!.
[Congratulations to my brother and his girlfriend. A baby girl! I'm having my first niece (big smile) (heart) Yeah!]

MT7. Too damn lazy to start my theatre play review. I'll start tomorrow. Hopefully. LOL
[Too damn lazy to start my theatre play review. I'll start tomorrow. Hopefully. Laugh out loud]

[Is anyone else having a Google Chrome freezing problem when closing a Youtube tab? It's getting on my nerves.]

MT9. It's funny how quick I can become uninspired or convinced.
[It's funny how quick I can become uninspired or convinced.]

MT10. Sad to see The Dark Knight film adaptation come to a close. I want more!! But Dark Knight Rises looks like it's going got be epic anyway. =).
[Sad to see The Dark Knight film adaptation come to a close. I want more, but Dark Knight Rises looks like its going to be epic anyway. (smile face).]
MT11. "All my life, I had to fight. I loves Harpo but I kill him dead before I let him beat me." LMAO.
["All my life, I had to fight. I loves Harpo but I kill him dead before I let him beat me." Laughing my ass off.]

MT12. Okay I give respect to Lil Wayne & Bruno Mar's song "Mirror". It has serious meaning so I'm proud. Good stuff. That's how it should be.
[Okay I give respect to Lil' Wayne & Bruno Mar's song "Mirror". It has serious meaning so I'm proud. Good stuff. That's how it should be.]

MT13. Good times back in the day when video games required character passwords to continued on a saved spot.
[Good times, back in the day, when video games required character passwords to continued on a saved spot.]

MT14. Finally got my first cell phone. I know I'm late. But it's about time now. =) Let the celebration and widened opportunities begin =).
[I finally got my first cell phone. I know I'm late. But it's about time now. (smile face) Let the celebration and widened opportunities begin (smile face).]

MT15. Hope everyone has a goodnight => <3 Take care =>) Live life to the fullest! And make changes in your life, try to push forward to your goals.
[Hope everyone has a goodnight (smile face) (heart) Take care =) Live life to the fullest! And make changes in your life, try to push forward to your goals.]

MT16. Just got the most amazing phone ever. Samsung GALAXY S II. My gawd, this thing is phenomenal. #Nevergoingback.
[Just got the most amazing phone ever. Samsung GALAXY S II. My gawd, this thing is phenomenal. #Nevergoingback.]

MT17. A man just saved my life. I dropped my metropass on the bus and he pointed me to it. God I'm awfully clumsy with object possession. Not good.
[A man just saved my life. I dropped my Metropass on the bus and he pointed me to it. God I'm awfully clumsy with object possession. Not good.]

MT18. Like a Skyscraper.
[Like a Skyscraper.]

MT19. I was like "CHER DIED" =O =O =O!!! Realizing it wasn't true, I'm angered. That was not funny! Love you Cher <3.
[I was like "Cher Died" (shocked face) (shocked face) (shocked face). Realizing it wasn't true, I'm angered. That was not funny! Love you Cher (heart).]
MT20. Rest In Peace beautiful amazingly talented Whitney Houston. You are one of the most inspiring singers in my entire life. I Love you so much. I Will Always Love You #RIPWhitneyHouston <3.
[Rest in Peace beautiful, amazingly talented Whitney Houston. You are one of the most inspiring singers in my entire life. I love you so much. I Will Always Love You #RIPWhitneyHouston (heart)].

MT21. OMG. I have so much things I gotta do!!! What am I doing with my life?
[Oh my gosh. I have so many things I got to do! What am I doing with my life?]

MT22. I CAN’T FREAKING SLEEP!!! WHY!??!
[I can’t ‘freaking’ sleep! Why?]

MT23. There’s always that ONE person in a group that can be arrogant, annoying and irritating. Day ruiner.
[There’s always that one person in a group that can be arrogant, annoying and irritating. Day ruined.]

MT24. I feel like I was in some illegal Breaking Bad episode. That’s some serious bloody work.
[I feel like I was in some illegal Breaking Bad episode. That’s some serious bloody work.]

MT25. Just beat Halo 4. That was quicker that I thought. Sad freaking ending though. =( Touching.
[Just beat Halo 4. That was quicker that I thought. Sad freaking ending though, (sad,) touching.]

MT26. OBAMAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAA AAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAA AAA!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!! http://t.co/sBqGg8RG
[Obama! http://t.co/sBqGg8RG]

MT27. It’s freaking -80°C out there. Jesus!
[It’s freaking -80°C out there. Jesus!]

MT28. OMFG!!!! Crying buckets!!!! =’( Can someone say ‘sacrifices’? =’O #WalkingDead Saddest episode of my life. (Nov 5)
[Oh my fucking gosh! I am crying buckets! (crying) Can someone say ‘sacrifices’? (crying) #WalkingDead the saddest episode of my life (November 5)]

MT29. OMG forgot my headphones at home!!! =O I feel naked inside and out! *Dies*
[Oh my gosh, I forgot my headphones at home! (surprised) I feel naked inside and out! *Dies*]
MT30. Got a callback for a musical theatre production of “Hair”! WOOOOOOOOO!
Got a call-back for a musical theatre production of “Hair” (excitement)]

MT31. Today is going to be a good day, though it may be long it'll be fun and interesting!.
[Today is going to be a good day. Though it may be long, it'll be fun and interesting!]

MT32. Sitting outside in the most beautiful area reading as I wait for my class. It feels good out here!.
[I’m sitting outside in the most beautiful area. Reading as I wait for my class. It feels good out here!]

MT33. @leonalewismusic you're songs have helped me cope through love, loss, death, and a lot more, so this is a personal thank you!.
[@leonalewismusic you're songs have helped me cope through love, loss, death, and a lot more. So this is a personal thank you!]

MT34. @leonalewismusic one day I'll meet u in person and give u a personalized thank you, it's the best I can do and nowhere near what you deserve.
[@leonalewismusic one day I'll meet you in person and give you a personalized thank you. It's the best I can do and nowhere near what you deserve.]

MT35. I despise immature people that aren't funny! And this boy in my class is really grating my nerves.
[I despise immature people that aren't funny and this boy in my class is really grating my nerves.]

MT36. Someone picked you from the bunch, one glance was all it took! Now it's much too late for me to go and take a second look!.
[Someone picked you from the bunch; one glance was all it took! Now it's much too late for me to go and take a second look!]

MT37. So, my sister got a 4s and she's flashing it in my face saying look at her new toy and she's talking to Siri!.
[So, my sister got a 4s and she's flashing it in my face saying look at her new toy and she's talking to Siri!]

MT38. So I told her that's fine, and pull out an iPad 2 lol. Her face was awesome!.
[So I told her that's fine, and pull out an iPad 2. Laugh out loud. Her face was awesome!]

MT39. You used to call me your lovebird, well you lovebirds flying away, cause my hearts been stuck in a cage!.
[You used to call me your lovebird, well your lovebirds flying away, cause my hearts been stuck in a cage!]

MT40. Lol, I think it's so cute when someone looks at someone else but they're too shy to say something!.
[Laugh out loud, I think it's so cute when someone looks at someone else but they're too shy to say something!]

MT41. @kurt just drove by an airport, saw a plane landing and thought of you. Hope you're good man!.
[@kurt just drove by an airport, saw a plane landing and thought of you. Hope you're good man!]

MT42. @joe MORNING Joe!.
[@joe Morning Joe!]

MT43. And it's cause y'all are awesome that's why I love awesome people that are awesome @joe @kurt and everyone els.
[And it's because you all are awesome, that's why I love awesome people that are awesome @joe @kurt and everyone else.]

MT44. @kurt you are do lucky man you have such a beautiful like and I hope you cherish it cau u deserves. To have one cuz ur scum a wonder.
[@kurt you are one lucky man. You have such a beautiful like and I hope you cherish it because you deserve it, to have one because your scum a wonder.]

MT45. Lol you learn so much about people on twitter. No filter and they let it all out! You can really see what kind of person they are.
[Laugh out loud. You learn so much about people on twitter. No filter and they let it all out! You can really see what kind of person they are.]

MT46. Don't like the Kardashians, but their mom is awesome, she's so fun.
[Don't like the Kardashians’, but their mom is awesome, she's so fun.]

MT47. #FF to @sue @sebastian miss you all and hope you're well.
[#FF to @sue @sebastian miss you all and hope you're well.]

MT48. I couldn't live in Georgia. There's too many hills, too much ear popping, too many abortion signs, and too many confederate flags!.
[I couldn't live in Georgia. There are too many hills, too much ear popping, too many abortion signs, and too many confederate flags!]

MT49. Birdy - ”Just a game” I love this song and thought of you @kurt.
[Birdy "Just a game", I love this song and thought of you @kurt.]

MT50. "Nothing is wrong with today's music, the people who listen to it are the problem.".
"Nothing is wrong with today's music; the people who listen to it are the problem."

Need to sort out my priorities!

It's extremely HOT outside and I'm going to be late for class!

I love when I meet new people that are so beneficial and informative and have similar interest who affect my life.

Meeting new people with new and enlightening perspectives. Clever well-informed people with a great deal of conversation. My new friends.

And the endurance, familiarity, and love of old friends is always a comfort. Especially those who add my interest just because.

@sebastian good luck with your rehearsals!

@joe oh what are you wearing?!

Had a moment today where I was so thankful for all of the blessings I’ve received. I can’t complain about anything in my life.

@joe you’re so lucky, that looks BEAUTIFUL and I’d love to walk there

@kurt thank you so much. You don’t know how much it means coming from you!

@sebastian good luck with your rehearsals.

@joe oh, what are you wearing?

Had a moment today where I was so thankful for all of the blessings I’ve received. I can’t complain about anything in my life.

@joe you’re so lucky, that looks beautiful and I’d love to walk there

@kurt thank you so much. You don’t know how much it means coming from you! <3
MT61. When a stranger texts you 'Happy Birthday' #MyDayIsMade even though my birthday's months away...
[When a stranger text you 'Happy Birthday', #MyDayIsMade, even though my birthday is months away.]

MT62. I still get goosebumps watching The Labyrinth Tour... Just remember seeing her live for the first time and crying :L.
[I still get goose bumps watching The Labyrinth Tour. Just remembered seeing her live for the first time and crying ( )]

MT63. #FF My American dudes, @joe + @artie .
[#FF My American friends, @joe and @artie]

MT64. Part of me will stay... Could we hold each other's breath and stop the stars from burning, stay, stay .
[Part of me will stay. Could we hold each other's breath and stop the stars from burning, stay, stay.]

MT65. Oh my gosh. Some boys... Getting pissy and jealous then deleting me for no reason! To think I actually liked him, such a diva. #Byeee.
[Oh my gosh, some boys. Getting upset and jealous then deleting me for no reason. To think I actually liked him, such a diva. #Bye]

MT66. Just realized that London Pride and my airline open day thing are on the same day... NOOOOOOO :'('.
[I just realized that 'London Pride' and my airline open day are on the same day. No (crying face).]

MT67. Watching 'Extremely Loud, Incredibly Close' with the family. Crying my eyes out :('.
[Watching 'Extremely Loud, Incredibly Close' with the family. I'm crying my eyes out (crying face).]

MT68. Is this national Leona Lewis fans argument week AGAIN? Why is everyone arguing... #YouCanAllFuckOff <3 hahaa.
[Is this national Leona Lewis fans argument week Again? Why is everyone arguing? #YouCanAllFuckOff (heart) *laughing*.]

MT69. @will Hope you're having a great time in Sweden :).
[@will Hope you're having a great time in Sweden (smile face).]

MT70. Watching some program about a lady who has an addiction to smelling gasoline...
[Watching some programme about a lady who has an addiction to smelling gasoline]
MT71. I've changed and grown up so much in the past few months and I'm loving it :).
   [I've changed and grown up so much in the past few months and I'm loving it (smile face).]

MT72. Don't you just love being pushed aside and forgotten. Best friends my ass xo.
   [Don't you just love being pushed aside and forgotten? Best friends my ass *hugs and kisses*]

MT73. Leona gives people a chance, changes their lives, work to help the community. She
don't go stripping on and filming raunchy videos #proud.
   [Leona Lewis gives people a chance, changes their lives, and she helps the community. She doesn't go stripping and filming raunchy videos #proud.]

MT74. Look what I found... @blaine http://t.co/vj6jitl4A.
   [Look what I found. @blaine http://t.co/vj6jitl4A.]

MT75. But I'm thankful for the 'few' good friends I have. Spending the day with a few
tomorrow, can't wait .
   [But I'm thankful for the 'few' good friends I have. Spending the day with a few tomorrow, can't wait.]

MT76. Can't believe it's nearly been a year... I miss you, Grandad :( <3.
   [Can't believe it's nearly been a year. I miss you, Granddad (sad face) (heart).]

MT77. Made my mind up. I'm going to go for the pilot training... If it works out I could be
   a pilot in around 2 and a half years from now!.
   [I've made up my mind. I'm going for the pilot training. If it works out, I could be a pilot in two and a half years from now.]

MT78. Happy Birthday to the dear @finn :).
   [Happy Birthday to the dear @finn (smile face).]

MT79. There's a massive spider in my kitchen and despite having severe arachnophobia I'm
   trying to get the spider outside rather then just kill it.
   [There's a massive spider in my kitchen and despite having severe arachnophobia, I'm trying to get the spider outside rather than just kill it.]

MT80. @blaine Are we gonna meet in August? If so I need to know a date and where u
   wanna meet so I can tell my auntie x.
   [@blaine Are we going to meet in August? If so, I need to know the date and where you want to meet. So I can tell my auntie (kiss).]

MT81. @will I'll give it a go, if I must... *sigh* Where’s Union J at?
   [@will I'll give it a go, if I must... *sigh* Where is Union J?]
MT82. @will my one don’t wanna be trained :( it hates me haha #ForeverGaggingOnCock :
(@will my one doesn’t want to be trained (sad) it hates me (laughing) #ForeverGaggingOnCock (crying))

MT83. Having bed gag reflexes as a gay is like the worst thing ever. I can’t even put a toothbrush in my mouth without gagging #GayBoyProblems :L
(Having bad gag reflexes as a gay is the worst thing ever. I can’t even put a toothbrush in my mouth without gagging #GayBoyProblems (laughing))

MT84. Just overheard my mum telling my dad she’s getting me a new toothbrush for Christmas. Clearly not gonna be able to sleep now #Excited
(Just overheard my mum telling my dad she’s getting me a new toothbrush for Christmas. Clearly not going to be able to sleep now #Excited Laugh out loud)

MT85. Dad bought a 55 inch 3D TV #insane
(Dad bought a 55 inch 3D TV #insane)

MT86. When people only want to know you when somethings going on in your life ‘FuckFakeFriends ‘NoseyBitchnessss
(When people only want to know you when something is going on in your life #FuckFakeFriends #NoseyBitchness)

MT87. @blaine @will he prettiest pooh I’ve seen.
(@blaine @will he’s prettiest ‘pooh’ I’ve seen.)

MT88. @will You’re such a pooh hahaa! X
(@will you’re such a ‘pooh’ (laughing) (kiss))

MT89. @will hmmmmm I disagree! Go look in a mirror n you’ll see what I mean! You having me on? Ahaa
(@will (thinking) I disagree! Go look in a mirror and you’ll see what I mean! You’re having me on? (Clarity))

MT90. @will You met them?! Jaymi is soooo hot and his voice omg. Apparently he’s gay?
(@will you’ve met them? Jaymi is so hot and he’s voice...oh my gosh. Apparently he’s gay?)

MT91. “@user: @puck aahahahahahaha. Anywayysss. That bitch will lose and Avicii will get the justice he deserves. Ahahaha” wtf!
(“@user: @puck *laughing*. Anyway, that bitch will lose and Avicii will get the justice he deserves. *laughing” What the fuck!”)
MT92. HELP SAVE @Hopefield_Essex!!! Support @colacarson & @leonalewismusic! :)  
http://t.co/PQnmKMp RT.  
[Help save @Hopefield_Essex! Support @colacarson & @leonalewismusic (smile face) http://t.co/PQnmKMp Retweet]

MT93. Follow me @sebastian :).  
[Follow me @sebastian (smile face).]

MT94. "@user: @puck I wish she would perform hurt as well since she just released the ep here in the US Tuesday" 2 songs would be EPIC!.  
["@user: @puck I wish she would perform Hurt as well, since she just released the EP here in the US Tuesday" Two songs would be epic.]

MT95. "@user: @puck btw the run video on vevo is finally unblocked in the US :) just noticed that right now" Great News! :).  
["@user: @puck By the way, the Run video on Vevo is finally unblocked in the US (smile face) just noticed that right now" Great News! (smile face).]

MT96. Hey guys watch @sebastian @GotToDance_Sky1 audition on Wednesday at 6pm! I danced to @leonalewismusic - Happy :) x.  
[Hey guys, watch @sebastian @GotToDance_Sky1 audition on Wednesday at 6pm. I danced to @leonalewismusic - Happy (smile face) (kiss).]

MT97. @leonalewismusic puts her heart and soul into her music! #GlassHeart .  
[@leonalewismusic puts her heart and soul into her music. #GlassHeart]

MT98. 022 - I See You (Avatar Dance Solo): http://t.co/WSsAerJM  
[022 - I See You (Avatar Dance Solo): http://t.co/WSsAerJM]

MT99. Why isn't @leonalewismusic performing at the Jubilee Concert? It's all about best of British!!!!.  
[Why isn't @leonalewismusic performing at the Jubilee Concert? It's all about the best of British]

MT100. Who's going to the @RaysofSunshine concert tonight??? :).  
[Who's going to the @RaysofSunshine concert tonight? (smile face).]

MT101. Good Luck @leonalewismusic and the SYCO team( @SYCO_NEWS )! Hope we get to hear some good news about 'Collide' x.  
[Good Luck @leonalewismusic and the SYCO team ( @SYCO_NEWS )! Hope we get to hear some good news about 'Collide' (kiss).]
MT102. I hope all the Leona haters aka Avicii fans are happy now! You can now click like on the Collide Utube video! :).

[I hope all the Leona haters, aka Avicii fans, are happy now! You can now click like on the Collide Youtube video! (smile face).]

MT103. http://t.co/EFhjEtR Can we reach 2000 fans before september 4th the release date of 'Collide'? RT and help us get there :) x #JoinLLS.

[http://t.co/EFhjEtR Can we reach 2000 fans before September 4th the release date of 'Collide'? Retweet and help us get there (smile face) (kiss) #JoinLLS]

MT104. Will the @TheXFactor find another talented star as @leonalewismusic! No, its a shame but true! TeamLeona.

[Will the @TheXFactor find another talented star as @leonalewismusic? No, it’s a shame but true! TeamLeona]

MT105. http://t.co/Ddk5fAA Vote Leona Lewis - Collide on Top 7 at 7! :).

[http://t.co/Ddk5fAA Vote Leona Lewis - Collide on Top 7 at 7pm (smile face).]

MT106. whoop Well done @leonalewismusic you have over 1,000,000 views on your 'Collide' Music Video! :) xxx.

[Well done @leonalewismusic you have over 1,000,000 views on your 'Collide' music video! (smile face) (kiss) (kiss) (kiss).]

MT107. GlassHeart is now on Leona Lewis SinglesFacebook page! :).

[GlassHeart is now on @LeonaLewisSingles Facebook page (smile face).]

MT108. Please Support @Hopefield_Essex by text. Text HAST11 £3 to 70070 to donate to Hopefield Sanctuary Trust and make a difference today! RT.

[Please Support @Hopefield_Essex by text. Text HAST11 £3 to 70070 to donate to Hopefield Sanctuary Trust and make a difference today. Retweet.]

MT109. Leona Lewis' Ustream will still be going on today! :).

[Leona Lewis' Ustream will still be going on today. (smile face).]

MT110. RT if you are sat watching people get there seat at the 'Made In Africa' Fashion Show! *Jealous Face* lol! LEONA LEONA LEONA! :) #NYFW.

[Retweet if you are sad watching people get their seat at the 'Made In Africa' Fashion Show. *Jealous Face* Laugh out loud. Leona! (smile face) #NYFW]

MT111. Follow @Sebastian RT x

[Follow @Sebastian RT (kiss)]

MT112. Who went to HMV for the album signing :) ?????

[Who went to HMV for the album signing? (smile)]
MT113. You will be in a whole lot of ‘Trouble’ if you don’t click ‘Like’ on our fan page!  
   [http://t.co/IRVdGxxh RT]  
   [You will be in a whole lot of ‘Trouble’ if you don’t click ‘Like’ on our fan page!  
   [http://t.co/IRVdGxxh RT] ]

MT114. What did you all think of Trouble live tonight?
   [What did you all think of Trouble live tonight?]

MT115. Happy Birthday to a huge Bunny @Sebastian! :) @leonalewismusic
   [Happy Birthday to a huge bunny, @Sebastian! (smile) @leonalewismusic]

MT116. #LeonaLewisTrouble RT
   [#LeonaLewisTrouble RT]

MT117. Bunny Homework!!!! [http://t.co/IRVdGxxh](http://t.co/IRVdGxxh) 
   [Bunny Homework!!!! http://t.co/IRVdGxxh]

MT118. Who thinks we should try and trend something for #Trouble on Sunday!
   [Who thinks we should try and trend something for #Trouble on Sunday?]

MT119. RT ‘Hopefield Essex: Join us and help fundraise for Hopefield by joining our sponsored walk! Minimum sponsorship to participate is £5… …
   [RT ‘Hopefield Essex: Join us and help raise funds for Hopefield by joining our sponsored walk! Minimum sponsorship to participate is £5… …]

MT120. RT @kurt: @leonalewismusic #Glassheart sounds so promising! Cannot wait to have it in my possession. Love youuu girllll ♥
   [RT @kurt: @leonalewismusic #Glassheart sounds so promising! I cannot wait to have it in my possession. Love you girl (heart)]

MT121. RETWEET @sam "Wow... I've played the 3 songs on 'Hurt: The EP' nearly a combined 200 times 0_0 #Amazing @leonalewismusic” crazy dude.
   [RETWEET @sam "Wow. I've played the three songs on 'Hurt: The EP' nearly a combined 200 times (shocked face) #Amazing @leonalewismusic” crazy man.]

MT122. why is phineas and ferb always trending? I don't like that nacho head kid though the quiet 1 is cool.
   [why is Phineas and Ferb always trending? I don't like that 'nacho' head child though, the quiet one is cool.]

MT123. RETWEET @sam "@leonalewismusic 5 years today since you won X Factor! You deserve all the success that's come ur way! You're amazing”.
   [RETWEET @sam "@leonalewismusic its five years today, since you won the XFactor. You deserve all the success that's come your way. You're amazing".]
MT124. My twitter is broken =/.
   [My twitter is broken (questioning face).]

MT125. @sam yo you better check the game out, Bulls hammering on Pacers.
   [@sam Hi, you better check the game out. The Bulls are hammering on the Pacers.]

MT126. Is Leona performing tonight? If she is, what song is she performing?.
   [Is Leona performing tonight? If she is, what song is she performing?]

MT127. RETWEET @sam "Can't wait for @leonalewismusic on #xfactor today! :D"
   "Leona - Hurt: The EP ... can't ever get enough of it".
   [RETWEET @sam "Can't wait for @leonalewismusic on #xfactor today! (big smile)" "Leona. Hurt: The EP, can't ever get enough of it".]

MT128. RETWEET @User @rory I wish she would perform hurt as well since she just released the ep here in the US Tuesday.
   [RETWEET @User @rory I wish she would perform Hurt as well, since she just released the EP here in the US Tuesday.]

MT129. brilliant.. I get $100 at most from my mom which I'm thankful for, but then my little sister gets and iPad? That's just wrong! ugh..
   [Brilliant. I get $100 at most from my mom which I'm thankful for, but then my little sister gets and iPad? That's just wrong!]

MT130. RETWEET @artie @rory on my way home off of work to start playing uncharted 2!.
   [RETWEET @artie @rory on my way home off of work to start playing uncharted 2.]

MT131. Great way to start and to end New Years eve with family and friends. I'm gonna try to be less stressful this year than the last. *Happy*.
   [Great way to start and end New Years Eve, with family and friends. I'm going to try to be less stressful this year than the last. *Happy*]

MT132. a very happy new year to you too @santana.
   [A very Happy New Year to you too @santana.]

MT133. @tina @rachel happy birthday girls.
   [@tina @rachel happy birthday girls]

MT134. @rachel hey 006 could you change your fb prof pic? u dun have to lol but it isn't the best look for Leona, she's like too pretty.
[@rachel hey 006, could you change your Facebook profile picture? You don’t have to. Laugh out loud, but it isn’t the best look for Leona Lewis, she’s too pretty.]

MT135. #childhoodmovies Space Jam, Jumanji, Jurassic Park the Lost World, and Godzilla! Tarzan and Mulan too.
[#childhoodmovies Space Jam, Jumanji, Jurassic Park: the Lost World, Godzilla, Tarzan and Mulan]

MT136. not a fan nor hating on either but Madonna’s a lot more original than Lady Gaga my parents pop music back in the day even today she’s workin.
[I’m not a fan nor am I hating on her either, but Madonna’s a lot more original than Lady Gaga. My parents pop music back in the day, even today she’s working.]

MT137. not about skill but consistency, Boozer is on beast mode now but I won’t be jumping to his wagon just yet until he does the same next game.
[It’s not about skill but consistency, Boozer is on beast mode now but I won’t be jumping on his wagon just yet, until he does the same in the next game.]

MT138. what is SOPA? Well SOPA is the downfall of the internet if it were to pass!.
[What is SOPA? Well, SOPA is the downfall of the internet if it were to pass.]

MT139. @sam our team is stacked it’s not even funny. Deng playin at allstar level and Boozer got his touch back, bench better than ever.
[@sam our team is stacked, it’s not even funny. Deng is playing at all-star level and Boozer got his touch back. The bench is better than ever.]

MT140. @rory @joe thanks for ffs, sorry I couldn’t do 1 back last week still no computer I’ll try this friday =).
[@rory @joe thanks for follow Fridays. Sorry I couldn’t do one last week, still have no computer. I’ll try this Friday (smile face).]

MT141. lol #teambulls trending we the best fans in the League! Period.
[lol #teambulls trending we are the best fans in the League! Period!]

MT142. aww Durant was heartbroken =(
[aww Durant was heartbroken (sad)]

MT143. Alright now I just wonder once Lebron gets his ring will he have less or more haters
[Alright now I just wonder once Lebron gets his ring will he have less or more haters]

MT144. @sam cant wait for game time, last chance for either team
[@sam can’t wait for game time, last chance for either team]
MT145. @sam I don’t mind Celtics either but I’d be really glad if KD receives the finals MVP and Fisher getting his 6th
[@sam I don’t mind Celtics either but I’d be really glad if KD receives the finals M.V.P and Fisher getting his sixth]

MT146. HTC is the 1st choice for the new PSNmobile coming soon, Sony sure knows how to choose powerful tech. I want psx classics on my phone! =^.^=
[HTC is the first choice for the new PSNmobile coming soon. Sony sure knows how to choose powerful tech. I want psx classics on my phone! =^.^=]

MT147. @joe you should work OT and have a nice long vacation
[@joe you should work overtime and have a nice long vacation]

MT148. @joe yes I know what you mean I actually worked most of the holidays this and the past year but summer vac is going to be great
[@joe yes I know what you mean, I actually worked most of the holidays this and the past year but summer vacation is going to be great]

MT149. @tina so you set the world on fire?
[@tina so you set the world on fire?]

MT150. @joe finishing schoool, longest week evaaaar!!!
[@joe finishing school, longest week ever!]

MT151. A very Special #FF to the lovely and wonderful @quinn luv u 4ever! U’r always on my mind & in my heart! .
[A very Special #FF to the lovely and wonderful @quinn love you forever! You’re always on my mind and in my heart.]

MT152. Heat has started early first with higher humidity so it’s going to be a real scorcher out there today, AC please come 2 the rescue! :(. 
[The heat has started early, first with higher humidity, so it's going to be a real scorcher out there today. Air-conditioning please come to the rescue. (sad).]

MT153. @leonalewismusic Wow Leona looks at that amazing Glass Heart paperweight! DM me I want 2 send it 2 u xxx #GlassHeart
[@leonalewismusic Wow Leona Lewis, look at that amazing GlassHeart paperweight. DM me, I want to send it to you (kiss) (kiss) (kiss) #GlassHeart]

MT154. Lovely @leonalewismusic I hope they gave u a BMW or two for your marvelous performance in Beijing! ;) .
[Lovely @leonalewismusic I hope they gave you a BMW or two for your marvellous performance in Beijing! (wink).]
MT155. Listening to some good trance music very uplifting, getting ready for watching some movies on TV, hope something good's gonna play!.
[Listening to some good trance music, it's very uplifting. Getting ready to watch some movies on TV, hope something good's going to play].

MT156. It's interesting to see that you do have to trust u'r past employers in order to get future employment, lesson leave in harmony!.
[It's interesting to see that you do have to trust your past employers in order to get future employment, lesson leave in harmony.]

MT157. @suga ;) c.
[@suga (wink) see.]

MT158. To all buns out there who are going to watch Ustream with @leonalewismusic enjoy every minute she's a precious princess with amazing talents.
[To all bunnies out there who are going to watch Ustream with @leonalewismusic enjoy every minute, she's a precious princess with amazing talents.]

MT159. @quinn *more lol.
[@quinn *more. Laughing out loud.]

MT160. Watching the Olympics! I am amazed by the Olympic facilities in London wish I'd be there.
[I’m watching the Olympics. I am amazed by the Olympic facilities in London, wish I'd be there.]

MT161. “@ItsMelanieAmaro: I really hope u all will enjoy this song ! It comes from the heart ! I sang this song with all of me !” gotta b great! :).
[“@ItsMelanieAmaro: I really hope you all will enjoy this song. It comes from the heart. I sang this song with all of me.” It’s got to be great. (smile).]

MT162. @ItsMelanieAmaro Love that song!!! Melanie's voice is enchanting, a true star. :) 
[@ItsMelanieAmaro Love that song. Melanie's voice is enchanting, a true star. (smile)]

MT163. “@quinn: @joe HE WOOOONNN YES” does not surprise me I still wanna see some rivalry though can't always be easy! :) x.
[“@quinn: @joe He won, yes.” It does not surprise me, I still want to see some rivalry though. It can't always be easy! (wink) (kiss).]

MT164. “@quinn: Go Federer!” noooo lol ;).
[“@quinn: Go Federer!” no, laugh out loud (wink).]

MT165. “@holly: Really hoping people don't waste this Leona session going on about the cover :/” always someone 2 spoil the fun!.
“@holly: Really hoping people don't waste this Leona Lewis session going on about the cover (confused)” there’s always someone to spoil the fun.

MT166. “@sue: @leonalemusich What fears do you have? #AskLeona” lol how about sue tweeting me? Haha ;).
“@sue: @leonalemusich What fears do you have? #AskLeona” laugh out loud. How about sue tweeting me? *laughing* (wink).

MT167. @kurt I am pretty good, like the LG company's motto life is good! x.
@kurt I am pretty good, like the LG company’s motto, ‘life is good’ (kiss).

MT168. “@kurt: Canada tomorrow, wooooo!” now that is going to some very foreign land haha our Canadian friends! Very hospitable. :) x.
“@kurt: Going to Canada tomorrow *happy*” now that is going to some very foreign land *laughing* our Canadian friends. They are very hospitable. (smile) (kiss).

MT169. hi User hoe gaat het? Long time no praten! :).
[Hello, User how are you? Long time no talk! (smile).]

MT170. @artie artie my collection on the left is for sale the middle is a U2 flashiPod 30 gb & the right one 270gb iPod ;) http://t.co/SzjHFo2k.
@artie artie my collection, on the left, is for sale. The middle is a U2 flashiPod 30 gb and the right one a 270gb iPod (wink) http://t.co/SzjHFo2k.

MT171. Aw, sad about that result :\ would have preferred Marcus to go... what can you do...#xfactor.
[Sad about that result (confused), I would have preferred Marcus to go. What can you do #xfactor.]

MT172. @santana @simoncowell yeah but that’s a recording contract they r not getting the $ directly pretty sure though they'll earn more! :) 
@santana @simoncowell yes, but that's a recording contract they are not getting the cash directly. Pretty sure though they'll earn more! (smile)

MT173. @santana lol thats so tru
[@santana laugh out loud that’s so true]

MT174. @santana seriously? U'll have to stop tweeting for few days then haha lol :) x
[@santana seriously? you'll have to stop tweeting for few days then (laughing) laugh out loud (smile) (kiss)]

MT175. @santana theres that confidence again lol and its better to witness the win 4 urself instead of reading bout it
[@santana there’s that confidence again, laugh out loud, and it’s better to witness the win 4for yourself instead of reading about it]
MT176. @santana I wnt b able 2 control myself, I’ll b in da audience. Leona will b there.
   So I’ll b tweeting like crazy lol
   [@santana I won’t be able to control myself, I’ll be in the audience. Leona will be there. So I’ll be tweeting like crazy, laugh out loud]

MT177. @tina u’r welcome Tina my pleasure as always :) x
   [@tina you’re welcome Tina, my pleasure as always (smile) (kiss)]

MT178. So cold in my bedroom I knew I should have paid the gas bill lol brrrrr I am freezing
   [It’s so cold in my bedroom. I knew I should have paid the gas bill. Laugh out loud (freezing). I am freezing]

MT179. @kurt I seriously doubt that, today it’s your day so go crazy! :) x
   [@kurt I seriously doubt that, today it’s your day so go crazy. (smile) (kiss)]

MT180. @sue thank u so much Sue 4 u’r #FF :) x
   [@sue thank you so much Sue for your #FF (smile) (kiss)]

MT181. @kurt happy birthday Kurt, have a wonderful day, lol u’r 18 now you crossed to the other side ;) x
   [@kurt Happy Birthday Kurt, have a wonderful day, laugh out loud, you’re 18 now you’ve crossed to the other side (wink) (kiss)]

MT182. #WhatMoneyCantBuy Happiness.
   [#WhatMoneyCantBuy Happiness.]

MT183. Just aced my Government project :D had 5 weeks to do it, and did it in 24 hours :D.
   [I just aced my Government project (big smile). I had five weeks to do it, and did it in 24 hours (big smile).]

MT184. Melanie... was... A-M-A-Z-I-N-G!!! Best of the night!! #xfactor.
   [Melanie was amazing. Best performance of the night! #xfactor.]

MT185. Kindness is the language which the deaf can hear and the blind can see #WorldDisabilityDay.
   [Kindness is the language which the deaf can hear and the blind can see #WorldDisabilityDay.]

MT186. Don’t let ’em say you ain’t beautiful, they can all get fucked. Just stay true to you #worlddisabilityday.
   [Don’t let them say you aren’t beautiful, they can all get fucked. Just stay true to you. #worlddisabilityday.]
MT187. Love you grandpa, hope you get well so bad #prayingforyou.
   [I love you grandpa, hope you get well so bad #prayingforyou.]

MT188. These doctors and nurses just piss me off sometimes... they just don't care about
   the patients... only the paycheck... #smfh.
   [These doctors and nurses just piss me off sometimes. They just don't care about the
   patients, only the paycheck. #shakesmyfuckinghead.]

MT189. Ok, back to work... this test is #DoOrDie \:
   [Okay, back to work, this test is #DoOrDie (confused).]

MT190. Exam time... :( I'll be relieved to get this outta the way, then gotta listen to more
   @leonalewismusic.
   [Exam time (sad) I'll be relieved to get this out of the way, and then I've got to
   listen to more @leonalewismusic.] 

MT191. @quinn Someone said they download it from http://t.co/JSnACV1 from Spain
   http://t.co/JRGs1Bk .. maybe it works?.
   [@quinn Someone said they downloaded it from http://t.co/JSnACV1, from Spain
   http://t.co/JRGs1Bk maybe it works?]

MT192. #STOPCYBERBULLYING.
   [#STOPCYBERBULLYING.]

MT193. I second that \:RT @quinn: Omg, it doesn't feel like Christmas AT ALL. :(. 
   [I second that (confused) RETWEET @quinn: Oh my God, it doesn't feel like
   Christmas at all. (sad).]

MT194. @tina @rachel @quinn @holly @will @kurt @artie @sue @santana Merry Christmas to everyone!.
   [@tina @rachel @quinn @holly @will @kurt @artie @sue @santana Merry
   Christmas to everyone!]

MT195. @will Happy Birthday Will, hope you have a nice day :).
   [@will Happy Birthday Will, hope you have a nice day (smile).]

MT196. #MusicWasBestWhen it had real meaning, and the singers voice didn't sound like a
   robot...
   [#MusicWasBestWhen it had real meaning and the singers voice didn't sound like a
   robot]

MT197. http://t.co/xRkOiXr #LEGEND #RIPWhitney.
   [http://t.co/xRkOiXr #LEGEND #RIPWhitney.]
MT198. Solar Eclipse, so hard to get a decent shot, but pretty cool http://t.co/eSYqiEJ.
[Solar Eclipse, it’s so hard to get a decent shot, but this is pretty cool http://t.co/eSYqiEJ]

MT199. Of all the animals, man is the only one that is cruel. He is the only one who inflicts pain for the pleasure of doing it.
[Of all the animals, man is the only one that is cruel. He is the only one who inflicts pain for the pleasure of doing it.]

MT200. Wow... it seriously looks like Usain Bolt is jogging while everyone else is sprinting behind him... crazy fast... #unbeatable.
[Wow, it seriously looks like Usain Bolt is jogging while everyone else is sprinting behind him, crazy fast #unbeatable.]

MT201. OBAMA WINS!!! :D #4MOREYEARS!
[Obama Wins! (big smile) #4MOREYEARS]

MT202. Oh my god, that was fucking amazing!! Lance Briggs!! #GoBears!!
[Oh my God, that was fucking amazing! Lance Briggs! #GoBears!]

MT203. Wow, best drive of the season! #GoBears
[Wow, best drive of the season! #GoBears]

MT204. Trouble video is OUT! But not available in the US :( 
[Trouble video is out! But not available in the U.S (sad)]

MT205. No one really stood out so far. Hope for better people next time #xfactor
[No one really stood out so far. Hope for better people next time #xfactor]

MT206. haha, Demi to Simon, “oh my god you have a heart” #xfactor
[(laughing) Demi to Simon, “Oh my God, you have a heart” #xfactor]

MT207. So sick of political ads on every youtube video - ____-
[So sick of political ads on every YouTube video (bored)]

MT208. #NeverForget #September11th http://pic.twitter.com/aEDn20Jx
[#NeverForget #September11th http://pic.twitter.com/aEDn20Jx]

MT209. Michael Clarke Duncan :'( #RIP
[Michael Clarke Duncan (crying) #RIP]

MT210. #BluemOON TONIGHT, IN HONOR OF Neil Armstrong #RIP http://pic.twitter.com/Saq9eglW
MT211. Les petits esclave "restes avec" d'Haiti ... Une honte! #TF1 #septahuit.
[The small slave "remains with" Haiti. A shame! #TF1 #septahuit (TF1 television show)]

MT212. Ce soir "intouchables" avec les amies #pasdebraspasdechocolat (pas de bras pas de chocolat).
[Tonight "intouchables" with friends’ #noarmsnochocolate]

MT213. OMFFG: Madonna's show yesterday was OUTTA THIS WORLD PERFECTION: http://t.co/b3g9hbDb She's AMAZING and the dancers are INCREDIBLE! Bravo.
[OMFFG: Madonna's show yesterday was out of this world, perfection: http://t.co/b3g9hbDb She's amazing and the dancers are incredible. Bravo.]

MT214. Why am i SOOOO addicted to Gossip Girl? This new season is Fantastic. GREAT xoxo.
[Why am I so addicted to Gossip Girl? This new season is Fantastic. Great. 'xoxo'.]

MT215. Beyonce+JayZ's Ivy Blue is the definition of cute. What a wonderful family .... Congrats to the Carter's.
[Beyoncé and JayZ's Ivy Blue is the definition of cute. What a wonderful family. Congratulations to the Carter's.]

MT216. I cant believe shes now gone ... Thats simply awful and tragic. #RIPWhitneyHouston we will always love you.
[I can't believe she's gone now. That's simply awful and tragic. #RIPWhitneyHouston we will always love you.]

MT217. Soooo bizarre de voir cuddy et house à poi dans le même lit :s.
[So bizarre to see cuddy and house in the same bed (confused).]

MT218. Here i am crying watching the last dh episode x.
[Here I am, crying while watching the last Desperate Housewives episode (kiss).]

MT219. Glassheart OUT October 15th! http://t.co/hipq5VMS
[GlassHeart is out on October 15th! http://t.co/hipq5VMS]

MT220. I miss you too babe :) Can't wait for the end of this year... i promise! :D.
[I miss you too babe (smile) I can't wait for the end of this year. I promise. (big smile).]
MT221. Leona will perform NEW SONGS at Radio1Hackney Week-end!
   [Leona will perform new songs at Radio1 Hackney weekend! http://t.co/AhB8a16T]

MT222. #friends http://t.co/WSEFyLLw.
   [#friends http://t.co/WSEFyLLw.]

MT223. Finally!!! HOLIDAYS Nice ... Here we come! http://t.co/H0WukbXg.
   [It's finally holiday. Nice. Here we come. http://t.co/H0WukbXg.]

MT224. Summertime FINALLY http://t.co/TF96iQVm.
   [It's summertime, finally http://t.co/TF96iQVm.]

MT225. “Leona Lewis EXCLUSIVE: I was bullied at school” http://t.co/AjXqWjRH
   [“Leona Lewis exclusive: I was bullied at school” http://t.co/AjXqWjRH]

MT226. Downloading the final last episods of One tree hill! Can't believe i'm doing this right now! OTH is gonna be SOOO missed!.
   [I'm downloading the final episodes of One Tree Hill. I can't believe I'm doing this right now. One Tree Hill is going to be so missed.]

MT227. Desperate housewives time for me #lynette <3.
   [Desperate Housewives time for me #lynette (love).]

MT228. Le dernier épisode de greys anatomy repousse les limites du deguelasse! D'un coup mes miel pops n'ont plus le même goût xd.
   [The last episode of Grey's Anatomy pushes the limits of disgusting! All of a sudden, my Honey Pops do not have the same taste. (eyes closed).]

MT229. RIHANNA was just INCREDIBLE yesterday at the Brits WOW! Finallay a HUGE GREAT performance! .
   [Rihanna was just incredible yesterday at the Brit Awards. Wow. Finally, a great performance.]

MT230. Shours sleep already awake... Hate that #badday.
   [Five hours of sleep and I'm already awake. I hate that #badday.]

MT231. @will aw Miss u soooo much lovely! Can’t wait to see you soon! probably in october gonna try to have a weeks off for gh release #love
   [@will aw Miss you so much lovely! Can’t wait to see you soon! Probably in October, going to try to get a week off for glassheart's release #love]

MT232. @rachel yes of course I’m sending to you now :
   [@rachel yes of course I’m sending it to you now (smile)]
MT233. Finally!!! HOLIDAYS Nice … Here we come! ☼☼☼☼

[Finally. Holiday. Nice. Here we come! (sun) (sun) (sun) (sun)]

MT234. #friends http://t.co/WSEFyLLw

[#friends http://t.co/WSEFyLLw]

MT235. @blaine soooo do I!!!! lmao

[@blaine so do I. Laughing my ass off]

MT236. I love the best “chef” of Vancouver @blaine thanks for the #ff babe :D

[I love @blaine, the best chef of Vancouver. Thank you for the #FF babe (big smile).]

MT237. @will miss the best and cutest Londoner guy xx thanks for the #ff

[@will I miss the best and cutest Londoner xx. Thank you for the #FF]

MT238. Sarkozy on est en France pas la peine de nouse faire le bilan des pays européens! Merci #LeDebat

[Sarkozy, in France, it’s not worth us taking stock of European countires! Thank you #TheDebate]

MT239. Feeling weird today… #hardtimes http://t.co/mitpx8Fw

[I’m feeling weird today #hardtimes http://t.co/mitpx8Fw]

MT240. @blaine me too im just so exited just with one min teaser lmao !!! Gonna b fire

[@blaine Me too. I’m just so excited with a one minute teaser. Laughing my ass off! Going to be fire]

MT241. IDK if I’m going to like vomit, scream, cry, or just die when I finally hear Trouble.

[I don’t know if I’m going to vomit, scream, cry, or just die when I finally hear Trouble.]

MT242. So excited for cardigan season.

[I’m so excited for cardigan season.]

MT243. Legs are jelly from yesterday, & now about to go work out. Lord give me strength.

[My legs are jelly from yesterday and now I’m about to go work out. Lord, give me strength.]

MT244. “@User: @blaine tweet #leonalewistrouble you bitch” WHAT A RUDE BITCH!!!! REPORTED FOR HARASSMENT. D:<

[“@User: @blaine tweet #leonalewistrouble you bitch” What a rude bitch! Reported for harassment. (devil)]
MT245. Oh thank God, I got a B in bio =______=.  
[Oh thank God, I got a B in Biology (sigh).]

MT246. Ready to tear my hair out over worrying about school and the semester hasn't even started.  
[I'm ready to tear my hair out over worrying about school and the semester hasn't even started yet.]

MT247. I swear if I'm working this hard to NOT get into dietetics at the end of the spring semester next year, IDK what I'm going to do with myself.  
[I swear if I'm working this hard to not get into dietetics at the end of the spring semester next year, I don't know what I'm going to do with myself.]

MT248. You know when you feel like you're trying to do too much and you can just TELL everything is going to crash into a big mess? :T.  
[You know when you feel like you're trying to do too much and you can just tell everything is going to crash into a big mess? (straight face).]

MT249. I was here, I lived, I loved, I did, I've done everything that I wanted and it was more than I thought it would be.  
[I was here, I lived, I loved, I did, I've done everything that I wanted and it was more than I thought it would be.]

MT250. @holly are you staying up tonight? :).  
[@holly are you staying up tonight? (smile face).]

MT251. Omg, these Kardashians did NOT just put a fucking GOURAMI into a BOWL with a GOLDFISH. GOD!!! #fishnerd.  
[Oh my God, these Kardashians’ did not just put a fucking Gourami into a bowl with a Goldfish. God! #fishnerd.]

MT252. LMAO I love how one of my official duties at my new volunteer position is to "unlock cookie cupboard".  
[Laughing my ass off. I love how one of my official duties at my new volunteer position is to "unlock the cookie cupboard".]

MT253. As you stand there trying to save me, use your head and baby leave me. Gonna take much more than a heart to save me.  
[As you stand there trying to save me, use your head and baby leave me. Going to take much more than a heart to save me.]

MT254. 5 days until my birthday and I have absolutely no intentions of planning/doing anything special.
[Five days until my birthday and I have absolutely no intentions of planning or doing anything special.]

MT255. Everybody needs to learn how to describe food like @Nigella_Lawson. So amazing <3.
[Everybody needs to learn how to describe food like @Nigella_Lawson. So amazing (love).]

MT256. Sometimes when I wake up I feel like Beyonce. Excuse me while I gloriously float out of bed and change the world.
[Sometimes when I wake up I feel like Beyoncé. Excuse me while I gloriously float out of bed and change the world.]

MT257. “@User: 1 fart burns approximately 67 calories. Farting 52 times in one day can burn 1 pound of fat.” eat those beans!.
[“@User: One fart burns approximately 67 calories. Farting 52 times in one day can burn one pound of fat.” Eat those beans!]

MT258. My God, shut up already you narcissistic cow. Is there ever ANYTHING you can talk about other than yourself??.
[My God, shut up already you narcissistic cow. Is there ever anything you can talk about other than yourself?]

MT259. People who post photographs of themselves with completely irrelevant and pointless captions..... SMH.
[People who post photographs of themselves with completely irrelevant and pointless captions, *shaking my head*]

MT260. Not to toot my own horn, but it's kinda cool the amount of stuff you can get accomplished when you really put your mind to it.
[Not to blow my own horn, but it's kind of cool, the amount of stuff you can get accomplished, when you really put your mind to it.]

MT261. I just spent the past 30 minutes of my life looking at breast pumps for my aunt. You know, as you do.
[I’ve just spent the past 30 minutes of my life looking at breast pumps for my aunt. You know, as you do.]

MT262. Oh man I needed that nap!!!!
[Oh man, I needed that nap!]

MT263. I love how breast milk is always considered a food source in these notes. Yeah, as if I’m gonna consider sucking on some random boob.
[I love how breast milk is always considered a food source in these notes. Yes, as if I’m going to consider sucking on some random breast.]

MT264. RT @BC_SPCA: If you are thinking about adopting a cat or kitten the time is meow! 50% off all feline adoption fees until Dec. 9 http://…
[RT @BC_SPCA: If you are thinking about adopting a cat or kitten the time is meow! 50% off all feline adoption fees until Dec. 9 http://…]

MT265. Longest day in the history of EVER. Kicking back with a mug of Toasted Marshmallow http://t.co/tw6BH5PJ
[This is the longest day in history. I am relaxing with a mug of toasted marshmallow http://t.co/tw6BH5PJ]

MT266. @kurt @will Will is a beautiful pooh. Ignore his delusional tweets.
[@kurt @will Will is a beautiful pooh. Ignore his delusional tweets.]

MT267. Spent the whole day filming for our Think & Eat Green project. I never thought I’d see the day where I would http://t.co/U47nFdzN
[I spent the whole day filming for our Think & Eat Green project. I never thought I’d see the day where I would http://t.co/U47nFdzN]

MT268. & Then she was all “GO AWAY! I’m not eating liver like you told me to. Disgusting!”
[& then she said “Go Away! I’m not eating liver like you told me to. Disgusting!”]

MT269. My pregnant aunt just posted photos of like onion ring & fries on Fb and I immediately texted her “STOP IT YOU COW”
[My pregnant aunt just posted photos of onion ring & fries on Facebook and I immediately texted her “Stop it you cow”]

MT270. @kurt no. I gave myself a horrendous haircut and I’m so hideous I’m not leaving my house even if it is on fire.
[@kurt no. I gave myself n horrendous haircut and I’m so hideous. I’m not leaving my house even if it is on fire.]

MT271. Carly Rae Jepsen’s album artwork for ‘Kiss’ is actually better than I thought it would be, looks kinda 80s https://t.co/DDsvDBGb.
[Carly Rae Jepsen’s album artwork for ‘Kiss’ is actually better than I thought it would be, looks kind of 80’s https://t.co/DDsvDBGb.]

MT272. This tweet is to Sue: Please kindly FUCK OFF. And stop stalking my twitter you sad little immature girl.
[This tweet is to Sue: Please kindly fuck off and stop stalking my twitter, you sad, little immature girl.]
MT273. This is ridic. It's 11:34 and I'm so tired :(.  
   [This is ridiculous, its 11:34 and I'm so tired (sad).]

MT274. I give up on some people. I give, give, give and they take, take, take. And then just completely ignore me. #truecolours.  
   [I give up on some people. I give; they take and then just completely ignore me. #truecolours]

MT275. I couldn't help myself when I saw this stunning pic! So, so gorgeous @horse_shoe_peace x http://t.co/VLQr6XNs.  
   [I couldn't help myself when I saw this stunning picture. So gorgeous. @horse_shoe_peace (kiss) http://t.co/VLQr6XNs.]

MT276. LOL at people booing Cher Lloyd today at V. Glad I wasn't there otherwise I would have had to stab my ears to get rid of her "singing".  
   [Laughing out loud at people booing Cher Lloyd today at V. Glad I wasn't there otherwise I would have had to stab my ears to get rid of her "singing".]

MT277. That sleep was much needed. In my comfy bed thank god. Now time to relax in the bath!.  
   [That sleep was much needed. In my comfy bed thank God. Now time to relax in the bath.]

MT278. Going through a whole spectrum of emotions today. I feel totally weird :s.  
   [I'm going through a whole spectrum of emotions today. I feel totally weird (confused).]

MT279. Getting nervous about my interview tomorrow :/.  
   [Getting nervous about my interview tomorrow (confused).]

MT280. Just so you all know, #LeonaLewisTrouble gets it's premiere on BBC Radio 1 tomorrow morning! WOOP!.  
   [Just so you all know, #LeonaLewisTrouble gets its premiere on BBC Radio 1 tomorrow morning. *Excited*]

MT281. I'm so excited for #Trouble tomorrow, it's unreal. I really will not be able to sleep tonight. NEW LEONA IN THE MORNING :D.  
   [I'm so excited for #Trouble tomorrow, its unreal. I really will not be able to sleep tonight. New Leona Lewis in the morning (big smile).]

MT282. It's gonna take much more than a heart to save me...go on let it bleed <3.  
   [It's going to take much more than a heart to save me, go on let it bleed (love).]
MT283. You drink more than you used to, fell in love, how could you? Trust your heart like only fools do, go on let it bleed.
   [You drink more than you used to, fell in love, how could you? Trust your heart like only fools do, go on let it bleed.]

MT284. Lion loose in Essex? Y’all need to hide yo kids, hide yo wife and hide yo husband cos it be eatin everybody up in here.
   [A lion loose in Essex? You all need to hide your children, hide your wife and hide your husband because it be eating everybody up in here.]

MT285. Can my laptop's wifi decide to work already please?.
   [Can my laptop's wifi decide to work already please?]

MT286. Can my body stop putting on wait plz?
   [Can my body stop putting on ‘wait’ please?]

MT287. OMG weight*.
   [Oh my God weight*]

MT288. It's late at night...my brain is slowly shutting down.
   [It's late at night, my brain is slowly shutting down.]

MT289. I'm so pissed that the snippets of Mountains and IMUMM have leaked -__- I suppose it's better than the full songs though...
   [I'm so pissed that the snippets of Mountains and IMUMM have leaked (straight face) I suppose it's better than the full songs though]

MT290. Having such a great time at @vfestival with my homies :D.
   [Having such a great time at @vfestival with my friends (big smile).]

MT291. Always reminds me of summer this tune :) @TNAF http://t.co/sCm7vF5t
   [Always reminds me of summer this tune (smile) @TNAF http://t.co/sCm7vF5t]

MT292. @kurt in my bed. Im training them.
   [@kurt in my bed. I’m training them.]

MT293. @kurt haha you just need to try harder #excusethepun
   [@kurt (laughing) you just need to try harder #excusethepun]

MT294. Tonight, we’re drinking from the bottle!
   [Tonight, we’re drinking from the bottle]

MT295. Im helping the cause. Tweet #KESHAWARrior to join the movement.
   http://t.co/MqsM8cvh
[I’m helping the cause. Tweet #KESHAWARRIOR to join the movement.
http://t.co/MqsM8cvh]

MT296. @kurt *blushes* but it’s all lies.
[@kurt *blushes* but it’s all lies.]

MT297. @kurt I looked and the mirror cracked :/ haha
[@kurt I looked and the mirror cracked (puzzled) (laughing)]

MT298. LOL at Louis singing along #xfactor
[Laugh out loud at Louis singing along #xfactor]

MT299. @kurt I only met George :/ some girls were hogging the others (’cuse the mess on the right) http://t.co/3975OMP4
[@kurt I only met George (puzzled) some girls were hogging the others (excuse the mess on the right) http://t.co/3975OMP4]

MT300. @kurt I’m here for JJ. He is! He came out last weekend in the papers but also mentioned it yersdat in the VTs
[@kurt I’m here for JJ. He is! He came out last weekend in the papers but also mentioned it yesterday in the VTs]

MT301. Off to The Hilton Hotel for the night, then to the Airport in morning :) #Excited lol.
[Off to the Hilton Hotel for the night, then to the Airport in morning (smile) #Excited laugh out loud.]

MT302. Finally boarding! Can’t wait to be in Venice! :).
[We’re finally boarding. I can’t wait to be in Venice. (smile).]

MT303. These 3 days are going to go so quick in Venice!!!.
[These three days are going to go so quick in Venice.]

MT304. Every time I board a low budget flight the rush to get on board is priceless. Haha.
[Every time I board a low budget flight, the rush to get on board is priceless. *laughing*.]

MT305. Back in London! I love traveling!!!!! ( I’ve been on a tube, train, bus, taxi, coach, airplane and a boat this weekend #PublicTransport ).
[I’m back in London. I love travelling. (I’ve been on a tube, train, bus, taxi, coach, airplane and a boat this weekend #PublicTransport).]

MT306. In York for the day! WOW I haven’t been here for years!!!.
[I’m in Yorkshire for the day. Wow, I haven’t been here for years.]
MT307. Thank You SOOOOO Much To Everyone That Has Donated To The Fostering Network So Far. Your All AWESOME!!!! XxXx http://t.co/kB0gguEm.
[Thank you so much To everyone that has donated to the Fostering Network so far. You’re all awesome. (big kiss) (small kiss) (big kiss) (small kiss) http://t.co/kB0gguEm.]

MT308. Want to thank everyone that has supported me and the @fosteringnet for the #BrightonHeroesRun! We've nearly raised £350 for their charity!.
[I want to thank everyone that has supported me and the @fosteringnet for the #BrightonHeroesRun! We've nearly raised £350 for their charity.]

MT309. The weather in London is beautiful. I'm getting very excited to go to the South of France on Sunday!!! :).
[The weather in London is beautiful. I'm getting very excited to go to the South of France on Sunday. (smile).]

MT310. Can't wait to see @leonalewismusic at the @RaysofSunshine concert tonight! Whoop whoop.
[I can't wait to see @leonalewismusic at the @RaysofSunshine concert tonight!. *Excited*.]

MT311. Love when dancing on stage and I decide half way through a back flick that I want to do an extra one, when upside down in the air!!!! Lol.
[Love it when I'm dancing on stage and I decide half way through a back flick that I want to do an extra one, when upside down in the air. Laugh out loud.]

MT312. Can't wait to visit @Hopefield_Essex again today! It's amazing what the people do there to look after the animals! :).
[I can't wait to visit @Hopefield_Essex again today. It's amazing what the people do there to look after the animals. (smile).]

MT313. OMG I love @leonalewismusic art work for #Trouble! I'm so excited to hear it and buy it on my birthday! :) http://t.co/m8OXvUHE.
[Oh my God, I love @leonalewismusic art work for #Trouble. I'm so excited to hear it and buy it on my birthday! (smile) http://t.co/m8OXvUHE.]

MT314. Notting Hill Carnival was crazy today :).
[Notting Hill Carnival was crazy today (smile).]

MT315. Can't wait to see the talent at #AmberlieghFundraiserShowcase :). Amberliegh Fundraising showcase http://t.co/hvZUytHn.
[I can't wait to see the talent at #AmberlieghFundraiserShowcase (smile). Amberliegh Fundraising showcase http://t.co/hvZUytHn.]
MT316. Ice skating isn't my thing! I fell over like 5 times! Lol.
   [Ice skating isn't my thing. I fell over like five times. Laugh out loud.]

MT317. I'm sad that @leonalewismusic didn't perform at the London 2012 Closing
   ceremony!.
   [I'm sad that @leonalewismusic didn't perform at the London 2012 closing
   ceremony.]

MT318. I used to love packing for holidays! Now its so much effort! I just wanna be on the
   beach! Lol.
   [I used to love packing for holidays. Now it’s so much of an effort! I just want to be
   on the beach. Laugh out loud.]

MT319. The sun is shining and were on another road trip! :).
   [The sun is shining and we’re on another road trip! (smile).]

MT320. Richmond Park is BEAUTIFUL! Doesn't seem like London! :).
   [Richmond Park is beautiful! It doesn't seem like London. (smile).]

MT321. @artie thank you! The first show is on Saturday! Ahhh :P
   [@artie thank you! The first show is on Saturday! Ahhh (sticking tongue out)]

MT322. Been rehearsing all morning! Now time for lunch then back to the theatre in 1
   hour!!! I’m loving Ålesund! So happy to be here! :)
   [I’ve been rehearsing all morning, now it’s time for lunch, then back to the theatre in
   an hour. I’m loving Ålesund! So happy to be here! (smile)]

MT323. WOW so many fireworks going off! #HappyDiwali
   [Wow, so many fireworks going off! #HappyDiwali]

MT324. @Holly how can you win them?
   [@Holly how can you win them?]

MT325. Off to the theatre! #TLBC
   [Off to the theatre #TLBC (The London Ballet Theatre)]

MT326. Awful! thank god for the MUTE button on my TV!!!!!! #xfactor
   [That was awful. Thank God for the mute button on my TV #xfactor]

MT327. @Holly good good! Glad you was prepared :)
   [@Holly good! Glad you were prepared (smile)]

MT328. @Holly your welcome bun! Hope yours got home in a better condition than mine
   haha :)

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[@Holly you’re welcome bunny! Hope your’s got home in a better condition than mine (laughing) (smile)]

MT329. Happy Birthday @Mike :)
   [Happy Birthday @Mike (smile)]

MT330. People don’t know Real music!!!!!!! :(
   [People don’t know real music (sad)]
APPENDIX THREE
Conversation Twitter Data

Santana & Quinn (F-to-F)

1. Terrible nightmare :( 

2. @quinn wat was it about? 

3. @santana Bestfriend died :( 

4. @quinn oh that sucks :( ...it was all merely a dream 

5. @santana Yeah! I cried so much :/

6. @quinn did u tell ur best friend bout it? 

7. @santana Yeah, but she said it could happen in real life. Faggot she is :/ haha

Santana & Joe (F-to-M)

1. Lol! Mnets promo of sundays (I knw, so late :( ) #xfactorusa final claims @SimonCowell is Santa coz he's giving sum1 5mil on Christmas :) 

2. @santana @simoncowell yeah but that's a recording contract they r not getting the $ directly pretty sure though they'll earn more! :) 

3. @joe people never listen pass '5 million dollar...' *hooray I won, new car, clothes, house* '...contract!' *wait, wat?* :D LOL 

4. @santana lol thats so tru
5. @joe Im nt loggin in2 twitter or checkin the internet till Sunday, wen melanie wins :) 

6. @santana seriously? U'll have to stop tweeting for few days then haha lol :) x 

7. @santana theres that confidence again lol and its better to witness the win 4 urself instead of reading bout it 

8. @joe I think so 2 lol. I dnt wana read about 'her winning’ *fingers crossed* :p I wana c her reaction 

9. @joe dnt give the game away @joe lol. Xfactor only comes on here Christmas day :) 

10. @santana I wnt b able 2 control myself, I’ll b in da audience. Leona will b there. So I’ll b tweeting like crazy lol 

11. @joe at least nw I knw who's tweets 2 read 2nite. @JOE the XfactorUSA Commentator :) 
   [@joe At least now I know whose tweets to read tonight. @JOE, the Xfactor USA Commentator *Smiley Face*] 

12. @ santana hahaha u'r hilarious! Chances r it's gonnab a bunch of blabbing lol ;) x 

13. @santana well just picture what I'll see 2nite if I don't get 2 xcited I'll try 2 take pic snapshots! ;) x 

14. @joe rub it in lol. I read she's performing 'run' :) 

15. @santana ya she is, bet it sounds as amazing as the labyrinth tour version 

16. @joe ya, shes gonna show them hw its dun lol. Shes the #xfactorqueen :)

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Santana & Rachel (F-to-F)

1. @santana hi

2. @rachel hey

3. @santana how r u?

4. @rachel pretty good, u?

5. @santana want to know why i'm happy ?

6. @rachel is it leona related? :)

7. @santana no. lol. guess again

8. @rachel birthday?

9. @rachel I suck @ this game lol

10. @santana shall i just tell u?

11. @santana i kissed my best friend

12. @santana what do u think of it?

13. @rachel & nw u hv a permanent smile on ur face! :) glad ur happy my friend

14. @rachel & its ur best friend :)

15. @santana but i'm happy.

16. @rachel :)
17. @rachel proud of u & thanx 4 telling me

18. @santana that's OK. Anyway, lol, what's your sexuality?

19. @santana I knew i was bisexual when I started having feelings about Leona

20. @santana You know I love Leona ;) But at least i'm confident in my sexuality

21. @rachel straight :)

22. @santana You're as straight as a ruler lol :P

23. @rachel lol

Mercedes & Santana (F-to-F)

1. Ok…sorry I took so long bt…I heard sumthing in a 90210 ep I just watched & thought of u…

2. What is it?

3. Its wen Liam & Silver r talking about her taking the test for cancer. Liam (to Silver): ‘If you can’t enjoy life without knowing, maybe u should take it. Knowing can’t be much worse than this right?’

   [It’s when Liam and Silver are talking about her taking the test for Cancer. Liam (to Silver): ‘If you can’t enjoy life without knowing, maybe you should take it. Knowing can’t be much worse than this right?’]

4. *hug*

5. Hope it helps :)
Emma and Santana (F-to-F)

1. @emma gonna MISS U @ cubana night :( gonna b massive double bday celebration & our 'season finale' lmao
2. @santana whoops! Is it your birthday?? Whoops! Tell me it's not :-D.
3. @santana I'm sorry I missed your birthday but I LOVE YOU... Hope you had a great day!! HAPPY HAPPY!! xx
4. @emma nah, nt such a good day. Gonna celebrate @ cubana ma. Pity I dnt hv u 2 keep me upright like last time... :D lmao
5. @santana shame.. Hopefully it'll be kickin on that night!.
6. @santana aww wish I could be there! Wait I thought u guys were meeting sometime on the 15th or did I just imagine that??
7. @emma ja the 15th

Holly and Will (F-to-M)

1. @Holly she should have got an Oscar yearsssss ago. #benditlikebeckham
2. @Will The Duchess, Atonement, Pride & Prejudice!! She was robbed!!! x
3. @Holly atonement fo sho x
4. @user4 @Will I LOVE HERRRRRRRR!!!!!
5. @Holly I know this is probs a silly question but are you gonna see house on the end of the street? x
6. @Will I might have to smuggle my unicorn in to hug + hide behind but yes it needs to be done! Lord help the cinema if she dies! x
7. @Holly don't worry, she'll be resurrected for CF ;) x
8. @Will Did you see, the brunette is baaaaaack! x
9. @Holly I did! Much prefer her with brunette hair, don't hate on me! x

10. @Will blonde, brunette, blue skinned, i'm really not picky x

### Holly, Will and Unnamed User (F-to-M)

1. @Holly @User My new addiction x [http://t.co/soGOT5Pw](http://t.co/soGOT5Pw)

2. @Will @User lol how did I know it would be her before I even clicked the link? ;) I'll check her out properly tonight haha x

3. @Holly @User Haha, I'm loving her at the mo. And her album will tide me over nicely until a certain other album drops in 5 weeks x

### Quinn and Joe (F-to-M)

1. @Quinn: I stay awake when you fall asleep. U'r just a lotta Trouble hey hey ;) x

2. @Quinn: Back to hell I hope u realized that earth is hell just hotter in the summer compared to winter but hell nonetheless ;) 

3. @Joe School itself :( 

4. @Quinn don't worry it'll get worse lol I was not gonna say better cause it won't do enjoy while you can! ;) 

5. @Joe Ikr. It's just that I have to stay at school from 9 tot 16:30 and it's exhausting. I'm shattered at the end of the day. 

6. @Quinn isn't that 7 1/2 hour? I spend 8 to 5 and am on the road at 6:30 am back at around 6:00 pm & that every day. 

7. @Quinn yeah I know I used to have to do the same and then study at evening time so no time to play unfortunately! :(
Marley and Suga (F-to-F)

1. @Marley I miss youuuuuuuu!
2. @Suga awh hunny miss you too
3. @Marley how are you babe?
4. @Suga i'm good and you
5. @Marley http://yfrog.com/nz2qpaej you look just like Leona in this one OMG Dani!
6. @Suga just like leona, woow what a compliment babe thankyou
7. @Marley where was this pic taken? beautiful!
8. @Suga at my school babe ! It was prom x
9. @Marley really! and you're welcomexx
10. @Suga hihi loveyou
APPENDIX FOUR

Example of TwitLonger Message (Sue)

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**TEMPLE ANNOUNCEMENT** PLEASE READ THROUGHFULLY

Hey Everyone!

Last November, with the help of my friends and some of Leon's first, we completed a fundraiser. The money raised benefited the temple, important and its needs.

She thoroughly enjoyed the book with its many filled pages of wonderful messages and photographs from fans. Personally it was a pleasure to see how our ideas, through much hard work, come together.

As you may already know, on the 2nd of December 2012 Leon alongside Matt Castle will be performing at the Hospitaki annual performance in Braswell, Texas. As a final will hopefully be a fundraising event to help support the sanctuary and both within.

This year I would try and create something special, helpful and meaningful to Leon and the sanctuary. In order to do this I need your help.

**1000 Challenge**

We are going to create a *Christmas Fun Box* that will be personally delivered to Leon by myself. This box will contain personal letters from you all.

Solve:

Have you ever wondered what effect those spare pennies in your purse could have on an animals life?

Well now it is your chance to use them for a good cause and help to make a difference!
How to get involved:

Step 1 – Donate a minimum of £1 (GBP) for Dogs4Life Animal Sanctuary
Step 2 – Write/Type a personal letter for Lemma
Step 3 – Sit back and relax!

*Questions and Answers*

Donations:
Can I donate more than the minimum amount?
Yes, the more you give the more animals lives can be improved.

Can I donate below the minimum amount?
Yes, but your letter(s) will not be entered.

How do I send my donation?
Through PayPal, Log into PayPal and click ‘Send Money’. Yes! You need to have a PayPal account to make your donation.

Why do I need a PayPal account?
PayPal is the safest way to make online payments.

Who do I make a donation to?
Please send all donations to – maincourtiersow@gmail.com
Letters/Others Media:

How can I send a letter?

Send your letter to: ...@universityofwesterncape.com. This means you will need to type up your letter or scan in a written copy if you prefer this. PLEASE include your name, age, location and twitter username.

How do I print my letter for box?

No need to worry about printing. I will do all the work needed for presentation all you need to do is follow Step 3.

Can I include a poem?

Yes. You can include anything you like as long as it is appropriate. For example: Photos, poems, written songs, stories or anything you wish to share with Leona.

***Terms & Conditions***

- Donations will be made to Leona Animal Sanctuary.
- All donations made will be put into a physical format such as a flip book.
- Chosen format will then be presented to Leona on behalf of the Sanctuary on the 2nd of December 2012.
- Donations made will be non-refundable.
- Personal letters and other media will be proof read for protection of Leona and her friends.
- If you have any further questions please contact us at info@universityofwesterncape.com

***IMPORTANT INFORMATION FOR PARTICIPANTS***

I will not know until the 31ST NOVEMBER 2012 if I am 100% sure I can attend. On a rough scale, I am 95% sure I will be attending, but that is still less than 100%.

In the event that I am unable to attend, the package will be delivered every next visit to see Leona in the near future.
I promise it will reach her eventually.

Thank you,
It's only together we can make a difference.

Sincerely,
Sue
SOS: SOS

UNIVERSITY of the WESTERN CAPE
## APPENDIX FIVE

### CMDA Language Domains

<table>
<thead>
<tr>
<th>Domain</th>
<th>Phenomena</th>
<th>Issues</th>
<th>Methods</th>
</tr>
</thead>
<tbody>
<tr>
<td>Structure</td>
<td>typography, orthography, morphology, syntax, discourse schemata</td>
<td>genre characteristics, orality, efficiency, expressivity, complexity</td>
<td>Structural/Descriptive Linguistics, Text Analysis</td>
</tr>
<tr>
<td></td>
<td></td>
<td>what the speaker intends, what is accomplished through language</td>
<td>Semantics, Pragmatics</td>
</tr>
<tr>
<td>Meaning</td>
<td>meaning of words, utterances (speech acts), macrosegments</td>
<td>interactivity, timing, coherence, interaction as co-constructed, topic development</td>
<td>Conversation Analysis, Ethnomethodology</td>
</tr>
<tr>
<td>Interaction</td>
<td>turns, sequences, exchanges, threads</td>
<td>social dynamics, power, influence, identity</td>
<td>Interactional Sociolinguistics, Critical Discourse Analysis</td>
</tr>
<tr>
<td>Social behavior</td>
<td>linguistic expressions of status, conflict, negotiation, face-management, play, discourse styles, etc.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Table 6: Four Domains of Language