

Univerzita Karlova

Filozofická fakulta

Ústav anglického jazyka a didaktiky

Diplomová práce

Bc. Renata Bočková

**Užití interpunkce, emoji a emotikonů v urážlivých komentářích na
YouTube**

**The Use of Punctuation, Emoji and Emoticons in YouTube Abusive
Comments**

Praha, 2019

vedoucí práce: PhDr. Pavlína Šaldová, Ph.D.

I should like to express my warmest thanks to PhDr. Pavlína Šaldová, Ph.D. for her patience and kind guidance throughout the creation of this thesis.

I declare that the following MA thesis is my own work for which I used only the sources and literature mentioned, and that this thesis has not been used in the course of other university studies or in order to acquire the same or another type of diploma.

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Bc. Renata Bočková

Abstract

This thesis attempts to contribute to the study of punctuation marks (including emoji and emoticons) used in computer-mediated communication. It aims to describe their role in abusive comments on *YouTube* videos with LGBT content and the extent to which their use differs in respectful and hateful comments on such videos. The analysis concentrates also on how the distribution of punctuation marks differs in relation to the polarity, content and length of comments. The thesis also provides a comparison of the frequency of the occurrence of punctuation marks in both respectful and hateful comments. In addition to that, this paper attempts to classify emoji and emoticons according to their role in the text.

Abstrakt

Tato práce navazuje na studie zabývající se interpunkcí (včetně emoji a emotikonů) v počítačové komunikaci. Jejím cílem je popsat roli interpunkčních znamének v urážlivých komentářích na videa na *YouTube* s LGBT tématikou a stanovit, do jaké míry se jejich použití liší u těchto videí v pozitivních a negativních komentářích. Analýza se soustředí také na porovnání jejich distribuce v komentářích s odlišnou polaritou, délkou a s odlišným obsahem. Navíc přináší klasifikaci emoji a emotikonů podle jejich role v textu.

Key words

Computer-mediated communication, YouTube, emoji, emoticons, punctuation, Internet communication

Klíčová slova

Počítačová komunikace, YouTube, emoji, emotikony, interpunkce, komunikace přes internet

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Abbreviations

CGEL Comprehensive Grammar of the English language

CMC computer-mediated communication

PGP Penguin Guide to Punctuation

S1 the pilot study conducted in July 2018

S2 the second study presented in this paper (conducted between December 2018 and February 2019)

1. Introduction

The function and form of punctuation marks has evolved over time and their development and modification of use was commonly connected to the change of the media of written communication (e.g. the emergence of print called for special rules of dividing a text). Thus, it does not seem surprising that the new media of communication — computers and cell-phones — should also influence the use of punctuation marks.

The study of computer-mediated communication (CMC) is often linked to specific stylistic, syntactic and morphological aspects of the text in comparison to both written and spoken language. This paper attempts to describe the specific uses of punctuation marks and emoji and emoticons in CMC.

Since the CMC exists only a few decades and emoji have gained popularity only recently, the studies on the specific features of CMC are not as numerous and the linguistic research mainly concentrates on the use of abbreviations and non-standard spellings. The emoji and emoticons are often subject to disciplines linked to disciplines other than linguistics (psychology, computer sciences, etc.), and if they (emoticons more commonly than emoji) are considered in linguistic research, it is usually limited to (psycholinguistic) experimental studies and non-authentic material.

However, it is possible to find also a few studies based on natural data (mostly on personal cell-phone conversations). This thesis attempts to contribute to the descriptive study of CMC by using authentic data from public social network (*YouTube*).

Chapter 2 presents an overview of some of the most important theoretical issues connected to the study of punctuation, emoji and emoticons in CMC. The first part of this chapter concentrates on the relationship between punctuation and emoji and emoticons and on their place in linguistics. Section 2.3. deals with the definitions of English standard punctuation and its purpose. The subsection 2.3.3. presents a brief overview of the punctuation marks standardly used in English, their characteristics and possible uses.

Section 2.4. discusses the characteristics of CMC and its types. Section 2.5. presents the historical development of emoji and emoticons and on their various uses in CMC. The last part of Chapter 2 presents an overview of the previous studies on the punctuation marks in CMC.

Chapter 3 is dedicated to the methodology and chapter 4 presents the analysis of the comments with detailed descriptions of the uses of punctuation, emoji and emoticons in relation to the polarity, content and length of the comments and the final results.

Chapter 5, Conclusion, summarizes the results and speculate on the causes for various distribution of punctuation marks.

2. General section

2.1. Punctuation, emoji, and emoticons and their place in linguistics

Conventional usage and form of punctuation marks have changed and evolved over time. This description of the evolution of punctuation is primarily a matter of historical linguistics. The current standards of punctuation is a topic covered, even though not always in great detail, in present-day grammars. For instance, *A Comprehensive Grammar of the English Language* (CGEL) by Quirk et al. (1985) dedicates a whole chapter (“Appendix III Punctuation”) to punctuation standards in English (see section 2.3.).

These standards are not the same for all languages. The significant differences are usually connected to the language structure. Also, some writing systems use their own punctuation marks (e.g. in Japanese) which can be similar in function but different in shape, and vice versa (Prasoon, 2015: Chapter 6¹). Nevertheless, present-day linguistics usually focuses primarily on the description of deviations from the punctuation standards. The deviations are most prominent in computer-mediated communication (CMC), but they also occur in, text messages, etc. Of course, errors in standard uses of punctuation marks and in placing them at the right place is not a new phenomenon, yet as far as the CMC is concerned, it is not always suitable to talk about “errors”, but rather about “deviations” from the English standard punctuation, or even “special uses” of punctuation.

2.2. The relationship between punctuation, emoticons, and emoji

Linguistic research of Internet communication relates the study of emoticons and emoji most frequently with the study of either Internet abbreviations, or punctuation. Not always, however,

¹ The PDF version does not have the page numbers marked.

is this connection explained. All three phenomena are, of course, obvious markers of CMC — all three of them play an important role in conveying emotional and pragmatic meanings of the message, and they often co-occur (Crystal, 2011: 4-5, 19). Despite the fact that emoji and emoticons may in some contexts carry semantic meaning and thus function rather as abbreviation, in most situations they behave similarly to punctuation marks, e.g. in example 1 the emoji is placed at the very end of the sentence instead of final period.

(1) I CANT FUCKIN STOP CRYING 🤔 [1B]²

Ewa Jonsson (in print) in her paper “Emotives: From Punctuation to Emojis” states that emoji and emoticons along with sentimental initialisms (i.e. abbreviations expressing emotions, e.g. *lol* for “laughing out loud”) are all part of an ongoing evolution of punctuation marks (in print: 1) (a more detailed description Ewa Jonsson’s position will be given later in this chapter and also in section 2.6.2.). This thesis, however, disregards the abbreviations and concentrates only on the occurrence of punctuation marks, emoji and emoticons.

In CMC, it is possible to find many standard instances of uses of punctuation marks, but in addition to that, there appear to be some very specific uses of certain punctuation marks which evolved along with the new type of the communication media, e.g. computers and cellphones. Now, keyboards allow the author to repeat individual symbols easily and very fast, and thus they are a convenient means of emphasis. Just like in speech, the vowels here can be “lengthened” due to the repetition of the same letter, as in *sooo good*. Similarly, punctuation marks, if repeated, can have various meanings, e.g., *!!!!*, usually emphasizes the exclamation, *????* puts emphasis on the question, but it can also mean that the author does not understand or agree with the preceding statement.

In online communication, punctuation marks can be used to create typographical representations of faces with different expressions – e.g., a combination of a colon, a hyphen, and a parenthesis can express either a smile or a frown depending on the choice of the parenthesis, i.e. either < :-) >, or < :- (>. These combinations, generally called emoticons, or smileys and frowneys, were suggested already in 1982 by Professor Scott Fahlman (see section 2.5.) (Jonsson, in print: 1-2). Once these emoticons had spread among users (in the late 1990s and early 2000s), many other variants developed resulting in new combinations of punctuation

² The number refers to the number of video and the letter refers to the letter of the comment (see the table in Appendix Ii).

marks, e.g. <:/ >, or of other symbols, e.g. <xx> (meaning "hugs") (Jonsson, in print:2). Therefore, one of the obvious connections between punctuation and emoticons is simply their form — they were created by a combination of ordinary punctuation symbols.

This connection is, however, much more complicated in case of the emoji, which developed as the emoticons gained popularity. These new pictures, unlike emoticons, are typed as a whole and not created by individual symbols. Visually, they are much more complex than punctuation marks. Yet still, they share many similarities.

One of the similarities is the position of emoji in the text. Both emoji and emoticons are most often inserted at the very end of a sentence, a clause, or a whole text — sometimes also at the very beginning (Thompson, 2016: 106). In some cases, however, they may be followed or preceded by another standard punctuation mark (Jonsson, in print: 12), commonly by exclamation or question marks indicating sentence types.

According to whether the emoji/emoticons stand alone, or whether they are followed by another punctuation mark, they can either function as punctuation or merely enhance it respectively (Thompson, 2016: 106). However, unlike other punctuation marks (with few exceptions), emoji and emoticons can, as stated above, stand on their own and still create a meaningful utterance (Jonsson, in print: 14). This suggests that they might also carry semantic meaning.

Another similarity to punctuation marks is that emoji and emoticons indicate the pragmatic function of the utterance — its tone and prosody — and they help the readers interpret the messages (Jonsson, in print: 1). Thus, even though, punctuation and emoji do not correspond visually (unlike emoticons), they still share some functional and positional features. The users and IT developers seem to be at least to some degree aware of this phenomenon, which is supported by the fact that most cell phones nowadays have the most common emoticon < :-) > as a component of its keyboard (usually in the punctuation section).

This leads to wider use of the emoticon. Emoji are now available not only on certain cell-phones, but also on some social websites (e.g. *Facebook* and *Twitter*), and thus they can be created even using a computer, laptop, or a cell -phone without the emoji keyboard. *YouTube*, however, still does not offer this possibility and the emoji can be inserted only from the

cell-phone emoji keyboard or copied from the Internet. This, of course, may influence their frequency and thus influence the results of the presented study.

2.3. Punctuation standards in English

2.3.1. Defining punctuation

The definition of punctuation varies in different linguistic approaches, e.g. Patt (2013) in his book *Punctuation as a Means of Medium Dependent Presentation Structure in English: Exploring the Guide Functions of Punctuation* discusses two definitions – one by Jones (1995: 620):

Punctuation [...] can be defined as the range of non-lexical orthography. This definition includes a very wide range of phenomena, from the sub-lexical (hyphens, apostrophes) through the inter-lexical punctuation marks to stylistic devices such as underlining and italicizing, and structural devices such as paragraphing and bullet-point itemization. (Patt, 2013: 91)

and one by Huddleston and Pullum (2002: 1724):

The punctuation marks are all segmental units of writing – i.e. they fully occupy a position in the linear sequence of written symbols. There are, however, various nonsegmental features which can serve the same kind of purpose as the punctuation marks [...] We will therefore regard punctuation as covering the use not only of punctuation marks but also of such nonsegmental features as italics, capital letters, bold face, and small capitals. (Patt, 2013: 92).

The first definition, which is quite broad, divides the use of punctuation into three groups: sub-lexical, inter-lexical, and stylistic devices. Jones thus understands punctuation as a device that helps the reader identify not only syntactic, but also morphological and lexical units, e.g. in *it's* where the apostrophe marks shortened version of *it is*, or in the compound *music-hall* (ibid.).

In the second quotation, punctuation is defined also very broadly because it takes into account not only punctuation marks but also nonsegmental features (or suprasegmental features) whose meaning may change depending on context. Their only function is to call the reader's attention

to a certain passage in the text, the reason for this highlighting, however, is not strictly defined (Patt, 2013: 92-93).

In this thesis, only the punctuation marks are the focus of our attention, the nonsegmental features are disregarded.

2.3.2. The purposes of punctuation

The two main purposes of the punctuation system in English (just as in other languages) according to Quirk et al. (1985) are the separation of successive or included units and specification of certain grammatical, semantic, or pragmatic functions (1610). Standard English uses the following symbols as punctuation marks: a period <.>, a comma <,>, a semicolon <:>, a colon <:>, a hyphen <->, a question mark <?>, an exclamation mark <!>, a dash <—>, round brackets <()>, square brackets <[]>, an ellipsis <...>, a quotation marks <” “>, an apostrophe <'>, a slash </>, an asterisk <*>, and angle brackets << >> (Quirk, 1985: 1613, Trask, 1997: 119-123). Each of them has its special use(s) and rules according to which they are placed in a sentence/text. Their use is in English guided by the text type and partly also by the author who may choose between light/ open and heavy/ close punctuation (Patt, 2013: 130).

Light punctuation is punctuation according to phonology, i.e. punctuation motivated by prosody, and here each unit of the text corresponds to a tone unit in speech. The author thus uses fewer punctuation marks because speech is divided into fewer tone units (Patt, 2013: 129-130), see example 2:

(2) *A file was passed to the Crown Prosecution Service but no charges were brought and, although the IPCC found all three residents had been hit by officers, they made no recommendations that anyone should be subjected to a disciplinary hearing. (ibid.)*

Heavy punctuation marks individual syntactic units, i.e. it is motivated grammatically. The text usually contains more syntactic units (than tone units) and therefore, it contains more punctuation marks (Patt, 2013: 129-130), see example 3:

(3) *A file was passed to the Crown Prosecution Service, but no charges were brought, and, although the IPCC found all three residents had been hit by officers, they made no*

recommendations that anyone should be subjected to a disciplinary hearing. (Patt, 2013: 130)

Texts marked by heavy punctuation leave less room for individual interpretation, and they are visually more demanding for a reader – this is why many authors prefer light punctuation (Patt, 2013: 265).

2.3.3. Punctuation marks

Some punctuation marks can be used only in a few specific contexts, and their use is very limited, but some may have a wide range of uses. In this section, the most common punctuation marks are briefly introduced (for more detailed information see *CGEL* “Appendix III: Punctuation” and *Penguin Guide to Punctuation* (PGP)):

2.3.3.1. A period

The main function of a period (also called a full stop) is simply marking the end of a declarative sentence (Trask, 1997: 5). This division, unlike the division within a sentence, is obligatory regardless of whether light or heavy punctuation is used. In many texts, the terminal period is the only mark that appears there (Patt, 2013: 98 – 99). Periods also appear in abbreviations marking the ending of individual words (Patt, 2013: 98).

2.3.3.2. A question mark and an exclamation mark

Both the question mark and the exclamation mark, similarly to the period, are placed at the end of a sentence (Trask, 1997: 8), but only these two express illocutionary forces of interrogative (e.g. *Have you seen my glasses?*)/exclamatory speech acts (e.g. *What nonsense they talk!*), i.e. they function as tone indicators and help the reader to “imagine” the tone the sentence would have had in speech (Patt, 2013: 102). A question mark matches the prosodic contrast between declarative and interrogative sentences in cases where the structure would otherwise indicate a declarative sentence (Quirk et al., 1985: 1633). It also has one more minor use – it can indicate that something in the text is uncertain, it is used for instance when a historical date is unsure: *The famous allegorical poem Piers Plowman is attributed to William Langland (? 1332 —? 1400)* (Trask, 1997: 9).

An exclamation mark is rather infrequent in most text types. It is used in sentences expressing strong emotions, exclamations or directives. However, the texts in which it appears too excessively might be perceived as “frivolous or immature” (Quirk et al., 1985: 1633).

2.3.3.3. A comma

A comma is the most flexible punctuation mark with a wide range of uses and it appears very frequently in written texts (Quirk et al., 1985: 1615), despite being in many cases optional (Patt, 2013: 105), e.g.:

(4) *Italy is famous for her composers and musicians, France for her chefs and philosophers, and Poland, for her mathematicians and logicians.* (Trask, 1997: 20)

Example 4 could be also written without the commas after the words *France* and *Poland* and the meaning would remain the same (Trask, 1997: 20). It is possible to distinguish several uses of the comma. *PGP* distinguishes four of them: a listing comma, a joining comma, a gapping comma, and a bracketing comma (2011: 12). Since the *PGP*'s classification is simpler and more straightforward, yet still sufficient enough for this thesis, only these four uses will be introduced.

A listing comma is used in cases where it could also be substituted by coordinative conjunction, commonly by *and*, sometimes even *or*. As the name signifies, it occurs in lists with three or more items in coordination, e.g. a series of modifiers (Trask, 2011: 14 – 16):

(5) *This is a provocative, disturbing book.* (ibid.)

However, the listing comma is not used in sentences in asyndetic coordination (Trask, 2011: 18). In *CGEL*, this type corresponds to the term “serial comma” (1985: 1616), and it refers also to *PGP*'s joining comma.

The only difference between the listing and the joining comma is that while the listing comma is used instead of coordinative conjunction, the joining comma precedes it and thus it can occur not only with phrases but also with sentences (Trask, 2011: 17 – 19).

Example:

(6) *Norway has applied to join the EC, and Sweden is expected to do the same.* (ibid.)

A gapping comma indicates that one or more words have been omitted from the text instead of being repeated (as in the case of ellipsis), see example 7:

(7) *Some Norwegians wanted to base their national language on the speech of the capital city; others, on the speech of the rural countryside.* (Trask, 2011: 19 – 20)

In example 7, the comma indicates that in the second clause the words *wanted to base their national language* have been omitted. However, these commas can usually be omitted without causing ambiguity (ibid.).

The last type introduced by *PGP* is a bracketing comma, in Quirk et al. (1985) called “a correlative comma” (1626). It separates included units, usually adverbials, or adverbial clauses, see example 8:

(8) *These findings, we would suggest, cast doubt upon his hypothesis.* (Trask, 1997: 21)

Again, its use is not obligatory if the adverbials stand at the end of a sentence, or if they are not too long (Trask, 1997: 22). The exceptions are cases in which the comma serves a syntactic function and indicates the type of adverbial (adjunct, disjunct, conjunct) (Quirk, 1985: 1626–1627). In the case of participles, verbless clauses, or infinitives, the comma is also usually required, for instance:

(9) *Knowing my views, they refrained from discussing the subject.* (Quirk, 1985: 1627)

2.3.3.4. A semicolon

A semicolon is often connected with formal writing (Quirk, 1985: 1620) and its main function is to substitute the conjunction *and* and thus connect two clauses in asyndetic coordination. For example, the sentence in example 10.

(10) *It was the best of times; it was the worst of times.* (Trask, 1997: 42)

could be also written with *and*:

(11) *It was the best of times, and it was the worst of times.* (ibid.)

or the sentence could be written as two separate sentences (ibid.). The semicolon can also precede conjuncts. It marks two independent clauses, but never dependent clauses (Trask, 1997: 44). Unlike listing comma, the semicolon is not used for connecting phrases (Patt, 2013: 103), e.g. in the sentence

(12) *Her long, dark, glossy hair fascinated me.* (Trask, 1997: 16)

the listing comma is used between individual modifiers (Trask, 1997: 16), in this case, the semicolon cannot be used.

2.4. Computer-mediated communication (CMC)

2.4.1. The definition and types

Computer-mediated communication (CMC) is one of the three media of communication, along with speech and writing is realized, as the title indicates, through electronic devices. Generally, it can be stated that it combines features of both speech and writing, but it is still possible to find many features inherent only to this type of communication (Crystal, 2011: 17, 32).

Traditionally, two types of CMC can be distinguished: synchronous and asynchronous (Thurlow, 2004: 45). The synchronous communication is such communication which happens in real time, one turn at a time (e.g. in chat channels) (Jonsson, 2015: 19), simultaneously when all the participants are present. Some researches note that this type shows a higher degree of orality (Jonsson, 2015: 25).

In the case of asynchronous communication, the participants do not reply immediately after they receive the message. The time span between the sender's and the receiver's reaction can be within minutes, but also hours, days, or even longer periods of time (e.g. in e-mails) (Thurlow, 2004: 45).

Jonsson also adds one more type of CMC: supersynchronous communication, where the participants may overlap, and the individual messages are seen by other participants before they are even finished. In this aspect, the supersynchronous communication behaves very similarly to speech. The example of this type would be a split-window *ICQ* (Jonsson, 2015: 19).

2.4.2. Characteristics

As stated above, CMC resembles in many ways both written texts and speech. The degree of resemblance differs depending on the type of communication (as mentioned above), on the purpose of communication and the relationship among participants. Some situations require formal language and applying the standards of written communication, e.g. e-mails exchanged between an employer and an employee. In the case of conversations with family members or friends, the text is very close to spoken language (Crystal, 2011: 20).

Despite the differences of genres and purposes of CMC, it is possible to summarize certain characteristics which seem to be prevailing, or which seem to be inherent to CMC (Crystal, 2011: 17). Many types of CMC (e.g. chat — see above) share the main properties with speech – they are time governed, in many cases requiring an immediate response, and they may not be permanent (e.g. the addressee may delete the e-mails after reading them) (Crystal, 2011: 20).

Unlike in speech, however, it is not always obligatory to reply immediately, and the participants are usually free to leave the conversation without reason. This need for immediate response differs in different types of CMC (Crystal, 2011: 20). In speech, the addressee(s) participate in the conversation by directly reacting to what the speaker is saying, e.g. by back-channeling, facial expressions, gestures, etc. In CMC the author does not require any simultaneous reaction that the addressee is “listening”. In fact, the addressee may not even be present at the time when the message is being written (Crystal, 2011: 22). Other difference is that in CMC all reactions are conscious, unlike in speech where, for example, the listener might unconsciously smile (Jonsson, in print: 3).

The similarity with written texts lies in the author having the same range of graphic properties as (s)he would in written communication (Crystal, 2011: 21). The exceptions to this are emoticons and emoji (Crystal, 2011: 23). First, it was believed that they substitute facial expression and other non-linguistic expressions in order to disambiguate the messages. This statement is, however, far too simple – the presence/absence of emoticons and emoji may influence how the reader perceives the message because it can change/emphasize its polarity, etc.

Another difference is that not all CMC messages are persistent and remain unchanged over time. The written text usually stays the same without editing (and if it is edited, the original

version in most cases remains), but the Internet allows, almost always, the text to be constantly changing, comments may be deleted, edited or rewritten, usually without the preservation of the previous version. The author may completely change the content and the form of their message (again, the possible modification differs according to the type of CMC) (Crystal, 2011: 29 – 30).

The language of the Internet also differs from speech and writing in its vocabulary, orthography, and grammar (Crystal, 2011: 57) regardless of what language the authors use. The new medium brought also new words connected with its use, e.g. *YouTuber*, *blogger*, etc. (Bodomo, 2010: 12) Many of these words spread not only into English but also into other languages.

One of the most noticeable features of computer-mediated communication is abbreviations and acronyms. They can be formed from phrases, e.g. *btw* “by the way”, whole sentences, e.g. *gtg* “got to go”, or individual words, e.g. *u* “you” (they can all be spelled variously with either capital or small letters) (Bodomo, 2010: 14). Some abbreviations are motivated by homophony, e.g. *b4* “before”, *IC* “I see”, or as the above-mentioned *u* “you” (Bodomo, 2010: 15).

2.5. The historical development of emoji and emoticons

Standards of punctuation have evolved and changed over time as the media of writing were developing. It is thus not surprising that with a new form of communication came new conventions (Jonsson, in print: 1), even though they are not yet fully established, and their use is still very subjective.

Emoticons, which can be characterized by D. Thompson’s definition (2006) as “symbols produced by creatively repurposing and combining existing characters to represent something new: signifying something absent in written language, or something more effectively “said” through symbol” (105), first appeared already in 1982 when Professor Scott Fahlman suggested the use of a colon, a hyphen, and parenthesis to create a smiling/ frowning face: < :-> >/< :-(>. These two faces were supposed to distinguish whether some message is meant as a joke, or whether it should be taken seriously (Jonsson, in print: 2).

The word “emoticon” resulted from a blend of the words “emotion” and “icon” since they were supposed to indicate the sender's emotions (Thompson, 2016: 105). In the 1990s, emoticons

started to be widely used in CMC not only in English-speaking countries but also worldwide (Jonsson, in print: 2).

Later, new symbols were added to the original two in order to convey the sender's mimicry, gestures, and the tone of their voice which occur normally in spoken communication (ibid.). Now, some researchers believe that the use of certain emoticons underwent a process similar to the standardization of punctuation — conventionalization and that their use is thus in many cases predictable, at least in broad categories, for example, that <:(> indicates sadness (Thompson, 2016: 106).

Nevertheless, it was then discovered that in spoken communication certain gestures and facial expression may be unintentional and spontaneous, while in written communication and in CMC, the sender chooses expressions and emoticons intentionally especially in asynchronous conversation where the immediate response is not required. Moreover, the message may hide the sender's true feelings which in spoken conversation would be obvious from their tone of voice, facial expressions, etc. (Jonsson, in print: 3).

At the end of the 1990s, when the popularity of emoticons was growing all over the world, the first emoji appeared. They were created by a Japanese telecommunications worker Shigetaka Kurita, and one of the reasons for its development was that the users felt the need to express their feelings even in CMC (Jonsson, in print: 5).

At first, the emoji were used in pager devices, and since they quickly gained popularity, their set was soon enlarged. After that in 2010, they started to be used also outside of Japan (Jonsson, in print: 5). The similarity of the word *emoji* to the English word *emoticon* or “emotion” is only accidental. The word *emoji* is a Japanese compound that means “pictograph” (from *e* 絵 “picture” + *moji* 文字 “character”) (Jonsson, in print: 6). The word was borrowed into English at the beginning of the 21st century (Etymonline³) and at first, it formed only irregular zero plural *emoji* which could be related either to the unfamiliarity of the word, but also to the nature of the Japanese language which does not express plurality. Now, however, the regular forms *emojis* can be found as well (OED⁴).

³ https://www.etymonline.com/word/emoji#etymonline_v_53354

⁴ <http://www.oed.com/view/Entry/389343?redirectedFrom=emoji#eid>

2.6. Previous studies

2.6.1. The use of emoji and emoticons in present-day CMC

Since the emoji have been in use world-wide only since 2010, the existing studies usually concentrate more on emoticons, which have been used for a decade longer. At the very beginning, the research focused on the use of emoticons in computer-mediated communication in relation to spoken language. It was at first assumed that these symbols were substitutions for gestures, intonation and facial expressions in spoken communication. Eventually, however, this hypothesis was proved wrong (Jonsson, in print: 3).

The function of emoji/ emoticons seems to be far more complicated than the mere expression of social and emotional meanings. Still, their use influences the positive/ negative acceptance of the message (Wang et al., 2014: 456), and it strengthens its content – i.e. if the polarity of the message is positive, the presence of emoji/ emoticons with the same polarity even increases its positivity, the same happens in case of negative messages (Thompson, 2016: 106).

Their impact can be so great that their presence and their choice may influence even the whole content of the message, e.g.:

(6) OK (7) OK 😊 (8) OK 😞 (9) OK 😜

Figure 1. (Jonsson, in print: 8).

While the first example in Figure 1. simply states a fact, the other three state the sender's attitudes (Jonsson, in print: 8). Each of the four will be analyzed differently in different contexts. For instance, if these were answers to a request, (6) would be simply stating a fact, (7) would indicate that the author would be happy to fulfill the request, (8) would express reluctance, and (9) would show ambiguity, mischief, or even flirtatiousness. Emoji/ emoticons may also indicate the sender's identity, social relationship to the receiver, etc. (ibid.).

The use of emoji/ emoticons is sometimes believed to be conventionalized, and therefore the emoji/ emoticons could be in some cases seen as fixed expressions similar to "*How do you do?*". This theory claims that emoji/ emoticons carry no meaning themselves, that they have only a social function, and thus they are filling the gap in written communication created by the absence of nonverbal cues (Thompson, 2016: 106).

It is very important to study emoji/emoticons not as individual elements, but as parts of the text just as other punctuation symbols since they may often indicate an illocutionary force of the utterance (Jonsson, in print: 7). Nevertheless, the emoji (emoticon) can even substitute a whole utterance, and contain meaning of its own (Jonsson, in print: 14).

The existing studies concentrate primarily on private messages (e.g. e-mails, an ICQ⁵ chat) rather than on comments shared publicly with no specific receiver (e.g. on *YouTube*, in comments on news websites). Also, the studies were often conducted as experiments and thus did not analyze already existing data. The four of the most important studies for this thesis are Ewa Jonsson's (in print) "Emotives: From Punctuation to Emojis", Ilona Vandergriff's (2013) "Emotive Communication Online: A Contextual Analysis of Computer-Mediated Communication Cue", "Effects of Emoticons on Acceptance of Negative Feedback in Computer-Mediated Communication" by Weiquan Wang et al. (2014), and "Sarcasm in Written Communication: Emoticons Are Efficient Markers of Intention" by Dominic Thompson and Ruth Filik (2016).

2.6.2. Ewa Jonsson: "Emotives: From Punctuation to Emojis"

One of the most recent and relevant studies for this thesis is by Ewa Jonsson (in print) published in the book *Punctuation in Context: Past and Present Perspectives*, which is called "Emotives: From Punctuation to Emojis" where Jonsson analyzes the use of emoji and other indicators of emotion (using an umbrella term "emotives") on *Twitter*, in SMS text messaging and Internet chats (Jonsson, in print: 4-5).

She studied the frequency of emotives, their function, the co-occurrence of emoji and other emotives, and she also attempted to create a formal classification of emoji. Using the emoji tracker (i.e. a device collecting statistical information about the use of emoji on *Twitter*), she discovered that the most common emoji are those expressing human emotions, yet still they are used for more than a mere expression of emotions (Jonsson, in print: 7).

⁵ The abbreviation *ICQ* was derived from the English phrase "*I seek you*" based on homophony of the individual letters, it is a platform for instant messaging (Leung, 2002: 241).

Jonsson (in print) divides emoji into four categories according to their visual representation: 1) emoji faces, 2) emoji hearts, 3) emoji gestures, and 4) other emoji. The first three groups belong to the most common as stated above. The last group is usually used only as a decoration of the message (in print: 9).

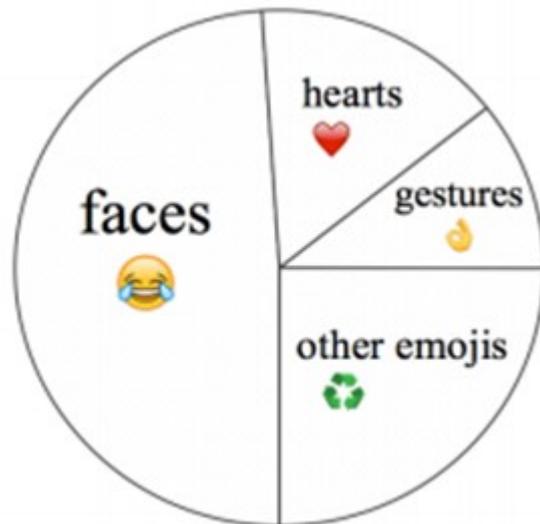


Figure 2. A graph of the categorical distribution of emoji presented in E. Jonsson's study (in print: 9).

The statistics also showed that not all emotives (13.2%) are emoji. Jonsson shows not only that the emoticons are still used, but also that they may be used in a combination with emoji (Jonsson, in print: 10), for example in Figure 3.

omg I wanna meet mackenzie she seems like one of the nicest people 💙 you
better go to playlist Orlando:)

Figure 3. Combination of emoji and emoticons (ibid.)

In her study of *ICQ* data, Ewa Jonsson discovered that in a supersynchronous mode the emotives were almost absent, which was very likely caused by the fact that the supersynchronous conversation requires participants to react very quickly, and this leaves them no time to select an appropriate emotive, but it could also have been caused by the close acquaintance of the participants, who in the study first talked to each other and then communicated over *ICQ* (Jonsson, in print: 11).

In case of public chats where people do not know each other in real life, the situation was opposite – the participants felt the need to exchange friendly “smiles”. They also used emotives in greetings and farewells, e.g.:

(13) *Hey babes. Guess ur still in meeting. Give me a buzz wen ur out. Xxx (ibid.).*

Jonsson’s study attempts to identify the functions of emotives based on the data previously mentioned. The most obvious functions are the expression of emotions and substitution for nonverbal signals. They may also indicate the tone and the illocutionary force of messages, as mentioned above.

Jonsson concludes that emotives are: “carriers of 1) paralinguistic or 2) prolinguistic meaning⁶, the non-emotive emoji typically serve 3) extralinguistic purposes, but also may carry 4) linguistic meaning” (in print: 12). Therefore, in many aspects, their functions are similar to those of traditional punctuation, and thus they often cannot be “translated” into words (Jonsson, in print: 13). However, not all emoji belong to the category of Jonsson’s “emotives” (see Figure 2.). In fact, some of them do not express any emotions. These resemble punctuation, but they serve only as a decoration (Jonsson, in print: 14). Her study, however, concentrates primarily on emotives, and therefore the decorative category was not studied in detail.

2.6.3. Ilona Vandergriff: “Emotive Communication Online: A Contextual Analysis of Computer-Mediated Communication Cue”

Another study concentrating on the expression of emotions and communication cues in CMC is the study by Ilona Vandergriff (2013), conducted on a chat corpus of advanced L2 learners of German at a US university.

The students participating in the chat were acquainted with each other. Their task was to arrive as a group at a collective opinion on a moral dilemma. Before the students talked online, they also discussed the problems in the classroom among themselves (Vandergriff, 2013: 3). Vandergriff then asked the students about how they had used the CMC cues (e.g.

⁶ The messages where the emotives have prolinguistic meaning consist only of the emotives which means they carry meaning themselves (the prefix *pro-* has here meaning “instead of”).

emoticons and punctuation) to orient disagreement, to challenge others, or to maintain the relationship with other chat participants (Vandergriff, 2013: 4).

Vandergriff discovered that it is not possible to assign each CMC cue a specific function because different situations may require different uses of the same cue, e.g. an ellipsis is used to indicate a thought that is left open for a reader/speaker in many cases, however, it is not to show uncertainty, but rather unassertiveness, or sometimes, it can be only used to make the conversation continue (Vandergriff, 2013: 8).

A similar example would be the use of several exclamation marks – in some utterances, the sender expresses their anger. For example 14, here one of the participants wrote:

(14) *Ja, OK. Du hast aber noch nicht gewonnen.*⁷ (ibid.)

and received this answer:

(15) *Du? Wir!!!*⁸(ibid.)

However, in others, they are used at the end of friendly greetings or farewells, e.g. in *tschüs!!!*⁹ (Vandergriff, 2013: 8). The decision on which CMC cue is chosen is thus dependent not only on the context and emotions senders want to express, but also on whether the utterance is threatening the face of either of the two participants (e.g. if one of them expresses disagreement but does not want to be “socially disruptive”) (Vandergriff, 2013: 9).

The CMC cues, therefore, play an important role in politeness strategies, maintaining, or challenging relationships among the participants, yet still, they seem to be less complex than the cues in spoken communication, i.e. facial expressions, gestures, etc. (Vandergriff, 2013: 10).

⁷ “Yes, OK. But you haven’t won yet.” (Vandergriff, 2013: 8)

⁸ “You [singular]? We!!!” (Vandergriff, 2013: 8)

⁹ “Bye!!!” (Vandergriff, 2013: 8)

2.6.4. Weiquan Wang et al.: “Effects of Emoticons on Acceptance of Negative Feedback in Computer-Mediated Communication”

This study concentrated solely on emoticons¹⁰ and their influence on how the recipient accepts negative messages. The study was conducted as a laboratory experiment at the City University of Hong Kong testing the effects of positive/ negative (or liking/ disliking) emoticons on the recipient's acceptance of the message and also the effect of the absence of emoticons (Wang et al., 2014: 463).

Before starting the experiment, a survey was conducted to discover what the general opinion is as to where the emoticons should be placed. Based on the results, participants tended to place them at the very end of the message (Wang et al., 2014: 463-464).

Four of the most typical positive/ negative emoticons were selected:

	Emoticon candidate
Liking emoticon	
	
	
	
Disliking emoticon	
	
	
	

Figure 4. Description (Wang et al., 2014: 465)

They selected 198 non-first year undergraduate students from the City University Hong Kong. In groups, they were supposed to create PowerPoint presentations. After sending them to the research assistant, they were randomly sent feedback (in English) over the Internet – the message contained either positive or negative emoticons (ibid.).

¹⁰ Weiquan Wang et al. call these symbols “emoticons”, however, the pictures in the tables presented in the study show that they concentrated rather on emoji.

In the end, the participants received a questionnaire to collect the measures of the dependent and control variables and the questions for manipulation checks (Wang et al., 2014: 466). The results showed that if the negative message included positive emoticons, the participants perceived their author to have good intentions and it was easier for them to accept the negative feedback (Wang et al., 2014: 475).

2.6.5. Ruth Filik & Dominic Thompson: “Sarcasm in Written Communication: Emoticons Are Efficient Markers of Intention”

This study concentrates on the use of emoticons in clarifying the addresser’s intents, especially on expressing sarcasm. The authors conducted two studies in which the participants were asked to make the intents of their messages clear. In neither of the studies were the participants asked explicitly to use emoticons.

The first experiment was conducted to examine the effects of sarcasm in contrast to the literal meaning, criticism versus praise and their combinations. Participants were native English speakers (51 in total – 14 men and 37 women between the ages 18-40) from the University of Glasgow participant database (Thompson, 2016: 108). The authors created a set of sentences and the participants were asked to edit the comments so that they could be either taken literally or sarcastically. These comments were either superficially positive or negative (ibid.).

The aim of the second experiment was to identify how frequently certain emoticons are used when marking sarcasm/literal sense, or praise/criticism (Thompson, 2016: 112). Unlike in the first study, this time the participants had to create their own sentences/messages, and they were asked to make their intentions as clear as possible (Thompson, 2016: 113). The number of participants was higher – 113 native speakers of English (age 17-69), again from the University of Glasgow participant database (ibid.). The participants were not given any specific instructions for creating the messages, they were allowed to communicate as they normally would (Thompson, 2016: 113-114).

Both studies proved that emoticons are an important part of everyday written communication over text or computer messages and that they are the most common indicator of the illocutionary force (Thompson, 2016: 116). The study also identified which emoticons play the most important role in expressing sarcasm: an emoticon with a face showing its tongue <

P > and a winking emoticon < ;) >, usually without the “nose” element, i.e. not < :-P > and < ;-)> (Thompson, 2016: 112, 116). The reason for this could be that the “nose” element means adding another symbol, i.e. it takes more time for the author to type it, and thus it is easier and faster to omit this element (Thompson, 2016: 117). Other means that the participants used to express their intention more clearly was ellipsis which was used to soften negative comments including criticism (Thompson, 2016: 116).

2.7. Summary

Emoji are quite a new phenomenon, studied not only by linguists but also by psychologists and computer scientists. The research often concentrates on the pragmatic role they play in the text, and to what degree they are necessary for giving a clear understanding of a message. At the very beginning, emoji and emoticons were considered only substitutes for gestures and other nonverbal cues used in speech. Later, however, the researchers showed that this explanation for their existence is far too simple because emoticons and emoji can be used to express much more.

Emoji and emoticons are nowadays widely used not only in computer-mediated communication but also in text messages. They influence the polarity of the message, imply sarcasm, help receive criticism, or they can be used only as a decoration. Since the first emoji appeared at the end of the 1990s and it took years before they gained popularity, studies concentrating solely on emoji or on emoji and emoticons are quite infrequent, and thus in this field, there are still many questions to be answered. This thesis attempts to shed more light on these various functions and on what can influence the use of these symbols.

3. Research project

3.1. Methodology

3.1.1. Data selection

This study is based on the data gathered comments on *YouTube* videos with an LGBT topic. The sample consists of 400 comments (40 most-viewed videos, 10 comments from each), which were collected between December 2018 and February 2019. The comments unsuitable for the analysis for various reasons (see section 3.1.4.) were excluded already while collecting the data, so the final number of comments would be the same for every video.

This research was preceded by a pilot study (S1) using different data (324 comments on *YouTube* videos with an LGBT topic collected in July 2018). In that set, 12 most-viewed videos were selected with 30 newest comments per video. After the data collection, some of the comments had to be excluded for various reasons.

Nevertheless, after the analysis, the S1 data proved not to be entirely reliable due to the problems with authenticity and the *YouTube* recommendation algorithm (as will be discussed in section 3.1.4.1.). Therefore, a new set of data (S2) was created where it was ensured that the influences of the recommendations, etc. were minimal. Not all of the problems, however, could be solved satisfactorily.

For the final analysis in this thesis, only the new set of data S2 was used, and the previous research is mentioned here only to explain the methodological problems. Some comments from S1 are used here for illustration.

3.1.2. The source of data

YouTube as a source of data was chosen especially for practical reasons. This social media, unlike *Facebook*, or *Twitter*, does not require users to create a close group of people they communicate with; therefore, there is a lower chance of one author of comments reappearing too often, which could otherwise influence the data.

This also means that the comments themselves often are not intended for a specific recipient, even though, they are sometimes targeted at the author of the video; they aim at the wider public too. In addition to that, the data collection is easier on *YouTube* because the videos and the comments can be ordered according to certain criteria, unlike on, e.g. *Facebook*, where the publications are often not displayed to the user in chronological order.

3.1.3. Video selection

3.1.3.1. Topic

The choice of topics of the videos was based on the decision to analyze negative (abusive) and positive comments. The topic of the LGBT community is still quite controversial, and, especially if the videos are posted on a channel which is not aimed primarily at the LGBT audience, the comments often vary in polarity. And thus, this topic was found most suitable for the research in question.

3.1.3.2. The criteria for the videos

The relevant videos were searched by the key phrase “LGBT videos”, and then they were ordered according to the view count (most viewed first). For each set of data (both S1 and S2), most viewed videos were selected. Those videos which had no or only very few comments (less than 30 in S1, less than 10 in S2) were excluded. Similarly, videos which were not in English (regardless of whether they had English subtitles or not), or which had comments only/primarily in a language other than English were not used for the study. Also, some videos could not be watched in the Czech Republic, and therefore they were not used, disregarding whether the comments were accessible or not because the content of the videos is frequently needed for the interpretation of their content.

3.1.4. Problems with data selection

During the data selection, the following problems were encountered. While collecting S1, these problems were disregarded; in S2, it was attempted to prevent them as much as possible. Unfortunately, it was not possible to eliminate all of the problems (these problems will be discussed in section 3.1.5.).

3.1.4.1. Recommendation algorithm

The first problem was the *YouTube* recommendation algorithm. *YouTube*, as many other websites (not only social media), uses an algorithm that stores information about the videos the user watches, and thus not only influences their video recommendations but also the search of videos. The recommendations can be also influenced by the general search history of the user – i.e. by all other websites they visit (Madrigal, 2018).

This problem could be solved either by using the anonymous regime or by creating a new account. The anonymous regime is independent of the user’s search history and their *YouTube* account, and so it is possible to search for videos without the influence of the recommendation algorithm. Unfortunately, using *YouTube* without being logged in has its disadvantages: some videos are restricted by age (this is especially connected to the videos whose titles contain the word *sex* and other words with this root, e.g. *bisexual*, which is in case of LGBT videos very common), but without the account where the user has the information about their age, the videos are not accessible.

Another problem is that the videos are restricted by location, which is automatically the country where the computer is currently located, i.e. in this case the Czech Republic, and this has an impact also on the language of the site. In personal accounts, the actual location stays the same, but it is possible to choose the location of user's preference (i.e. if the user is currently located in the Czech Republic but is interested in videos from the United Kingdom, it is possible to choose the UK as the location of preference, which also influences the recommendations).

The location plays a role in the accessibility of the videos that are possible to watch only in certain places. Therefore, if a person is not logged in and not in a certain country, it is not possible to watch the video. Unfortunately, this problem is only partly solved by the creation of an account because some videos are still inaccessible simply because of the actual location of the computer. The impact of the language of the site is not as great as the location; it usually influences only the recommendations (the videos in the language of the site) and not the search.

As a result of this, a new *YouTube* account was created before attaining the S2 data. Here, the UK was chosen as the location of preference, and English as the language of the site. The account was used in the anonymous regime so it would not be affected by search history and thus the external influences of browse history were eliminated to a minimum.

3.1.4.2. The selection of comments

In S1, the comments were selected including comments within conversations. In S2, separate comments were selected, and comments within a conversation were ignored, except for the comment that initiated the conversation because this one did not require the context of the conversation, just as other independent comments.

In each video, the comments were sorted by time – the newest first, and if there was a pinned comment (i.e. the comment which is fronted by the channel owner, usually written by them, or sometimes by someone else, and which stays at the very beginning regardless of how the comments are ordered – example 16) at the very beginning, it was excluded.

(16)



In S1, the comments were first gathered, and then those not suitable for the analysis were excluded (i.e. the comments which were not in English, the comments whose content seemed to be illegible – a seemingly random string of emoji (example 17), letters (example 18), etc., and comments whose polarity was neutral (example 19), or those where the polarity was ambiguous (example 20)). After the exclusion, the number of comments per video varied.

(17) 🗨️👄👄❤️👄

(18) yeah i support
LGBTQITLAOPXHSOWBCJALWJFBCOWOEBCKWOENELXNAPENF+

(19) This should be the top comment I'm fucking weak 😂😂

(20) Ew

Im gay but ew lmao¹¹

The problem with the uneven number of comments per video was avoided in S2 where the comments were selected already while collecting, i.e. each video had the same number of comments because those not suitable were ignored.

The comments which had only emoji/emoticons (example 21) were also included even though the language of the author could not be determined, just as the comments written in English by people with non-English user-names (example 22) because the users are free to choose whichever name they want.

(21)  [10A]

¹¹ The abbreviation means “laughing my ass off”.

(22)



3.1.4.3. The storing of the comments

One of the problems that occurred early in the research was the problem of how to store the comments so their form would not change. In S1, most of the comments were stored in the form of print-screen pictures, which ensured that the comment would stay unchanged. Unfortunately, this proved to be very impractical for the later analysis because it was impossible to search for certain features within the comments.

The comment could not be simply copied into a *Word* or *Excel* document because these programs use a small number of their own emoji (e.g. 😊) and they automatically changed the originals into their own versions, and where this was not possible, the emoji was simply not displayed at all. *Word* also automatically rewrote all emoticons into emoji and corrected the comments grammatically.

For these reasons, the S2 data was copied into *Excel-Online* document where the emoji and emoticons remained unchanged and where the comments were not automatically rewritten by the grammar/spell check. This facilitated the analysis of data and made it more accurate.

Another problem with emoji was that their visual representation is different on different devices (e.g. on a laptop and on a cellphone), which is also dependent on the brand of the device (e.g. Apple and Samsung), or even on the social media:



Figure 5. Visual representation of emoji (*Emojipedia*¹²)

On some devices, some emoji are not visible at all, e.g. instead of <🤔 > there is only <[] >. The problem of different versions of emoji was mostly irrelevant for the presented research, but the problem of visibility caused major difficulties. Fortunately, the <[]> could be copied from the comments and pasted into *Emojipedia*¹³ (an Internet encyclopedia of all emoji). Here, the actual picture could be found, or in some cases at least the description of what the emoji represented, see Figure 6. below.

¹² <https://emojipedia.org/smiling-face-with-open-mouth-and-smiling-eyes/>

¹³ <https://emojipedia.org/>

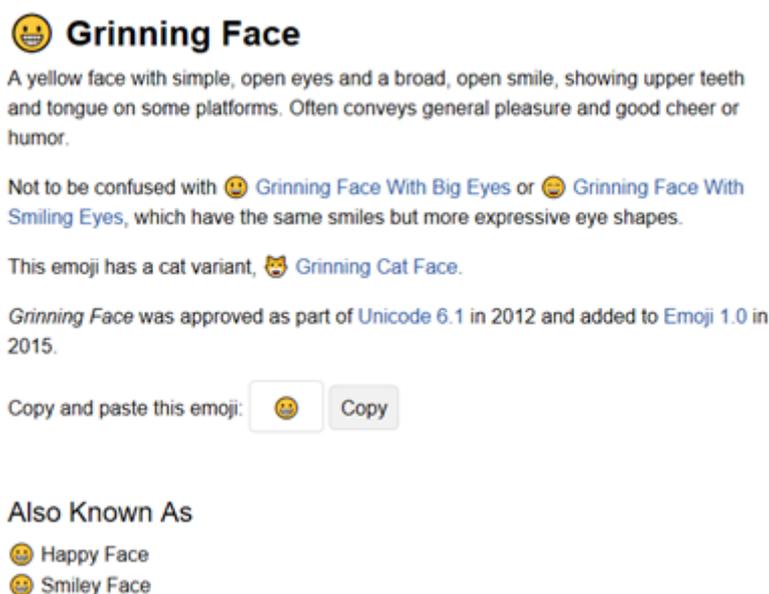


Figure 6. *Emojipedia* description of emoji (*Emojipedia*¹⁴)

3.1.5. Problems with reliability

Some problems which occurred during the data collection were already mentioned, but there still remain some which proved impossible to be solved and are inherent to the data published on the Internet.

3.1.5.1. Authenticity

A very common problem of the Internet data is that the identity of the author is never sure, especially on such social media as *YouTube* where most people have user names which do not even resemble real names and where other users do not have access to the age, the gender, or the country of origin or the person.

Even more problematic, however, is that the comments can be created not only by people but also by computer programs. Some programs “learn” from actual human utterances to create similar texts according to the frequency of the individual expressions. One of the examples of this use of artificial intelligence is Tay: an artificial intelligence chatter bot released by *Microsoft* corporation via *Twitter* in 2016 (originally, it supposed to imitate a 19-year-old-American girl). Tay was actually able to write tweets unrecognizable from the real tweets

¹⁴ <https://emojipedia.org/grinning-face/>

written by humans. The problem, however, roots in what it wrote – because the most common words and phrases people generally used were vulgarisms and curses, Tay’s tweet were full of them. Moreover, the tweets produced by the chatbot were recognized as racist, supporting genocide and highly abusive (the developers did not add any filters of what Tay could not say) (Price, 2016). For this reason, the account had to be discontinued already 16 hours after its launch (Wakefield, 2016).

Tay was, of course, not the only chatbot, there are many *Twitter* accounts created for an artificial intelligence for various purposes (it is estimated that about 24% of tweets are created by bots) (Cashmore, 2009). On other social media websites, the situation is similar.

For this research, the human-versus-computer issue would not necessarily be problematic because artificial intelligence should imitate human behavior, and thus the comments should not be structurally different from those created by people. What could be problematic is that it could influence the frequency of abusive comments.

3.1.5.2. Trolling

The so-called “trolling” is nowadays a wide-spread CMC phenomenon built on the illusion that the communication over the Internet is less harmful and that just by writing a mean message the receiver cannot be affected. Trolling can be defined as an act of “deliberately attacking others online, typically for amusement’s sake” (Hardaker, 2015: 201). It can be a mere string of mean jokes, but it can go as far as violating legislation (Hardaker, 2015: 201).

The problem with “trolls” is that they post abusive comments in high frequency only for the sake of an argument. Sometimes when they repeat themselves, they can be quite easily identified, but in many cases, it is not possible. The number of negative comments can be thus influenced by these people as well.

Generally, this phenomenon is related to many types of CMC and it would be too time-consuming and perhaps not entirely relevant to try to solve them since the frequency of machine-written comments and instances of trolling is not expected to be too high to influence the reliability.

3.1.5.3. Editing/ deleting comments

Another problem inherent in any data collected on the Internet is their lack of permanence. The comments posted on the Internet may be edited, rewritten, or completely deleted, usually without leaving a trace.

On *YouTube*, the user is free to post a comment on any video (unless comments are disabled by the channel owner), they are also free to edit, or delete them. The author of the comment, however, is not the only one who can delete a comment. This can be also done by the channel owner or *YouTube* itself. In most cases, this happens if the comment is too abusive.

Some channel owner's state in their profile that they read through their comments and delete those they disagree with, some announce in a video, but in most cases, it is not possible to discover whether the owner deleted some comments, or whether the video only happens to have no negative comments. Of course, the number of such comments may vary, e.g. the videos with lower view counts tend to have fewer negative comments because they are usually watched only by a group of people interested in a certain topic. The only possibility how to identify that a comment was deleted is if it had been a part of a conversation - i.e. from the replies it can be detected that some utterance may be missing. This, however, happens only rarely.

YouTube automatically deletes comments which have a certain number of dislikes, or which contain too abusive language. More radical changes are usually done once in a while based on current public issues, e.g. *YouTube* decided to delete/make invisible many LGBT videos (Hunt, 2017¹⁵).

If the author of the comment decides to delete their comment, it is also often based on the comment's negative polarity. Some people in order to avoid conflicts rather delete what is seen by other users as insulting or abusive. Now, if a comment is only edited, the information about it is usually given to other users:

¹⁵ *The Guardian*: <https://www.theguardian.com/technology/2017/mar/20/lgbt-community-anger-over-youtube-restrictions-which-make-their-videos-invisible>



Figure 7. Edited comment

Of course, all these factors influence the collection of data and thus it partly explains why the negative comments are generally in minority. Unfortunately, this problem cannot be solved otherwise than by collecting more data, so the number of the negative comments is high enough to draw any conclusions.

3.2. Hypotheses

The hypotheses, based on the results from S1 were following:

H1: There are differences between the uses of punctuation marks, emoji and emoticons based on the (positive/negative) polarity of the comment

H2: Some uses of punctuation marks are specific to negative comments.

H3: There is a correlation between the length of the comment and its content.

3.3. Polarity

As described in 3.2.2., in S1, the polarity of the comments had been analyzed after they were collected, unlike in S2 where the comments with neutral or ambiguous polarity (about one third of the whole sample) were automatically excluded while attaining the data.

The polarity of the comments is determined based on two aspects – first according to author's attitude towards the video, and second according to their attitude towards the LGBT community. The comments classified as neutral were those which did not state any attitude towards either the video or the LGBT community. Those comments that were positive in one but not in the other, were excluded in S2 as unsuitable because they contained both polarities. These cases, however, were infrequent; during the collection of the S2, only three such instances were found, among them the one presented in example 23.

(23) As a bisexual, I don't need your pandering and your stupid list. What I need is understanding, not people trying to gage who is the "best" LGBT character in video games. What I look for in terms of what makes a strong LGBT character is one who doesn't fit a stereotype and one who never apologizes for it. One for whom the game never draws attention to it, it's treated as normal because it is normal. Simply put, I like a character for whom their sexuality isn't a defining part of their character, because to me it's about as important as their hair color. That's what I want.

The comments in which the author talked only about one aspect, i.e. either about the quality of the video or about their opinion on the LGBT community, were classified solely based on the polarity of this statement. Therefore, a positive comment contained only praise of the video/*YouTuber*, or only support for the LGBT community, or both, but never two statements with opposite polarities.

3.4. Content

The classification of the content of the comments concentrated on the main aim of the user, and thus it could be classified into three categories: “thoughts”, “emotions”, and “identification”. The comments which expressed primarily thoughts, attitudes, or were telling a story about the user (usually sharing some memory) were classified as “thoughts”, see example 24.

(24) I'm so proud of what this world is doing with people like us...they are letting us be who we are and of all those people who this video... [1A]

Those which primarily expressed emotions (both negative and positive) belong to the category “emotions” (example 25):

(25) Crying [1C]

The “identification” category is specific for the LGBT videos and it is comprised of the comments in which authors state their sexual/gender identity (example 26).

(26) Heyo I am frickin PAN [6C]

In cases where the comment contains two of the three categories, the one that is prevailing is chosen, i.e. if the number of sentences of belonging to one category is higher than the number of those belonging to other categories (e.g. if the “thoughts” comment includes one sentence of

“identification”, but has three other sentences expressing thoughts, it belongs to the category “thoughts”). The comment in example 27 contains a statement of “identification” (in bold), but this is only a small part of it. The main aim is to tell other users their “thoughts” on the rest of the comments (they all support the LGBT community), etc.

(27) All of the people in the comments that said they supported people like me **I’m gay**¹⁶
I haven’t had a boyfriend yet but I’m not independent right now all of you made me cry
like I’m so happy you said that 😞😞😞😞😞😞😞😞 [4B]

3.5. Type of punctuation

According to the way comments use punctuation, they are divided into four main categories: “no final period”, “standard”, “no punctuation”, and “other”. The category “no final period” contains only comments where the very last period is missing, but the rest of the punctuation marks is placed in a standard way (see example 28).

(28) Our minds have been hypnotised and blinded by the mass media today, accepting something that God hates, God created them to fight this misery not promoting it to a level thinking that they are perfectly normal [5H]

“Standard” punctuation is assigned to the comments that use the punctuation marks in a standard way (see example 29), regardless of whether the comment uses light or heavy punctuation (e.g. in example 30, there is a missing comma after *well*, but otherwise, the punctuation can be called still “standard”). The cases where only a few minor errors in punctuation occurred are also included in this category. In example 31, a period at the end of the first paragraph is missing, but other punctuation marks are placed correctly; therefore, example 31 can be classified as “standard” (it does not fall into the category “no final period”, since this category includes only those comments where the period is not placed at the very end of the comment, see example 28).

(29) Fucking feminists turned a character into a transgender. [9D]

(30) I’ll burn in Hell? Well if people like you are going to heaven then yea, can’t wait. [14F]

¹⁶ The bold marking is mine.

(31) As a gay man, I do find games will oft use sexuality as a gag or pander to the heterosexual male fantasy and no other audience (sexism and objectification as a marketing tool is intrinsically linked to the lack of developed LGBTQ protagonists in games)

However, I think that the industry is moving to the right direction, both fallout and dragon age are now huge series that feature same sex relationships and treat them no different to a heterosexual one and were progressively better representation of women in games too. [2B]

The category “no punctuation” is assigned only to those comments that do not have any punctuation mark (example 32).

(32) the blue eye black hair men was hot omg love [13E]

The last category “other” contains all types of punctuation that cannot be included in the “standard”, “no final period” and “no punctuation” categories (e.g. the punctuation in example 33). The more detailed description of the category will be provided in section 4.1.3.4.

(33) Ok I remember watching All In and being like "oh that's super gay hell yes" but then I Googled if any of them were gay and Google was like "not that I know of man" and I was lowkey let down but like in the video ARE THEY!? ARE THEY!? Cause that's what I thought with the whole bathtub thing that's when I was like "ok yah this video is hella gay confirmed" but is that the intent like for reals cause I fuckin hope so??!! [8F]

3.6. Emoji and emoticons

The categories “emoji” and “emoticons” could be assigned to any comment containing these symbols, regardless of what type of punctuation it uses. Example 34 illustrates a comment belonging to the “emoticons” category and example 35 illustrates the “emoji” category. Both categories comprise of all types of emoji/emoticons including those forming a whole utterance (as in example 35). If a comment has both emoji and emoticon(s), it belongs to the special category of “emoji and emoticons” (see example 36).

(34) I'm a LGBT+ ally! :) [2J]

(35) 👎 [22F]

(36) Ew 🤢 I feel bad for those little kids they don't know they're adopted :(poor kids [26E]

3.7. Classification of emoji and emoticons

All the emoji/emoticons in both samples (S1 and S2) were individually (each emoji/emoticon separately) analyzed according to their main function in the comment. While analyzing the S1 data, these following classes were distinguished: “repeating”, “emotions”, “pragmatic”, “decorative”, and “softening”. The classes were later applied to the S2 data.

The “repeating” emoji/emoticons are those which are “repeating” the content of the message of the preceding (never following) comment, i.e. if they were “translated” into words they would have had the same meaning as the message. In example 37, the emoji could be “translated” into “laughing”, i.e. it is repeating the word “laughing” in the preceding utterance.

(37) I died laughing 😂 "I'm a straight Christian" and same thing has happened to me this dude came at me for being LGBT and I wasn't as calm as you I was crying and I suffer from depression so hearing that hurt alot, and I really wish ppl would understand the LGBT community. And girl I love your channel I've watched ur vids for maybe 2 and a half years now. You be you and just know ur amazing beautiful and duh best youtuber [21I]

The emoji/emoticons in the category “emotions” have function of expressing emotions, either negative or positive as the heart emoji in example 38. The positive/negative polarity is assigned to the emoji according to the polarity of the comment it belongs to, so the emoji in example 38 is classified as positive because the comment is positive (see section 3.3.).

(38) Thanks for the this great and revolutionary video just subscribed ❤️ [8G]

The “pragmatic” category of emoji/emoticons is an umbrella term for all emoji/emoticons which help the author to express the features that would be present in speech, but cannot be

easily signaled in a text, e.g. irony, sarcasm, joking, or, as in example 39, that the author finds the content of the comment funny/absurd.

(39) Shit, I am the gay cousin. Oh my god. 🤔😏🤔😏 [11C]

The “decorative” class of emoji/emoticons is already mentioned by Ewa Jonsson (in print) in her study “Emotives: From Punctuation to Emojis” (9), so in the present thesis the category is applied similarly. The “decorative” emoji only illustrate the text, usually by using symbols depicting meanings expressed by nouns in the comment, but they are used also as a pure decoration which does not have any connection to the content of the message (example 40).

(40) YES! #Gaypride 🍌🍌🍌🍌 [17I]

Other examples of “decorative” emoji in LGBT comments are same sex couples < 🧑❤️🧑 > < 🧑❤️🧑 >

> (example 42), symbols for genders < ♀ > < ♂ >, and hearts – e.g. < ❤️ > (example 41). Some applications allow their users to download emoji with specific motives, often related to the season of the year (e.g. Christmas), and so it is possible to use other emoji with a rainbow pattern (e.g. a face with rainbow sunglasses < 🧐 >) during the Pride Month (June). These additional symbols, however, are quite rare, especially because their accessibility is limited to certain applications and to specific time.

(41) I am pansexual and genderfluid and I am proud! ❤️♀️❤️♂️ [7G]

In S1, the “decorative” category contains also rainbow emoji (usually in the form of a rainbow flag < 🏳️ >, but also a rainbow < 🌈 > and colorful strings of hearts imitating a rainbow < ❤️❤️❤️❤️❤️❤️ >), but in S2, a new category “rainbow” was created because the “rainbow” emoji do not serve only as a decoration, but they symbolize the LGBT community and they are related to the pride of belonging to the community, as in example 42.

(42) I am gay and I am proud 🌈🌈🌈🌈 [17C]

“Softening” emoji are used if an author of the comment wants to express their opinion which is in contrary to the opinions of the majority, but they do not want to initiate an argument. Thus, the emoji/emoticons are inserted especially for the reasons of politeness. Nevertheless, the

“softening” emoji/emoticons are used similarly in positive comments, if an author knows that the text might be face-threatening to the addressees. For example, it can be written after a question, a request, a reaction to a negative comment, but also a compliment (example 43).

(43) So happy to run across your channel! Diane & Cindy aka Liberty Belle Dashboard Confessional :) sending hugs from Texas! [19A]

3.8. Length

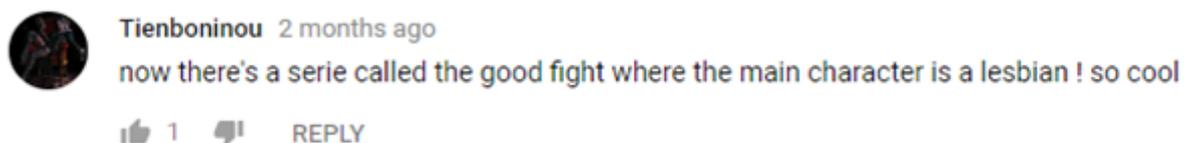
The last criterion according to which the comments were analyzed is the length. The comments were thus classified into “very short” (half a line¹⁷ — under 45 characters) — example 44, “short” (one line and less — 45-90 characters) — example 45, “long” (more than one line, but less than three — under 190 characters) — example 46 and 47, “very long” (three and more lines — 190 and more characters) — example 48. This classification is partly based on what could be perceived as an average length of *YouTube* comments – usually not exceeding three lines, but commonly with at least two finite verb forms. If a comment is divided into several lines, but the lines were not full, it is classified as “long” regardless of how long it would have been if it had not been divided.

(44) “very short”



[8A]

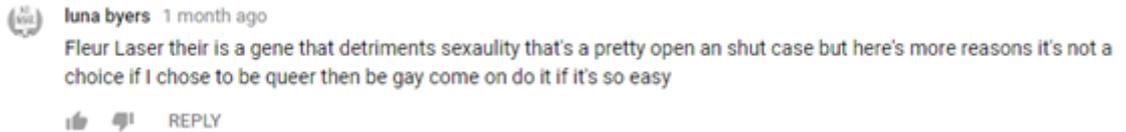
(45) “short”



[10B]

¹⁷ The length of one line is based on the length the comment has on *YouTube*.

(46) “long”

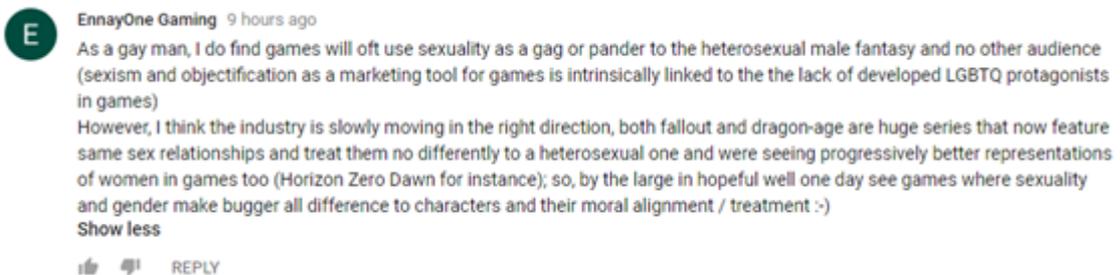


(47) “long” (divided into several lines)



[5B]

(48) “very long”



[2A]

4. Analysis

4.1. The analysis of the comments

The total of 400 comments from S2 are divided into several categories according to their polarity, content, punctuation, and the presence/absence of emoji/emoticons), and length (the criteria defining the categories see in sections 3.3.- 3.6.). The results of the analysis are presented below.

total number of comments	400	
types	number of comments	percentage out of the total
POLARITY		
positive	332	83.00%
negative	68	17.00%
CONTENT		
thoughts	272	68.00%
emotions	109	27.25%
identification	19	4.75%
PUNCTUATION		
no punctuation	165	41.25%
other	113	28.25%
standard	92	23.00%
no final period	30	7.50%
EMOJI and EMOTICONS		
emoji	79	19.75%
emoticons	23	5.75%
with both emoji and emoticons	1	0.25%
without emoji and emoticons	297	74.25%
LENGTH		
very short	116	29.00%
short	140	35.00%
long	98	24.50%
very long	46	11.50%

Table 1. Number of comments in each category.

Table 1. shows the number of comments in each category (separated by lines in the table).

total number of emoji with "pragmatic" function	16	
types	number of comments	percentage out of the total
POLARITY		
positive	16	100.00%
negative	0	0.00%
CONTENT		
thoughts	12	75.00%
emotions	4	25.00%
identification	0	0.00%
PUNCTUATION		
no punctuation	5	31.25%
other	4	25.00%

standard	4	25.00%
no final period	3	18.75%
LENGTH		
very short	1	6.25%
short	10	62.50%
long	5	31.25%
very long	0	0.00%

Table 2. Number of “pragmatic” emoji in each category.¹⁸

total number of emoji with "decorative" function	21	
types	number of comments	percentage out of the total
POLARITY		
positive	21	100.00%
negative	0	0.00%
CONTENT		
thoughts	8	38.10%
emotions	8	38.10%
identification	5	23.81%
PUNCTUATION		
no punctuation	6	28.57%
other	11	52.38%
standard	4	19.05%
no final period	0	0.00%
LENGTH		
very short	8	38.10%
short	8	38.10%
long	3	14.29%
very long	2	9.52%

Table 3. Number of “decorative” emoji in each category.

total number of emoji with "emotions" function	182	
types	number of comments	percentage out of the total
POLARITY		
positive	168	92.31%
negative	14	7.69%

¹⁸ The “repeating” and “other function” categories are very small (less than five members) in both emoji and emoticons; therefore, they are not included in the tables. The category “pragmatic” has in emoticons only three members so it cannot be found here either.

CONTENT			
thoughts		93	51.10%
emotions		88	48.35%
identification		1	0.55%
PUNCTUATION			
no punctuation		124	68.13%
other		30	16.48%
standard		24	13.18%
no final period		4	2.197%
LENGTH			
very short		107	58.79%
short		41	22.52%
long		30	16.48%
very long		4	2.197%

Table 4. Number of “emotions” emoji in each category.

total number of emoji with "rainbow" function		36	
types	number of comments		percentage out of the total
POLARITY			
positive		32	88.89%
negative		4	11.11%
CONTENT			
thoughts		17	47.22%
emotions		12	33.33%
identification		7	19.44%
PUNCTUATION			
no punctuation		30	83.33%
other		5	13.89%
standard		0	0.00%
no final period		1	2.78%
LENGTH			
very short		7	19.44%
short		22	61.11%
long		7	19.44%
very long		0	0.00%

Table 5. Number of “rainbow” emoji in each category.

total number of emoticons with "emotions" function		14	
types	number of comments		percentage out of the total
POLARITY			
positive		13	92.86%
negative		1	7.14%
CONTENT			
thoughts		5	35.71%
emotions		9	64.29%
identification		0	0.00%
PUNCTUATION			
no punctuation		3	21.43%
other		5	35.71%
standard		1	7.43%
no final period		5	35.71%
LENGTH			
very short		2	14.29%
short		4	28.57%
long		4	28.57%
very long		4	28.57%

Table 6. Number of “emotions” emoticons in each category.

total number of emoticons with "softening" function		7	
types	number of comments		percentage out of the total
POLARITY			
positive		7	100.00%
negative		0	0.00%
CONTENT			
thoughts		4	57.14%
emotions		2	28.57%
identification		1	14.29%
PUNCTUATION			
no punctuation		0	0.00%
other		2	28.57%
standard		0	0.00%
no final period		5	71.42%
LENGTH			
very short		1	14.29%
short		2	28.58%
long		3	42.86%
very long		1	14.29%

Table 7. Number of “softening” emoticons in each category.

4.1.1. Polarity

4.1.1.1. Positive comments

total number of positive comments		
	332	
types	number of comments	percentage out of the total
CONTENT		
thoughts	220	66.27%
emotions	93	28.01%
identification	19	5.72%
PUNCTUATION		
no punctuation	131	39.46%
other	104	31.33%
standard	70	21.08%
no final period	27	8.13%
EMOJI and EMOTICONS		
emoji	71	21.39%
emoticons	22	6.63%
with both emoji and emoticons	0	0.00%
without emoji and emoticons	239	71.99%
LENGTH		
very short	87	26.20%
short	115	34.64%
long	90	27.11%
very long	40	12.05%

Table 8. Number of comments in each category for positive comments.

Positive comments by far outnumber the negative ones (83%, i.e. 332/400 comments, cf. negative comments 17%). All three content categories are found in positive comments, but most frequently, they express thoughts (66.27%, i.e. 220/332 comments). The number of “emotions” comments in this category is substantially lower (28.01%, i.e. 93/332 comments). The remaining 5.72% are comments expressing identification (19/332 comments).

The positive comments most frequently contain “no punctuation” (39.46% - 131/332 comments) or “other” punctuation (31.33%, i.e. 104/332 comments). “Standard” punctuation, however, is also not infrequent (21.08%, i.e. 70/332 comments).

21.39% of positive comments (i.e. 71/332 comments) contain at least one emoji and 6.63% (i.e. 22/332 comments) at least one emoticon. As a matter of fact, the majority of comments having the emoji and emoticons in the data can be found in positive comments (89.77%, i.e. 71/79 comments with emoji, 95.65%, i.e. 22/23 comments with emoticons). Most of the classes of emoji can be found only in positive comments (“repeating”, “pragmatic”, and “decorative”). Still, the remaining two classes (“emotions” and “rainbow”) have majority of instances (92.31%, i.e. 168/182 emoji, and 88.89%, 32/36 emoji, respectively) in positive comments. In case of emoticons, the situation is similar: all categories, except for “emotions”, occur only in positive comments. There is only one instance of emoticon in “emotions” function in the data.

The most frequent length category in positive comments is “short” (34.64%, i.e. 115/332 comments). The categories “very short” and “long” occur with similar frequencies (26.20%, i.e. 87/332 comments and 27.11%, i.e. 90/332 comments, respectively), but only in the 12.05% of cases (40/332 comments), the comments have more than three lines, i.e. they are classified as “very long”.

4.1.1.2. Negative Comments

total number of negative comments		
	68	
types	number of comments	percentage out of the total
CONTENT		
thoughts	52	76.47%
emotions	15	22.06%
identification	1	1.47%
PUNCTUATION		
no punctuation	34	50.00%
other	9	13.24%
standard	22	32.35%
no final period	3	4.41%
EMOJI and EMOTICONS		
emoji	8	11.76%
emoticons	1	1.47%
with both emoji and emoticons	1	0.00%
without emoji and emoticons	58	85.29%
LENGTH		
very short	29	42.65%
short	25	36.76%
long	8	11.76%
very long	6	8.82%

Table 9. Number of comments in each category for negative comments.

As was expected due to the problems mentioned in section 3.1.5.3., the number of negative comments is lower than the number of positive comments, only 17% (i.e. 68/400 comments). However, the number was sufficient to draw tentative conclusions about the nature of this type of comments.

The negative comments, similarly to the positive ones, express most frequently thoughts (76.47%, i.e. 52/68 comments), and 22.06% of the comments express emotions (15/68 comments). There was only one exceptional instance of a negative “identification”, see example 49:

(49) I can't relate. I'm straight. [1G]

In negative comments, the punctuation type preferences seem to be different from those in positive comments. Negative comments have “no punctuation” in 50% of instances (i.e. 34/68 comments) (cf. positive comments 39.46%). If they do have any punctuation, most frequently,

it is “standard” punctuation (32.35%, i.e. 22/68 comments). Other types are relatively infrequent (cf. “other” 13.24% and “no final period” 4.41%, i.e. 9/68 and 3/68 comments respectively).

The negative comments in the data hardly ever contain emoji or emoticons (11.76% and 1.47%, i.e. 8/68 and 1/68 comments respectively). The emoji have either “emotions” or “rainbow” function (i.e. 14/182 emoji and 4/36 emoji). The only emoticon has also “emotions” function. Other categories (see section 3.7.) cannot be found. In negative comments, there is only the only instance of an emoji and an emoticon in one comment, example 50 below:

(50) Ew 🤢 I feel bad for those little kids they don’t know they’re adopted :(poor kids [26E]¹⁹

Negative comments are, frequently, “very short” in 42.65% of cases (i.e. 29/68 comments), or “short” in 36.76% (i.e. 25/68 comments), i.e. the categories “very short” and “short” are in the vast majority. However, the categories “long” and “very long” occur only sporadically in negative comments (11.76%, i.e. 8/68 comments and 8.82%, i.e. 6/68 comments, respectively).

4.1.1.3. Summary

The Tables 8. and 9. (see above, in sections 4.1.1.1. and 4.1.1.2.) show that the main difference between positive and negative comments is their frequency in the sample (cf. positive comments 83% and negative comments 17%) so the raw numbers in negative comments are lower than in positive comments.

The only difference seems to be in the use of punctuation. Although both negative and positive comments frequently occur without any punctuation (negative 50%, and positive 39.46%), the positive ones seem to prefer the category “other” in more cases than in negative comments (cf. positive comments 31.33% and negative comments 13.24%). The difference in the choice of punctuation is hard to explain.

¹⁹ Example 50 is the only comment containing both an emoji and an emoticon.

Nevertheless, the low frequency (11.76%) of comments containing at least one emoji in negative comments seems easy to explain. Since the “face” emoji are created with the intent of expressing either positive or negative emotions, the user has access only to the existing stock. Although the authors of negative comments can choose any emoji, even a laughing emoji < 😂 > and use it to mock someone, not all emoji can fit into negative comments, e.g. < 😊 > would not fit into the comment defined as negative. Generally, the stock of emoji offers many options which can be used with negative polarity (e.g. frowning face < 😞 >, unamused face < 😏 >, angry face < 😡 >, thumbs down < 👎 >), but the repertoire is still more limited than that of positive emotions²⁰. This is partly related to the definition of “positive” comments in this thesis because the positive comments can express, for instance, disagreement with homophobia, and thus use emoji with negative emotions (anger, sadness, etc.), as in example 51, where the emoticon is a frowning face, but it is included in the comment categorized as positive. In negative comments, the emoji/emoticons with positive emotions, for example, the smiling face < 😊 > do not occur.

(51) omg i cant believe my country, argentina is in this video! anyway, i met a lot of homophobics here, and most of my family doesn't support me being bisexual :(([20C]

The reason why negative comments do not contain emoji with “decorative” function, may be also related to the shortcomings of the existing stock of emoji, since the symbols used commonly for decoration are hearts, e.g. < ❤️ > (see example 52), animals, e.g. < 🐶 >, and in the LGBT comments the rainbow objects, e.g. < 🏳️ >, which are unsuitable to accompany a negative comment possibly because some emoji are seen positively (e.g. animals) (see section 2.6.2.).

(52)




 Homosexuality is absolutely forbidden, for it is an enormous sin !
 Ex homosexual . I've never been a gay. I had a problem and Jesus resolved it. Michael Glatze. Former founder of Young Gay America and active homosexual, Michael Glatze, helps us understand the genesis of the homofascism movement that is beginning to

²⁰ See *Emojipedia*: <https://emojipedia.org/>

exercise a stronghold on Western culture and politics.

<https://www.youtube.com/watch?v=i6xIidNvT6Q>

<https://www.youtube.com/watch?v=DERC4kpd5Ag> Can a Homosexual be Forgiven?

What hope is there for me if I am practicing homosexuality? All sinful patterns can be stopped, and God offers forgiveness, renewal, and restoration. It's in the Bible, I Corinthians 6:9, NKJV. "Do you not know that the unrighteous will not inherit the kingdom of God? Do not be deceived. [...] Today the conflict has been resolved, I am very happy.


 Is Homosexuality a Sin? It's in the Bible, Leviticus 18:22, TLB.

"Homosexuality is absolutely forbidden, for it is an enormous sin." Is the practice of homosexuality the worst sin a person can commit? Many people, even "Christians" may say this, but the Bible says all sin leads to death. It's in the Bible, Romans 6:23, NKJV. "For the wages of sin is death, but the gift of God is eternal life in Christ Jesus our Lord. Pride, greed, and laziness are sins all the same, just as much as homosexuality is a sin. [...] [25C]²¹

4.1.2. Content

All comments could be divided into three categories according to their content: "thoughts", "emotions", and "identification" (for details see section 3.4.). The results show that the comments in each of the categories have a specific form which seems to be prevailing.

Of all the content categories, the comments expressing "thoughts" represent 68% of the data (i.e. 272/400 comments), the category "emotions" is the second most frequent with 27% (i.e. 108/400 comments). Only the category "identification" is quite rare (5%, i.e. 20/400 comments).

²¹ The comment is too long so only some parts are included for illustration.

4.1.2.1. Thoughts

total number of "thoughts" comments		
	272	
types	number of comments	percentage out of the total
POLARITY		
positive	220	80.88%
negative	52	19.12%
PUNCTUATION		
no punctuation	80	29.41%
other	86	31.62%
standard	81	29.78%
no final period	25	9.19%
EMOJI and EMOTICONS		
emoji	34	12.50%
emoticons	15	5.51%
with both emoji and emoticons	0	0.00%
without emoji and emoticons	223	81.99%
LENGTH		
very short	39	14.34%
short	96	35.29%
long	93	34.19%
very long	44	16.18%

Table 10. Number of comments in each category for “thoughts” comments.

The comments whose main aim is to present “thoughts” (which also include attitudes, and/or personal stories) are with 68% of comments (272/400 comments) the most frequent content category. The high frequency of these comments is related to both the phatic and referential function of the language and to the fact that it is quite rare to communicate only emotions. The comments expressing thoughts tend to be positive (80.88%, i.e. 220/272 comments) rather than negative (19.12%, 52/272 comments).

The authors of “thoughts” comments use with the highest frequency “other” punctuation in 31.62% of instances (i.e. 86/272 comments), but “standard” punctuation and “no punctuation” occur with similar frequency (29.78%, i.e. 81/272 comments, and 29.41%, i.e. 80/272 comments, respectively).

Comments containing emoji and/or emoticons are infrequent (12.50% and 5.51%, i.e. 34/272 and 15/272 comments respectively). The reason for the absence of emoji is probably due to

their form and accessibility. Firstly, emoji are not always included on keyboards and the author needs to either search for them (if they want to copy them, e.g. from *Emojipedia*) or to switch to the emoji keyboard (if they have the keyboard)²². This requires too much effort, so when writing a text of several lines, it is not always convenient to use it because if the user does not have emoji-keyboard application, they would have to pause and search for the suitable emoji on the Internet and then return to the text. Hence, it is easier to finish the thought first and then search for the emoji, i.e. to place it at the very end of the text, or to write the text without any emoji.

Secondly, emoji “disrupt” the text visually because, normally, the text is only black and white including punctuation marks. Emoji, however, are in bright colors and take more space than other symbols, e.g. a question mark. Thus, if a text telling a long story/describing elaborate thoughts uses too many emoji, it could seem fragmented and would be more difficult to read. This should not prove problematic in emoticons, since they formally do not differ from the rest of the text because they are formed by standard punctuation marks. However, the emoticons are quite rare in this category. In “thoughts”, if authors use emoji, the emoji have most frequently “pragmatic”, “emotions” and “rainbow” function (75%, i.e. 12/16, 51.1%, i.e. 93/182 emoji, and 47.22% 17/36 emoji), but emoji with “decorative” function are also frequent (38.1%, i.e. 8/21 emoji). The “repeating” emoji can be found in the whole data only twice, and one “repeating” emoji is in “thoughts” comments.

The majority of emoticons in “thoughts” comments has “pragmatic” function (all emoticons with this function, i.e. 3/3 emoticons) and “softening” function (57.14%, i.e. 4/7 emoticons). The “emotions” function, however, is also relatively frequent (35.71%, 5/14 emoticons).

The “thoughts” comments tend to be longer than comments in other categories (i.e. “emotions” and “identification”). The “thoughts” comments are “short” in 35.29% (i.e. 96/272 comments) and “long” in 34.19% of instances (i.e. 93/272 comments). In “thoughts”, the categories “very short” and “very long” are represented by only 14.34% and 16.18% of comments, respectively (i.e. 39/272 and 44/272 comments). In the case of “very long” category, the percentage is still higher than in other content categories (cf. “emotions” 1.85% and “identification” 0%). The explanation for the higher frequency of longer length types (i.e. “long” and “very long”) is that “thoughts” need more words. For example, if one is telling a story, or if the author’s attitudes

²² Some brands of cellphones have the emoji-keyboard application, others do not, so it has to be installed by the user, if they want to have the emoji keyboard.

need to be supported by a strong argument of why they hold such a view, more words are required.

There appears to be a co-occurrence length and type of punctuation within the “thoughts” comments. They prefer some punctuation (“standard” and “other”) to “no punctuation”, because, without the punctuation, the longer comments would become too chaotic. The number of comments with “no punctuation” is, nonetheless, not too low either. It is true that there are a few instances of “long” comments completely without any punctuation, but the longer the comment without punctuation is, the greater effort is needed to read it correctly. This be illustrated by example 53.

(53) so about the nature thing just throwing this out here but when some animals are in a group and there is one gender dominating them and they need more of the other through NATURE they switch and others by NATURE have no set gender and by NATURE they don't give a shit over your sexuality as they will do both and yes by NATURE this happens but yeah we humans are breaking an absolute silent rule that only our species have to adhere to which means we are a dick to any human that acts like a normal species on this godforsaken-planet [39C]

Some “thoughts” comments belonging to the “short” or a “very short” category occur also without punctuation. They, of course, can be understood without difficulties, as shown in example 54:

(54) I guess I'm going to hell for NO reason sheeet [21C]

4.1.2.2. Emotions

total number of "emotions" comments		
	108	
types	number of comments	percentage out of the total
POLARITY		
positive	93	86.11%
negative	15	13.89%
PUNCTUATION		
no punctuation	76	70.37%
other	21	19.44%
standard	7	6.48%
no final period	4	3.70%

EMOJI and EMOTICONS		
emoji	39	36.11%
emoticons	7	6.48%
with both emoji and emoticons	1	0.93%
without emoji and emoticons	61	56.48%
LENGTH		
very short	70	64.81%
short	34	31.48%
long	2	1.85%
very long	2	1.85%

Table 11. Number of comments in each category for “emotions” comments.

The category “emotions” is the second most common content category in the data (27%, i.e. 108/400 comments). 86.11 % of instances (93/108 comments) of this category are positive comments.

The “emotions” comments use “no punctuation” most frequently (70.37%, i.e. 76/108). Other punctuation types are less frequent (cf. “other” 19.44%, “standard” 6.48%, and “no final period” 3.7%). The high frequency of “no punctuation” is not unexpected, since the “emotions” do not need as many words as “thoughts”, and therefore, the relations between them are usually clear without punctuation.

There is relatively high number of comments with emoji (36.11%, i.e. 39/108 comments) since emotions are often more difficult to describe by word. Most of the emoji in “emotions” comments have “emotions” function (48.35%, i.e. 88/182 emoji). However, “decorative”, “rainbow” and “pragmatic” emoji are also not infrequent (38.1%, i.e. 8/21 emoji, 33.33%, i.e. 12/36 emoji, and 25%, i.e. 4/16 emoji, respectively). 1/2 emoji with “repeating” function is in “emotions” comments. Example 55 illustrates the emoji with “emotions” function.

(55)    [10A]

The most frequent category of emoticons in “emotions” comments is “emotions” (9/14 emoticons). Another category represented in this type of comments is “softening” (2/7 emoticons). Other categories are absent.

The “very short” comments are in majority (64.81%, i.e. 70/108 comments). “Short” comments are less frequent (31.48%, i.e. 34/108 comments), but “long” and “very long” comments are

almost absent (each 1.85%, i.e. 2/108 comments). Therefore, not many punctuation marks are needed to clarify the text. The short length also allows more emoji to be placed in a comment without disrupting the text.

Example 56 presents a prototypical comment expressing emotions which can be classified as a positive “very short” comment with emoji expressing emotions.

(56) ❤️ [11E]

4.1.2.3. Identification

total number of "identification" comments	20	
types	number of comments	percentage out of the total
POLARITY		
positive	19	95.00%
negative	1	5.00%
PUNCTUATION		
no punctuation	9	45.00%
other	6	30.00%
standard	4	20.00%
no final period	1	5.00%
EMOJI and EMOTICONS		
emoji	6	30.00%
emoticons	1	5.00%
with both emoji and emoticons	0	0.00%
without emoji and emoticons	13	65.00%
LENGTH		
very short	7	35.00%
short	10	50.00%
long	3	15.00%
very long	0	0.00%

Table 12. Number of comments in each category for “identification” comments.

The comments with identification are the least frequent category in the data (only 5% of instances, i.e. 20/400 comments), and, given the nature of the data, they are in 95% cases positive (19/20). The “identification” comments occur without punctuation in 45% of instances (i.e. 9/20 comments). If they have any punctuation, it is “other” in 30% of instances (i.e. 6/20

comments) and “standard” in 20% (i.e. 4/20 comments). “No final period” category is present only in one instance.

The “identification” comments contain most frequently emoji with “decorative” (23.81%, i.e. 5/21 emoji) and “rainbow” (19.44%, i.e. 7/36 emoji) function. There is only one instance of “emotions” emoji in “identification” comments. Except for one instance of emoticon with “softening” function, no emoticons can be found in this category.

The “identification” comments are “very short “, or “short” (35% and 50%, i.e. 7 and 10/20 comments, respectively). Occasionally, they can be “long” (15%, i.e. 3/20 comments), but the category “very long” is absent.

The prototypical example of the “identification” comment is example 57: a positive comment with no punctuation but with “rainbow” emoji (here a rainbow and a rainbow flag), and not longer than one line:

(57) I’m a lesbian so this makes me very happy 🌈🏳️‍🌈 [3A]

4.1.3. Punctuation

The most frequent type of punctuation in the data is “no punctuation” (41.25%, i.e. 165/400 comments). If comments do use punctuation, most frequently, it is punctuation belonging to the “other” category (28.25%, i.e. 113/400 comments), but comments with “standard” punctuation occur with similar frequency (23%, i.e. 92/400 comments). The category with the lowest frequency of occurrence is “no final period” (only 7.5%, i.e. 30/400 comments). These results are probably influenced by the fact that the category “other” is quite broad (its subtypes will be discussed in section 4.1.3.4.).

4.1.3.1. No final period

total number of "no final period" comments		
	30	
types	number of comments	percentage out of the total
POLARITY		
positive	27	90.00%
negative	3	10.00%
CONTENT		

thoughts	25	83.33%
emotions	4	13.33%
identification	1	3.33%
EMOJI and EMOTICONS		
emoji	4	13.33%
emoticons	6	20.00%
with both emoji and emoticons	0	0.00%
without emoji and emoticons	20	66.67%
LENGTH		
very short	2	6.67%
short	11	36.67%
long	13	43.33%
very long	4	13.33%

Table 13. Number of comments in each category for “no final period” comments.

This category is the most infrequent in the data (only 7.5% of all comments, i.e. 30/400). The tendency to omit the very last period of the text in CMC has perhaps arisen from the form of CMC communication – the comments (be it on *YouTube* or on some other social network) have clear-cut boundaries, and so it is not necessary to indicate the end of the text by inserting a punctuation mark. Therefore, it had been expected that the category would be much more frequent. Example 58 shows a comment where all punctuation marks are present, except for the very last period.

(58) being a lesbian is a modern trend brought by feminism. there were no lesbians back then, just bisexual women [29C]

“No final period” category consists mostly of positive comments (90%, i.e. 27/30 comments), and it almost lacks negative comments (10%, i.e. 3/30 comments). Most frequently, “thoughts” comments appear in this category (83.33%, i.e. 25/30 comments), only occasional examples of “emotions” comments can be found in “no final period” punctuation type (13.33%, i.e. 4/30 comments). Only once, an “identification” comment is present(3.33%).

The percentage of comments with emoji and emoticons present in this class is relatively high is 13.33% and 20%, i.e. 4/30 comments and 6/30 comments. In the majority of cases, the emoji/emoticon substitutes the missing period at the end (75% and 100%, i.e. 3/4 comments and 6/6 comments, respectively), as can be seen in example 59 and 60.

(59) Well I thought I'm bi but every time I watch stuff like this I'm not sure anymore.
Tending to gayness anyway 🙄 [18J]

(60) I love ash's videos and I only subbed this year, so I haven't see there old stuff.
Recently started to think I'm akoisexual and this was the first video that showed up
when I looked it up. I'm so glad that it's ash that's gonna help me learn about is :) [32C]

4.1.3.2. Standard punctuation

total number of comments with "standard" punctuation		
	92	
types	number of comments	percentage out of the total
POLARITY		
positive	70	76.09%
negative	22	23.91%
CONTENT		
thoughts	81	88.04%
emotions	7	7.61%
identification	4	4.35%
EMOJI and EMOTICONS		
emoji	9	9.78%
emoticons	1	1.09%
with both emoji and emoticons	0	0.00%
without emoji and emoticons	82	89.13%
LENGTH		
very short	17	18.48%
short	24	26.09%
long	26	28.26%
very long	25	27.17%

Table 14. Number of comments in each category for “standard” punctuation comments.

The results show that the “standard” punctuation is not as rare as it is sometimes believed. However, its frequency is still lower than that of other categories, since only 23% of the comments (i.e. 92/400 comments) use “standard” punctuation (cf. “no punctuation” in 41.25%, and “other” in 28.25%). Positive comments (76.09%, i.e. 70/92 comments) are punctuation more frequent in “standard” punctuation.

Most of the comments with “standard” punctuation express thoughts (88.04%, i.e. 81/92 comments), the rest of the content types is in minority. The “emotions” category can be found only in 7.61% of instances (7/92 comments), and “identification” comments occur with even lower frequency (4.35%, i.e. 4/92 comments).

The comments of one to three lines, i.e. in “long” comments (28.26%, i.e. 26/92 comments) are frequent in “standard” punctuation type, but the frequency of the other categories is almost identical (cf. “short” 26.09% and “very long” 27.17%, i.e. 24/92 and 25/92 comments respectively). Only the frequency of “very short” comments is slightly lower (18.48%, i.e. 17/92 comments).

The “standard” punctuation co-occurs with comments with emoji, or emoticons only in 9.78% and 1.09% respectively (i.e. 9/92 and 1/92 comments respectively). It might be because emoji and emoticons are more frequent in “very short” comments, which are the least frequent “length” in comments with “standard” punctuation. Example 61 is the only instance that can be found in the data of “standard” punctuation co-occurring with an emoticon, and example 62 is one of instances of a comment with “emoji” and “standard” punctuation.

(61) Im glad Im not the only one. I liked girls ever since childhood but never had a crush. This past few months I had this feeling Im in love with this girl. Its love at first sight, I just had this unbearable feeling I cant help when I do not see her and when I see her my heart just start beating so fast. Its just frustating bec. She is straight, eventhough she is single now. I just know that shes straight. Our relationship is pretty complicated too. Im just an intern and she is a staff in the hospital we were working with. I just cant close with her bec. She has this authority over interns. I cant help but just keep this feelings to myself. T_T [40A]

(62) 🙈😞 i used to hide, til my bf worries bout me like, yesterday the most. I don't h@rm nu more it been almost 2 yrs now, because of him he stands up for me, when i cannot defend myself @ times. I thank Sandy, my closest aunt, for finding him for me if, it wasn't for her she knu's i would of taken the same path she did. She committed suicide 10-yrs ago, on my 15th. Birthday. Nov. 6 of this yr had been 10yrs i didn't wan a party i don't got anybody to celebrate it wit so, i had chose to go wit family to St. Augustine, Fl. For the whole day, it got my mind & it kept my mind on my Naruto, my 내 사랑 (korean for: love) of my life. [27G]

4.1.3.3. No punctuation

total number of comments with "no punctuation"		
	165	
types	number of comments	percentage out of the total
POLARITY		
positive	131	79.39%
negative	34	20.61%
CONTENT		
thoughts	80	48.48%
emotions	76	46.06%
identification	9	5.45%
EMOJI and EMOTICONS		
emoji	45	27.27%
emoticons	8	4.85%
with both emoji and emoticons	1	0.61%
without emoji and emoticons	111	67.27%
LENGTH		
very short	85	51.52%
short	59	35.76%
long	16	9.70%
very long	5	3.03%

Table 15. Number of comments in each category for “no punctuation” comments.

The number of comments without any punctuation is the highest of all punctuation categories 41.25% (i.e. 165/400 comments) (cf. “other” 28.25%, “standard” 23%, “no final period” 7.5%). the positive comments, are prevailing in this category, just like in the other punctuation categories, in which they can be found in the 79.39% of instances (i.e. 131/165 comments) (cf. negative comments 20.61%).

The comments without punctuation most commonly express thoughts (48.48%, i.e. 80/165 comments). “Emotions” comments occur with similar frequency (46.06%, i.e. 76/165 comments). Nonetheless, the “identification” category is relatively scarce within “no punctuation” type (5.45%, i.e. 9/165 comments). The similar frequency of “thoughts” and “emotions” comments might seem surprising, since “thoughts” tend to be longer and hence, it would be expected that they would have “no punctuation” less frequently.

However, the results show that the number of “long” and “very long” comments in “no punctuation” category are in minority (9.7%, i.e. 16/165 comments and 3.03%, i.e. 5/165 comments, respectively).

The majority of comments without punctuation are “very short” (51.52%, 80/165 comments) and “short” (35.76%, 59/165 comments), which suggests the relation between the punctuation and the length types.

The comments with “no punctuation” contain in 27.27% (i.e. 45/165 comments) at least one emoji and in 4.85% (i.e. 8/165 comments) at least one emoticon. The only instance of both an emoji and an emoticon in one comment falls into this category.

4.1.3.4. Other

total number of comments with "other" punctuation		
	113	
types	number of comments	percentage out of the total
POLARITY		
positive	104	92.04%
negative	9	7.96%
CONTENT		
thoughts	86	76.11%
emotions	21	18.58%
identification	6	5.31%
EMOJI and EMOTICONS		
emoji	21	18.58%
emoticons	8	7.08%
with both emoji and emoticons	0	0.00%
without emoji and emoticons	84	74.34%
LENGTH		
very short	12	10.62%
short	46	40.71%
long	43	38.05%
very long	12	10.62%

Table 16. Number of comments in each category for “other” punctuation comments.

The broadest punctuation type in the data is “other” (28.25%, i.e. 113/400 comments). The 92.04% of comments with this type of punctuation (i.e. 104/113 comments) are positive.

Negative comments are not frequent (7.96%, i.e. 9/113 comments). As for the content, the comments in “other” category belong to the “thoughts” category in 76.11% (i.e. 86/113 comments). The second most numerous content category is “emotions”, which occurs in “other” comments in 18.58% (i.e. 21/113 comments). The category with lowest frequency in this punctuation type is “identification” (5.31%, i.e. 6/113 comments).

The “other” category contains all uses of punctuation which could not be included in the previous categories (see section 3.3.). However, it is possible to see certain more general tendencies. For example, the authors use ellipsis, usually instead of a period, for separating chunks of text, but not necessarily always sentences/clauses (as in example 63).

(63) is it just me...or do these people look kinda...g a y ? i dunno... [1I]

This is probably related to the characteristics of CMC, which tends to be in some aspects closer to the spoken language: thanks to the ellipsis, the author can mark “pauses” at the places where they would make them in speech as in example 64.

(64) I guess you could say....they look GAY

GAY PRIDE [3D]

The ellipsis at the very end of the text may indicate that the speaker intentionally left out some information (example 65), which is generally the most common function of ellipsis, or it can soften the ending and thus show other users that they should feel free to comment on it (example 66).

(65) It's 2018, are we seriously STILL not over accepting the fact that some people are gay? I mean, we're planning to colonize Mars... [13B]

(66) 1:13 Am I the only one who read that as “Porn?” [11G]

In example 65, the author uses ellipsis instead of repeating the information in the preceding sentence, i.e. that gay people should be accepted. Example 66 has ellipsis at the very end, which emphasizes that the question should be answered by other users.

Another phenomenon is the use of exclamation marks, which are used to emphasize some information, usually, the more exclamation marks the stronger the emphasis on the utterance, as example 67 shows.

(67) Katy Perry!!!!!!!! Awesome [22E]

The other punctuation uses in the “other” category are brackets, semicolons, no final period in all sentences. However, what the results show is, that those punctuation marks that are more prominent than others are much more frequent – i.e. those that have more specific pragmatic meaning (e.g. exclamation marks used for emphasizing, or to imitate shouting as in examples 67), those indicating the sentence type (e.g. question marks marking interrogative clauses - example 68 marking a rhetorical question), and those which have only one use (e.g. quotation marks can be used only when quoting someone, in example 69).

(68) DISGUSTANG

..

Get it?

(69) LOL. My Mom said "It's just a phase" That was 25 years ago [34F]

The quotation marks appear even in comments with almost no other punctuation, and if there are any punctuation marks, they are usually placed within the quoted text (as in example 70).

(70) “You have the most comfortable boobs. Did you know that?”

WHY IS THAT MEEEEEE [5B]

Example 71 has only quotation marks and no other punctuation (disregarding the apostrophes).

(71) My country is like ‘no we can’t legalise gay marriage everyone will be influenced to become gay and then we’ll have no more children noooo’ [21I]

The explanation of the regular use of quotation marks is not simple, especially because in many instances the text contains introductory clauses such as *to be like* in, e.g. *Ok I remember watching All In and being like "oh that's super gay hell yes"* [8F], or the verb *to say*, for example

in *LOL. My Mom said "It's just a phase" That was 25 years ago* [9A], from which it should be obvious that the following line is a quotation.

Plus signs <+> behave similarly to quotation marks, if they are placed at the end of the abbreviation LGBT(Q)+ (example 72). Similarly the commas a part of a title are not omitted (here particularly in the movie *Love, Simon*, as in example 73). It is possible that in case of both the abbreviation and the name of the movie the punctuation marks are so related to the concept itself that the users do not think of omitting them.

(72) We love u for who u are. SUPPORT ALL LGBTQ+ Community 🏳️ we are all equal
🏳️ [37D]

(73) I'm very thankful that we have Love, Simon [10F]

4.1.3.5. Analysis of emoji and emoticons

total number of comments with "emoji"		
	79	
types	number of comments	percentage out of the total
POLARITY		
positive	71	89.77%
negative	8	10.13%
CONTENT		
thoughts	34	43.04%
emotions	39	49.37%
identification	6	7.59%
PUNCTUATION		
no punctuation	45	56.96%
other	21	26.58%
standard	9	11.39%
no final period	4	5.06%
LENGTH		
very short	28	35.44%
short	32	40.51%
long	13	16.46%
very long	6	7.59%

Table 17. Number of comments in each category for comments with emoji.

total number of comments with "emoticons"		
	23	
types	number of comments	percentage out of the total
POLARITY		
positive	22	95.65%
negative	1	4.35%
CONTENT		
thoughts	15	65.22%
emotions	7	30.43%
identification	1	4.35%
PUNCTUATION		
no punctuation	8	34.78%
other	8	34.78%
standard	1	4.35%
no final period	6	26.09%
LENGTH		
very short	3	13.04%
short	7	30.43%
long	12	52.17%
very long	2	8.70%

Table 18. Number of comments in each category for comments with emoticons.

Surprisingly, the results show that both emoji and emoticons are not too frequent – out of all 400 comments, only 79 use at least one emoji (19.75%) and only 23 at least one emoticon (5.75%), and one comment in the data contain both an emoji and an emoticon. The reason for the low occurrence of comments with emoticons could be related to the decreasing popularity of emoticons, which are currently being substituted by much more visually attractive and now more fashionable emoji, which offer the user greater variety of pictures. The number of comments emoji, however, is not very high either, which can be explained by the fact that emoji can be inserted only on certain devices, especially cell-phones and thus not all users have access to them all the time²³.

Both comments with emoji and emoticons are mainly positive (89.77%, i.e. 71/79 comments and 95.65%, i.e. 22/23), only 10.13% of comments with emoji (i.e. 8/79 comments) and 4.35% (1/23) of comments with emoticons are negative.

²³ Some social networks such as *Facebook* or *Snapchat* automatically change users emoticons into emoji, but not *YouTube*.

Emoji mostly occur in comments belonging to “emotions” (49.37%, i.e. 39/79 comments) and to “thoughts” (43.04%, i.e. 34/79 comments). Comments belonging to “identification” are not as common (7.59%, i.e. 6/79). Emoticons, however, are most frequent in “thoughts” (65.22%, i.e. 15/23 comments), and the number of “emotions” comments with emoticons is much lower (30.43%, i.e. 7/23 comments). Only one “identification” comment with an emoticon could be found in the data so just as in emoji, this category is in minority for the emoticons too.

Emoji are most frequently combined with “no punctuation” (56.96%, i.e. 45/79 comments). The second most frequent punctuation category is “other” (26.58%, i.e. 21/79). The remaining categories have much less instances (cf. “standard” 11.39% and “no final period” 5.06%). In emoticons, “no punctuation” and “other” categories are represented by the same number of instances (each 34.78%, i.e. each 8/79 comments), and in 26.09% the emoticons are combined with “no final period”. The only category with low frequency is “standard”, which is represented by only one instance. Example 74 illustrates a comment with “no punctuation” but with “emoji”; the comment in example 75 uses “other” punctuation along with “emoji”; example 76 has “standard” punctuation with “emoji”, and in example 77 the final period is substituted by an emoji.

(74) watching this makes me so proud to be a youth lesbian 🏳️🌈 [38E]

(75) I'm Christian and everyone else at my church probobly hates the lgbtq+ community 😂😂(my friends and grandparents) [21J]

(76) 🙈😞 i used to hide, til my bf worries bout me like, yesterday the most. I don't h@rm nu more it been almost 2 yrs now, because of him he stands up for me, when i cannot defend myself @ times. I thank Sandy, my closest aunt, for finding him for me if, it wasn't for her she knu's i would of taken the same path she did. She committed suicide 10-yrs ago, on my 15th. Birthday. Nov. 6 of this yr had been 10yrs i didn't wan a party i don't got anybody to celebrate it wit so, i had chose to go wit family to St. Augustine, Fl. For the whole day, it got my mind & it kept my mind on my Naruto, my 내 사랑 (korean for: love) of my life. [27G]

(77) My parents knew I was lesbian before I did. Proud Lesbian here ❤️❤️❤️ [20H]

Emoji can also stand by themselves in comments (in 3% of instances, i.e. in 11/80 comments). They usually express emotions, or carry a message which should, at least to some degree, be understandable without words, but it is not possible to substitute them by words which would mean exactly the same. In example 78, it is clear that the comment expresses positive emotions, but it would be hard to find exact “translation” into English. It could mean: “I love you/this”, or “This is beautiful/cute”, or even “It makes me happy”. It is possible to see that the subject can be in the first person, but also in the third. Although it is situationally predictable that the author speaks for themselves, it could just as well be first person plural when speaking, e.g. for their partner, family, or community as well.

(78)  [37G]

The similar situation is with the next comment (example 79): again, the polarity seems to be obvious, but the translation to words is questionable.

(79)  [34H]

However, there are comments which seem to contain longer utterances and also cause and effect relations, or relations similar to predication, e.g. in example 80, the polarity is obviously negative, and the “translation” could be somewhat clearer here, probably close to “The LGBT community makes me sick” because it is natural to interpret the first part (the rainbows) as a cause and the second part (the faces) as an effect, especially in the context of an LGBT video. Although this is only a guess and the exact meaning might not be known even to the author, generally, the number of interpretations is narrower.

(80)  [30D]

Unlike emoji, emoticons are much more frequently combined with other punctuation marks, but still they are found most frequently in comments with “no punctuation” (37.5%, i.e. 9/24 comments) (example 81). The most frequent punctuation type they are combined with is “other” punctuation (33.33%, i.e. 8/24) (example 82). In 25% (6/24 comments) they substitute the final period (example 83), but they do not, with one exception, combine with “standard” punctuation (examples 84 and 85). And as mentioned above, emoticons usually do not stand alone without any text, only one instance could be found (example 86).

(81) I'm bi and my mom said she would let me date a girl but not a boy XD but this kid in my bus he said your not straight YOUR A SATINEST and I cried for a long time because I love God but I'm bi [21D]

(82) I've watched this multiple times and every time I get chills. But this time I got chills and I started crying. My sister said the LGBTQ+ community was disgusting..I'm pansexual. I've told 4 close people. My boyfriend is bisexual. My friend is bi, my friend is gay, my friend is pan, non binary. I've told these people. And now I've told you. Sincerely, Brielle :) [24D]

(83) Im glad Im not the only one. I liked girls ever since childhood but never had a crush. This past few months I had this feeling Im in love with this girl. Its love at first sight, I just had this unbearable feeling I cant help when I do not see her and when I see her my heart just start beating so fast. Its just frustating bec. She is straight, eventhough she is single now. I just know that shes straight. Our relationship is pretty complicated too. Im just an intern and she is a staff in the hospital we were working with. I just cant close with her bec. She has this authority over interns. I cant help but just keep this feelings to myself. T_T [40A]

(84) wow these little kids are tiny angels omg :D <333 [26J]

(85) Ew 🤢 I feel bad for those little kids they don't know they're adopted :(poor kids [26E]

(86) <3.

It is possible to find emoji most frequently in “short” comments (40.51%, i.e. 32/79 comments), and in “very short” comments (35.44%, i.e. 28/79 comments). “Long” comments contain emoji only occasionally (16.46%, i.e. 13/79 comments). The “very long” category containing emoji is underrepresented (7.59%, i.e. 6/79 comments). The higher number of “short” and “very short” comments can be explained by the fact that emoji can stand alone in a comment.

4.1.3.6. Classification of emoji and emoticons according to their function

total number of emoji	259 ²⁴	
functions	number of emoji	percentage out of the total
repeating	2	0.77%
emotions	182	70.27%
pragmatic	16	6.18%
decorative	21	8.11%
softening	0	0.00%
rainbow	36	13.90%
other function	2	0.77%
unknown meaning	0	0.00%

Table 19. Categories of emoji functions.

total number of emoticons	27	
functions	number of emoticons	percentage out of the total
repeating	0	0.00%
emotions	14	51.85%
pragmatic	3	11.11%
decorative	0	0.00%
softening	7	25.93%
rainbow	0	0.00%
other function	1	3.70%
unknown meaning	2	7.41%

Table 20. Categories of emoticon functions.

Despite the similarity of functions of emoticons with the functions of emoji, the distribution of comments with emoticons in length categories is different. Emoticons, most frequently, occur in “long” comments (52.17%, i.e. 12/23 comments) and in “short” comments (30.43%, i.e. 7/23 comments). The other categories are less frequent (“very short” 13.04%, i.e. 3/23 comments, and “very long” 8.7%, i.e. 2/23 comments).

²⁴ The total number of emoji in all comments is 332, but one comment was excluded from this analysis because it contains 73 emoji which function solely as a means of text organization, which would influence the final percentage.

The total number of individual emoji is 259²⁵ and the total number of emoticons is 27. Both emoji and emoticons are classified according to their function in a comment into: “repeating”, “emotions”, “saying something on its own”, “pragmatic”, “decorative”, and “softening” (see section 3.7.).

The emoji/emoticon express emotions (both positive and negative) most frequently, emoji in 70.27% (i.e. 182/259 emoji) and emoticons in 51.85% (i.e. 14/27 emoticons). Unlike most other categories, “emotions” emoji/emoticons can stand alone in a comment without any text. Examples 87 and 88 show two comments using emoji to express emotions. Example 89 is also a positive comment, but with an emoticon within the same function.

(87) Thanks for the this great and revolutionary video just subscribed ❤️[8G]

(88) 🤩🤩🤩🤩 [8B]

(89) I don't get why straight people hate lgbtq people... we take out our genders so there's less compitition and we leave the oposing genders for you -_- (not trying to offend anyone I tryed t say it as gender [12B]

The “repeating” emoji occurred only in 2 instances (0.77%). Example 90 is one of them. In emoticons, this category is completely absent.

(90) I died laughing 😂 "I'm a straight Christian" and same thing has happened to me this dude came at me for being LGBT and I wasn't as calm as you I was crying and I suffer from depression so hearing that hurt alot, and I really wish ppl would understand the LGBT community. And girl I love your channel I've watched ur vids for maybe 2 and a half years now. You be you and just know ur amazing beautiful and duh best youtuber [21I]

The “pragmatic” emoji occur in 6.18% of instances (i.e. 16/259 emoji). All three emoji in example 91 belong to this category. The author uses them to indicate that the situation they are describing is funny/absurd, i.e. that a heterosexual person watches LGBT films. This category

²⁵ The comment with 73 emoji is excluded from the counts of individual emoji because it would cause the numbers to seem much higher than they actually are, when counting only the other comments (which have mostly one or two emoji each, with only a few exceptions). The 73 emoji have also all have the same function - they are used to mark paragraph.

is also present in emoticons (11.11%, i.e. 3/27 emoticons). The emoticon in example 92 has the same function as the emoji in previous example, i.e. highlighting that the situation is absurd.

(91) I am heterosexual but i watch LGBT films 🤔🤔🤔 [25G]

(92) I'm bi and my mom said she would let me date a girl but not a boy XD but this kid in my bus he said your not straight YOUR A SATINEST and I cried for a long time because I love God but I'm bi

The “decorative” class of emoji/emoticons has 8.11% in emoji (21/259 emoji), however, the class cannot be found in emoticons. The reason for its absence in emoticons is probably because they cannot form objects, only faces. It is true that an emoticon heart exists as well <<3 >, but no instance of its use as a decoration could be found in the data. Example 93 has emoji hearts as a decoration, and example 94 has a see-no-evil monkey and peach emoji. The two smiling faces with heart eyes express positive emotions (i.e. they do not belong to the “decorative” category).

(93) I am pansexual and genderfluid and I am proud! !❤️♀️❤️♂️ [7G]

(94) YES! #Gaypride 🤗🤗🙈🍑 [17I]

In 25.93% of instances of emoticons (i.e. 7/27 emoticons), the users inserted emoticon at the very end of the message/sentence in order to soften it. In emoji, this category is absent. The “softening” emoticons in the data are used in positive comments, if the author knows that the text might be face-threatening to the addressees, e.g. in greetings as in example 95.

(95) I've watched this multiple times and every time I get chills. But this time I got chills and I started crying. My sister said the LGBTQ+ community was disgusting..I'm pansexual. I've told 4 close people. My boyfriend is bisexual. My friend is bi, my friend is gay, my friend is pan, non binary. I've told these people. And now I've told you. Sincerely, Brielle :)

The last category of emoji functions is “rainbow” (since emoticons cannot form rainbows, and they do not have colors, this category is absent). For obvious reasons, the emoji from this category are often connected with LGBT comments. The frequency of this category in the data

was still relatively high 13.9% (36/259 emoji). In many cases, the emoji occurred in comments using the word *proud* and/or *pride*, as in example 96 (the hearts belong to “emotions” category).

(96) watching this makes me so proud to be a youth lesbian 🍷🌈

0.77% of emoji (i.e. 2/259 emoji) and 3.7% of emoticons (i.e. 1/27 emoticons) were assigned “other function” because they did not fit into any of the categories. In example 97, the emoji are fully incorporated in the sentence as words and they are used for illustration:

(97) Watching both of you make me smile like this 😊😊 . [40F]

If this utterance appeared in the spoken discourse, the speaker would smile after the word *this* in order to show in what way they smiled; in CMC, however, this is not possible, so the emoji have to be used instead.

In 2 instances (7.41%), the function of the emoticons could not be identified because the emoticon is undecipherable, for example in 98 and 99.

(98) Gay people lesbian people trans gender people bisexual people KEY WORD PEOPLE The LGBTQ community is no diffrent from other communities there people like us that is what homophobics never learn unless they try Btw great vid :> [28G]

(99) THATS AWESOME! i already knew i was demisexual (only have sexual atraction for 3 people in my entire life) but i am a bit confused about my romantic atraction... This series will surely help put an end in that doubt, thanks! ^^ [32G]

The emoticon in example 98 is on the *Pc.net* website describes as “smug”, but in the context, it is not fully clear what the author meant by the emoticon. In example 99, < ^^ > can according to *Pc.net* have several meanings: a state of being blissful, a shoulder shrug, or just a smile. Again, it is not easy to decipher what the original intension could have been. Generally, emoticons can be much more difficult to interpret than emoji, which can be another reason for their less frequent use. While smileys < :) > and frownies < :(> are easy to understand without learning, some emoticons have to be acquired because they do not resemble real-life objects or faces, apart from the two mentioned above (in examples 98 and 99), it is for example also < x > meaning “kisses” which appeared, for instance, in example 100:

(100) I thought the second vid was showing how ppl shouldn't be biased and say where's ur mum or where's ur dad cos they should be saying where's ur parent cos both parents could be of one gender x [12F]

4.1.3.7. Length

total number of "very short" comments	116	
types	number of comments	percentage out of the total
POLARITY		
positive	87	75.00%
negative	29	25.00%
PUNCTUATION		
no punctuation	85	73.28%
other	12	10.34%
standard	17	14.66%
no final period	2	1.72%
EMOJI and EMOTICONS		
emoji	28	24.14%
emoticons	3	2.59%
with both emoji and emoticons	0	0.00%
without emoji and emoticons	85	73.28%
CONTENT		
thoughts	39	33.62%
emotions	70	60.34%
identification	7	6.03%

Table 21. Number of comments in each category for “very short” comments.

total number of "short" comments	140	
types	number of comments	percentage out of the total
POLARITY		
positive	115	82.14%
negative	25	17.86%
PUNCTUATION		
no punctuation	59	42.14%
other	46	32.86%
standard	24	17.14%
no final period	11	7.86%
EMOJI and EMOTICONS		
emoji	33	23.57%

emoticons	7	5.00%
with both emoji and emoticons	1	0.71%
without emoji and emoticons	99	70.71%
CONTENT		
thoughts	96	68.57%
emotions	34	24.29%
identification	10	7.14%

Table 22. Number of comments in each category for “short” comments.

total number of "long" comments	98	
types	number of comments	percentage out of the total
POLARITY		
positive	90	91.84%
negative	8	8.16%
PUNCTUATION		
no punctuation	16	16.33%
other	43	43.88%
standard	26	26.53%
no final period	13	13.27%
EMOJI and EMOTICONS		
emoji	13	13.27%
emoticons	12	12.24%
with both emoji and emoticons	0	0.00%
without emoji and emoticons	73	74.49%
CONTENT		
thoughts	93	94.90%
emotions	2	2.04%
identification	3	3.06%

Table 23. Number of comments in each category for “long” comments.

total number of "very long" comments	46	
types	number of comments	percentage out of the total
POLARITY		
positive	40	86.96%
negative	6	13.04%
PUNCTUATION		
no punctuation	5	10.87%
other	12	26.09%
standard	25	54.35%
no final period	4	8.70%
EMOJI and EMOTICONS		

emoji	6	13.04%
emoticons	2	4.35%
with both emoji and emoticons	0	0.00%
without emoji and emoticons	38	82.61%
CONTENT		
thoughts	44	95.65%
emotions	2	4.35%
identification	0	0.00%

Table 24. Number of comments in each category for “very long” comments.

As for length, the “short” and “very short” comments are prevailing (35%, i.e. 140/400 comments, and 29%, i.e. 116/400 comments, respectively), but the number of “long” comments is relatively high too (24.5%, i.e. 98/400 comments). The least frequent category is “very long”, which occurs in 11.5% of instances (i.e. 46/400 comments). This, of course, is not surprising since the Internet communication has a general tendency to be brief²⁶ (cf. the use of abbreviations). Also, the comments on *YouTube* are aimed at a wider public and the users usually only browse through them, often to see whether they agree/disagree with the rest of the viewers; thus, the longer the comment is the smaller the probability of its being read by others.

All four categories can be found in most instances in positive comments (“very short” 75%, i.e. 87/116 comments, “short” 82.14%, 115/140 comments, “long” 91.84%, i.e. 90/98 comments, “very long” 86.96%, i.e. 40/46 comments). Both “very short” and “short” comments appear most frequently with “no punctuation”, but the frequency in “very short” comments” is still higher (73.28%, i.e. 85/116 comments, cf. “short” 42.14%, i.e. 59/140 comments). The longer comments, however, occur in most cases with punctuation. In the case of “long” comments, the most frequent type of punctuation is “other” (43.88%, i.e. 88/98 comments), and in “very long” comments, it is “standard” (54.35%, 25/46 comments), which supports the hypothesis of a correlation between length and punctuation types. The category with the lowest frequency is all four categories is “no final period” (“very short” 1.72%, i.e. 2/116 comments, “short” 7.86%, 11/140 comments, “long” 13.27%, i.e. 13/98 comments, “very long” 8.7%, i.e. 4/46 comments). It is possible to see that in some categories (e.g. “very short”), “no final period” is almost absent, but in some categories (e.g. “long”), the frequency is still relatively high.

²⁶ This may be related to fact that some social networks, e.g. *Twitter*, has limited space/number of words for one message.

The distribution of emoji and emoticons is relatively similar in all categories (“very short” 24.14%, i.e. 28/116 comments, “short” 23.57%, 33/140 comments, “long” 13.27%, i.e. 13/98 comments, “very long” 13.04%, i.e. 6/46 comments). Still, the highest number of emoji can be found in “very short” and “short” comments.

As for the content, “very short” category is the only category that occurs most often in comments expressing emotions (60.34%, i.e. 70/116 comments). The majority of comments in other length types are combined with “thoughts” comments most frequently (“short”, 68.57%, i.e. 96/160 comments, “long” 94.9%, i.e. 93/98 comments, “very long” 95.65%, i.e. 44/46 comments). “Short” comments still occur in “emotions” quite often (24.29%, i.e. 34/140 comments), but other categories have only two instances (“long” 2.04%, and “very long” 4.35%). “Identification” is generally infrequent in the data (“very short” 6.03%, i.e. 7/116 comments, “short” 7.14%, i.e. 10/140 comments, and “long” 3.06%, i.e. 3/98 comments), but in “very long” comments no instance could be found in the data.

The results also show a close correlation between the length of the comment and the type punctuation used – the longer the comment, the more likely it is that it would use “standard” punctuation and the less likely it is to contain emoji (the emoticons seem to be independent of the length).

5. Conclusion

This paper attempts to present a detailed description of the uses of punctuation, emoji and emoticons in abusive comments on *YouTube* videos with LGBT topics.

The results show that the choice of punctuation is influenced by various factors. It had been assumed that one of these factors is polarity, however, the analysis proved this hypothesis wrong, at least in the use of standard punctuation marks. The differences between positive and negative comments are only in the use of emoji (the number of emoticons proved to be too low to draw any conclusions). Although the use of emoji seems to be low generally, their frequency in positive comments is still significantly higher than in negative comments. As was already mentioned, it is probably related to the stock of emoji that emoji keyboards have to offer since the number of emoji expressing positive emotions is much higher (cf. the several types of hearts

one can choose from²⁷). Unfortunately, the negative comments are highly infrequent so it is possible that a larger set of data would show also some other differences.

The most prominent factors influencing the choice of punctuation are content and length. The comments expressing thoughts prefer “standard” or “other” punctuation (usually without emoticons) which is also connected to their greater length. The comments expressing emotions show the opposite tendency: they contain “no punctuation” and often use emoji and prefer shorter form. The main specific feature of the “identification” comments is “decorative” emoji because it occurs in the highest frequency.

This proves the hypothesis that the length of a comment is related to its choice of punctuation. The length of the comment proves to be most influential. The longer the comment is, the greater is the need for marking sentence/clause boundaries, in some cases even paragraphs. The frequency of emoji grows lower with the growing length, most likely for two reasons. First, the access to emoji keyboard is not as fast as to the normal keyboard, also the choice of emoji may take quite some time because the number of emoji is higher than of letters so it is much faster to insert either an emoticon which can be created by combining punctuation marks easily accessible on the keyboard, or simply using “standard” punctuation and express emotions, if necessary, by exclamation marks, etc. Second, the emoji are bright in color and their intervention could take more attention of the reader than the rest of the text, in order to prevent this, the author can either insert emoji at the very end or choose not to use it at all.

It is likely that the results would be similar also in language other than English (at least those using similar punctuation rules), but to confirm this more research is needed. Also, the larger data set containing only comments with emoji would be needed to further specify the functions of emoji.

²⁷ 20 types according to *Emojipedia*

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Source

YouTube, Accessed 2018/2019 at: <https://www.youtube.com/> (for the links to the individual videos see the Appendix I)

Résumé

1. Úvod

V úvodu je popsána struktura práce a nastíněna problematika užití interpunkce (včetně emoji a emotikonů) v počítačové komunikaci. Se vznikem nového prostředku komunikace se vždy postupně vytvářejí nová pravidla pro interpunkci, stejně tak jako tomu bylo již dříve v historii, například při zavedení knihtisku. Studium komunikace přes počítač se proto často zabývá novými interpunkčními znaménky, která s sebou přinesla, tj. emoji/emotikony. Tato práce se pokouší o hlubší zpracování použití interpunkce (včetně emoji a emotikonů) v tomto typu komunikace, konkrétně v komentářích na videa na *YouTube* s LGBT tematikou.

2. Teoretická část

Tato kapitola popisuje teoretická východiska dané problematiky, jak je uvádí příslušná odborná literatura. Je rozdělena do několika částí. První se věnuje vztahu interpunkce, emoji a emotikonů. Zároveň se obecněji zabývá postavením interpunkce v lingvistice. V některých studiích jsou emoji a emotikony chápány jako součást interpunkce a jako součást přirozeného vývoje interpunkčních znamének spojeným s novým druhem komunikace. Toto pojetí je využito i v této práci. Část odborných prací se věnuje emoji a emotikonům zcela samostatně, aniž by zmiňovala jejich vztah k interpunkci.

Druhá část se zabývá definicí standardní interpunkce v angličtině a v krátkém přehledu představuje základní interpunkční znaménka, včetně jejich stručné charakteristiky a běžného užití v psaném jazyce.

Třetí část obsahuje charakteristiku počítačové komunikace a vymezuje její druhy. Lze ji rozdělit do tří skupin, podle toho, kdy se konverzace odehrává, a to na synchronní, asynchronní a supersynchronní. Synchronní komunikace je taková, která probíhá v jednom daném časovém úseku, tj. uživatelé odpovídají jeden druhému jen několik sekund poté, co zprávu přijali, a tak na sebe plynule navazují. Naopak asynchronní komunikace, typická například pro emaily, je komunikace, při níž vzniká mezi dvěma zprávami větší časový odstup. Může se jednat pouze o pár minut, ale i o několik dní nebo ještě o delší časový úsek. Posledním a nejméně rozšířeným typem počítačové komunikace je komunikace supersynchronní, která je nejpodobnější mluvené konverzaci, protože adresát vidí zprávu ještě před tím, než ji autor dopíše.

Následující část se věnuje historickému vývoji emoji a emotikonů a jejich užití. Emotikony vznikly relativně brzy. Jsou spojeny s rostoucí popularitou internetové komunikace v osmdesátých a devadesátých letech 20. století. Původně měly pouze dvě verze: usmívající se < :) > a mračící se emotikon < :(>. Později se zvýšením počtu uživatelů internetu, vzrostl i jejich počet. Na konci devadesátých let vytvořil japonský pracovník telekomunikační firmy Šigetaka Kurita emoji, která měla napomoci uživatelům vyjadřovat své pocity i přes počítač. Stejně jako emotikony, i emoji měly fungovat jako náhrada neverbálních komunikace. Po roce 2010 se tyto symboly dostaly i do západních zemí a téměř ihned získaly všeobecnou popularitu.

Poslední část teoretické kapitoly popisuje čtyři významné studie, stěžejní pro tuto práci. První je článek Ewy Jonsson „Emotives: From Punctuation to Emojis“, který se zabývá primárně emoji, emotikony a internetovými zkratkami vyjadřujícími emoce. Ewa Jonsson zde ukazuje, že nejčastěji se používá základní set emoji (obličej a srdce), ale že je možné najít i emoji, která se používají čistě pro dekoraci (např. zvířata).

Následuje studie Ilony Vandergriff „Emotive Communication Online: A Contextual Analysis of Computer-Mediated Communication Cue“, vycházející z dat sesbíraných od studentů německého jazyka, kteří měli za úkol vést ve skupinách konverzaci na kontroverzní témata. Ilona Vandergriff pak analyzovala, jakým způsobem studenti používali emotikony k tomu, aby se vyhnuli konfliktu, nebo aby ho naopak vyvolali. Výsledky studie ukázaly, že použití emotikonů má velký vliv na to, jak je zpráva interpretována. Pokud se použije negativní emotikon, je pravděpodobnější, že tím autor vyvolá konflikt, než když použije pozitivní, nebo žádný.

Čtvrtý výzkum, popsáný v článku Wei-quana Wang „Effects of Emoticons on Acceptance of Negative Feedback in Computer-Mediated Communication“, byl proveden na univerzitě v Hongkongu. Účastníky byly opět studenti, ale jazyk, v němž byl výzkum proveden, byla angličtina. Cílem bylo zjistit, jakou roli hrají emotikony v přijetí kritiky. Výsledky ukázaly, že při použití negativních emotikonů, se negativní polarita kritiky zvýšila a byla tak recipienty chápána jako silná výtky. Naopak při použití pozitivních emotikonů, byla brána spíše jako přátelská rada.

Poslední studie “Sarcasm in Written Communication: Emoticons are efficient markers of attention” od Ruth Filik a Dominica Thompsona shrnuje výzkum, při kterém byly participantům předloženy komentáře, které měli upravit tak, aby vyjadřovaly určitý význam,

např. aby byly brány jako sarkasmus. I tato studie ukázala, že emotikony jsou důležitou součástí toho, jak jsou zprávy přijímány a chápány.

Všechny tyto studie tedy prokázaly, že emotikony jsou důležité pro komunikaci po internetu a že nejsou jen pouhou náhražkou neverbálních projevů, jak bylo původně předpokládáno.

3. Praktická část

Cílem praktické části této práce bylo poskytnout podrobný popis použití interpunkce (včetně emoji a emotikonů) v urážlivých komentářích na *YouTube*. Práce byla založena na datech sesbíraných ze 400 komentářů na *YouTube* k videím videa s LGBT tematikou (jednalo se o 40 videí s nejvyšším počtem zhlédnutí a ke každému z nich bylo vybráno 10 komentářů s pozitivní, nebo negativní polaritou).

Sběr dat byl komplikován několika faktory typickými pro data sbíraná na internetu, a to jejich nejistou autenticitou (neví se, kdo je autorem – věk, pohlaví, rodný jazyk, dokonce ani to, zda komentář není napsaný počítačem), nestálostí data (komentáře mohou být upraveny, vymazány, atd.), ale také vlivem historie vyhledávání na *YouTube* (na internetu fungují algoritmy, který si „pamatuje“ témata, která uživatel vyhledává, a při dalším vyhledávání mu nabízí nejprve to, co připomíná témat již dříve vyhledávaná. Ačkoliv tyto problémy nelze uspokojivě vyřešit, byla podstoupena opatření, která měla zajistit co nejvyšší autenticitu dat, co nejméně ovlivněnou vnějšími vlivy (jako např. předchozí vyhledávání).

Sesbíraná data byla poté rozdělena do několika skupin podle určitých kritérií, a to podle obsahu komentáře (myšlenkové, emocionální a identifikační komentáře), polarity (pozitivní a negativní komentáře), typu interpunkce (standardní, žádná, emoji, emotikon, bez koncové tečky a jiná) a délky (velmi krátké, krátké, dlouhé, velmi dlouhé komentáře). Emoji a emotikony byly dále rozděleny do několika kategorií podle jejich funkce v komentáři: na emocionální, dekorativní, repetitivní, zmírňující a pragmatické. Během analýzy dat se ukázalo, že v individuálních případech mohou emoji a emotikony mít i jinou funkci.

Rozdělení podle obsahu se týkalo hlavního účelu komentáře. Ty, které vyjadřovaly myšlenky, postoje, nebo vyprávěly vzpomínky, byly zařazeny jako myšlenkové. Pokud bylo jádrem komentáře sdělování pocitů, pak patřily mezi emocionální. Zvláštní skupinou typickou pro videa s LGBT tematikou, byla skupina identifikačních komentářů, jejichž cílem bylo oznámit autorovu sexuální orientaci, nebo jinou identitu.

Podle polarity se komentáře daly rozdělit na pozitivní a negativní (neutrální byly z výzkumu vyřazeny). Pozitivní komentáře byly ty, kterou souhlasily s obsahem videa a zároveň podporovaly LGBT komunitu nebo pokud se text vyjadřoval pozitivně k jednomu z těchto témat. V opačném případě byl označen za negativní. Obsahoval-li kritiku na jedno z témat a zároveň měl pozitivní názor na to druhé (či naopak), byl vyřazen.

Vyskytovaly se čtyři hlavní typy interpunkce. Standardní typ byl připsán ke komentáři, který používal interpunkční znaménka tam, kde by podle pravidel měla být. Komentáře se standardní interpunkcí, kde však chyběla úplně poslední tečka, byly brány jako zvláštní typ. Dalším typem byly komentáře bez interpunkce (včetně emoji a emotikonů). Do kategorie „jiné“ patřily všechny ty, které nešlo jinam zařadit. Všechny typy interpunkce se mohly kombinovat s emoji a emotikony, kromě těch případů, kdy komentář patřil do skupiny bez interpunkce. Pokud komentář obsahoval emoji a/nebo emotikon, ale už žádná jiná interpunkční znaménka, pak mu byla připsána pouze tato kategorie.

Hodnocení délky probíhalo podle počtu řádků. Jestliže měl komentář méně než jeden celý řádek, patřil do skupiny velmi krátkých. Pokud zabíral celý řádek, byl klasifikován jako krátký. Komentáře na jeden až tři řádky patří do dlouhých, na více než tři řádky do velmi dlouhých. +

Emoji a emotikony mohly být podle funkce v komentáři rozděleny do jednotlivých kategorií. Pokud vyjadřovaly emoce, ať už pozitivní, nebo negativní, byly označeny za emocionální, jestliže sloužily pouze k dekoraci, za dekorativní. V případech, kdy pravděpodobně opakovaly obsah přecházejícího textu, byly zařazeny mezi repetitivní. Zmírňující funkce slouží autorovi k tomu, aby zmírnil přímot své prosby, nebo negativního obsahu textu. Tato funkce je také častá u přátelských pozdravů, kde umocňuje pozitivní polaritu. Nejširší skupinou je skupina pragmatická, do níž patří ty emoji a emotikony, které naznačují čtenáři, že komentář je míněn sarkasticky, ironicky, doslova, nebo třeba jako vtip. Obecně napomáhají tomu, aby obsah byl pochopen tak, jak jej autor zamýšlel, zvláště pokud to není úplně jasné z jeho obsahu.

Výsledky výzkumu ukázaly, že typ interpunkce není závislý na polaritě komentáře, ale na jeho obsahu a délce. Myšlenkové komentáře byly dlouhé, a proto měly nejčastěji standardní nebo jinou interpunkci a jen zřídka používaly emoji. Emocionální byly naopak krátké, úplně bez interpunkce, nebo pouze s emoji. Identifikační byly někde na pomezí, ale i tak se vyskytovaly spíše kratší, s méně interpunkčními znaménky a často s emoji.

Emoji a emotikony měly nejčastěji funkci emocionální, u identifikačních pak hlavně dekorativní. Relativně častá byla i funkce pragmatické. Zbylé kategorie se objevovaly pouze zřídka. Výzkum ukázal, že jsou i jiné funkce, které nebyly předem definované, ovšem použití emoji bylo v některých případech individuální a týkalo se pouze jednoho případu, proto žádné nové kategorie nebyly vytvořeny.

4. Závěr

V závěru práce jsou shrnuty výsledky výzkumu, které ukazují, že pro určité délky komentáře autoři volí určité typy interpunkce. Čím kratší text, tím méně interpunkčních znamének je potřeba pro to, aby byl čtenáři správně pochopen. Naopak delší texty vyžadují více interpunkce, protože jinak by se text stal těžko rozluštitelným.

Přestože je možné předpokládat, že výsledky této práce by mohly být aplikovatelné i na jiné jazyky používající podobná interpunkční pravidla jako angličtina, bylo by potřeba většího souboru dat i z jiných jazyků, aby se tato hypotéza mohla potvrdit. Ovšem je také pravděpodobné, že jazyky s jinými interpunkčními systémy (a pravděpodobně i jinými směry psaní – zprava doleva, shora dolů, apod.), se v tomto ohledu budou chovat odlišně.

Appendix I – information about the videos

number of video	title	link	date of collection	number of views	number of comments	date of publishing
1	#ProudToLove - Celebrating Marriage Equality and LGBT Pride Month	https://www.youtube.com/watch?v=W5eHtKzashI	June 9, 2018	7,547,332	26	171 June 26, 2015
2	Game Theory: Are Video Games Anti-LGBT?	https://www.youtube.com/watch?v=XamJXHUJZ6M	June 9, 2018	5,446,852	47	429 May 5, 2014
3	Cupcake - LGBT	https://www.youtube.com/watch?v=ihu_XvvaADMXg	June 9, 2018	3,254,519	11	900 December 11, 2016
4	LGBT YOUTUBERS REACT TO How not to react when your child tells you he's gay video"	https://www.youtube.com/watch?v=Ss8t0kA-Qmro	June 10, 2018	1,742,940	11	058 September 12, 2014
5	KISS & TELL LGBT SHORT FILM	https://www.youtube.com/watch?v=7eyvzMcftYA	June 10, 2018	5,008,576	1	710 June 26, 2017
6	LGBT People Recreate Iconic Movie Posters	https://www.youtube.com/watch?v=zho59XXvYrk	June 10, 2018	2,663,974	5	788 April 13, 2016
7	LGBT Myths Debunked	https://www.youtube.com/watch?v=CZvpyv470	June 10, 2018	1,584,759	4	703 June 14, 2015
8	20 LGBT KPOP SONGS AND MUSIC VIDEOS	https://www.youtube.com/watch?v=sp96D4r6lKY	June 10, 2018	1,551,625	2	345 January 22, 2018
9	Top 10 LGBT Characters in Video Games	https://www.youtube.com/watch?v=Y37zWQ3Zbc	June 10, 2018	1,128,459	5	795 June 16, 2015
10	Iconic Romantic Films Remastered By LGBT People	https://www.youtube.com/watch?v=Fig5ddg_sdl	June 10, 2018	831,987	3	094 March 3, 2016
11	LGBT+ wine compilation, funny short video's	https://www.youtube.com/watch?v=BI0Qdu1q3XI	December 25, 2018	3,033,549	9	768 July 10, 2018
12	TRANSBOY REACTING TO ANTI-LGBT VIDEOS	https://www.youtube.com/watch?v=Nb3WRUcAozU	December 25, 2018	1,015,954	13	296 February 28, 2018
13	LGBT Athletes Talk About Coming Out	https://www.youtube.com/watch?v=T2j000TUbh8	December 25, 2018	799,984	7	53 July 31, 2015
14	Magic cover - RUDE - LGBT version	https://www.youtube.com/watch?v=r41wLdx-g8	December 27, 2018	1,548,954	6	928 September 4, 2014
15	PIPER - LGBT Short Film	https://www.youtube.com/watch?v=hwvrm07fMs	December 27, 2018	819,414	1	447 June 22, 2017
16	High School Seniors Get A Surprise Invite To Queer Prom	https://www.youtube.com/watch?v=3h2mx1_wF-8	December 31, 2018	1,879,701	6	254 June 8, 2017
17	Gay pride Fight song	https://www.youtube.com/watch?v=CFFELW_ZP_Y	December 31, 2018	924,658	5	876 February 16, 2016
18	HER FIRST TIME LGBT SHORT FILM	https://www.youtube.com/watch?v=0BI0Qdu1q3XI	December 31, 2018	1,066,886	1	000 December 15, 2018
19	LGBT GIRLFRIEND TAG - TaylorMade	https://www.youtube.com/watch?v=TwBhll0Nhw&e=3s	December 31, 2018	793,600	2	23 June 24, 2016
20	This Is What LGBT Life Is Like Around the World Jenni Chang and Lisa Dazolis TED Talks	https://www.youtube.com/watch?v=vwByud_vOgIY	December 31, 2018	675,338	3	247 December 4, 2015
21	Reacting To An Anti-LGBT LPS Video	https://www.youtube.com/watch?v=TCGhWvSBtde	December 31, 2018	1,75,962	3	435 June 30, 2017
22	Celebs You Didn't Know Were In LGBT Relationships	https://www.youtube.com/watch?v=3XlloB1T3A&e=1f	December 31, 2018	658,792	1	119 September 23, 2018
23	We Went To An LGBT Band Camp	https://www.youtube.com/watch?v=TWtTat1_ggXIA	January 12, 2019	618,488	5	434 October 14, 2017
24	Pride Month #LoveIsLove	https://www.youtube.com/watch?v=Q4J1WpwsQec	January 12, 2019	489,56	4	084 June 17, 2016
25	The Bench (LGBT Short Film)	https://www.youtube.com/watch?v=3XlloB1T3A&e=1f	January 13, 2019	1,276,772	6	177 September 29, 2017
26	LGBT Families Talk About What Makes A Family // Sponsored by JOHNSON'S®	https://www.youtube.com/watch?v=3XlloB1T3A&e=1f	January 13, 2019	583,687	3	122 May 26, 2016
27	Oxygen An LGBT Short Film	https://www.youtube.com/watch?v=99PHDh95WMI	January 13, 2019	522,250	1	179 March 12, 2017
28	Worse than Demonization: Anti-Gay Ads on LGBTIQ+ Videos	https://www.youtube.com/watch?v=YVnmcDStEgIs	January 13, 2019	400,238	6	134 June 1, 2018
29	5 LGBT Badasses From History	https://www.youtube.com/watch?v=3XlloB1T3A&e=1f	January 13, 2019	391,707	4	657 August 10, 2016
30	WWE Wrestlers You Might Not Know Are Lesbian/Bisexual	https://www.youtube.com/watch?v=wbq2vHZJmE&e=37	January 13, 2019	379,957	8	62 October 12, 2018
31	LGBT Short Film - Dear Claire	https://www.youtube.com/watch?v=wc2FYV1uV's	January 13, 2019	428,047	4	39 August 19, 2018
32	Christian responds to Pro-LGBT+ videos	https://www.youtube.com/watch?v=OQGUUwVMBcA	January 13, 2019	44,425	10	758 June 16, 2017
33	Hattie - cute teen LGBT love story short film	https://www.youtube.com/watch?v=SI1A1U5hB6Q	February 13, 2019	295,488	2	40 May 7, 2015
34	Demi Lovato - Really Don't Care (Official Video) ft. Cher Lloyd	https://www.youtube.com/watch?v=L-Fa8_ujBA	February 13, 2019	205,184,180	83	206 June 26, 2014
35	5 More Current TV Shows With LGBT Characters (2016)	https://www.youtube.com/watch?v=jhdH2B5StUC	February 14, 2019	299,553	2	308 November 15, 2018
36	The Truth About 90s Cartoons And "LGBT Brainwashing" Jack Saint	https://www.youtube.com/watch?v=fe16Nq6p_A	February 14, 2019	255,701	2	203 August 1, 2017
37	isemahbi- My LGBT Story (Official Video)	https://www.youtube.com/watch?v=eZaIKOB8vAg	February 14, 2019	218,667	9	64 January 3, 2016
38	TOP 10 LGBT MOMENTS OF 2015	https://www.youtube.com/watch?v=deatImV-x110	February 22, 2019	206,913	5	838 January 10, 2018
39	TRANS BOY REACTING TO ANTI-TRANS MEMES		February 22, 2019	593,636	3	43 February 25, 2018
40	The Girlfriend Tag LGBT		February 22, 2019	186,392		

Appendix II – comments with classifications

number of video	letter of comment	polarity	content	punctuation	emoji	emoticon	length	comment
1 A		Positive	thoughts	other			long	I'm so proud of what this world is doing with people like us...they are letting us be who we are and of all those people who this video...
1 B		Positive	emotion	emoji	repeating		very short	I CANT FUCKIN STOP CRYING 🥺
1 C		Positive	thoughts	no punctuation			very short	Crying
1 E		Positive	thoughts	no punctuation			very short	Love is Love
1 F		Positive	thoughts	no punctuation			very short	thats gay lol
1 G		Positive	thoughts	standard			very short	thank you.
1 H		negative	identificati	standard			short	I can't relate. I'm straight.
1 I		Positive	Emotion	other			very short	yeah i support LGBTQITL!AOPXHSQWBQJALWJFBCOWOEBCCKWOENELXNAPENF+
1 J		Positive	thoughts	other			short	is it just me...or do these people look kinda...g a y ? i dunno...
1 K		negative	thoughts	no punctuation			very short	Your mum gay
2 A		Positive	thoughts	standard			very long	As a gay man, I do find games will oft use sexuality as a gag or pander to the heterosexual male fantasy and no other audience (sexism and objectification as a marketing tool is intrinsically linked to the lack of developed LGBTQ protagonists in games) (enter) However, I think that the industry is moving to the right direction, both fallout and dragon age are now huge series that feature same sex relationships and treat them no different to a heterosexual one and were progressively better representation of women in games too.
2 B		negative	thoughts	standard			short	I'm okay with gay and bi, but transgenderism should be placed in the mental illness category. 40-60% suicide rate doesn't lie.
2 C		Positive	emotion	no punctuation			very long	LOVE LIVE LGBT
2 D		negative	thoughts	no punctuation			very short	Transgenderism is stupid
2 E		Positive	thoughts	other		other funct	long	YOU SHOULD DO A WHOLE EPISODE ON DRAG. I ACTUALLY LOVE PEOPLE WHO EXPRESS THEMSELVES FREELY AND CROSS DRESSERS AND DRAG/DRAQUEEN MMMM :)
2 F		Positive	thoughts	standard			very long	I know this is years after the video was published, but I wanted to thank you for this. It's rare to see this kind of analysis from channels who don't specialize in it. As a trans and gay gamer, it really does mean a lot to me. It's been four years, and things are looking a bit better, but there's still a long way to go. And I'm glad to see that Game Theory is on the side of treating LGBT people like real people who deserve to exist in gaming, not Thank God that these things changed now!🙏
2 G		Positive	emotion	emoji, other	emotions		short	It's a good thing in the game that I'm making that two of the characters I have are gay.
2 H		Positive	thoughts	standard			long	A drag is disgusting. It's fine if you do it, just stay home.
2 I		negative	thoughts	standard			short	I'm a LGBT+ ally! :)
2 J		Positive	identificati	emoticon, other	other function		short	

number of video	letter of comment	polarity	content	punctuation	emoji	emoticon	length	comment
3	A	Positive	thoughts	other			long	Homophobia: Ended Weaver: Snatched Egdes: Gone Emotion: Shook LGBT: Protected So many gays in one place. I wish I was there My favorite part about this is that every one looks so happy! They all love and support one and other! I guess you could say....they look GAY (enter) GAY PRIDE
3	B	Positive	thoughts	standard			short	
3	C	Positive	thoughts	other			short	
3	D	Positive	thoughts	other			short	
3	E	Positive	identificati	emoji	decoration: rainbow, rainbow flag		short	I'm a lesbian so this makes me very happy 🌈🏳️‍🌈
3	F	Positive	thoughts	other			short	Shout to the bis you ain't gotta pick a side my heart melted
3	G	Positive	thoughts	no punctuation			long	This song ended homophobia Cured my depression Made my crops flourish And ended all the world's problems I am In love
3	H	Positive	thoughts	emoji	decoration: imitation of a rainbow with hearts - first missing orange heart, second rainbow flag		short	HAPPY PRIDE MONTH MY BABIES 🌈🏳️‍🌈🏳️‍🌈🏳️‍🌈🏳️‍🌈🏳️‍🌈🏳️‍🌈🏳️‍🌈
3	I	Positive	identificati	other			short	Gay and proud!
3	J	negative	thoughts	other			long	L - Let's B - Bully Q - Queers G - Go T - The

4 A Positive thoughts standard long
 Is that a bad thing that I went through this with my mum? She didn't hit me physically but she said most of the things the mother said. I only came out to my mum and this happened.

4 B Positive thoughts emoji emotions long
 All of the people in the comments that said they supported people like me I'm gay I haven't had a boyfriend yet but I'm not independent right now all of you made me cry like I'm so happy you said that 😭😭😭😭😭😭😭😭😭😭

4 C Positive thoughts emoji, othe decoration: rainbow long
 That's..kinda of what I had went through not too long ago..and I'm still going through alot..my parents are very religius and I got my phone taken..and alot of stuff..umm I was yelled at when I told my mom and dad I was bisexual..it did not go well..umm I am going through alot right now..and..just wanted to say this..🙏
 4 D Positive thoughts no punctuation very short
 THAT MOYHER IS AWFULL

4 E Positive thoughts standard long
 My family would probably do this. I'm 13 year old lesbian. I'll tell them when I move out.
 EDIT: Or better yet, never tell them

5 A	Positive	emotion emoji	emotions	very short 😊	You have the most comfortable boobs. Did you know that?
5 B	Positive	thoughts other		long	WHY IS THAT MEEEEEE You have the most comfortable boobs. In the world. Did you know that? - Officially my favorite quote gosh .did i hear comfortable boobs ever? 😊
5 C	Positive	thoughts no punctuation		long	
5 D	Positive	thoughts emoji, other	emotions	short	
5 E	Positive	emotion emoji	emotions	very short 😊😊BR	
5 F	Positive	thoughts no punctuation		very short	I'm here to see lesbians
5 G	Positive	emotion emoji	emotions	very short 😊😊😊😊😊 sexy	
					Our minds have been hypnotised and blinded by the mass media today, accepting something that God hates, God created them to fight this misery not promoting it to a level thinking that they are perfectly normal
5 H	negative	thoughts no final dot		long	
5 I	negative	thoughts standard		short	it's a very sick film and bound for hell.
5 J	negative	emotion no punctuation		very short	Sick

6 A	negative	emotion	no punctuation		very short	Disgusting Every time I watch a Romantic show for straights but I always wished their should be a LGBT people to be in Romantic Movies
6 B	Positive	thoughts	no punctuation		short	Heyo I am frickin PAN
6 C	Positive	identificatio	no punctuation		very short	why why can't they just have stuff not be about them like just have it how it is originally why you have to ruin it, and I don't want to say this to be mean but everywhere I turn they'll recreate a poster or I don't know just a lot of stuff and I don't like it those are my feelings and whoever reads this YOU have to with that I'm bisexual God I really love being LGBT
6 D	negative	thoughts	no punctuation		long	Doesn't orange is the new black have a trans person I could be wrong happy pride month everyone
6 E	Positive	identificatio	no punctuation		very short	🏳️🌈 ps I'm gay and I'm happy to be gay they get already enough attention, but dont really do anything by them selves. So they just recreating work by normal people and pretend they did something usefull for the world. those lgbs are only crying for attention because they are to incompetent to achieve anything through normal work like normal people.
6 F	Positive	emotion	no punctuation		very short	We need more representation of aromantic/asexual people. Like just because we don't feel attraction doesn't mean that we don't have a story.
6 G	Positive	thoughts	no punctuation	decoration: rainbow, emotion	short	
6 H	Positive	emotion	emoji		short	
6 I	negative	thoughts	standard		very long	
6 J	Positive	thoughts	standard		long	

7 A	Positive	thoughts	standard		long	The one thing that surprised me was that you can be gay and religious. Omg finally. Ik that was just propaganda saying u can't be.
7 B	negative	thoughts	other		long	Actually being lgbt being a choice or not is still up in the air. Studies havent found anything but suggest that being lgbt is determined perhaps by multiple factors such as environmental influences and maybe genes. (enter) Thats what we call deception and being intellectually dishonest folks. I'm pan and Christian try me no. I don't believe that gay is wrong, the bible said nothing about gays Being gay or lesbian is not a choice! If LGBT is not a choice then it must really be a mental disorder Repent for the Kingdom of God is at hand or perish in the lake of fire!
7 C	Positive	thoughts	no final dot		long	I am pansexual and genderfluid and I am proud! 🏳️‍🌈🏳️‍🌈🏳️‍🌈
7 D	Positive	thoughts	other		very short	They have a lower divorce rate because there's are less of them Which one suprised you? None, because believing in these myths are one of the stupidiest thing one can do. They doesn't even make sense! How is A related to J? LBGT is supporting pedophilia
7 E	negative	thoughts	no punctuation		short	
7 F	Positive	thoughts	other		short	
7 G	Positive	identification	emoji, other	decoration	short	
7 H	negative	thoughts	no punctuation		short	
7 I	Positive	thoughts	standard		long	
7 J	negative	thoughts	no punctuation		very short	

8 A	Positive	emotion	emoji	emotions	short	the representation we all need 🏳️‍🌈🏳️‍🌈
8 B	negative	emotion	emoji	emotions	very short	🏳️‍🌈🏳️‍🌈🏳️‍🌈🏳️‍🌈
8 C	Positive	thoughts	no punctuation		very short	I wish there was lgbt kdramas
8 D	Positive	thoughts	no punctuation		short	I'm sorry but I wanna of happiness because of this
8 E	Positive	thoughts	standard		long	Its ok to be gay. Come on korea. You can do it. Were here for such a short time we at least deserve to be able to love who we want. Love was created by god. so let us use it.
8 F	Positive	thoughts	other		very long	Ok I remember watching All In and being like "oh that's super gay hell yes" but then I Googled if any of them were gay and Google was like "not that I know of man" and I was lowkey let down but like in the video ARE THEY!? ARE THEY!? Cause that's what I thought with the whole bathtub thing that's when I was like "ok yah this video is hella gay confirmed" but is that the intent like for reals cause I fuckin hope so???! Thanks for the this great and revolutionary v ideo just subscribed 🖤📺
8 G	Positive	thoughts	emoji	emotions	short	Why am i crying? 🖤📺
8 H	Positive	emotion	standard		very short	<3
8 I	Positive	emotion	emoticon		emotions	2:30 my reaction to two gay's kissing (with the hearts in my eyes) XD
8 J	Positive	emotion	emoticon		emotions	short

8 A	Positive	emotion	emoji	emotions	short	the representation we all need 🏳️‍🌈🏳️‍🌈	
8 B	negative	emotion	emoji	emotions	very short	🏳️‍🌈🏳️‍🌈🏳️‍🌈🏳️‍🌈	
8 C	Positive	thoughts	no punctuation		very short	I wish there was lgbt kdramas	
8 D	Positive	thoughts	no punctuation		short	I'm sorry but I wanna of happiness because of this	
8 E	Positive	thoughts	standard		long	Its ok to be gay. Come on korea. You can do it. Were here for such a short time we at least deserve to be able to love who we want. Love was created by god. so let us use it.	
8 F	Positive	thoughts	other		very long	Ok I remember watching All In and being like "oh that's super gay hell yes" but then I Googled if any of them were gay and Google was like "not that I know of man" and I was lowkey let down but like in the video ARE THEY!? ARE THEY!? Cause that's what I thought with the whole bathtub thing that's when I was like "ok yah this video is hella gay confirmed" but is that the intent like for reals cause I fuckin hope so??!i Thanks for the this great and revolutionary v ideo just subscribed 🏳️‍🌈🏳️‍🌈	
8 G	Positive	thoughts	emoji	emotions	short	Why am i crying?	
8 H	Positive	emotion	standard		very short	2:30 my reaction to two gay's kissing (with the hearts in my eyes) XD	
8 I	Positive	emotion	emoticon		emotions	<3	
8 J	Positive	emotion	emoticon		emotions	short	

10 A	Positive	emotion	emoji	emotions	very short 🌈🌈🌈	now there's a serie called the good fight where the main character is a lesbian ! so cool Why can't there be movies where the main characters just happens (italics) to be LGBTQ+, no one says anything about it, it is respected and normal and it is not (italics)the main point of the plot? (enter) It's not about making a big deal out of LGBTQ+, it's about showing it's normal, showing our children that it's ok and that they shouldn't hate themselves for who they are because it is "not the standard". There are only TWO genders! Everything else isnt a real gender. Did they do Edward Scissor hands as a lesbian on purpose?
10 B	Positive	thoughts	other		short	I'm very thankful that we have Love, Simon this is just sad, but u can see a lot of lgbt movies coming out these years
10 C	Positive	thoughts	standard		long	atleast disney is teaching kids its ok and even now there are more films like Love, Simon the girl who was Edward scissorhands (I can't remember her name aHHHH) but she is so friking cute aaaaaahhh There is a movie named The danish girl tho, it's from 5102
10 D	negative	thoughts	standard		short	
10 E	Positive	thoughts	standard		very short	
10 F	Positive	thoughts	other		short	
10 G	Positive	thoughts	no final dot		short	
10 H	Positive	thoughts	other		long	
10 I	Positive	thoughts	other		long	
10 J	Positive	thoughts	no final dot		short	

11 A	Positive	thoughts	standard, emoji	emotions	long	   <p>Any fellows pans? 0:14 that would be me im the best</p>
11 B	Positive	thoughts	no punctuation		short	namowgniw 0:14 that would be me im the best
11 C	Positive	thoughts	standard, emoji	pragmatic	short	Shit, I am the gay cousin. Oh my god. 😂😂😂 When you're gay AF and you're eating chick-fil-a but then you Remember that they Give donations to Anti yag
11 D	Positive	thoughts	no punctuation		long	first clip: oitnb me:
11 E	Positive	emotion	emoji	emotions	very short	ooooo I'm loving siht 1:13 Am I the only one who read that as "Porn?"
11 F	Positive	thoughts	other		long	36:45 I have to agree with him even though I'm straight
11 G	Positive	thoughts	other	pragmatic	short	: I actually feel like I'm bisexual but I don't know how to tell 😂
11 H	Positive	emotion	emoji	pragmatic	very short	I wanna make a tv show about a group of friends but one of them is gay Is that how Andi Mack was ?? ??edam
11 I	Positive	thoughts	emoji, other	emotions	long	
11 J	Positive	thoughts	other		long	

12 A	Positive	thoughts	no final dot		long	Ok. I sent this to my girlfriend. And since we're both bi and a happy lgbt couple. And she said "I'm going to go jump off my microwave now see you in 1,000,000 hours love you "eyb I don't get why straight people hate lgbtq people... we take out our genders so there's less competition and we leave the opposing genders for you -_- (not trying to offend anyone I tryed t say it as gender nutral as jebissop Honetly before this i always thought you were biologically a boy so that really caught me by suprise despite the fact i have seen a few other of videos and really that supprises em
12 B	Positive	thoughts	other, emoticon	emotions	long	you're suoegrog I'm a Christian and I am a proud supporter. That girl talking about how being gay is a "sin" is seriously fucked .:pu I thought the second vid was showing how ppl shouldn't be biased and say where's ur mum or where's ur dad cos they should be saying where's ur parent cos both parents could be of one gender x LGBT is a mental redrosid "Can you let me finish?? Damn!" IM DEAD 😭
12 C	Positive	thoughts	no punctuation		long	I am not gay and most of my friends are but i am not scared to be around them and even tho they like who they like their steal people and my sdneirf
12 D	Positive	emotion	no punctuation		very short	OMG GAY PEOPLE COMMIT SUICIDE. NO WAY. I THOUGHT THEY WERE ALL SO HAPPY BECAUSE EVERYONE LOVES THEM. like, what the fuck ?hcttb
12 E	Positive	thoughts	standard		long	
12 F	Positive	thoughts	no punctuation, emoticon	other function	long	
12 G	negative	thoughts	no punctuation		very short	
12 H	Positive	emotion	other, emoji	pragmatic	short	
12 I	Positive	thoughts	no punctuation		long	
12 J	Positive	thoughts	standard		long	

13 A	Positive	thoughts	standard		very long	When I started college, I ran for my school's cross-country team. For the time that I was on the team, I had to keep silent about my sexuality because I felt that my teammates were uncomfortable about it. They didn't act the same towards me as they did each other, they acted VERY uncomfortable when my fiancé came to our races, and a lot of the time I was exempt from the activities they had planned. It sucks, and it's unfair. Do NOT let your teammates discourage you from doing what you love. I loved running, but I had to quit my team because of my teammates' ignorance. College is a time for fun, growth, and discovery; not .notianinircsid
13 B	Positive	thoughts	other		long	It's 2018, are we seriously STILL not over accepting the fact that some people are gay? I mean, we're planning to colonize ...sr4M I am an 11 year old soccer player and Robbie Rogers is an .notiaripni 2:33 So true! You don't have to tell that you're rich to enjoy your money lol Just enjoy it! Coming out is good, but when your surroundings are hostile about it, keep it to yourself, for your own lytefas the blue eye black hair men was hot omg
13 C	Positive	thoughts	standard		short	evol Pat Manuel is etuc Robbie Rogers is a very handsome man. 😊
13 D	positive	thoughts	other		long	very short very short very short
13 E	Positive	emotion	no punctuation		very short	
13 F	Positive	emotion	no punctuation		very short	
13 H	Positive	emotion	standard, emoji	emotions	very short	😊😊 Robbie Rogers is a very handsome man. 😊
13 I	Positive	emotion	other		short	'I'm not a gay athlete, I'm an athlete' YES EIBBOR
13 J	Positive	thoughts	other		short	I'm gay....my mum didn't except me.... And I'm 10.... so I lied and said It'nsaw

14 A	Positive	thoughts no punctuation	short	NEW FAVORITE GNOS Wanna know something rude people? God will love you know matter what. They need to suck it up. I'm a Christian and I'm bisexual. I'm proud of who I am. Those rude people are the ones who need to be punished.
14 B	Positive	thoughts standard	long	where my pansexuals? ta People at school are so rude this song made me cry
14 C	Positive	thoughts standard	very short	i am the only gay one in my hole family and under my foot
14 D	Positive	thoughts no punctuation	short	I'll burn in Hell? Well if people like you are going to heaven then yea, can't. taw
14 E	Positive	identificatio no punctuation	very short	I am bi so I really like this video I currently have a crush on a girl in my choir class. ot
14 F	Positive	thoughts standard	short	It's so hard because I'm trans and people use even using different pronouns as a knife to cut me. .htw
14 G	Positive	thoughts other	short	Asdfghjkl I wanna marry my girlfriend I'm so
14 H	Positive	thoughts other	short	-YAg I'm Poly(multiple relationships)and Pan(Loving All Genders) And I'm Female And I Love My Girlfriend 🐻
14 I	Positive	thoughts no punctuation	short	
14 J	Positive	identificatio other	long	

15 A	Positive	thoughts	no punctuation		short	the guy with the blue is hot and sexy I wouldn't throw him of out of bed for gnihtyna
15 B	Positive	thoughts	emoji	decorative	short	Bitch I'm a gay you can't kill me 🍆👩
15 C	Positive	thoughts	other		long	??? - Hi! My names LGBT with a Que. ?- Hello - wait LGBT- huh? ?- Where's the Que? LGBT Q - OH IT'S MY LINE! (I'm not being mean or showing offense , but everyone forgets the "Q" in LGBT "Q").seltt God isn't yppah these warm my traeh I'm just a really sad and gay hope I
15 D	negative	thoughts	no punctuation		very short	
15 E	Positive	emotion	no punctuation		very short	
15 F	Positive	identificati	standard		very short	ess romantic.
15 G	Positive	emotion	no punctuation		very short	VAUSEMAN REFERENCEEE LOVE TI
15 H	Positive	thoughts	other		very long	Tbh I sorta feel like this...though it's different.... there's a girl at school that I like and we hang out most of the time and I told her and well she accepted but I feel like she only accepted because she doesn't want me to feel bad which somewhat makes me feel worse because it's not real love...just..all fake....! Just wish I could treat her like my princess and protectreh I see the flag and immediately think "YAY LETS "!!EUNITNOC
15 I	Positive	emotion	other		short	
15 J	Positive	thoughts	other		long	My friend watching this: OML this is so gay me watching this: OML i'm yag

16 A	Positive	emotion	other, emoji	emotions	short	1:00 look at how gorgeous this human being is!!!!!! 😊
16 B	Positive	emotion	emoji	emotions	short	I'm glad I'm pansexual I literally have the widest selection 😊👉👉👉👉👉👉👉👉👉👉
16 C	Positive	emotion	no punctuation		very short	mOm I tHink iM YAg THIS VIDEO???? MAKES ME SO ?????????PPAH
16 D	Positive	emotion	other		short	
16 E	Positive	thoughts	other, emoji	emotions	long	From 10:15 to 10:24 is the cutest thing I have ever seen in my entire life... i wish everyone had a love like the one they have 😊😊😊 Man i would love to come to Queer prom but I haven't came out as Trans yet but hope you all had nuf I 🍌 my pansexual self ekil
16 F	Positive	thoughts	no punctuation		short	Lee's story got me in the feels because coming from Africa I know how hard it is to be lgbtq and feel .elbatrofnoc
16 G	Positive	emotion	no punctuation	something by itself	short	Otter I know how hard it is to deal with being trans in high school so much hate but apart from that I'm proud and I look up to you because you seem so confident love you
16 H	Positive	emotion	no punctuation		very short	all hope you had a great time xxx
16 I	Positive	thoughts	other		short	
16 J	Positive	thoughts	emoticon	emotions	long	

17 A	Positive	emotion	emoji	emotions	very short	👏👏👏 Not many things can make me cry, but this dluc
17 B	Positive	emotion	no final dot		short	
17 C	Positive	identificati	emoji	decorative: rainbow, emotions	short	I am gay and I am proud 🌈🌈🌈🌈🌈🌈
17 D	Positive	emotion	standard		short	Wow, this makes me cry. I'm bisexual and proud!
17 E	Positive	emotion	emoji	decorative: rainbow	short	The comments is really make me proud who I am and yes I'm gay 🌈🌈 Hey, i do not think anyone cares. But I just want to say my thoughts for a moment. I am twelve years old. At eleven I realized that I am "different" than the other girls. Unlike the girls who make-up and talk about boys. I never felt like a biological girl. I always wore only boys clothes. I noticed very quickly that not only boys, but also girls are interested in me. I did not know how to handle it. I often cried, often thinking of killing myself because I could not find a way out of my situation. My mother is accepting me slowly. My father said I should never come back. I should just go away. He does not want to see me anymore. I do not accept it, because he is everything for me. I can not do without him. And still some things are ahead of me. I know that I am trans. Nobody knows that. Except myself. And that took a long time to find this way to me. But I can not accept myself yet. I know that I can be proud of myself because I made it out of the psychiatric clinic. I was 12. I was the youngest. I was told: "At twelve you can not have deprecations." Yes, you can. Anyone who has experienced it knows how rocky the way is. How close the abandonment is. I love My family thinks I'm bi I'm gay a gay teen. My best friend the only one who swank « Because it's okay. » I'm defenely getting that tattooed when I'm 81 YES! #Gaypride🌈🌈🌈 my gay ass is .dluorp
17 F	Positive	thoughts	standard		very long	
17 G	Positive	thoughts	no final dot		short	
17 H	Positive	thoughts	other		short	
17 I	Positive	emotion	other, emoji	decorative	very short	
17 J	Positive	emotion	standard		very short	

18 A	Positive	thoughts	other		short	So sweet. I really wanna feel that experience but i don't know how to tell my family i am ...!aukesip
18 B	Positive	emotion	no final dot		short	that nervous for a frig so just before i say this i just need to say that i am not the odd1sout and i am a girl, i'm just a fan. (enter) i have had bisexual feelings for a long time but only last summer realised it was bisexuality, and i think what caused my bisexuality is that all of my friends which are girls are really pretty and i'm not pretty hence the reason why i've never kissed even a guy before. i'm also quite lonely, i'm really quiet at school and i don't have many friends, so i think that i have been so desperate for love including just friendship these last i don't know maybe 5 or 6 years that i've turned to wanting love from (enter) any gender. i've never had a boyfriend or girlfriend, i've never been called pretty or beautiful and i think my mind has gone from wanting guys and friends to wanting any kind of love, whether it's friendship, or dating a guy or girl. (that's my theory)yawyna i love their conversation after... if only all people were that accepting of others first emit
18 C	Positive	thoughts	no final dot		very long	I want a supportive gay best friend like that, please. 🙏🙏🙏🙏🙏
18 D	Positive	thoughts	other		short	I love how she's always asking for permission or if it's okay before doing anything. Might not seem like anything, but asking before makes it more comfortable and enjoyable because we see that she cares and that she doesn't want only sex or to screw it up. It's nice to have a video like this that actually shows what happens. Of course it won't be exactly like that for everyone, but it's nice to have an idea i'm meeting my long distance girlfriend for the first time this week and i'm so nervous wish me luck 🍀🍀🍀🍀🍀 God how can you make me even more gay every time you release a !?elivom
18 E	Positive	thoughts	standard, emoji	emotions, decorative	short	Jenna your films are amazing. If you ever need some gay folksy music in the background let me know! My album is super gay 🍀🍀
18 F	Positive	thoughts	standard		long	Well i thought i'm bi but every time i watch s tuff like this i'm not sure anymore.. Tending to o gayness anyway🍀
18 G	Positive	thoughts	emoji	emotions, decorative: rainbow	short	
18 H	Positive	thoughts	other		short	
18 I	Positive	thoughts	no final dot, emoji	decorative: rainbow, pragmatic	long	
18 J	Positive	thoughts	no final dot, emoji	other function	long	

20 A	Positive	thoughts	standard, emoji	emotions	long	Thanks so much for this video! I've often wondered where I could find real stories of LGBTQ+ people from various parts of the world. Here's the truth. The truth is that homosexuality/ lgbtq and gay marriage are wrong. It has nothing to do with discrimination. God is the authority. Such has been previously acknowledged, by law, that we are a nation which "Trusts in God". And, God is love, just, righteous, and forgiving. Meaning--a just and pure God cannot and will not let "wrong (homosexuality)" go on forever, especially when a nation condones wrong. People are either for God, or against God. Ultimately, they either choose to believe in God, follow His Word, the Bible, and do right in His eyes, or they choose to not believe. Problem is, the evidence of God is so irrefutable that we are without excuse, when it comes to believing. We must not be deceived in believing homosexuality is right, when God teaches otherwise. Importantly, God doesn't want any to not accept what is right, but unfortunately many will refuse to accept Him. As a nation, we need to have the courage to stand up for what is really "right", as previous generations have done, and not be deceived. Know that people make their own choices, but also know that God is not
20 B	negative	thoughts	standard	very long	omg I cant believe my country, argentina is in this video! anyway, I met a lot of homophobics here, and most of my family doesn't support me being bisexual (:	
20 C	Positive	thoughts	other, emoticon	emotions	long	THE ONLY RIGHTS THE LBGT HAS IS TO REPENT. PLEASE GOOGLE LEVITICUS CHAPTER 20:13 . IF A MAN LIES WITH A MALE AS HE LIES WITH A WOMAN,BOTH HAVE COMMITTED AN ABOMINATION. THEY SHALL SURELY BE PUT TO DEATH. THEIR BLOOD SHALL BE UPON THEM .PLEASE FORSAKE THIS EVIL AND SAVE .PLEASRUOY
20 D	negative	thoughts	other	very long	in from Lithuania, and I'm lesbian. I have a girlfriend. Lithuania is a really homophobic country, of course Lithuanians wouldn't burn you alive for being gay, but gay marriage is illegal and when pride festivals happen, so many people spreads so many hate, in some cities(I live in one of them) if they see a gay couple they will drag you somewhere and punch you or maybe even kill. But it's getting better and better little by little	
20 E	Positive	thoughts	standard	very long	It's 2018... Gay rights is now legal in INDIA, .:Yhlaaqe# I am indian and my parents will kill me if they know I am yag	
20 F	Positive	thoughts	other	short	My parents knew I was lesbian before I did. My parents are homophobic	
20 G	Positive	thoughts	no punctuation	short	MY country is like no we can't legalise gay marriage everyone will be influenced to become gay and then we'll have no more children :oooon	
20 H	Positive	thoughts	no final dot, emoji	emotions	short	I Said to my mom is it okay I'm being gay and my mom response (that's okay why are u gay)and I said to my mom (yeah I'm gay)my mom said (i still love whoever u are)
20 I	Positive	thoughts	other	long		
20 J	Positive	thoughts	other	long		

21 A	Positive	thoughts	standard		very long	I'm Mormon. Anyways. What I believe is that, I won't judge you if you're gay/lesbian, but I personally am straight and forever will be straight. If someone is gay in my life, I'll still be their friend, I'll still be there to support them and all that fun stuff, but I am doing me which is being straight and happy. And if you are happy being gay, then it makes me happy that u are happy. And idc if ur gay, u will still be an AMAZING person in life. Don't let mean people bring you down whether ur gay or not, erase their hate from your life and keep being you, because you are .gizama I'm Bi and when she said "And you know who made rainbows GOD..." I said "and you know who made us GOD..." (no)etah I guess I'm going to hell for NO reason teeeehs
21 B	Positive	thoughts	other		long	I'm bi and my mom said she would let me date a girl but not a boy XD but this kid in my bus he said your not straight YOUR A SATTINEST and I cried for a long time because I love God but I'm lb Wow that person is rude but why can I blame most of them are rude because he don't dnatsrednu SORRY PPL YOU CANT STOP MY SSENYAG MY dad is Cristian and said it's ok to be GAY srry for caps lol
21 C	Positive	thoughts	no punctuation		short	
21 D	Positive	thoughts	other, emoticon	pragmatic	long	
21 E	Positive	thoughts	no punctuation		long	I happen to be a bisexual Christian and I really really don't like this girls negativity toward lgbtq+ it really makes me feel so gross. No I do not agree with her points. No I do not think she should have made that video. But I do not want to attack her for it and I hope I will be allowed to believe in what I do in the lgbtq+ community without people automatically assuming that I hate them. It makes me disgusted at the Christian community for giving such hate to people for something that doesn't deserve hate. "Love your neighbor as yourself" we shouldn't even be giving hate to people anyway so I'm sorry for the damage others create by hateful .notica
21 F	Positive	thoughts	no punctuation		very short	
21 G	Positive	thoughts	no punctuation		short	
21 H	Positive	thoughts	standard		very long	
21 I	Positive	thoughts	no final dot, emoji	repeating	very long	I died laughing🤩 "I'm a straight Christian" and same thing has happened to me this dude came at me for being LGBT and I wasn't as calm as you I was crying and I suffer from depression so hearing that hurt alot, and I really wish ppl would understand the LGBT community. And girl I love your channel I've watched ur vids for maybe 2 and a half years now. You be you and just know ur amazing beautiful and duh best youtuber
21 J	Positive	thoughts	other, emoji	pragmatic	long	I'm Christian and everyone else at my church probably hates the lgbtq+ community 🙄🙄(my friends and grandparents)

22 A	Positive	thoughts	no punctuation	short	more like ships gays have been shipping since the begging and the straits have only just decion
22 B	Positive	emotion	no punctuation	very short	XXXWVUTSRQTBGL Love isn't complicated,
22 C	Positive	thoughts	other	long	People era
22 D	negative	thoughts	other	short	U can say what ever u want,all this people is very sick,only + and -
22 E	Positive	emotion	other	very short	Katy Perry!!!!!!! emosewA
22 F	negative	emotion	emoji	very short	👉👈
22 G	Positive	thoughts	other	very long	Hello, can someone help me, i feel very awkward and uncomfortable when my friends are talking about lgbt/gender rights because its too personal and they would ask me what's my sexual orientation is. iam not really open about my sexuality and people also calls me gay which iam not and iam bisexual. what can i ?od
22 H	negative	thoughts	other	short	REPENT.. Jesus is coming back !!!noos
22 I	negative	thoughts	no punctuation	short	You mean celebrities who have mental sredrosid
22 J	negative	thoughts	standard	short	Heterosexuality is serious, mature, and makes sure the human race continues. Homosexuality is just temporary fun to .em

- 26 A Positive emotion other short This makes me feel warm and fuzzy. Love is !!!evul
- 26 B Positive emotion other very short This is just !teews...os
- 26 C Positive thoughts standard short At least they're peaceful. Unlike those who practice the religion of .seceip
- 26 D negative emotion no punctuation very short !tW
 Fw 🗑️ feel bad for those little kids they don't
- 26 E negative emotion emoji, emoticon emotions emotions short know they're adopted :(poor kids
 I got an ad about how to kiss a guy for a
- 26 F Positive thoughts other very short!rig
- 26 G Positive emotion no punctuation very short So teews
 LGBT people are probably the nicest ppl on
- 26 H Positive thoughts standard very short the .tenalp
 Notice how most LGBT couples are together |
- 26 I Positive thoughts emoji decorative: rainbow very short onger than straight couples 🗑️🗑️🗑️
 wow these little kids are tiny angels omg :D
- 26 J Positive emotion emoticon emotions very short 333<

- 27 A Positive thoughts no punctuation
- 27 B Positive emotion no punctuation
- 27 C Positive thoughts other

very short I wish I had never come tuo
 very short Aww etuc
 very short 9:48 AHHH I SO SHIP TI

- 27 D Positive thoughts standard, emoji

emotions

very long realized how unbelievably excepting my friends and family are. I just want to let everyone know that you are amazing, you are beautiful, you are loved, and you are you for a reason. Don't ever think otherwise because I've wanted to take my own life and hated myself but then realized I am loved and you are too. 🍀🍀🍀🍀
 I feel like I'll tell my family after a little while so that I can tell them that it's not a phase...

- 27 E Positive thoughts other

short ebyam

27 F Positive thoughts other

long The lesbian is hot...
Just had to say taht

27 G Positive thoughts standard, emoji

decorative

very long

🙄 i used to hide, til my bf worries bout me like, yesterday the most. I don't h@rm nu more it been almost 2 yrs now, because of him he stands up for me, when i cannot defend myself @ times. I thank Sandy, my closest aunt, for finding him for me if, it wasn't for her she knu's i would of taken the same path she did. She committed suicide 10-yr's ago, on my 15th. Birthday. Nov. 6 of this yr had been 10yrs i didn't wan a party i don't got anybody to celebrate it wit so, i had chose to go wit family to St. Augustine, Fl. For the whole day, i t got my mind & it kept my mind on my Naruto, my **내 사랑** (korean for: love) of my life. I support! L.G.B.T.Q. Who Wit me, in supporting leave a like? If, u don't support don't say nothing & don't like nor, dislike this tmemoc
sees him cry Nu... don't cry... please don't cry..*tears *pu
Things ive noticed in my life If its gay ill see it If its lesbian ill see it If its straight u wont see it mmmh

27 H positive thoughts other

long

27 I Positive emotion other

short

27 J Positive thoughts no punctuation

long

28 A	Positive	thoughts	standard		long	I'm bisexual and Christian. Don't let anyone tell you Christians can't love LGBTQ+ people. The Bible states very clearly that it is not allowed to judge others and be .lufetah There is no such thing as a great lesbian. All lesbians are .elbirroh Homosexuality HURTS. .ELPOEP
28 B	negative	thoughts	standard		short	(I was watching an lgbt vid btw) i have once seen this ad that is trying to help get every state in the us to not discriminate agasint us lgbs it made me proud to be bisexual and than in the vid i saw an anti lgbt ad the ad made me fell like people don't care about me. if you are a company that plans to put an anti lgbt ad on a lgbt vid and are some how reading my comment, if an lgbt person see's that ad it can hurt them or just make them feel bad about themselves for being something they didnt .esohc Gays/lesbians are amazing, I'm lesbian toi And when it comes to intolerance I don't spill the tea I THROW THE GOD DAMN CUP D:->
28 C	negative	thoughts	standard		short	politics. POLITICS WAS SET UP TO CREATE WARS YOU STUPID HUMANS. Having fell in love only to get heart broken by these fucking JERKS (THAT I want to strangle so badly). THERE IS A DIFFERENCE BETWEEN HATING PEOPLE FOR HOW THEY ARE BORN, AND HATING PEOPLE FOR HOW THEY TREAT ME. I HAVE HAD ENOUGH of these fucking jerks that hate me for how I was born. I WISH EVERY OPPONENT Of gay rights would just fucking realize they hated people for how they are born. THEY CLAIM THAT WE CHOOSE TO BE THIS WAY. I WISH for an archangel or angel of some sort to give visions to the jerks to make them realize what they did wrong. I DONT KNOW IF I COULD EVER FORGIVE SOMEBODY THAT HATED ME FOR SOMETHING THAT ISN'T MY FAULT. BUT it would feel so
28 D	Positive	thoughts	other		very long	
28 E	Positive	thoughts	other, emoticon	pragmatic	long	
28 F	Positive	thoughts	standard		very long	

28 G	Positive thoughts emoticon	? meaning of emoticon long	<p>Gay people lesbian people trans gender people bisexual people KEY WORD PEOPLE The LGBTQ community is no different from other communities there people like us that is what homophobics never learn unless they try Btw great vid ->:</p>
28 H	Positive thoughts standard	long	<p>I have friends who are lesbians and I'm bisexual. Every time I hear about people who won't serve LGBTQ+ people I think, "Well, there's yet ANOTHER place I won't go." <small>As a person with is not very Christian but Mormon, this disgusts me. Just because you don't approve of something or don't think it is right from a religious standpoint does not mean that it is right or okay to hate them or constantly degrade them. I cannot stand when people hate people who are LGBTQ+ saying that it's "not Christian". Hating people is also not Christian and furthermore it's just not being a good human .grieb</small></p>
28 I	Positive thoughts standard	very long	
28 J	negative thoughts standard	short	<p>LGBT is completely evil and should be criminalized. Get your sodomy out of our .noitan</p>

29 A	negative	thoughts	other	short	God made the rainbow as a sign!! Gay people need to stop stealing from God and make your own lobrmys
29 B	negative	thoughts	standard	short	Bullshitt. All lies. .citsalconocl being a lesbian is a modern trend brought by feminism. there were no lesbians back then, just bisexual nemow t's cool that people make videos like this, but please do more research. Lesbian badasses? Transgender? Non white? Trying to raise awareness for the queer community is fruitless if it's patriarchal and white .oot
29 C	negative	thoughts	no final dot	short	So you're idiotic thesis is that gay people save the world get the fuck out of ereh Badass lgth person from history: Albus erodelbrmud
29 D	Positive	thoughts	standard	long	Since when history is full of LGBT people making a difference? Since when Abraham Lincoln was supposedly "LGBTQ"?
29 E	negative	thoughts	no punctuation	short	Man, see this shit? LGBTQ+ and liberals trying to change .yrotsih These screwballs will always try to gayify .gnihityreve
29 F	Positive	thoughts	other	short	
29 G	negative	thoughts	standard	long	
29 H	negative	thoughts	standard	very short	So good old Leo is gay for drawing naked men for research in the human body and he didn't wanna get a girl because it would interfere with his research and inventions so that makes him ?yag
29 I	Positive	thoughts	other	long	Degeneracy of its purest mrof
29 J	negative	thoughts	no punctuation	very short	

31 A	Positive	identificati	no punctuation	very short	And I'm ib Die you fucking AIDS infested
31 B	negative	thoughts	no punctuation	short	Lesbians, yeah I don't give a fuck what you bitches kniht
31 C	negative	emotion	standard	very short	!kciS This makes me feel thingsgos
31 D	Positive	emotion	other, emoji	very short	h 🍌🍌
31 E	Positive	emotion	no punctuation	very short	THATS SO ETUC
31 F	Positive	emotion	no punctuation	very short	This is luftuaeb THERE ARE ONLY 2 GENDERS, ANYONE WHO THINKS OTHERWISE NEEDS TO USE ME TO BE CLEAN !NIAGA
31 G	negative	thoughts	other	short	hey is anyone else on an lgbt short film marathon? asking for a .dneirf
31 H	Positive	thoughts	standard	short	
31 I	Positive	thoughts	standard	long	ASIAN REPRESENTATION IS IMPORTANT AND MEANS SO MUCH TO ME AS A FILMMAKER AS WELL. THANK .UOY
31 J	negative	thoughts	standard	long	Isaiah 3:9 KJV [9] The shew of their countenance doth witness against them; and they declare their sin as Sodom, they hide it not. Woe unto their soul! for they have rewarded evil unto .sevlsmeht

IMHO none of this is really all that deep. During the course of your life your sexual desire will go through many, many different phases. All of them are normal, UNLESS you find yourself stuck in a 'phase' and you desire to get out of it.

Example: You are straight, you fall in love, you get pregnant, you have the child and suddenly you find you have no desire for your husband to touch you in any sexual way (this is pretty common on a short term basis), but let's say this continues for

week after week month after month and you love your husband and you want to return to your old and enjoyable sex life, but you just can't stand being touched no matter how much you wish you did. This would be the time to seek some counseling from a therapist who is trained in sexual matters. The fact is that

I'm pretty much a sexual person with high attraction to romance and sex, and pan 🌈 I'm only here because I just found out my partner might be demi...

I love ash's videos and I only subbed this year, so I haven't see there old stuff. Recently started to think I'm akoisexual and this was the first video that showed up when I looked it up. I'm so glad that it's ash that's gonna help me learn about is):

I've found my elpoeep

32 A Positive thoughts standard

very long

32 B Positive thoughts other, emoji pragmatic

long

32 C Positive thoughts no final dot, emoticon

softening

long

32 D Positive thoughts no punctuation

short

32 E	Positive	thoughts	standard	long	There are a lot of labels here so if you covered what I am than sorry but I'd like to ask how you'd classify my sexuality. So I certainly find people attractive but the idea of sex is really meh to me. I also can't really see strangers as romantic partners until I get to know .meh I think I might be greysexual or asexual because I'm not sexually attracted to anyone, I just kinda want a partnership built on trust, with small cuddles. ?pleh I HAI'S AWESOME! i already knew i was demisexual (only have sexual attraction for 3 people in my entire life) but i am a bit confused about my romantic attraction... This series will surely help put an end in that doubt, thanks! ^^ Well I guess I'm an aromantic .lauxesimed I'm eca
32 H	Positive	identificatic	other	short	
32 I	Positive	identificatic	no punctuation	very short	
32 J	Positive	thoughts	standard	short	Is biromantic asexuality a thing? I've read about it some, but there's not much on the topic.
32 G	Positive	thoughts	other, emoticon	long	? meaning of emoticon
32 F	Positive	thoughts	standard	long	

33 A	Positive	emotion	emoji	emotions	short	This is so cute I cannot 🥰🥰
33 B	Positive	thoughts	no final dot	pragmatic	long	I loved a girl for 8 years and we thought we were best friends. i never understood myself from the age of 14 to 22. when I turned 22 I understood it wasn't friendship. she knew it long ago but never told me because she was strongly heterosexual and she disliked me all the ermit I am sraight but I love lesbians 🙄
33 C	Positive	thoughts	emoji	pragmatic	short	I'm gay and I'm proud I haven't came out but idgaf , I tried kissing my best friend I have a crush on her !!! I leaned close to her but then I turned the other way and said I had to get something !!! sometimes I think she's gay too , she has told me herself but then she says it's a joke !!! And she makes SO MUCH GAY JOKES LIKE TF Burd stop teasing me I LIKE U !!! If she ever comes out to me I'll be like " I've Waited for this moment !!! GURL UR MY NEXT VICTIM !" I'm sorry I'm just really satisfied with my crush 🥰🥰🥰
33 D	Positive	thoughts	other, emoji	emotions	very long	I have something to tell you. Me: ohmahgoid she gayer than Marvin eyaG Im strait and even I think this was etuc letuc
33 E	Positive	thoughts	other		long	OMFG I NEED MORE OF THIS TH IS IS SRT AGHHH ITS SO CRESTIVE I LOVE IT!!! I would PAY to watch these!!! (Please don't make me tho I'd rather not 🙄)
33 F	Positive	emotion	no punctuation		short	
33 G	Positive	emotion	standard		very short	
33 H	Positive	thoughts	other	pragmatic	long	
33 I	Positive	emotion	other, emoji	emotions	very short	This was soo cool!!! 🥰🥰🥰🥰🥰
33 J	Positive	emotion	no punctuation		very short	This melted my traeh

If you like lgbt+ stuff on tv shows you should watch please like me. It's lovely and funny and it does not make any difference between straight and queer relationships. Also the series deals with important subjects, such as sexuality, mental health issues, suicide, abortion, etc, but it still is extremely funny and just .gnizama
I'd love to share

35 A Positive thoughts standard very long

https://youtu.be/AZE0mzh1cs This's Spanish lesbian seires
The serie "Six feet under" from HBO has the first realistic and non-stereotype gay characters with David and Keith. It's a really good show, personally the best I've seen (enter) There is also the show less famous name "Please like me" where the hero, Josh, is a young 20 yrs old man who just come out and discover his sexuality. This show is brilliant cause Josh isn't limited to his sexuality (enter) it's great to see that homosexuality is more and more present in series, even if it's not perfect and that bisexuality, pansexuality, transgender and intersex characters are way not enough detneserper

35 B Positive thoughts no punctuation short

very long
discover his sexuality. This show is brilliant cause Josh isn't limited to his sexuality (enter) it's great to see that homosexuality is more and more present in series, even if it's not perfect and that bisexuality, pansexuality, transgender and intersex characters are way not enough detneserper

35 C Positive thoughts other very long

35 D	Positive	thoughts	no punctuation		short	thanks for the info i think imma go with the 001 Thank you so much for making these videos. Being a queer woman, it's hard to relate to the characters in
35 E	Positive	thoughts	no final dot, emoticon	softening	long	heteronormative shows, so seeing these lgbtq inclusive shows is really comforting and encouraging):
35 F	Positive	thoughts	other		long	Wynonna earp is one of the best current tv shiws with lgbt characters especially as it shows one character questioning and then finally getting with her current girlfriend, there relationship is just like the other straight relationships and bullet proof vest are delovni my favorite couple is Ian and Mickey from Shameless SU
35 G	Positive	thoughts	no punctuation		very short	Great series! Really enjoying it
35 H	Positive	emotion	no final dot, emoticon	softening	very short):	I have STILL yet to watch Sense8 and I've been too lazy to see if the 100 was any good but sounds like a pretty decent premise. I find out about all these shows from you more than anywhere else! Nicely done as syawla
35 I	Positive	thoughts	no final dot		long	The 100's LGBT characters are: Clarke, Miller, Lexa (RIP), Niyilah, nayrB
35 J	Positive	thoughts	no final dot		very short	

36 A Positive thoughts standard

very long

that you sort of lay the groundwork for but which you don't directly address and that's that capitalism has a real large stake in this. Like, I know the purpose of the video isn't that, which is why you reference neo-liberalism and not cutting into the bottom line briefly, but that is a really big problem. There are characters you mention whose creators wanted to give them a larger, more nuanced role as gay people. (enter) You mentioned gay people not being allowed in books that are in children's libraries, which cuts into the bottom line. And then now Dumbledore isn't gay because... being gay would cut into the bottom line since there are many large, prominent markets that are not willing to show gay characters. Harley Quinn's bi nature has been restricted to the comics, if I am not mistaken, and why? Well, im trans, and Lloyd in space was one of my favorite shows, but the gender fluid episode was one of my favorite episodes of any thing ever. I been trying to remember the name of that show for years specifically for that episode for over ten years, thank you for including it on this video, I give you major props for that, thank you very much for that

36 B Positive thoughts other

very long

God this is an amazing video from the opening to how you speak so respectfully. Your humor is on point too I hope you make more LGBTQIA+ content in the future. You tag triggers, you have fun making the video, you do research. Its all perfect. I might just binge watch all your videos because of how good they are! You are a really cool person it seems! I also like the jabs at No Bullshit and achan/anti-slws because despite they make fun of others for being "triggered" if you identify as nonbinary or god forbid something like stargender then they'll lose their heads, jahah You know, I've never seen a straight cis dude address anything LGBT, so this is a really cool evitecsresp 2019 and we still have problems with homosexual

36 C Positive thoughts standard

very long

that you sort of lay the groundwork for but which you don't directly address and that's that capitalism has a real large stake in this. Like, I know the purpose of the video isn't that, which is why you reference neo-liberalism and not cutting into the bottom line briefly, but that is a really big problem. There are characters you mention whose creators wanted to give them a larger, more nuanced role as gay people. (enter) You mentioned gay people not being allowed in books that are in children's libraries, which cuts into the bottom line. And then now Dumbledore isn't gay because... being gay would cut into the bottom line since there are many large, prominent markets that are not willing to show gay characters. Harley Quinn's bi nature has been restricted to the comics, if I am not mistaken, and why? Well, im trans, and Lloyd in space was one of my favorite shows, but the gender fluid episode was one of my favorite episodes of any thing ever. I been trying to remember the name of that show for years specifically for that episode for over ten years, thank you for including it on this video, I give you major props for that, thank you very much for that

36 D Positive thoughts no final dot

long

36 E	Positive	thoughts	no punctuation		very short	elpoep you dont choose to be trans so not that great of a comparison. other than that pretty good
36 F	Positive	thoughts	standard		short	.oediv i'm pansexual 🏳️‍🌈, it you're reading this you all receive love 🏳️‍🌈
36 G	Positive	emotion	other, emoji	decorative	short	
36 H	Positive	thoughts	other		very long	i think the valuable thing about the lloyd in space episode is that it introduced a lot of kids to the idea of even thinking about their gender. most kids never even think to question why boys are boys or why girls are girls and what gender really suits them. it represented gender in a really simplistic and stereotypical way, but even the idea that people can have some say in their gender was pretty radical for the .emit Thanks a lot for this video! I really enjoyed it
36 I	Positive	emotion	no final dot, emoticon		short	Are there any legitimate arguments against homosexuality anymore? "Eww, gross" and "but muh Bible says" don't count, the "unnatural" argument goes out the window once you actually look at nature, and we're clearly in no danger of "going extinct" anytime soon. AIDS is legit scary, but more straight people contract it than gay people. There are plenty of parents out there doing way worse things to their kids than simply "being". "Yag
36 J	positive	thoughts	standard		very long	

37 A	Positive	emotion	no punctuation		short	love you girl dont worry
37 B	Positive	thoughts	no punctuation		short	My brother is going through kinda the same stuff he is getting bullied because he is eib
37 C	Positive	emotion	emoji	emotions	short	Just now watching this but it's v ery touching love you bambiii 🌈 🌈🌈🌈🌈🌈🌈🌈🌈🌈🌈🌈 We love u for who u are. SUPPO RT ALL LGBTQ+ Community 🌈 w e are all equal 🌈
37 D	Positive	emotion	other, emoji	decorative, decorative: rainbow	short	
37 E	Positive	emotion	no punctuation		very short	this is das
37 F	Positive	emotion	emoji	emotions	very short	I love her 😊
37 G	positive	emotion	emoji	emotions	very short	👩👩👩 👩👩
37 H	Positive	emotion	no punctuation		short	Bambii ur beautiful your strong u powerful and u been throw alot be u finally made it we love uoy
37 I	Positive	thoughts	emoji	decorative	long	I love that song bambii soooo m uch i know peoñle talk about u i n all but u got to stay strong ok for u in God telling the dame Go d will bless you you are a beauti ful strong woemen like u said ju st a little respecto right love u b ambll 😊😊 I know this viedos old but I'm a trans myself this made me tear up 🌈🌈🌈
37 J	Positive	emotion	emoji	emotions	short	

38 A	Positive	thoughts	standard		short	Amazing video. Ruby Rose makes me 100x gayer if thats .elbissop And homosexuality is a mental illness. Your brain is suppose to be hard wired to Like the opposite sex. Not the same sex. So that's a n senlli Yes. Yes 1D is gay. They're gay for each other P: You know, I kinda wanted to date Jack. But he's already taken by sivarT
38 B	negative	thoughts	no final dot		long	
38 C	positive	thoughts	no final dot, emoticon	pragmatic	short	
38 D	positive	thoughts	no final dot		short	
38 E	Positive	identificati	emoji	emotions, decorative: rainbow	very short	watching this makes me so proud to be a youth lesbian 🌈🏳️‍🌈
38 F	Positive	emotion	no punctuation		very short	This video made me happy Ruby rose omg fuck so hot Ruby is who want lol
38 G	Positive	emotion	no punctuation		short	This was luftuaeb
38 H	Positive	emotion	no punctuation		very short	yuuuki gay people disgust me
38 I	negative	emotion	emoji	emotion	very short	🙄🙄🙄
38 J	Positive	thoughts	other, emoticon	emotions	long	LGBTQ + Pride parade a few

39 A Positive thoughts standard

short

Okay, i know this is old af but, im new and I hope your okay lwon

39 B Positive thoughts emoji

emotions

very long

I am christian but there is one thing i don't get about other christians is that some of them hate LGBTQ+ beacause bible says that we should love everbody and respect others. and that problem goes with many other people (like criminals,satanists,and more)and if somebody hurts you ,you forgive to him/her ,so if somebody thinks that christian are some wannabe perfect or something ,then you are wrong beacause we have so many flaws and we still don't get those flaws .And i am tottaly rooting for LGBTQ+ and other people who does what they love 🍷

39 C Positive thoughts no punctuation

very long

so about the nature thing just throwing this out here but when some animals are in a group and there is one gender dominating them and they need more of the other through NATURE they switch and others by NATURE have no set gender and by NATURE they don't give a shit over your sexuality as they will do both and yes by NATURE this happens but yeah we humans are breaking an absolute silent rule that only our species have to adhere to which means we are a dick to any human that acts like a normal species on this tenalp-nekasrofdog I'm transgender boy and I'm happy about it ^^

39 D Positive identificatic emoji

emotions

short

- 39 E positive thoughts no final dot long
I thought watching these would make me upset because of all the lgbt hate, but watching you react to these actually gives me faith of ytinamuh
- 39 F positive thoughts no final dot long
Soooo it's wrong for trans mtw to use the women's bathroom because it's "inappropriate" or something. Well if we're going by that logic should lesbians be banned to? Man I really love modern cigol
- 39 G positive emotion emoji pragmatic short
I like that I'm lesbian🏳️
- 39 H positive emotion no punctuation very short
I love my nomeed
- 39 I positive thoughts standard very long
Question: what should I do if my grandparents, who have more control over my life than my own parents, are homophobic and forced me to break up with my gf? Oh, and I'm neither a girl or a male at any given moment. Still haven't told them about that.
(enter) Edit: I've told only my closet friends about not being female and my parents know about me liking girls.
- 39 J positive thoughts standard very short
A.k.a: Sam roasts homophobes and .sebohpsnart

40 A	positive	thoughts	standard, emoticon	emotions	very long	Im glad Im not the only one. I liked girls ever since childhood but never had a crush. This past few months I had this feeling Im in love with this girl. Its love at first sight, I just had this unbearable feeling I cant help when I do not see her and when I see her my heart just start beating so fast. Its just frustrating bec. She is straight, eventhough she is single now. I just know that shes straight. Our relationship is pretty complicated too. Im just an intern and she is a staff in the hospital we were working with. I just cant close with her bec. She has this authority over interns. I cant help but just keep this feelings to myself. T_T
40 B	positive	emotion	no punctuation	emotions	very short	So cute ha
40 C	positive	emotion	emoji	emotions	short	Soo cute to see n the nice part i s while u touching her boobs i mean d last part 😊😊
40 D	positive	thoughts	standard	emotions	very short	I want having a .fg
40 E	positive	thoughts	emoji	emotions	very short	Did you guys stay together 😊 Watching both of you make me smile like this 😊😊😊😊.
40 F	positive	emotion	standard, emoji	function: illustrative, emotions	long	Your both adora ble. 😊 Oh wow. I didnt know.
40 G	positive	emotion	other		very short	Aaahhh!!! So !!!leetc
40 H	positive	emotion	no punctuation		very short	My gay traeh
40 I	positive	emotion	emoji	emotions	very short	So cute👍
40 J	positive	thoughts	emoji	emotions	very short	Your GF is sooo pretty 😊😊😊😊