

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.

Key words

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