

# Positive Politeness Strategies Employed by Jordanian Facebook Users: A Case From Comments on the Roya News Facebook Page

Alaa' M. Smadi\*

Department of Basic Sciences, Princess Rahma University College, Al-Balqa Applied University, Salt, Jordan

Sa'ida W. Al-Sayyed

Department of English and Translation, Faculty of Arts and Sciences, Al-Ahliyya Amman University, Amman, Jordan

Mohammad Ali Salah Bani Younes

Department of English Language and Literature, Faculty of Foreign Languages, Al al-Bayt University, Jordan

Doa'a F. Al-Momani

Department of Basic Sciences, Amman University College for Financial and Managerial Sciences, Al-Balqa Applied University, Amman, Jordan

Safa M. Alazaizeh

The British School of King Salman in Tabuk, Saudi Arabia

**Abstract**—The present study aims to investigate positive politeness strategies used by Jordanian males and females through their Facebook comments on the Roya news page. It further aims to explore the effects of gender and news topics on the use of these strategies. Analysis of 389 comments is drawn - in light of Brown and Levinson's (1987) theory. The results reveal a better understanding of the use of positive politeness strategies by Jordanians in their Facebook comments on four news topics: education, crime, economy, and weather. Further, gender seems to affect the way Jordanians use politeness strategies in their online comments. For instance, a statistically significant correlation between gender and strategy type shows that the most frequently used strategy by Jordanian males is asserting common ground while their female counterparts tend to use joking as their predominant strategy. The news topic appears not to affect the use of politeness strategies by both genders.

**Index Terms**—comments, gender, Jordanian, news topic, politeness strategy

## I. INTRODUCTION

In recent years, individuals have been engaged in online discourse on various media platforms and web pages, such as news-themed pages on the social network website Facebook. Comments on such pages display messages of communication and denote degrees of politeness. Therefore with access to this kind of information, researchers have recently been paying attention to these comments, as they represent a rich source for research in different fields of study, especially pragmatics (Bader & Obeidat, 2020; Hameed, 2020). Facebook has become the largest and the most popular social network site as it contains more than one billion users (Ellison et al., 2007). Facebook was introduced as one of the three types of the cyber community by Coley (2006), in which individuals have their profiles with their secure information - to make new friends and maintain old ones.

Yule (2006) defines politeness as a term describing our ideas about being tactful, modest and nice to other people, taking into consideration the "face" concept which is essential in linguistic politeness. "Face" refers to one's self-worth or self-image that an individual seeks to maintain or enhance, while avoiding being threatened or damaged (Abdul-Majeed, 2009). Brown and Levinson (1987) distinguish two different aspects of face desires or wants; viz., positive face (the desire to be respected by others) and negative face (the desire to be unimpeded by others in one's action). To do so, a speaker implicates some degree of politeness. Politeness is of three main types: (a) positive politeness, (b) negative politeness, and (c) off-record politeness (ibid: 103-129).

Brown and Levinson (1987, p. 101) define positive politeness as "redress directed to the addressee's positive face, his perennial desire that his wants (or the actions/acquisitions/values resulting from them) should be thought of as desirable". Positive politeness includes strategies used to preserve the positive face of the hearer, and it can be fulfilled

---

\* First and corresponding author. Email: [alaa\\_al-smadi@bau.edu.jo](mailto:alaa_al-smadi@bau.edu.jo)

through using three main strategies: claiming common ground, conveying that speaker (S) and hearer (H) are trying to be cooperative, and fulfilling the hearer's wants (See Brown and Levinson, 1987 for more information).

These strategies are utilized by the speaker to indicate closeness to the hearer and to show that they both have common ground; the strategies can be achieved by the use of the following 15 sub-strategies (adapted from Brown and Levinson, 1987):

1. Noticing, and attending to the hearer (his wants, interests, needs, goods)
2. Exaggerating (interests, approval, sympathy with hearer)
3. Intensifying interest toward hearer
4. Usage of group identity markers
5. Avoiding disagreement
6. Presuppose/assert/common ground
7. Seeking agreement
8. Joking
9. Asserting knowledge of the hearer's wants
10. Offer/promise
11. Being optimistic
12. Including speaker and hearer in the activity
13. Give/ask for a reason
14. Assume/assert reciprocity
15. Giving gifts to the hearer

#### A. *Roya TV Channel*

Roya is a Jordanian TV channel that has an official news page on Facebook "Roya" <https://web.facebook.com/Royatv/>. This page is concerned with posting news on different topics related to Jordanian concerns e.g. entertainment, politics, education, society, etc. It is one of the most popular news pages followed by Jordanians (around 9.4 followers) and one of the most credible news sources in Jordan.

#### B. *Research Objectives and Questions*

A descriptive qualitative and quantitative research design is used to investigate the positive politeness strategies employed by Jordanian male and female Facebook users on news related to four different topics based on Brown and Levinson's (1987) politeness theory. It also aims to investigate the potential effects of gender and news topics on using such strategies in the online comments. Therefore, the present study aims to answer the following research questions:

1. What are the most frequently positive politeness strategies used by Jordanian male and female Facebook users in their comments on each news topic?
2. What are the most frequently positive politeness strategies used by Jordanian male and female Facebook users in their comments on all news topics?
3. What are the most frequently positive politeness strategies used by Jordanian Facebook users in their online comments regardless of the news topic and gender?
4. What are the potential correlations between the news topic, gender, and strategy type in the use of the positive politeness strategies by Jordanian Facebook users?

## II. LITERATURE REVIEW

Facebook comments provide researchers with a rich source for qualitative data on online interactions. Among online communities, it has been argued that Facebook is the most commonly used social network site. Therefore, Facebook comments have been investigated from different perspectives, such as online language use and patterns (Stapa & Shaari, 2012), pragmatic studies on positive and negative politeness strategies (Noor, 2013; Zarei, 2013; Rosyidah & Sofwan, 2017; Salman et al., 2022), language strategies for offering condolences (Al-Shboul & Maros, 2013; Kuang & Hei, 2017; Al-Manduriy, 2021; Hamdan & Al-Sayyed, 2021; Bayo, 2021), and the effects of gender on the language use of Facebook comments (Nazir, 2012; Al Sad, 2021; Lai et al., 2015; Al-Sadi & Yunus, 2020; Alshakhanbeh & Alghazo, 2022).

Stapa and Shaari (2012) investigated the language features and patterns of online communicative language used by young Malaysian users of Facebook. The study showed that language usage was seen as an ongoing process, and the development of language use was described as unpredictable. Regarding gender, Nazir (2012) examined similarities and differences in using Facebook - among males and females. In his analysis, Nazir explored the language choice of both genders. The results showed that females were polite in using Facebook to keep their existing relationships. However, males use Facebook to look for new relationships. As for the politeness strategies used in online discourse, Noor (2013) pointed out that positive and negative politeness strategies were used in conversations on the internet, particularly chatting on Facebook. His discussion showed that language styles used in this type of chatting are related to knowing a politeness strategy.

Furthermore, Al-Shboul and Maros (2013) investigated Facebook's comments of Jordanian Arabic-speaking users on condolences statuses, in particular, an obituary status for the commentary of a deceased contemporary Jordanian actor. The findings revealed that the comments referred to seven major strategies employed by Jordanian Facebook users: reciting Qur'anic verses, praying for God's mercy and forgiveness for the deceased, offering condolences, and using proverbs and sayings, among others. They further suggested that these strategies were of religious orientation and that most comments of condolence were attributed to faith and religious beliefs. Another study of politeness, which explored the effects of social factors on acquiring politeness, was carried out by Zarei (2013) who investigated the effect of gender on applying politeness strategies in computer-mediated discourse. The results showed discrepancies between males and females in applying politeness strategies. Regarding positive politeness, Zarei suggested that males used 'in-group identities' more than females to keep the conversation going on.

Further, Lai et al. (2015) explored politeness strategies employed by students in UiTM Kelantan on their Facebook wall posts. They also aimed to investigate the effect of gender on such posts and to find out any differences or similarities between the two genders' posts in terms of language patterns and politeness strategies. The study sample comprised 100 posts by male and female students enrolled in different diploma courses. The results showed that the students used different politeness strategies in their conversations on Facebook (e.g. bald-on record, positive politeness, negative politeness and of-record or indirectness). Moreover, the results showed that female students tended to be more polite in their conversation and thus used more positive politeness strategies than male students. The results also showed that female students were more conservative than male students in expressing their language. This was clear in their use of super-polite language, tag questions, honorific markers, frequent apologies, and indirect requests. However, the results demonstrated that in some contexts e.g. when the communication is about tasks, both male and female students employed similar politeness strategies, namely, bald-on record. Further, in their casual conversations, both genders tended to use negative politeness strategies.

Rosyidah and Sofwan (2017) analyzed the politeness strategies in the Facebook comments posted on three Facebook accounts (The Wall Street Journal, NBC, and CNN channels), regarding the visit of the president of the United States of America (Obama) to Hiroshima. The results revealed that among the positive politeness strategies used by Facebook users, the 'presuppose strategy' was the most frequently used one. In contrast, the least frequently used strategy was 'intensify interest'. Furthermore, the results showed that the highest percentages of the politeness strategies and scales were clear on CNN's Facebook account.

Most recently, Hamdan and Al-Sayyed (2021) explored nine strategies used by Jordanian Facebook users in their comments on the death anniversary of a former well-known Prime Minister Wasfi al-Tal. Examples of these strategies included praying for God's mercy while mentioning the unique and unforgettable virtues and situations of the deceased, praying for God's mercy with a wish to abide the deceased in paradise, praying for God's mercy and acknowledging the deceased as a martyr, and casting damnation for those who assassinated the deceased.

Furthermore, a very recent study, which tackled gender as a main variable in a pragmatic analysis of Facebook and Twitter posts by Jordanians, was conducted by Alshakhanbeh and Alghazo (2022). They analyzed the strategies of criticism Jordanian Facebook and Twitter users used in their comments on Jordanian Government policies. The pragmatic analysis was applied to around 300 posts, tweets, and comments posted by both genders. Their results revealed that Jordanians' most frequently used strategies were sarcasm, problem identification, complaining to Allah, and negative evaluation. The results also showed that there are gender differences in the use of criticism strategies. For instance, the most frequently used strategies by females were complaining to Allah and using pictures/emojis whereas males tended to use expressions of uncertainty and asserting or presupposing.

In sum, the review of the literature above has revealed different studies which tackled Facebook comments from different angles and topics. However, some of these studies have focused on only one topic while others have neglected the gender variable. The present study is different in that it aims to further investigate the use of positive politeness strategies by Jordanian males and females, following the online comments on the Facebook news page "Roya" in four different news topics. Moreover, it aims to determine the social effects or roles of gender, news topic, and strategy type, in the use of these strategies.

### III. METHODOLOGY

#### A. Sample of the Study

There are 389 comments collected from four different news posts on the official Facebook page of Roya News. The posts were on the following topics:

##### 1. Education

ʁbeidat: maddit ʁalfalsafa qad tabnii ʁasʁana fii ʁaql ʁatʁʁalib mina ʁalʁishaʁa. dʁadal ʁawla ʁidxaal madat ʁalfalsafa filmanaahidʁ, (English Translation: Philosophy would protect students' minds from frivolous distractions. A debate considering the addition of Philosophy in the Jordanian school curriculum).

[https://fb.watch/fw2iByY\\_K5/](https://fb.watch/fw2iByY_K5/)

<https://fb.watch/fw23RKGv7F/>

##### 2. Crime

shaxs<sup>5</sup> jut<sup>6</sup>liq <sup>7</sup>annar <sup>8</sup>alaa <sup>9</sup>fattaah <sup>10</sup>fii <sup>11</sup>ihda <sup>12</sup>aldzaami<sup>13</sup>at <sup>14</sup>al<sup>15</sup>urdunija. <sup>16</sup>al<sup>17</sup>amin: <sup>18</sup>halit <sup>19</sup>alfatah <sup>20</sup>sajji<sup>21</sup>a <sup>22</sup>wamut<sup>23</sup>liq <sup>24</sup>annar <sup>25</sup>laa <sup>26</sup>ð <sup>27</sup>bifaraar, (English Translation: A girl was shot in one of the Jordanian Universities. The security: The girl's health condition is critical and the shooter escaped).

<https://www.facebook.com/RoyaNews/photos/a.133542563384970/7968865946519220/?type=3>

### 3. Economy

<sup>28</sup>al<sup>29</sup>hukuuma: <sup>30</sup>irtifaa<sup>31</sup> si<sup>32</sup>r <sup>33</sup>al<sup>34</sup>banziin <sup>35</sup>binaw<sup>36</sup>aih <sup>37</sup>saalamijjan, (English Translation: The government: An international increase in the price of petrol).

<https://www.facebook.com/132254670180426/posts/7921106317961850/?d=n>

### (4) Weather

<sup>38</sup>al<sup>39</sup>udun <sup>40</sup>ma<sup>41</sup> maw<sup>42</sup>sid <sup>43</sup>ma<sup>44</sup> darad<sup>45</sup>aat <sup>46</sup>haraara <sup>47</sup>tulaamis <sup>48</sup>al<sup>49</sup>arbi<sup>50</sup>iin, (English Translation: Jordan expects the weather temperature to reach 40 degrees Celcius).

<https://www.facebook.com/132254670180426/posts/7934316249974190/?d=n>

The Facebook comments by Jordanian females and males on each of these topics were collected. Specifically, the researchers collected 50 comments written by Jordanian males and 50 comments written by Jordanian females for each of these topics except for the economic topic where the comments were 50 and 39 by Jordanian males and females, respectively (i.e., a total of 389 comments for all topics). The comments were selected randomly. That is, the first 50 comments that appeared on the comments' list posted by males and females were selected. The unrelated comments were excluded and replaced by other related ones. The researchers checked the accounts of the user of each comment to make sure that they are not fake accounts. This was done easily by checking the personal information, including the name, the profile picture, the number of friends, and the activity log because fake accounts do not usually include personal information or a profile picture of their users. These fake accounts are usually suspicious and can be noticed easily.

## B. Data Analysis

This study is a combination of quantitative and qualitative research methods. The data were analyzed based on Levinson and Brown's (1987) theory. The researchers first classified the comments posted by both Jordanian males and females under the 15 strategies and then calculated the numbers and percentages of each of these strategies for each news topic. It is worth noting that to classify the comments under the examined strategies, the data was divided equally by the researchers. To verify the reliability of the classifications of the data, the comments were given to two Arabic-speaking linguists to classify them. After that, the inter-rater reliability of the data analysis provided by the researchers and the two helpful linguists was calculated and it was 85 percent. Data analysis also involved inferential statistics (i.e., chi-square test) to find whether there were any statistically significant effects or interactions of gender, news topic, and strategy type on the use of the positive politeness strategies. The qualitative method included the discussion and the analysis of the data in relation to the positive politeness strategies employed by both male and female Jordanians, to understand the social relations and closeness among Jordanians and to describe the pragmatic strategies used by Jordanians to minimize the threat to their interlocutors and to strengthen the solidarity and their belonging to a particular group.

## IV. RESULTS

This section aims to present the tabulated data collected from the official page of Roya News as follows: first, it describes the results of the distribution of the comments posted by male and female Jordanian Facebook users on each news topic (education, crime, economy, and weather). Then, it shows the results of the distribution of the comments for each positive politeness strategy posted by male and female Jordanian Facebook users regardless of the news topic. After that, it provides the results of the distribution of the comments for positive politeness strategies regardless of news topic and gender. Finally, it presents the potentially statistically significant correlations among the study variables (gender, news topic, and strategy type).

Table 1 displays the numbers and percentages of the comments posted by Jordanian males and females for the news topic related to education for each positive politeness strategy.

TABLE 1  
NUMBERS AND PERCENTAGES OF THE COMMENTS POSTED BY JORDANIAN MALES AND FEMALES FOR THE NEWS TOPIC OF EDUCATION FOR EACH POSITIVE POLITENESS STRATEGY

Number	Strategy Type	Male		Female	
		N	%	N	%
1	Noticing/attending to hearer's wants	1	1	1	1
2	Exaggerating interests	0	0	0	0
3	Intensifying interest	4	8	5	10
4	Usage of in-group identity markers	0	0	2	4
5	Seeking agreement	0	0	1	1
6	Avoiding disagreement	0	0	2	4
7	Asserting common ground	11	22	3	6
8	Joking	0	0	11	22
9	Asserting knowledge of hearer's wants	6	12	2	4
10	Offer/promise	8	16	5	10
11	Being optimistic	0	0	0	0
12	Including speaker and hearer in the activity	4	8	7	14
13	Giving/asking for a reason	0	0	2	4
14	Assuming/asserting reciprocity	11	22	5	10
15	Giving gifts to hearer	5	10	4	8
	Total	50	100	50	100

Table 1 reveals that the highest numbers and percentages of the use of the positive politeness strategies for the topic of education by Jordanian males are for both asserting common ground and asserting reciprocity (n=11;22%) followed by making offers (n=8; 16%) and asserting knowledge of hearer's wants (n=6;12%). However, the lowest numbers and percentages are for noticing/attending to hearer's wants (n=1; 1%), including speaker and hearer in the activity and intensifying interest (n=4; 8%), and giving gifts to the hearer (n=5; 10%). Table 1 indicates that none of the Jordanian males used the strategies of exaggerating interests, using in-group markers, seeking agreement, avoiding disagreement, joking, being optimistic, and giving or asking for a reason.

On the other hand, the table shows that the highest numbers and percentages of the use of the positive politeness strategies for the topic of education by Jordanian females are for joking (n=11; 22%), then including speaker and hearer in the activity (n=7; 14%), followed equally by intensifying interest, offering and assuming/asserting reciprocity strategies (n=5; 10%). However, the lowest numbers and percentages are noticing/attending to hearer's wants and seeking agreement (n=1; 1%), followed equally by using in-group identity markers, avoiding disagreement, asserting knowledge of hearer's wants, and asking or giving a reason (n=2; 4%), then asserting common ground (n=3; 6%) and finally giving gifts to hearer (n=4; 8%). Table 1 also shows that none of the Jordanian females, similar to Jordanian males, used the strategies of exaggerating interests and being optimistic.

Table 2 shows the numbers and percentages of the comments posted by Jordanian males and females for the news topic related to the crime topic for each positive politeness strategy.

TABLE 2  
NUMBERS AND PERCENTAGES OF THE COMMENTS POSTED BY JORDANIAN MALES AND FEMALES FOR THE NEWS TOPIC OF CRIME FOR EACH POSITIVE POLITENESS STRATEGY

Number	Strategy Type	Male		Female	
		N	%	N	%
1	Noticing/attending to hearer's wants	0	0	0	0
2	Exaggerating interests	0	0	0	0
3	Intensifying interest	4	8	7	14
4	Usage of in-group identity markers	0	0	0	0
5	Seeking agreement	0	0	0	0
6	Avoiding disagreement	1	1	6	12
7	Asserting common ground	3	6	0	0
8	Joking	7	14	11	22
9	Asserting knowledge of hearer's wants	3	6	0	0
10	Offer/promise	7	14	4	8
11	Being optimistic	0	0	0	0
12	Including speaker and hearer in the activity	2	4	3	6
13	Giving/asking for a reason	17	34	15	30
14	Assuming/asserting reciprocity	3	6	0	0
15	Giving gifts to hearer	3	6	4	8
	Total	50	100	50	100

Table 2 demonstrates that the highest numbers and percentages of the use of the positive politeness strategies for the topic of crime by Jordanian males are for giving reasons (n=17; 34), followed equally by joking and making offers (n=7; 14%). The lowest numbers and percentages are for avoiding disagreement (n=1; 1%), including speaker and hearer in the activity (n=2; 4%), giving gifts to hearers, asserting common ground, asserting knowledge of hearers wants, asserting reciprocity (3; 6%) and intensifying interest (4; 8%). However, noticing/attending to hearer's wants,

exaggerating interest, using in-group identity markers, seeking agreement, and being optimistic had no comments by the Jordanian males.

On the other hand, Table 2 shows that the highest numbers and percentages of the comments posted by Jordanian females on the news topic of crime are for the strategy of giving reasons (n=15; 30%), then joking (n=11; 22%) followed by intensify interest (n=7; 14%) and finally avoiding disagreement (n=6; 12%). The lowest numbers and percentages are for including the speaker and the hearer in the activity (n=3; 6%) and then offering and giving gifts to hearer (n=4; 8%). However, the Jordanian females had no comments on some strategies, such as noticing/attending to hearer's wants, exaggerating interest, using in-group identity markers, seeking agreement, asserting common ground, asserting knowledge of hearer's wants, being optimistic, and asserting reciprocity.

Table 3 shows the numbers and percentages of the comments posted by Jordanian males and females for the news topic related to economy for each positive politeness strategy.

TABLE 3  
NUMBERS AND PERCENTAGES OF THE COMMENTS POSTED BY JORDANIAN MALES AND FEMALES FOR THE NEWS TOPIC OF ECONOMY FOR EACH POSITIVE POLITENESS STRATEGY

Number	Strategy type	Male		Female	
		N	%	N	%
1	Noticing/attending to hearer's wants	2	4	3	6
2	Exaggerating interests	5	10	11	22
3	Intensifying interest	0	0	0	0
4	Usage of in-group identity markers	0	0	2	4
5	Seeking agreement	6	12	1	1
6	Avoiding disagreement	2	4	3	6
7	Asserting common ground	6	12	2	4
8	Joking	7	14	2	4
9	Asserting knowledge of hearer's wants	2	4	0	0
10	Offer/promise	5	10	2	4
11	Being optimistic	2	4	0	0
12	Including speaker and hearer in the activity	3	6	6	12
13	Giving/asking for a reason	1	1	1	1
14	Assuming/asserting reciprocity	7	14	5	10
15	Giving gifts to hearer	3	6	1	.05
	Total	50	100	39	78

Table 3 reveals that the highest numbers and percentages of the use of the positive politeness strategies in the comments on the topic of economy by Jordanian males are for joking and asserting reciprocity (n=7; 14%), seeking agreement and asserting common ground strategies (n=6; 12%), and offering and exaggerating interest strategies (n=5; 10%). On the other hand, the lowest numbers and percentages are for giving a reason (n=1; 1%), noticing/attending to hearer's wants, being optimistic, avoiding disagreement, asserting knowledge of hearer's wants (n=2; 4%), including speaker and hearer, and giving gifts to hearer strategies (n=3; 6%). However, the strategies of intensifying interest and using in-group identity markers were not used.

In contrast, Table 3 indicates that Jordanian females used the strategy of exaggerating interest most frequently (n=11; 22%), then including speaker and hearer in the activity (n=6; 12%) followed by the strategy of asserting reciprocity (n=5; 10%). However, the least frequently used strategies are giving or asking for a reason, giving gifts to hearer, and seeking agreement (n=1; 1), followed by using in-group identity markers, asserting common ground, joking, making offers (n=2; 4%), noticing/attending to hearer's wants, and avoiding disagreement (n=3; 6%). Table 3 also shows that females did not use the strategies of intensifying interest, asserting knowledge of hearer's wants, and being optimistic in their comments on the economy.

Table 4 shows the numbers and percentages of the comments posted by Jordanian males and females for the news topic related to weather for each positive politeness strategy.

TABLE 4  
NUMBERS AND PERCENTAGES OF THE COMMENTS POSTED BY JORDANIAN MALES AND FEMALES FOR THE NEWS TOPIC OF WEATHER FOR EACH POSITIVE POLITENESS STRATEGY

Number	Strategy Type	Male		Female	
		N	%	N	%
1	Noticing/attending to hearer's wants	6	12	5	10
2	Exaggerating interests	4	8	5	10
3	Intensifying interest	0	0	0	0
4	Usage of in-group identity markers	1	1	0	0
5	Seeking agreement	0	0	0	0
6	Avoiding disagreement	6	12	9	18
7	Asserting common ground	2	4	3	6
8	Joking	7	14	7	14
9	Asserting knowledge of hearer's wants	0	0	0	0
10	Offer/promise	0	0	0	0
11	Being optimistic	17	34	16	32
12	Including speaker and hearer in the activity	5	10	2	4
13	Giving/asking for a reason	0	0	1	1
14	Assuming/asserting reciprocity	1	1	2	4
15	Giving gifts to hearer	1	1	0	0
	Total	50	100	50	100

Table 4 shows that the most frequently used positive politeness strategies by Jordanian males for the topic of weather are being optimistic (n=17; 22%), joking (n=7; 14%), noticing/attending to hearer's wants and avoiding disagreement (n=6; 12%), and including speaker and hearer in the activity (n=5; 10%). However, the least frequently used strategies are those of using in-group identity markers (n=1; 1%), asserting reciprocity (n=1; 1%), and giving gifts to the hearer (n=1; 1%), asserting common ground (2; 4%), and exaggerating interest (n=4; 8%). Table 4 also shows no comments on the strategies of making offers, intensifying interest, asserting knowledge of the hearer's wants, giving or asking for a reason, and seeking agreement.

On the other hand, Table 4 indicates that the most frequently used positive politeness strategies by females for the topic of weather are being optimistic (n=16; 32%), avoiding disagreement (n=9; 18%), joking (n=7; 14%), and noticing/attending to hearer's wants and exaggerating interest (n=5; 10%). In contrast, the least frequently used strategy is giving or asking for a reason (n=1; 1%), asserting reciprocity and including speaker and hearer in the activity (2; 4%), and asserting common ground (n=3; 6%). Table 4 also shows that the strategies of intensifying interest, seeking agreement, using in-group identity markers, asserting knowledge of hearer's wants, making offers, and giving or asking for a reason had no comments.

Table 5 presents the overall numbers and percentages of the comments posted by both male and female Jordanian Facebook users for each positive politeness strategy for all topics.

TABLE 5  
OVERALL NUMBERS AND PERCENTAGES OF THE COMMENTS POSTED BY BOTH MALE AND FEMALES JORDANIAN FACEBOOK USERS FOR EACH POSITIVE POLITENESS STRATEGIES REGARDLESS OF NEWS TOPICS

Number	Strategy Type	No.	%
1	Noticing/attending to hearer's wants	18	4.6
2	Exaggerating interests	25	6.4
3	Intensifying interest	22	5.7
4	Usage of in-group identity markers	5	1.3
5	Seeking agreement	8	2.1
6	Avoiding disagreement	29	7.5
7	Asserting common ground	30	7.7
8	Joking	51	13.1
9	Asserting knowledge of hearer's wants	13	3.3
10	Offer/promise	31	8.0
11	Being optimistic	35	9.0
12	Including speaker and hearer in the activity	32	8.2
13	Giving/asking for a reason	37	9.5
14	Assuming/asserting reciprocity	32	8.2
15	Giving gifts to hearer	21	5.4
	Total	389	100

Table 5 reveals that the most frequently used positive politeness strategies by both genders for all topics are joking (n=51; 13.1%), asking or giving a reason (n=37; 9.5%), being optimistic (n=35; 9%), including speaker and hearer in the activity and assuming reciprocity (n=32; 8.2%), making offers/promises (n=31; 8%), and asserting common ground (n=30; 7.7%). The table also reveals that the least frequently used positive politeness strategy in the output of both genders for all topics are using in-group identity markers (n=5; 1.3%), seeking agreement (n=8; 2.1%), asserting knowledge of hearer's wants (n=13; 3.3%), noticing/attending to hearer's wants (n=18; 4.6%), giving gifts to hearer (n=21; 5.4%), intensifying interest (n=22; 5.7%), exaggerating interest (n=25; 6.4%), and avoiding disagreement (n=29; 7.5%), respectively.

To explore the possible correlation between gender and news topic, Table 6 presents the overall numbers and percentages of the positive politeness strategies employed by male and female Jordanians in each news topic.

TABLE 6  
OVERALL NUMBERS AND PERCENTAGES OF THE POSITIVE POLITENESS STRATEGIES EMPLOYED BY MALE AND FEMALE JORDANIANS IN EACH NEWS TOPIC

Number	News Topic	Male		Female		Total percentages for both gender
		N	%	N	%	
1	Education	50	12.9	50	12.9	25.71
2	Crime	50	12.9	50	12.9	25.71
3	Economy	50	12.9	39	10.00	22.88
4	Weather	50	12.9	50	12.9	25.71
Total		200	51.4	189	48.6	100%

Table 6 shows that male and female Jordanian Facebook users employ equal numbers and percentages of positive politeness strategies in three news topics: education, crime, and weather. However, males show higher numbers and percentages of positive politeness strategies than females in the news topic of economy. Based on the data in Table 6, a chi-square test was conducted to test whether there are any statistically significant correlations in the overall use of the positive politeness strategies between gender and news topic. Table 7 shows the chi-square test results regarding the interaction between gender and news topic.

TABLE 7  
CHI-SQUARE RESULTS OF THE CORRELATION BETWEEN GENDER AND NEWS TOPIC

	Value	Df	Asymp. Sig. (2-sided)
Pearson Chi-Square	1.049 <sup>a</sup>	3	.789
N of Valid Cases	389		non-sig

\*sig= p≤0.05

Table 7 reveals that there are not any statistically significant correlations in the use of the positive politeness strategies between gender and news topic i.e. the chi-square value is (1.049<sup>a</sup>) and the p value = (0.789) i.e.  $P > \alpha=0.05$ . This means that both genders show similar behavior in the use of the positive politeness strategies in relation to the topic of news.

To investigate the correlation between gender and strategy type, Table 8 presents the overall numbers and percentages of the use of each politeness strategy for male and female Jordanian Facebook users regardless of the news topic.

TABLE 8  
OVERALL NUMBERS AND PERCENTAGES OF THE USE OF EACH POLITENESS STRATEGY BY MALE AND FEMALE JORDANIANS FACEBOOK USERS REGARDLESS OF THE NEWS TOPIC

Number	Strategy Type	Male		Female	
		N	%	N	%
1	Noticing/attending to hearer's wants	9	2.3	9	2.3
2	Exaggerating interests	9	2.3	16	4.1
3	Intensifying interest	10	2.6	12	3.1
4	Usage of in-group identity markers	1	0.3	4	1.0
5	Seeking agreement	6	1.5	2	0.5
6	Avoiding disagreement	9	2.3	20	5.1
7	Asserting common ground	22	5.7	8	2.1
8	Joking	20	5.1	31	8.0
9	Asserting knowledge of hearer's wants	11	2.8	2	1.0
10	Offer/promise	20	5.1	11	2.8
11	Being optimistic	19	4.9	16	4.1
12	Including speaker and hearer in the activity	14	3.6	18	4.6
13	Giving/asking for a reason	18	4.8	19	4.9
14	Assuming/asserting reciprocity	20	5.1	12	3.1
15	Giving gifts to hearer	12	3.1	9	2.3
Total		200	51.4	189	48.6

Table 8 demonstrates that Jordanian male and female Facebook users show different pragmatic behaviors in the use of the positive politeness strategies in their online comments on all news topics. For instance, the most frequently used positive politeness strategy among males is asserting common ground (n=22; 5.7%), and the least frequently used one is using in-group identity markers (n=1; 0.3%). The table also reveals that the most commonly used positive politeness strategy among females is joking (n= 31; 8%), and the least frequently used ones are seeking agreement and asserting knowledge of hearer's wants (n=2; 0.5%).

Based on the data in Table 8, a chi-square test was run to test whether there are statistically significant correlations between the type of the politeness strategy and gender. Table 9 shows the chi-square test results.

TABLE 9  
RESULTS OF CHI-SQUARE TEST FOR THE CORRELATION BETWEEN GENDER AND STRATEGY TYPE

	Value	Df	Asymp. Sig. (2-sided)
Pearson Chi-Square	30.790 <sup>a</sup>	14	.006
N of Valid Cases	389		sig

\*sig=  $p \leq 0.05$

Table 9 indicates that there are statistically significant correlations between the type of strategy used and the gender of the Facebook user i.e., the chi-square value is (30.790<sup>a</sup>), and the p-value is = (0.006) i.e.,  $P < 0.05$ . This means that gender affects the type of the strategy used by Facebook users, and thus it can be concluded that the strategy type is gender-specific even in online communications.

## V. DISCUSSION

The current study aims to investigate the positive politeness strategies employed by Jordanian Facebook users of both genders in their online comments on the Roya news page. It also seeks to explore the effects of gender, news topic, and strategy type on the use of the positive politeness strategies. 389 Facebook comments were collected from four news topics: education, crime, economy, and weather. The results demonstrated that males and females showed differences and similarities in the use of the positive politeness strategies, when discussing the four topics.

To begin with, males and females showed some differences in the type of strategy used for the education news topic, concerning introducing a new school subject (Philosophy) to the Jordanian school curriculum, and an expert in education stated that introducing this subject would protect students' minds from frivolous distractions (e.g., circulating rumours). Examining comments on such an educational topic revealed that the most frequently used strategies by males were asserting common ground (see (1) and (2) below) and asserting reciprocity (see (3) and (4)):

1. naṣam kanat madit ḡalfalsafa tuddarras fii muqararaat lilfiriṣ ḡilḡadabii fii ṣaam1997; English translation: Yes, philosophy used to be taught for the Literary Stream in 1997.

2. ḡalfalsafa hija ḡalbaḡaḡ ṣan ḡalhaḡiiqa wa hija madaaris w maḡahib mutaṣaddida; English translation: Philosophy is seeking the truth and has different schools of thought.

3. muḡkiltak yaa ḡustaaḡ tuṣaalib bilhiwaar wa taqabbul ḡlraḡii ḡalḡaaxar walaakinnaka laa tuḡaawir wala taqbal bilfikir ḡalḡislaamii ḡalmultazim; English translation: You call for dialogue and accepting others' opinions, but you neither engage in dialogue nor accept religious ideas.

4. ḡalquraan fuu wadṣu biqawaaniin wazarat ḡattarbija wattaṣliim; English translation: Where does the Holy Qur'an stand in the Ministry of Education's charter?

On the other hand, the data revealed that the least frequently used strategy by Jordanian males was attending to hearer's wants, as shown in (5) below:

5. maddit ḡalfalsafa madda tuddaras baṣda tadriis ṣuluum ḡalṣaḡiida watawḡiid walfizjaa? liḡannah maadda taquud ḡila ḡattaḡkiik bilmusallamaat; English translation: Philosophy should never be taught before teaching the sciences of belief, monotheism, and physics because it is a subject that leads to questioning established norms!

In contrast, the most frequently used strategy by females for the same topic was joking (see (6-7) below), followed by including speaker and hearer in the activity (8-9):

6. xaliiha ḡisṣa taasṣa; English translation: Let it be the ninth class! (note: a typical school day consists of less than 9 classes).

7. bilḡaxir muṣallim ḡirjaadṣa raḡ jidarrisha; English Translation: At the end of the day, the teacher of physical education (PE) will teach it!

8. ṣulaabna maa bidhum falsafa; English translation: our students do not want the Philosophy subject to be included!

9. miḡ nagisṣna yiir kamaan minhaadḡ; English translation: We do not want extra subjects.

However, similar to Jordanian males, the least frequent strategy used by females was attending to hearer's wants (see 10):

10. lilḡasaf ḡilmaada ḡattarbawijja qaaṣima ḡalaa ḡattalqiin duun ḡitaaḡit ḡalfursṣa lilḡidḡtihaad ḡaḡḡnii wattaḡkiir walḡistinbaatṣ; English translation: Unfortunately, the educational material is like spoon-feeding, i.e., it does not focus on mental effort, critical thinking, and deduction.

It is obvious that males and females employed different strategies to interact with an educational topic although both genders attempted to minimize the threat to the interlocutor's positive "face". According to what has been mentioned above, the findings revealed that males were more interactive, argumentative, and serious about this news topic. They also tried to assert and presuppose common knowledge and reciprocity with the hearer to explain the topic further. However, Jordanian females seemed less interested in such topics as they were much funnier and tried to deal with the topic using jokes. Using jokes might be a strategy that females resorted to in order to show that they are meek and less argumentative than males, which is in line with prior studies describing the same behavior of both genders (see Lakoff, 1973; Al-Shloul, 2016; Pakzadian & Tootkaboni, 2018).

Moving to the news topic of crime, we found that both genders shared the same most frequently used type of strategy in their comments which was giving or asking for a reason. The crime was about a university girl who was shot on the

university campus, and the shooter managed to escape for some time before being arrested. Examples of some of these comments by males (11-13) and females (14-16) are given below:

11. *ʔinnaha ʔalmuxaddaraat jaa saadah*; English translation: Sirs, it is drugs that might have caused such behavior!

12. *ha ʔhi natiidʒat ʔalwaastʔaat bitaʔjiin ridʒaal ʔalʔamin ʔaldʒaamiʔi*; English translation: This is the result of the nepotism in appointing university security men.

13. *ʔildʒahil wal buʔd ʔan ʔaddiin biʔmal ʔaktar min hejk*; English translation: Being ignorant and not following religious teachings (that prevent killing innocent people) might make people commit crimes!

14. *ʔindamaa yaaba ʔalqasʔaasʔ haanat ʔalʔarwaah*; English translation: When retribution disappeared, souls became worthless (in the eyes of criminals).

15. *keif laa ʔa bilfarrar minildʒaamʔa*; English translation: How did he manage to escape from the university and not get arrested immediately?

16. *ʔilsabab ʔilwaʔhiid bisʔaraaha ʔattahaawun bilʔahkaam dʔid ʔalmudʒrimiin*; English translation: Frankly speaking, the only reason is the leniency of court sentences against criminals.

In contrast, the least frequently used strategy which was used by males was different from that used by females. It was avoiding disagreement for males (see (17)) and including speaker and hearer in the activity for females (see (18)):

17. *Allah jiʔhaʔak jaa baladii*; English translation: May Allah protect my country!

18. *ʔihnaa ʔilbaʔar muxtaliin ʔaqlijjan jaʔni ʔilwaahad raaʔ yutʔlub ʔilʔilim bilaagi haalu majjit*; English translation: We humans, are mentally disturbed. In other words, one goes to seek knowledge at the university and finds himself dead (note: this refers to the crime in which one student was at the university when killed by a criminal).

Using the strategy of asking for or giving a reason as the most frequently used strategy was somehow expected for a crime news topic. It is usual for people to ask for reasons that led to the crime. It is also normal that people strive to analyze the crime in order to find or to give reasons especially if such a crime becomes widely known (a public opinion). It is also expected that people work hard to give suggestions (i.e., offers) to prevent similar future crimes. One of the strategies used by both genders was making offers (see (19-20)):

19. *jadʒib fasʔil ʔatʔʔalibaat ʔan ʔatʔʔulaab*; English translation: Female students must be separated from the male students.

20. *laazim ʔahl ʔilbnt jitʔuxuu ʔiʔʔab ʔabaab ʔildʒaamʔa ʔaʔaan jisʔiir ʔibra lalkul*; English translation: The girl's family must shoot the young man at the university so that he becomes an/a example/lesson for all criminals!

On the other hand, males provided more positive politeness strategies than females in commenting on the topic of economy i.e., 50 vs. 39 comments, respectively (although this difference was not statistically significant). The topic was the apparent increase in the price of petrol in Jordan. This clear difference- in the number of comments- can be justified in relation to the differences in genders' interests. In Jordanian society, females tend not to be as interested in economic issues as their male counterparts and fewer females are drivers, making them less affected by oil prices. The data revealed that the males' most frequently used positive strategies were joking and asserting reciprocity, as in (21-22) below:

21. *fii hadaa maʔu raqam raʔiis kuria ʔiʔamalijji haab ʔahki maʔu bimadʔuuʔ beini w beinu*; English translation: Does anyone have the phone number of the President of North Korea, I want to talk to him personally about something?

22. *ʔirsuu ʔalaa bar gabil ʔwai qaraʔit ʔinnu inxaffadʔ hassa irtafaʔ*; English translation: Explain it clearly, I have just read that prices will go down, but now they have increased!

However, females' most frequently used strategy was exaggerating interest (see (23-26)):

23. *maa xaluu ʔiʔi marafaʔuuh!*; English translation: Everything has been increased

24. *hasbija allah waniʔma ʔalwakiil*; English translation: God is sufficient for us, and He's the Best Disposer of affairs!

25. *wallah haraam heik ktiir*; English translation: I swear, this is too much!

26. *huu maafi biqaamuus ʔilhukuumih yeir kilmit rafiʔ waʔirtifaaʔ*; English translation: The government's dictionary has no words other than 'increase' and 'raise' prices.

The data also showed that giving or asking for a reason is the least frequently used strategy by both genders (see 27-28):

27. *huu bas bilʔurdun birtafiʔ ʔaalamijan ʔamma bisʔiin wʔamriika binzal leshʔ*; English translation: It is only in Jordan, a global rise, but in China and America, why is it decreasing?

28. *tʔajjib maaʔi yilli ʔaalamijan leʔ ʔihnaa ʔaylaa dawli wadnaa murattbaat bilʔaalamʔ*; English translation: Ok, it is globally expensive. Why are we the most expensive country and with the lowest salaries in the world?

Commenting on weather conditions (i.e., the temperature increase reaching 40 in the summer days), both genders showed similarities in some strategies, such as being optimistic, joking, and avoiding disagreement. Examples from males' comments are in (29-31) and from females are in (32-34):

29. *ʔahlan wasahlan bisʔief*; English translation: Welcome summer!

30. *min kuour ʔiʔʔub wirtifaaʔ ʔilharaara balafit ʔafuk ʔinnu ʔilhukuumaa baaʔat ʔilyilaaf ʔildʒqwwi*; English translation: Due to high temperatures, I began to doubt that the government has sold the atmosphere.

31. *laa hawla walaa quwwa ʔilla billah*; English translation: There is no power but Allah.

32. *hiluu ktiir ʔahla minilbard*; English translation: Nicer than cold.

33. *Ṭalḥamdu Ṣalaa kulli Ṣajji?*; English translation: Thank Allah for everything.

34. *ḤilḤurdun juuṢamlih bimasṢarḥaa laḥataa sṢaar finaa heik*; English translation: What did Jordan do in its early childhood until we became like this?

Using in-group identity markers, asserting reciprocity, and giving gifts to the hearer (see 35-37) were the least frequently used strategies by males - while giving or asking for a reason was the least frequently used one by females (38):

35. *Ṣizzalamih jitiṢlaṢ minilbeit*. English translation: No one will dare leave home (because of the high temperature).

36. *bidkum truṢjuu yaazaat taṢmal Ṣalaa zijaadat dradṢaat ilḥaraara?* English translation: Do you want to spray gases that increase the temperature?

37. *maṢlla Ḥaleikum dajman sabbaṢiin fii naṢir ḤilḤaxbar*; English translation: MashAllah, you are always in the lead in spreading the news, respectively.

38. *ṢaṢaan heik gatṢaṢu Ḥilkahrabba Ṣaleinaa*; English translation: That's why they cut off the electricity.

It is worth noting that the similarities between the males and females in their use of positive politeness strategies may be attributed to the fact that weather is a neutral topic, and people know that no one controls it. Therefore, Jordanians tried to be as optimistic as they possibly can. Being optimistic might be considered one of the most efficient ways to get closer to the interlocutors, demonstrating positive hope which in turn helps to build trust between the writer and the reader of the post.

Despite the obvious differences that appeared in the use of the positive politeness strategies by males and females in their online Facebook comments on the different topics, they were not statistically significant in relation to the news topic. This might indicate that Jordanian Facebook users attempted, to a large extent, to minimize the apparent 'face' threat to their interlocutors and to please them regardless of the topic they commented on. However, the results showed that gender affected the type of strategy used. There was a statistically significant correlation between gender and the type of strategy used. The data revealed that Jordanian males mostly tended to use the strategy of asserting common ground, but it was joking in the case of Jordanian females. These findings might reveal the different social roles and interests of males and females in the Jordanian community. Males tended to be serious in their comments and thus attempted to avoid the threats to their interlocutors' positive face. This can be done through asserting and providing common ground knowledge that enriches their interlocutor's knowledge on the subject. On the other hand, Jordanian females tended to do so by using their sense of humor, which strengthened social relationships with their interlocutors. These gender differences may be attributed to the differences in the reasons behind using Facebook. Nazir (2012) indicated that males use Facebook to establish new social relations and to meet new people, however, females use it to preserve their existing relations, enjoy their time, and have fun.

The findings of the current study have confirmed the findings revealed in the previous literature that gender had an essential impact on the type of the positive politeness strategies used. Each gender employed its own strategies which were different from the other (cf. Nazir, 2012; Zarei, 2013; Lai et al., 2015; Alshakhanbeh & Alghazo, 2022). However, each of these studies showed different findings regarding the most frequent strategy used by each gender. This could be attributed to the differences in the online topics discussed in each study e.g. paying condolences, commenting on official government pages, political issues, etc. Interestingly, the findings of the current study might confirm the findings of Alshakhanbeh and Alghazo's (2022) - as both studies tried to provide a comprehensive picture of a pragmatic analysis of the Jordanian community. That is, generally speaking, Jordanians tended to use sense of humor (i.e. sarcasm and joking in Alshakhanbeh & Alghazo, 2022) and our study, respectively) to express their opinions or thoughts towards a particular topic. Furthermore, our findings seemed to be similar to Alshakhanbeh and Alghazo's (2022) in the use of the criticism strategy. The Jordanian males in the current study tended to employ the politeness strategy of asserting or supposing common ground as the most frequent strategy in their comments. These findings again seemed useful in drawing a comprehensive picture of the Jordanian community from a pragmatic perspective.

Unlike previous studies (e.g., Lakoff, 1973; Holmes, 2013), the current paper cannot provide any clear-cut evidence regarding which gender is considered more polite in the online comments because the current study focused only on investigating the positive politeness strategies, which is different from other studies that investigated different kinds of politeness strategies i.e. positive and negative.

## VI. CONCLUSION

This study aimed to explore the use of positive politeness strategies following the online comments by Jordanian males and females on different news topics posted by the Roya news Facebook page. The results demonstrated that Jordanians tried to minimize the threat to their interlocutors' face through using different positive politeness strategies. For instance, the results showed that the most frequently positive politeness strategies used by males for the topic of education were asserting common ground and asserting reciprocity, and joking was most common among the females. However, the most frequently positive politeness strategy used by both males and females for the topics of crime and weather was asking for a reason and being optimistic, respectively. Furthermore, the most frequently used positive politeness strategies by males for the topic of economy were joking and asserting reciprocity; for females, exaggerating interest was used mostly. Gender was found to have a significant correlation with the type of strategy being used. That

is, the most frequently used strategy in all topics was asserting common ground by males, and joking by females. Furthermore, the results revealed that the most frequently used strategy by both genders in all topics was joking.

## REFERENCES

- [1] Al Sad, A. (2021). *Gendered use of language in Facebook status updates among Jordanian and American youths: A sociopragmatic study*. Unpublished MA thesis. West Virginia University.
- [2] Al-Manduriy, S. (2021). Condolence strategy used by Facebook user to respond obituary news. *Rainbow: Journal of Literature, Linguistics and Culture Studies*, 10(1), 34-41. <https://doi.org/10.15294/rainbow.v10i1.44761>
- [3] Alshakhanbeh, S. & Alghazo, S. (2022). A pragmatic analysis of criticism strategies against government policies on social media in Jordan: A gender-based investigation. *Jordan Journal of Modern Languages and Literature*, 14(2), 263-285.
- [4] Al-Shboul, Y., & Maros, M. (2013). Condolence strategies by Jordanians to an obituary status update on Facebook. *Gema Online Journal of Language Studies*, 13(3), 151-162.
- [5] Al-Shloul, S. (2016). Politeness and gender in the Arabic discourse of social media network websites: Facebook as a norm. *International Journal of Linguistics*, 8(3), 31-58.
- [6] Al-Sad, H.W. & Yunus, K. (2020). Genders patterns on Facebook: A Jordanian sociolinguistic perspective. *International Journal of Humanities, Philosophy and Language*, 3, 01-12.
- [7] Bader, Y. & Obeidat, H. (2020). The language of Facebook comments on political articles in Jordan, *International Journal of Linguistics*, 12(6), 180-205.
- [8] Bayo, P. (2021). Analysis of condolence response to the death of Dr. John Pombe Joseph Magufuli on Facebook. *East African Journal of Education and Social Sciences*, 2(4), 112-118. <https://doi.org/10.46606/eajess2021v02i04.0134>.
- [9] Brown, P. & Levinson, S. (1987). *Politeness: Some universals in language usage*. Cambridge: Cambridge University Press.
- [10] Coley, T (2006). *Student and cyber communities*. University of South Carolina, Unites States of America.
- [11] Ellison, N., Steinfield, C. & Lampe, C. (2007). The Benefits of Facebook "friends:" social capital and college students' use of online social network sites. *J. Computer-Mediated Communication*, 12(4), 1143-1168.
- [12] Farina, M. (2015). Facebook first post telling. *Journal of Pragmatics*, 90, 1-11.
- [13] Hameed, A. (2020). The realization of strategies of impoliteness in Iraqi Facebook comments on Covid\_19. *PJAE*, 17(6), 15802-15813.
- [14] Holmes, J. (2013). *An Introduction to Sociolinguistics* (4th ed.). Oxon: Routledge.
- [15] Kuang, Ching Hei & Hei,. (2017). Features of language in Facebook condolence messages. *International Journal of English Research*, 3(5), 22-30.
- [16] Lai, M., Aziz, A. & Mohammad, M. (2015). Gender and politeness strategies in Facebook conversations among students in UITM KELANTAN". *The International Conference on Language, Literature, Culture and Education*, 24<sup>th</sup>, 25<sup>th</sup> and 26<sup>th</sup> April.
- [17] Lakoff, R. (1973). Language and woman's place. *Language in Society*, 2(1), 45-80.
- [18] Nazir, B. (2012). Gender Patterns on Facebook: A sociolinguistic perspective. *International Journal of Linguistics*, 4(3), 252-263.
- [19] Noor, T. (2013). *Politeness strategies in internet chatting of Facebook*. Unpublished Doctoral dissertation, Universitas Muria Kudus.
- [20] Pakzadian, M. & Tootkaboni, A. (2018). The role of gender in conversational dominance: A study of EFL learners. *Cogent Education*, 5(1), 1560602.
- [21] Rosyidah, I.F. & Sofwan, A. (2017). Politeness strategies in official Facebook accounts of CNN, TWSJ and NBC on Obama visiting Hiroshima. *English Education Journal*, 7(1), 12-18.
- [22] Salman, S. M, Al-Saidi, A. H & Khalaf A. S. (2022). Pragmatic analysis of impolite speech acts and their verbal responses in Shakespeare's Hamlet. *Jordan Journal of Modern Languages and Literatures*, 14(1), 87-109.
- [23] Stapa, S.H. & Shaari, A. H. (2012). Understanding online communicative language features in social networking environment. *GEMA Online Journal of Language Studies*, 12, 817-830.
- [24] Yule, G. (2006). *The study of language: An introduction*. Cambridge: Cambridge University Press.
- [25] Zarei, N. (2013). Face work and politeness strategies in computer mediated discourse across genders. In *Conference proceedings. ICT for language learning* (p. 479). Libreriauniversitaria. it Edizioni.

**Alaa' M. Smadi** is an Assistant Professor in Linguistics at Al-Balqa Applied University in Al-Salt, Jordan. She received her Ph.D. in Linguistics from The University of Jordan in 2021. Her research interests are in language acquisition, psycholinguistics, sociolinguistics, syntax, and corpus linguistics.

**Sa'ida W. Al-Sayyed** received her Ph.D. in corpus linguistics from The University of Jordan in 2019. She is an Assistant Professor in the Department of English Language and Literature at Al-Ahliyya Amman University (AAU) in Amman, Jordan. Her research interests are ELT, corpus linguistics, translation and linguistics.

**Mohammad Bani Younes** is an assistant professor of linguistics at the Department of English Language and Literature, Faculty of Foreign Languages, Al al-Bayt University, Mafraq, Jordan. His research interests include phonetics and phonology, with particular emphasis on suprasegmental phenomena, such as prosody, focus, stress, intonation, etc. in L1 and L2. His research integrates methods from theoretical, experimental, and corpus linguistics. He is also interested in discourse analysis, sociolinguistics, pragmatics and second language acquisition.

**Doa'a F. Al-momani** is an English instructor at Amman University College for Financial and Managerial Sciences, Al-Balqa Applied University. She teaches Language courses for different levels. She received a bachelor's degree in Applied English from Jordan University, a master's degree in Linguistics from Jordan University, and a PhD in Linguistics from Jordan University in Amman, Jordan. She is interested in Phonology, Sociolinguistics, Bilingualism, ESL/EFL teaching, and Semantics.

**Safa M. Alazaizeh** has an MA. in Applied Linguistics from Jordan University of Science and Technology in 2012. She is a Primary Teacher at The British School of King Salman in Tabuk, Saudi Arabia. Her research interest is Teaching English as a second language.