

CHAPTER I

INTRODUCTION

A. Background of the Study

At the end of 2019, the world was shocked by the occurrence of a new virus called Coronavirus Disease 2019 (COVID-19). The first case of Coronavirus was reported at Wuhan on 31 December 2019, and nowadays this virus infects people almost all over the world. COVID-19 infects the human respiratory system which makes the patient suffer so much and risk to the mortality. This virus is contagious among people, so the healthcare workers who have direct contact with the patient of COVID-19 daily are at risk too. During the pandemic of COVID-19, a huge number of healthcare workers become infected with this virus. They do not only have high risk on physical health, but also mental health problems due to the anxiety about the pandemic of COVID-19.

People all over the world give gratitude to healthcare workers who have been worked hard to take care of the patient of COVID-19. Meanwhile, they have much pressure that they also can be infected the virus but they still fulfill their job. The gratitude can make the healthcare workers feel warm and have the spirit to fight against the virus because gratitude has the power to give someone warmth and happiness. Everybody express their gratitude expression to healthcare workers on Coronavirus through social media because social media is the area for people to express their feelings freely.

People utilize social media as a means of communication with others. When technology enlarges quickly in decades, the internet has an enormous effect on enlarging a method of communication between the people. Social media provide the opportunity for individuals who want to convey their expression. Social media become a communication tool to express several utterances or expressions, such as gratitude.

News on social media extends very fast. The users of social media read news of the world easily, including the news about healthcare workers on Coronavirus. The users are given the chance to provide the response in comment row that has been offered. In responding to the news, social media users can give their comments and

opinions to each other. The response of readers provides gratitudes such as thanking, appreciation, support, and prayer.

Hornby (1995) states that gratitude is grateful feeling or a wish to convey the feeling of thankful. For instance, when a brother helps his sister with something, the sister will say "thank you very much" to her brother. Moreover, to respond to her friend, a girl can say "don't mention it". These expressions can be called gratitude. Moreover, the gratitude expression can be conveyed in different ways to rely on the reason for the cause of the speaker in expressing it.

Eisenstein and Bodman (1986) claimed that when the gratitude is conveyed correctly, it can make the feelings of warmth and unity between communicators, preserving, and improving social solidity and social connecting in society. Several failures to convey gratitude, can have negative social penalties for speakers' relations, guiding to bother, anger, and exasperation. The magical ability to express gratitude has approximately unlimited capabilities. When someone expresses an appreciation to those who solve somethings for them, it is also the method to make individuals happy. Gratitude expression can be a blissful encounter for both the sender and recipient.

Leech (1983) asserted that gratitude is one of the speech acts which has a relationship with social existence. Expression of gratitude is always connected to politeness because it explains the intensity of politeness by the speaker when conveying interactions. It relies on the speaker expressing gratitude to whom he or she talks.

The users of social media give their responses containing gratitude expression to healthcare workers on Coronavirus is interesting to analyze. Although there are many previous studies about gratitude expression, there is not research about gratitude expression that given by social media users to healthcare workers on Coronavirus. The writer wants to complete the previous study about gratitude expression by employing different objects.

This research uses sociopragmatic analysis because sociopragmatic emphasize the interactive feature and the acknowledgment of the context of society. The writer uses gratitude strategies by Cheng (2005) to analyze the data. This research also is to fulfill the research difference by analyzing the

gratitude expression because social media users can express their opinions or utterances through comments or post freely. Then the researcher conducts the research entitle *A Socio-Pragmatic Analysis of Gratitude Expression Given by Social Media Users to Healthcare Workers on Coronavirus*.

B. Problem Statement

Based on the background of the study above, the researcher formulates the problem as follows:

1. What gratitude strategies are used by social media users to healthcare workers on coronavirus?
2. What politeness strategies are used by social media users to healthcare workers on coronavirus?

C. The Objective of the Study

There are two objectives of this research, they are:

1. To describe the strategy of gratitude used by social media users to healthcare workers on coronavirus.
2. To describe the strategy of politeness used by social media users to healthcare workers on coronavirus.

D. The Benefit of the Study

After doing this study, the researcher expects that it will be useful for all. This study has two types of research benefits, they are practical benefits and theoretical benefits.

1. Theoretical benefits

This research result gives the benefit as references about the pragmatic analysis of gratitude expression, especially from the response given by social media users to healthcare workers on Coronavirus.

2. Practical benefits

a. To Pragmatic Lecturer

The results of this research can encourage teaching pragmatic, especially in presenting added materials about gratitude. The lecturer will present good materials about the strategy of gratitude to be a reference.

b. To Future Researchers

The results of this research can also offer benefit for the researchers, this research can offer information about expressing gratitude

strategies, besides this study can be employed as a reference for extending improvement.