

REFERENCES

- Apriliyani, V., Hamzah, H., & Wahyuni, D. 2019. "Impoliteness Strategies Used by Male and Female Haters of Habib Rizieq and Felix Siauw Found in Instagram Comments." *E-Journal of English Language and Literature* 8 (1): 158-167.
- Bednarek, Monika. 2019. "'Don't say crap. Don't use swear words.' – Negotiating the use of swear/taboo words in the narrative mass media." *Discourse, Context, and Media* 29.
- Bousfield, Derek. 2008. *Impoliteness in Interaction*. Amsterdam and Philadelphia: John Benjamins Publishing Company.
- Bousfield, Derek., and Miriam A. Locher. 2008. *Impoliteness in language: Studies on its Interplay with Power in Theory and Practice*. Berlin & New Mouton de Gruyter.
- Brown, Penelope, and Stephen C. Levinson. 1987. *Politeness: Some Universal in Language Usage*. Cambridge: Cambridge University Press.
- Cahyono, Dony. 2018. "Impoliteness Strategies and Power Performed by President Donald Trump on Twitter." Undergraduate Thesis, Malang: Universitas Islam Negri Maulana Malik Ibrahim.
- Cnnindonesia.com. 2020. *Netizen Cibir Jaringan IndiHome Sering Lambat Kala WFH Corona*. Jakarta, April 9.
<https://www.cnnindonesia.com/teknologi/20200409181907-192-492233/netizen-cibir-jaringan-indihome-sering-lambat-kala-wfh-corona>
- Creswell, John W. 2014. *Research Design: Qualitative, Quantitative, and Mixed*

Methods Approaches. California: SAGE Publications Inc.

Culpeper, Jonathan. 1996. "Towards an Anatomy of Impoliteness." *Journal of Pragmatics* (25): 349-367.

Culpeper, Jonathan, Derek Ernest Bousfield, and Anne Wichmann. 2003. "Impoliteness revisited: with special reference to dynamic and prosodic aspects." *Journal of Pragmatics* 35 (10-11): 1545-1579.

Culpeper, Jonathan. 2005. "Impoliteness and Entertainment in the Television Quiz Show: the Weakest Link." *Journal of Politeness Research* 1: 35-72.

Coates, Jennifer. 2004. *Woman, Men, and Language: A Sociolinguistics Account of Gender Differences in Language* Third Edition. Harlow: Pearson Education.

Dewiani, Achmad Andini Dani, and Ananda Aulia. 2019. "Pengaruh Kualitas Jaringan IndiHome Terhadap Customer Experience." Seminar FORTEI.

Ghani, Nurul Akmal A Abdul. 2018. "Online Animosity: Impoliteness Strategies and Triggers of Hostility in a Social Networking Site in Brunei." *Southeast Asia: A Multidisciplinary Journal* 18, 71–84.

Hamnö, Albin. 2019. "President Trump's use of 'Impoliteness Strategies' in Twitter Outputs targeted at U.S. politicians." Undergraduate Thesis, Umeå University.

Hancock, Ockleford and Windridge. 2009. *An Introduction to Qualitative Research*. Sheffield: The NIHR Research Design Service for Yorkshire & the Humber.

- Holmes, Janet. 1995. *Women, Men, and Politeness*. London: Longman.
- Holmes, Janet. 2013. *An Introduction to Sociolinguistics*. 4th. New York: Pearson Education Limited.
- Lakoff, Robin. 1973. *Language and Woman's Place*. New York: Cambridge University Press.
- Maclean F, Jones D, Carin-Levy G, Hunter H. 2013. "Understanding Twitter." *British Journal of Occupational Therapy* 76, (6): 295-298.
- Meenen, Sovie Van. 2016. "Customer complaints on the Twitter profiles of the NMBS and SNCF: a Pragmatic and Cross-Cultural study." Thesis, Ghent: Ghent University.
- Merriam Webster Dictionary. <https://www.merriam-webster.com/dictionary/complaint> (accessed April 28, 2021)
- Merriam Webster Dictionary. <https://www.merriam-webster.com/dictionary/frickin> (accessed July, 18 2021)
- Merriam Webster Dictionary. <https://www.merriam-webster.com/dictionary/sucks> (accessed July, 17 2021)
- Mirhosseini, Mardanshahi, and Dowlatabadi. 2017. "Impoliteness Strategies Based on Culpeper's Model: An Analysis of Gender Differences between Two Characters in the movie *Mother*." *Journal of Applied Linguistics and Language Research* 4, (3): 221-238.
- Novedo and Linuwih Endar Rachmawaty. 2018. "Code Switching and Code

- Mixing Useb by Sarah Sechan and Cinta Laura in Sarah Sechan Talk Show.” *Seminar Nasional Ilmu Terapan* 1, (1): 1-8.
- Rahmi. 2015. “Gender and Language Use.” *INTELEKTUALITA* 3, (1):79-93.
- Sari, Emmiyati, and Maharani. 2019. “Impoliteness Strategies in *Peter Rabbit* Movie.” *Elite Journal* 6, (2): 222-238.
- Trosborg, Anna. 1995. *Interlanguage Pragmatics: Requests, Complaints and Apologies*. Berlin: Mouten de Gruyter.
- Wibowo, G.P and Kuntjara, K. 2012. “Impoliteness Strategies used on Online Comments in a Indonesians Football Website.” *K@ta Kita* 1, (1): 166-173.
- Wijayanto, A., Hikmat, M. H., and Prasetyarini, A. 2018. “Impoliteness in English as a Foreign Language complaints: Exploring its intentions and motivating factors. *Lingua Cultura* 12, (1): 97-104.
- Yule, George. 1996. *Pragmatics*. Oxford: Oxford University Press.
- Yulidar, Luthfi. 2017. “Impoliteness Strategies Used in DailyMail’s Comments.” Undergraduate Thesis, Surakarta: Universitas Muhammadiyah Surakarta.
- Zhong, Wenjun. 2018. “Linguistic Impoliteness Strategies in Sina Weibo Comments.” *International Journal of Linguistics and Communication* 6, (2): 35-46.