

The Patterns of Hate Speech in The Viewers' Comments Column on The Channel Youtube with The Topic of Puan Maharani In 2019

Tiara Pradnya Paramita✉, Subyantoro Subyantoro, Rahayu Pristiwati

Universitas Negeri Semarang, Indonesia

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Abstract

Social media in its use nowadays does not only just pack information, but also provides opportunities to produce information and disseminate information. Furthermore, social media users have the right to choose, determine, and create informative messages or points of view they want; social media may now be a part of human existence and has been consumed massively including Youtube which is one of the most popular social media platforms. However, it cannot be denied that the function of social media can be likened to a double-edged sword; on the one hand it can be used for big activities, but on the other hand it can be used for bad things and is detrimental to society. The problem in this research was "How is the form of hate speech in the viewers' comments column of the YouTube channel on the topic of Puan Maharani in 2019?". The research design used a qualitative research design that was descriptive with research data using commentary data. This study used transcription techniques and note-taking techniques. The results showed that the highest number of utterances was 300 utterances containing hate speech, nine forms of hate speech were obtained. Of the nine forms of hate speech that were considered to be the style of speech that was widely used by the public in conveying comments on social media. The form of the utterance was a form of hate speech, as much as 96.67% of assertive speech acts.

✉ Correspondence address:
Gedung A Kampus Pascasarjana
Jl. Kelud Utara III, Semarang, Indonesia
E-mail: tiarapradnyap42@students.unnes.ac.id

INTRODUCTION

Social media is an online media with its users who can easily participate, and etc. This allows social media not only to be used for information consumption, but also for the creation and dissemination of information. As a result, the quality or pattern of interaction between individuals changes. This new trend in the use of social media allows everyone to participate as both a consumer and a provider of information. Nasrullah (2015) stated that social media is not only used to disseminate content provided by account owners (users), but also as a portal for creating virtual friendship networks and as a means of exchanging data, such as audio or video. In addition, Weeks and Holbert (2013) stated that social media can also operate as a messenger.

One of the social media that can operate as a messenger is the social media Youtube. Youtube is a platform that is used to share videos, complementing its features with a comment column for netizens who want to say something about uploaded video content. The uploaded video content provides many reactions to comments containing a statement that leads to hate speech. Social media users communicate in a variety of ways, including comments, complaints, ideas and jokes, all of which have the potential to contain hate speech. Diction and the type of language used indicate hate speech (Jamilah and Wahyuni, 2020). An understanding of hate speech is seen as unpleasant compared to discriminatory statements, where hate speech uses customary symbols to look down on someone because it relates to a predetermined group and as an expression of contempt for the target so that it results in psychological misery (Anam and Hafiz, 2015).

Hate speech can be seen on the YouTube news of Mrs. Puan Maharani who served as chairman of the DPR in 2019. The news containing Ms. Puan Maharani as chairman of the DPR in 2019-2024 contains many comments in the form of hate speech. The researcher found several comments that said hate could be seen

from the utterances, such as "the people are later, the important thing is the seat (position)", "before being elected as populist, after being elected as traitor", "now being sworn in, tomorrow become amnesia", and using words that are not in accordance with the context. So that there is a root of excess of belief in the artist or figure that causes hate speech to occur.

The occurrence of the root of excess of belief in the figures that causes hate speech is in line with Zhang's research (2018) analyzing the increasing spread of hate speech on social media and the urgent need for effective countermeasures has attracted significant investment from governments, companies, and empirical research. Although there are scientific studies to address the issue, a major limitation of the existing work is the lack of comparative evaluation, thus making it difficult to assess the contribution of individual works. Furthermore, research conducted by Yuliyanti (2020) was in the form of a case study of hate speech on the Najwa Shihab YouTube channel in the 2019 Election Campaign for the President and Vice President of the Republic of Indonesia. One of the conclusions obtained was the finding of hate speech reaching number nine. Where two of the forms of hate speech were considered to be speech styles that were widely used by the public in conveying comments on social media. The style of speech that was widely used by the public in conveying comments was also related to research by Nisa, Rustono, & Haryadi (2022) which discussed a violation of the principles of politeness. In this study, the researcher found and identified violations of the politeness maxims on the SkinnyIndonesian24 YouTube channel. Another research was also conducted by Salvatore (2022) which discussed news comments on government topics. This did not escape being a means of spreading hate speech. Hate speech on social media could also explain the form of hate speech, and the types of illocutionary speech acts in which comments carried out using the data analysis steps using descriptive qualitative analysis (Ningrum, 2018). Watanabe (2018) stated that detecting hate speech could also be done by collecting offensive

hate data, which could then be analyzed more deeply.

Based on the explanation above, the research entitled "The Patterns of Hate Speech in the Viewers' Comments Column on the Channel Youtube with the Topic of Puan Maharani in 2019" was considered important and interesting to do in order to find forms of hate speech.

METHODOLOGY

The focus of the study was in the form of written sentence data. The data taken was in the form of viewer speech in the comments column which contained forms, forms of violations of the principle of politeness. The data sources in this study were documents, such as all the utterances of YouTube media viewers Kompas.com, tribunews, metrotvnews, SCTV, CNBC, CNN Indonesia, Detik.com, Indosiar, Viva.Co. The utterances were in written form (comment). Hate speech data was focused on the topic of discourse "Puan Maharani" the number one woman who served as chairman of the house of representative of Indonesia in 2019. The research used techniques in analyzing data with qualitative descriptive, which explained everything that was obtained in an investigation based on facts or phenomena empirically (Sudaryanto, 2015).

The data analysis technique in this research was a heuristic analysis technique and a qualitative normative analysis method. The heuristic analysis technique was termed the pragmatic power of a speech through the formulation of a hypothesis and was proven by testing the data obtained (Leech, 2015). In the heuristic analysis, the analysis began with a problem that was filled with background propositions, then the objective hypothesis was formulated by Leech (2015). Heuristic work made an understanding of the literal meaning, the explicit meaning of the actual meaning (Nurgiyantoro, 2007). The technique used to analyze the data in this study was a qualitative descriptive technique that was analysis by describing everything found in research based on

empirical facts or phenomena (Sudaryanto, 2015). This study used a documentation study data collection technique where documentation was a strategy when obtaining data and information in the form of books, files, documents, writing, numbers, or pictures in the form of descriptions and information that could support investigations. After that it was done using the listening method to listen to the use of language. The term listening was not only related to the use of spoken language, but also the use of written language (Mahsun, 2017). Listening included not only the use of spoken language, but also the use of written language. The data that had been collected was then studied thoroughly using the listening technique. The use of the listening technique aimed to understand YouTube videos based on the context of the discussion and note-taking techniques. This data collection technique could be used to obtain accurate and correct research data.

RESULTS AND DISCUSSION

Public commentary on social media took various forms. The use of language or the choice of language used was an important factor in whether an utterance was considered to contain hate speech or not. The utterances analyzed in this research were the speeches of audience comments on the YouTube channel with the topic of Puan Maharani in 2019. The analysis carried out resulted in forms of hate speech which were determined from assertive, directive, commissive and expressive speech acts. In addition, utterances were also analyzed based on the forms of hate speech based on the rule of law in the form of insults, defamation, incitement/provocation, and unpleasant acts. Data on hate speech totaling 300 commentary utterances consisting of Youtube channels and consisting of 7 videos. In the following, the results of data analysis on the form of hate speech would be presented more clearly.

The Forms of Hate Speech Assertive Speech Acts

The form of assertive speech act was a type of communication that bound the speaker to the truth of the proposition being communicated, such as asserting (saying), which was an utterance or statement used to convey information. Speeches or expressions that conveyed ideas or opinions were called (suggestions); (boasting), words or statements used to show arrogance; whining, was expressing difficulties due to misery, pain, disappointment, and other factors; claim (claim); brag (to be proud), which was a statement or expression used to show pride; (to report), was conveying information to others with the aim of doing something.

1) Context: Puan Maharani Delivers Her First Speech as the Chairman of the DPR (Kompas TV)

P1's comment: "This country is getting worse and worse... it's being led by people who don't have a leadership soul and are only concerned with political parties and their groups... the people are fed up with political jokes in this country. (GM) (1/10/2019)

The conversation fragment in data number 1 was a form of insulting speech aimed at Puan Maharani. Based on a fragment of the conversation written by (GM) there was an impression of contempt for Puan Maharani who served as the Chairman of the DPR in 2019. This could be seen grammatically, the expression that was considered an insult was "This country is getting worse and worse... it's being led by people who have don't have a leadership soul and only concerned with political parties and their groups... the people are fed up with political jokes in this country". In the part of the speech delivered by (GM), the speaker did not approve of Puan Maharani's position as the chairman of the DPR and considered her leadership to be lacking in the soul of a leader.

2) Context: Puan Maharani, the First Woman to be Inaugurated as Chairman of the DPR of Indonesia (Tribun news)

P1's comment: "Cats enter people's yards get fined, meanwhile rats enter parliament are allowed (SI) (1/10/2019)

The conversation fragment in data number 2 was a form of insult aimed at Puan Maharani. Based on a fragment of the conversation written by (SI) it had the impression of contempt for Puan Maharani. This could be seen grammatically, the expression that was considered an insult was "Cats enter the yard get fined, meanwhile rats enter parliament are allowed". Conceptually, a mouse means an animal that was always in a dirty place. In the speech delivered by (SI) it could be interpreted as a whole that Puan Maharani was a dirty animal that was included in parliament. Thus, the speech was in the form of an insult because SI (P1) attacked the honor and dignity of a certain party that was Puan Maharani.

3) Context: Legit! Puan Maharani as the Chairman of the DPR 2019-2024 (CNN Indonesia)

P1's comment: "This country has been destroyed, especially since the KPK had been weakened (SF) (1/10/2019)

The conversation fragment in data number 3 was a form of insulting speech aimed at Puan Maharani. Based on the fragment of the conversation written by (SF) it had the impression of contempt for Puan Maharani. This could be seen grammatically, the expression that was considered an insult was "This country has been destroyed, especially since the KPK had been weakened". Conceptually destroyed means damaged. In the speech delivered by SF (P1) it could be interpreted as a whole that Puan Maharani was the cause of the destruction and considered that the KPK had been weakened because of Puan Maharani's group. Thus, the speech was in the form of an insult because SF (P1) attacked the honor and honor of a certain party, namely Puan Maharani.

4) Context: PDIP Appoints Puan Maharani as the Chairman of DPR in 2019-2024 (CNN Indonesia)

P1's comment: "DPR, Ministers, Party are the Party Elite Dynasty that will Control Hereditary Government (AM) (1/10/2019)

The conversation fragment in data number 4 was a form of insulting speech aimed at Puan Maharani. Based on the fragment of the conversation written by (AM) it had the impression of contempt for Puan Maharani. This could be seen grammatically, the expression that was considered an insult was "DPR, Ministers, Party Are the Party Elite Dynasty that Will Control the Hereditary Government". Conceptually hereditary means inherit. In the speech delivered by AM (P1) it could be interpreted as a whole that Puan Maharani became chairman of the DPR, elite parties and dynasties that controlled the country for generations, because it was known that Puan was a descendant of President Soekarno and daughter of Megawati Soekarnoputri. Thus, the speech was in the form of an insult because AM (P1) attacked the honor and honor of a certain party, namely Puan Maharani.

5) Context: Puan Maharani Becomes the Chairman of the Republic of Indonesia DPR for the 2019 – 2024 Period (CNBC)

P1's comment: "That's why the KPK was banned (NA) (2/10/2019)

The conversation fragment in data number 5 was a form of insulting speech aimed at Puan Maharani. Based on the fragment of the conversation written by (AM) it had the impression of contempt for Puan Maharani. This could be seen grammatically, the expression that was considered an insult was "That's why the KPK was banned". Conceptually, banned means stopping. In the speech conveyed by NA (P1) it could be interpreted as a whole that Puan Maharani became chairman of the DPR in connection with the deactivated KPK. Thus, the speech was an insult because NA (P1) attacked the honor and dignity of a certain party that was Puan Maharani.

6) Context: Puan Maharani OFFICIALLY Becomes THE FIRST WOMAN to Serve as Chairman of DPR of Indonesia (Pratama TV)

P1's comment: "Those who was chosen to be the chairman of the DPR, only people who are greedy for positions, they are afraid of losing

their positions, why people which involved corruption was selected (DH) (2/10/2019).

The conversation fragment in data number 6 was a form of insulting speech aimed at Puan Maharani. Based on the written fragment of the conversation (DH) had the impression of an insult for defaming Puan Maharani. This could be seen grammatically in the expression that was considered an insult that was "those who was chosen to be the chairman of the DPR, only people who are greedy for positions, they are afraid of losing their positions, why people which involved corruption was selected". Conceptually greedy means rapacious. In the speech delivered by NA (P1) it could be interpreted as a whole that Puan Maharani served as chairman of the DPR to be a person who was greedy for position. Thus, the speech was an insult because NA (P1) attacked the honor and dignity of a certain party that was Puan Maharani.

7) Context: Puan Maharani Becomes the Chairman of DPR of Indonesia for the 2019-2024 Period – Fokus Pagi (Indosiar TV)

Comment P1: "Oh Allah, please protect our country from being destroyed amen (NA) (2/10/2019)

The conversation fragment in data number 7 was a form of insulting speech aimed at Puan Maharani. Based on the written fragment of the conversation (NA) had the impression of an insult. This could be seen grammatically in the expression that was considered an insult, namely "Oh Allah, please protect our country from being destroyed, amen". Conceptually destroyed means damaged. In the speech delivered by NA (P1) it could be interpreted as a whole that Puan Maharani who served as chairman of the DPR made the Indonesian state damaged. Thus, the speech was an insult because NA (P1) attacked the honor and dignity of a certain party, namely Puan Maharani.

The Forms of Hate Speech Assertive Speech Acts-Defamation

The forms of hate speech in the form of assertive speech acts - defamation were a statement, suggestion, complaint, demand, report, affirmation, rejection, acknowledgment, notification, conclusion and prediction. Assertive speech acts on hate speech were included in the category defamation. This was because it tarnished one's good name with things that were not true, things that were needed were not real, and made others felt uncomfortable.

1) Context: Puan Maharani, the First Woman to be Inaugurated as the Chairman of DPR of Indonesia (Tribun news)

P1's comment: "Cats enter people's yards get fined, meanwhile rats enter parliament are allowed (SI) (2/10/2019)

The conversation fragment in data number 1 was a form of insulting speech aimed at Puan Maharani. Based on the written fragment of the conversation (SI), it had the impression of insult which indicated defamation, namely "Cats enter the yard of people get fined, meanwhile Rats enter parliament are allowed". Conceptually, rat meant animal. In the speech delivered by SI (P1) it could be interpreted as a whole that Puan Maharani was a dirty animal who entered parliament. Thus, the speech was in the form of an insult because SI (P1) attacked the honor and dignity of a certain party that was Puan Maharani.

The Forms of Hate Speech Assertive Speech Acts – Unpleasant Actions

The forms of hate speech assertive speech acts - unpleasant actions were statements, suggestions, complaints, demands, reports, affirmations, rejections, acknowledgments, notifications, conclusions and predictions. Assertive speech acts on hate speech were included in the category of unpleasant acts. The followings were the form of hate speech, assertive speech acts in the form of unpleasant actions.

1) Context: Puan Maharani Becomes the Chairman of the Republic of Indonesia DPR for the 2019 – 2024 Period (CNBC)

P1's comment : Entrusted by Mrs. Fortress to the president of the party officer (MU) (2/10/2019)

The conversation fragment in data number 1 was a form of utterance of an unpleasant act directed at Puan Maharani. Based on the written fragment of the conversation (MU) had the impression of an unpleasant act, namely "Entrusted by Mrs. Fortress to the president of the party officer". Conceptually, fortress means a sturdy building. In the speech delivered by MU (P1) it could be interpreted as a whole that Puan Maharani being the chairman of the DPR was entrusted by Mrs. Megawati Soekarnoputri, thereby insulting Puan's mother as a bull animal. Thus, the speech was in the form of an unpleasant act because MU (P1) attacked the dignity and honor of a certain party that was Puan Maharani.

2) Context: Puan Maharani OFFICIALLY Becomes THE FIRST WOMAN to Serve as Chairman of DPR of Indonesia (Pratama TV)

P1's comment: " Those who was chosen to be the chairman of the DPR, only people who are greedy for positions, they are afraid of losing their positions, why people which involved corruption was selected (DH) (2/10/2019)

The conversation fragment in data number 2 was a form of expression of unpleasant actions directed at Puan Maharani. Based on the fragment of the conversation that was written (DH) had the impression of an unpleasant act, namely "those who was chosen to be the chairman of the DPR, only people who are greedy for positions, they are afraid of losing their positions, why people which involved corruption was selected". Conceptually greedy means rapacious. In the speech delivered by MU (P1) it could be interpreted as a whole that Puan Maharani serving as chairman of the DPR was a person who was greedy for position. Thus, the speech was in the form of an unpleasant act because DH (P1) attacked the dignity and honor of a certain party, namely Puan Maharani.

Forms of Hate Speech Directive Actions of Speech - Insult

The form of hate speech directive speech act - insult was a form of communication designed to persuade listeners to take action, such as ordering, demanding, asking, advising, and recommending. The hate speech data was 1 utterance comment consisting of a Youtube channel and consisting of 7 videos. In the following, the results of data analysis in the form of hate speech directive insult speech acts would be presented more clearly.

1) Context: Legal! Puan Maharani the Chairman of the DPR in 2019-2024 (CNN Indonesia)

P1's comment: Are there no smart people in the DPR now? Why does it have to be her who is the chairman of the DPR, has this been set beforehand! You're too greedy to be human (RN) (1/10/2019)

The conversation fragment in data number 2 was a form of insulting speech aimed at Puan Maharani. Based on the fragment of the conversation that was conveyed (RN) had the impression of contempt, namely ": Are there really no smart people in the DPR now? Why does it have to be her who is the chairman of the DPR, has this been set beforehand! You are too greedy to be human." Conceptually greedy means rapacious. In the speech delivered by RN (P1) it could be interpreted as a whole that Puan Maharani was considered to have been organized and greedy in serving as chairman of the DPR. Thus, the speech was in the form of an insult because RN (P1) attacked the dignity and honor of a certain party that was Puan Maharani.

The Forms of Hate Speech Acts of Directive Speech – Defamation

The form of directive speech act hate speech - defamation is a form of communication designed to encourage the speech partner to take action, such as ordering, asking, advising, and recommending. In the following, the results of data analysis on hate speech in the form of directive defamation will be presented more clearly.

1) Context: Puan Maharani, the First Woman to be Inaugurated as the Chairman of DPR of Indonesia (Tribun news)

P1's comment: "Cats enter people's yards get fined, meanwhile Rats enter parliament are allowed (SI) (2/10/2019)

The conversation fragment in data number 1 was a form of insulting speech aimed at Puan Maharani. Based on the fragment of the conversation that was conveyed (SI) had the impression of humiliation, namely " Cats enter people's yards get fined, meanwhile Rats enter parliament are allowed ". Conceptually, rats meant dirty animals. In the speech delivered by SI (P1) it could be interpreted as a whole that Puan Maharani was considered a dirty animal who had entered parliament. Thus, the speech was an insult because SI (P1) defamed a certain party, namely Puan Maharani.

The Forms of Hate Speech Directive Speech Actions – Incitement/Provocation

The forms of hate speech directive speech acts - incitement was a form of communication designed to persuade listeners to do something, such as ordering, demanding, asking, advising, and recommending. In the following, the results of data analysis on hate speech would be presented clearer.

1) Context: Puan Maharani Becomes the Chairman of the DPR of Indonesia for the 2019 – 2024 Period (CNBC)

P1's comment: Entrusted by Mrs. Fortress to the president of the party officer (MU) (3/10/2019)

The conversation fragment in data number 1 was a form of insulting speech aimed at Puan Maharani. Based on the fragment of the conversation that was conveyed (MU) had the impression of an insult, namely "Entrusted by Mrs. Fortress to the president of the party officer". Conceptually, a fortress meant a sturdy building. In the speech conveyed by MU (P1) it could be interpreted as a whole that Puan Maharani was considered a bull animal. Thus, the speech was in the form of an insult because MU (P1) committed an insult to a certain party, namely Puan Maharani.

The Forms of Hate Speech Directive Speech Acts – Unpleasant Actions

The form of hate speech directive speech acts - unpleasant actions were a form of speech that was intended to influence the speech partner to take action, for example ordering, asking, advising, and recommending. In the following, the results of data analysis in the form of hate speech directive speech acts of unpleasant actions would be presented more clearly.

1) Context: Puan Maharani Delivers Her First Speech as Chairman of the DPR (Kompas TV)

P1' comment: What a shame! His mother should have been appointed chairman of the MPR so that it becomes a joke parliament (DS) (2/10/2019)

The conversation fragment in data number 1 is a form of insulting speech aimed at Puan Maharani. Based on the fragment of the conversation delivered (MU) had the impression of contempt, namely "What a shame! His mother should have been appointed chairman of the MPR so that it becomes a joke parliament". Conceptually, joke (dagelan) meant a humorous show. In the speech delivered by DS (P1) it could be interpreted as a whole that Puan Maharani was considered the chairman of the DPR because parliament was only a place for a play whose results can be manipulated. Thus, the speech was in the form of an insult because DS (P1) committed an insult to a certain party, namely Puan Maharani.

The Forms of Hate Speech Commissive Speech Acts – Unpleasant Actions

The forms of hate speech commissive speech acts - unpleasant actions were speech expressions used to communicate promises or offers, such as promising, which meant the speaker promises the conversation partner to do what he said, swore (vowing), that was making an offer, the speaker offered something to the conversation partner; offering, namely making an offer, the speaker offered something to the conversation partner.

1) Context: Puan Maharani, the First Woman to be Inaugurated as Chairman of the DPR of Indonesia (Tribun news)

P1's comment: The first woman and what if destroyed first time (AS) (2/10/2019)

The conversation fragment in data number 1 was a form of insulting speech aimed at Puan Maharani. Based on the fragment of the conversation that was conveyed (AS) had the impression of humiliation, namely "the first woman and what if destroyed first time". Conceptually destroyed meant damaged. In the speech delivered by AS (P1) it could be interpreted as a whole that Puan Maharani was considered the chairman of the DPR who was damaged because Puan Maharani was the first woman to serve as chairman of the DPR. Thus, the speech was in the form of an insult because DS (P1) committed an insult to a certain party, namely Puan Maharani.

The Forms of Hate Speech Expressive Speech Acts- Humiliation

The form of hate speech expressive speech act - contempt was a type of speech that functions to convey or reveal the speaker's psychological attitude about a situation, for example a thank you, where speech acts generally occurred due to various variables, including the willingness of the speech partner or interlocutor to do what asked by the speaker. The hate speech data was 1 utterance comment consisting of a Youtube channel and consisting of 7 videos. In the following, the results of data analysis on the form of hate speech would be presented more clearly.

1) Context: Legal! Puan Maharani the Chairman of the DPR in 2019-2024 (CNN Indonesia)

P1's comment: Congratulations on becoming chairman of the House of Traitor. What are her achievements!!! Electronic ID corruption. and KPK haven't followed up on corrupt cases. She's the target...there is no achievement in the ministers. There's something behind the scenes. Try debating with students or at ILC...surely you will be humiliated.not good!!!If you agree, then give a like. (AD) (2/10/2019)

The conversation fragment in data number 1 was a form of insulting speech aimed at Puan Maharani. Based on the fragment of the conversation that was conveyed (AD) had an impression of humiliation, namely "Congratulations on becoming chairman of the House of Traitor. What are her achievements!!! Electronic ID corruption. and KPK haven't followed up on corrupt cases. She's the target...there is no achievement in the ministers.. Definitely there's something behind the scenes. Try debating with students or at ILC...surely you will be humiliated.not good!!!If you agree, then give a like". Conceptually traitor meant disloyal. In the speech delivered by AD (P1) it could be interpreted as a whole that the speaker gave congratulation with a bad connotation for using traitorous language. Thus, the speech was in the form of an insult because DS (P1) insulted a certain party, namely Puan Maharani.

From the results and discussion above, there were also three types of actions that were observed in dealing with hate speech (Musyafak, 2019). First, it could take preventive actions such as: (1) providing information on the results of hate speech in the community; (2) maximizing and prioritizing the intelligence function in conflict-prone areas to find out the real conditions regarding incitement or provocation. (3) integrating the results of intelligence work into field mapping (perpetrators, victims, types of actions, etc.) as part of the early warning and early detection processes; (4) prioritizing the functions of "binmas" (Community Development Unit) and "polmas" (Community Police), especially for counseling or dissemination of hate speech and its negative consequences; and (5) prioritizing Binmas to carry out constructive cooperation with religious leaders, community leaders, youth leaders, and others. and scholars to increase coercive action against hate speech. Second, preventive actions include (1) monitoring and detecting the seeds of conflict in society as early as possible; (2) providing understanding to parties suspected of committing hate speech; (3) bringing together parties suspected of committing hate speech with victims of hate

speech; and (4) seeking a just solution of peace between the conflicting parties based on the rule of law and statutory regulations. Third, law enforcement, especially if preventive and preventive efforts had been carried out but had not resolved the problems that had developed as a result of acts of hate speech.

CONCLUSION

There were 9 forms of hate speech found in the viewers' comments on the Youtube Channel with the topic Puan Maharani in 2019. There were two forms of hate speech that were most widely used, namely "The Form of Hate Speech Acts of Assertive-Insult" with a total of 160/300 utterances or the equivalent of 53.3% of forms of hate speech, and "The Form of Hate Speech Assertive Speech Acts of Defamation" with a total of speech 120/300 or the equivalent of 42.35% in the form of hate speech. Based on this, it could be concluded that the form of hate speech that appeared a lot on social media was in the form of opinions and rebuttals in the form of defamation, insulting, inciting, and committing other unpleasant actions that must be obeyed or avoided. Therefore, for conveying opinions, the need for the public to be able to sort out and minimize opinions or objections that were included in hate speech.

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