



**MOOD AND SPEECH FUNCTION REALIZATIONS  
OF RIGHTS AND RESPONSIBILITIES IN  
“*TWITTER’S TERMS OF SERVICE*”**

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**By:**

**Siska Fauzi  
Sunardi**

**ENGLISH DEPARTMENT, FACULTY OF HUMANITIES  
DIAN NUSWANTORO UNIVERSITY SEMARANG  
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## **MOOD AND SPEECH FUNCTION REALIZATIONS OF RIGHTS AND RESPONSIBILITIES IN “TWITTER’S TERMS OF SERVICE”**

Siska Fauzi and Sunardi

*English Department, Dian Nuswantoro University*

### **ABSTRACT**

*A text is a series of exchanges between speaker and addressee-even if it is a one-side monologue that is essentially a series of statement acknowledged silently by the addressee. This study is aims at describing the mood types and the speech functions of rights and responsibilities in “Twitter’s terms of service” in the text form. The mood types found in the text are declaratives and imperatives. The speech functions found in the text are statements and commands. All statements are congruent but commands are consist of congruent and incongruent clauses. It concluded that “Twitter’s terms of Rights” were dominated by declaratives and statements mostly give the information; “Twitter’s terms of Responsibilities” were dominated by declaratives and statements mostly give the information but it contains of imperatives and command as demands goods or services.*

**Key words** : *Mood types, Responsibilities, Rights, Speech Function, “Twitter’s terms of service”.*

*Sebuah teks adalah serangkaian pertukaran antara pembicara dan penerima-sekalipun teks tersebut merupakan teks monolog satu sisi yang pada dasarnya merupakan serangkaian dari pernyataan yang dipahami oleh penerima. Penelitian ini bertujuan untuk mendeskripsikan jenis dari mood dan fungsi tutur dari hak dan kewajiban pada syarat- syarat penggunaan Twitter dalam bentuk teks. Jenis mood yang di temukan pada text adalah kalimat pernyataan dan kalimat perintah. Fungsi tutur yang ditemukan pada teks adalah pernyataan dan perintah. Semua klausa pernyataan terjadi secara langsung, tetapi dalam perintah terdapat klausa secara langsung dan tidak langsung. Penelitian ini menyimpulkan bahwa dalam hak pada syarat-syarat penggunaan Twitter didominasi oleh kalimat pernyataan dan pernyataan untuk memberi informasi; kewajiban pada syarat penggunaan Twitter di dominasi kalimat pernyataan dan pernyataan untuk memberi informasi tetapi juga terdapat kalimat perintah dan perintah sebagai permintaan terhadap jasa ataupun barang.*

**Kata kunci** : *jenis mood, kewajiban, hak, fungsi tutur, syarat-syarat penggunaan Twitter*

## INTRODUCTION

People convey the messages, express thoughts and emotions, transfer the ideas, informations, news, etc, to make a balance relationship. Language is the way to communicate with each other; People use either written or spoken language to share or to get the meaning of messages.

Gerot and Wignell (1994: 161) state that spoken and written languages are both complex but in different ways. Spoken language tends to be complex grammatically and written language tends to be complex lexically. Spoken language tends to be grammatically intricate whereas written language tends to be lexically dense.

According to Halliday (1985: xiii) "The fundamental components meaning in language are functional components. All languages are organized around three main kinds of meanings such as ideational meanings, interpersonal meanings and textual meanings". These principal components of meanings or metafunctions are added in the structure of clause.

Ideational meanings are meanings about phenomena-about things (living and non living, abstract and concrete), about goings on (what the doings). Interpersonal meanings are meanings which express a speaker's attitude and judgments, it is realized lexicogrammatically by the system of mood and modality with the mood element further analyzed into subject and finite. Textual meanings express the relation of language to its environment, including both the verbal environment - what has been said or written before (co-text) and the non verbal, situational environment (context).

A text is a series of exchanges between speaker and addressee- even if it is a one-side monologue that is essentially a series of statement acknowledged silently by the addressee. It means that a text is a part of exchanged either information or goods and services.

Halliday states that there are two types of specific role, they are giving and demanding. The commodity exchange can be either goods and services or information. In this study, basic of speech role and a commodity based on Halliday can be described as follows:

1. The basic types of speech role
  - a. Giving  
The writer is giving something to the reader for example a piece for information. Giving means "inviting to receive."
  - b. Demanding  
The writer is demanding something from reader. Demanding means "inviting to give"
2. Commodity exchange
  - a. Good and Service  
The writer says to reader with the aim of getting to do something or give some object.

b. Information

The writer says to reader with the aim of getting to tell something

In this era, people use languages to communicate with each other using modern services. In spoken language besides taking a direct conversation by face to face, people use media as telephone or video call to make a conversation. Then, in written language besides using text as a media, people use cellular phone to convey their messages by sending short message or in recently, many people use electronic networks to convey their messages or ideas.

Electronic networks are a new communication medium that allows people to interact, coordinate action, and access and exchange information, all from their desktop computers. One of the most popular electronic networks use to communicate is Twitter. There are some facilities for user, such as; sharing the ideas or sending messages in Twitter; service of following other users; and access to see other user's timeline or profile.

This study analyzes "Twitter's terms of service", which is in the written text form. It analyzes interpersonal meaning, deals with the expressing of writer's (Twitter) attitude and judgements to the reader (User) through the mood types and the speech function of the terms. The terms of service between Twitter and user consist of rights and responsibilities of them.

## **METHOD**

### **Research Design**

This study used systemic functional linguistics approaches by Halliday (1994) and Suzanne Eggins (1994). It used descriptive qualitative method. This method was used to analyze and to describe the mood and speech functions used in terms of service in twitter.

### **Data**

The data of this research is written data. The data is the text of the terms of service in Twitter taken from <https://twitter.com>. The data were choosen because it is one of the popular social media accessed by people around the world in recently and contains of interpersonal elements.

### **Unit of Analysis**

Unit of analysis in this research is the clauses that can be found in terms of service in Twitter. The analysis of Mood and Speech functions can be drawn more clearly, since it is analyzed in the clause.

### **Data Collection**

The data of the study were collected by searching then downloading "Twitter's terms of service" on the website <https://twitter.com> for the analysis.

## Data processing and Analysis

Reading the terms of service is done to get the idea for analyzing the data. It segmented into rights and responsibilities, then into clauses to make the analysis done easily. This study applying mood types and speech function refer to the theories by Halliday (1994) and Suzanne eggins (1994).

## Findings and Discussion

### Findings of Mood types and speech function in “Twitter’s terms of service”

It is found 285 clauses in the text. In mood analysis, clause divided into 143 clauses of Rights and 142 clauses of Responsibilities related to Twitter and User. The researcher finds 130 clauses of Twitter’s Rights, 13 clauses of User’s Rights, 41 clauses of Twitter’s Responsibilities, and 101 clauses of user’s Responsibilities. Below are the details of all the analysis in this research.

**Table 1**  
**Frequency of Clauses in the text of “Twitter’s terms of service”**

Parties	Clauses					
	Rights		Responsibilities		Total	
	Freq.	%	Freq.	%	Freq.	%
Twitter	130	45.61	41	14.39	171	60
User	13	4.56	101	35.44	114	40
<b>Total</b>	<b>143</b>	<b>50.17</b>	<b>142</b>	<b>49.83</b>	<b>285</b>	<b>100</b>

From Table 1, it can be seen that total frequency of clauses found in the text are 285 clauses. Clauses of Rights (50.17%) is major than clauses of Responsibilities (49.83%) found in the text.

The clauses which are the main analysis of this research are categorized into four types of clauses; they are declarative clause, interrogative clause, imperative clause, and exclamative clause. The researcher finds 278 declarative clauses, 0 interrogative clause, 0 exclamative clause, and 7 imperative clauses in the text. The data of this research are given in the appendices.

### Mood Types

The mood types in the texts are categorized into four types of clause; they are declarative, interrogative, exclamative, and imperative. In the table below, we can see the frequency of mood types found in the text.

From Table 2, it can be seen that only 2 mood types found in the text, there are declarative and imperative. In the table 4.2, there are 278 declarative clauses in the text. It means that declarative is more dominant than imperative which consist of 7 clauses.

**Table 2**  
**Frequency of Mood Types Found in the text of “Twitter’s terms of service”**

Parties	Mood Types				Total
	Declarative		Imperative		
	Freq	%	Freq	%	
Rights	143	50.18	-	-	50.18
Responsibilities	135	47.37	7	2.45	49.82
<b>Total</b>	<b>278</b>	<b>97.55</b>	<b>7</b>	<b>2.45</b>	<b>100</b>

Declarative is used to give information and require the answer. There are 278 clauses (97.55%) in the text. While, imperative is used to demand good and services, there are 7 clauses (2.45%). In the text had no exclamative and interrogative clauses found, so there will be no discussion and analysis of clause about that related subject in this research. The discussion of each mood types in the text is given below:

### **Declarative Clause**

Declarative can be identified from the position of the subject that precedes finite. A declarative function to give information and this is called statement. There are 278 declarative clauses (97.55%) in the text of Twitter’s terms of service. It dominated in the text.

The examples below are the declarative clauses found in the text of “Twitter’s terms of service”. It started with declarative clauses found as “Rights” then followed by “Responsibilites” in the text.

### **Declarative clauses of Rights**

Declarative clauses in the text are 278 and dominated the text. It consists of 143 declarative clauses of Rights.

### **Declarative clauses of Responsibilities**

Declarative clauses in the text are 278 and dominated the text. It consists 135 declarative clauses of Responsibilities.

It means that declarative clauses of Rights are more dominant than declarative clauses of Responsibilities in the text.

### **Imperative Clause**

The mood element of imperative clauses may consist of subject +finite, subject only, or the imperative clauses may not have mood element, but there will always be a predicator.

There are 7 (2.45%) imperative clauses found in the text. All imperative clauses found in Responsibilities clauses which is in User’s Responsibilities.

Imperative clause is usually used to make command, i.e. to ask someone to do something. Imperative sets up expectations of a compliant response which may be non-verbal.

### Speech Function

In this research, the researcher classifies the speech function into four types of basic speech function; they are statement, question, command, and offer. The researcher finds 285 clauses in the text. In this text there were no question and offer, so that, they would not discuss in the next discussion. In From all the clauses in the text, the researcher finds 276 statements (divided into 143 statements of Rights, and 133 statements of Responsibilities) and 9 commands (found only in Responsibilities). It means that statement is more dominant than command. The result can be seen in the table below:

**Table 3**  
**Frequency of the Initiating and Responding Speech Function in the text of “Twitter’s terms of service”**

Speech Function	Rights		Responsibilities		Total	
	Freq	(%)	Freq	%	Freq	%
Statement	143	50.18	133	46.66	276	96.84
Command	-	-	9	3.16	9	3.16
<b>Tot. freq&amp; Percentage</b>	<b>143</b>	<b>50.18</b>	<b>142</b>	<b>49.82</b>	<b>285</b>	<b>100</b>

From Table 3, it can be seen that only statement and command are used in the text of Twitter’s terms of service. There are no question and responding elements found, because it is a monologue text, so that, there is no interaction between the parties, they would not explain in the next discussion. In initiating speech functions, statements 276 (96.84%) {divided in to 143 statements of Rights and 133 statements of Responsibilities} are more dominant than command 9 (3.16%). It can be concluded that Twitter’s terms of service consist of giving information and demanding goods to/ from the reader or user.

The explanation of the initiating speech functions is presented below;

### Initiating Speech Function

#### Statement

Statement as a speech function has a purpose to give information. The text of Twitter’s terms of service is a monologue text. After analyzing the text, the researcher finds out that the commodity mostly exchanged in this research is the information. There are 276 statements (divided into 143 statements of Rights, and 133 statements of Responsibilities) in the text.

### Statement clauses of Right

In the text of “Twitter’s terms of service” dominated by statements. In the Right form is found 143 statements, below are some examples of statement clauses of Right.

### Statement clauses of Responsibilities

In the text of Twitter’s terms of service is found 133 statement clauses in Responsibilities form, below are examples of statement clauses of Responsibilities;

### Command

As a speech function, command has the purpose to demand goods and services in a conversation. In the text, the researcher finds 9 commands. All of commands are found in the clause of Responsibilities.

### Speech Function and Mood Types in Clause

In this section, the analysis is about the congruent and incongruent realizations of speech functions. The following analysis will show the relationship between mood system and speech function analysis.

**Table 4**  
**Frequency of the Congruent and Incongruent**  
**Initiating and Responding Speech Function**

Speech Function	Frequency				Total
	Congruent		Incongruent		
	Right	Responsibilities	Right	Responsibilities	
Statement	143	133	-	-	276
Command	-	7	-	2	9
<b>Total</b>	<b>143</b>	<b>140</b>	<b>-</b>	<b>2</b>	<b>285</b>

From Table 4, it can be seen that both the congruent and incongruent initiating and responding speech functions are found in the text of Twitter’s terms of service. The frequency of congruent speech functions produced is 283.

The number of incongruent speech functions produced is 2; all of them were commands.

### Initiating Congruent and Incongruent Speech Function

#### Statement

The typical mood type of congruent speech function for statement is declarative clause. There are 276 clauses that function as statements in the text.



**Excerpt 2***We may not monitor or control the Content [[posted via the Services]]*

We	may not	monitor or control	the Content posted via the Services
<b>S</b>	<b>F</b>	<b>P</b>	<b>C</b>
<b>M</b>		<b>R</b>	

From the clauses above are all declaratives. It can be seen by using formula= Subject+ Finite (in Mood block). As in clauses above; *Twitter*, *Twitter* and *We* are the subject element. *may* in excerpt 1 and 2 are a finite verbal operator (modal operator). Declarative in this texts are used by the writer (Twitter) to give information to the reader (User) related to the Rights of each parties.

**Declarative clauses of Responsibilities**

Declarative clauses of Responsibilities are declarative clauses found in the Rights as the contain of the text. Below are the explanation;

**Excerpt 3***Twitter gives you a personal, worldwide, royalty-free, non-assignable and non-exclusive license to use the software*

Twitter	gives	You	a personal, worldwide, royalty-free, non-assignable and non-exclusive license to use the software
<b>S</b>	<b>F</b>	<b>P</b>	<b>C</b>
<b>M</b>		<b>R</b>	

**Excerpt 4***You are responsible for your use of the Services, for any Content [[you post to the Services]], and for any consequences thereof.*

You	are	Responsible	for your use of the Services, for any Content [[you post to the Services]], and for any consequences thereof.
<b>S</b>	<b>F</b>	<b>P</b>	<b>Circ. Adj</b>
<b>M</b>		<b>R</b>	

From the examples above are all declaratives. It can be seen by using formula= Subject+ Finite (in Mood block). As in clauses above, *Twitter* and *You* are the subject element. *Give* and *are*, are a finite verbal operator (temporal operator). Declarative in this texts are used by the writer (Twitter) to give information to the reader (User) related to the Responsibilities of each parties.

### **Imperative**

There are 7 (2.45%) imperative clauses found in the text. All imperative clauses found in Responsibilities clauses which is in User's Responsibilities. Belows are the explanation;

#### **Excerpt 5**

*Go to the account settings page*

#### **Excerpt 6**

*Please see the Notifications tab of Settings for more.*

From the examples of clause above, it shows that the clause is imperative clause. As the researcher explained above about the structure of imperative clause, the clauses above can be analyzed that the structure of this clause; *go* and *please see* are the predicator, it precedes before complement *the account settings page* and *the Notifications tab of Settings*.

Which is all of clauses above are used to make command,i.e. to ask user to do something deals with the terms of use of the service.

### **Speech Function**

#### **Statement**

Statement as a speech function has a purpose to give information. This speech function is used to express the speaker's ideas or to sure and receive that information. In this research, it divided into statement of Rights and Responsibilities;

#### **Statement clauses of Right**

Statement clauses of Rights are statement clauses found in the Rights as the contain of the text. Below are the explanation;

##### **Excerpt 7**

*The Content [[you submit, post, or display]] will be able to be viewed by other users of the Services and through third party services and websites*

##### **Excerpt 8**

*Tip What you say on Twitter may be viewed all around the world instantly.*

#### **Statement clauses of Responsibilities**

Statement clauses of Responsibilities are statement clauses found in the Responsibilities as the contain of the text. Below are the explanation;

##### **Excerpt 9**

*As part of providing you the Services, we may need to provide you with certain communications, such as service announcements and administrative messages.*

### Excerpt 10

*Twitter gives you a personal, worldwide, royalty-free, non-assignable and non-exclusive license to use the software.*

All clauses above are statement, it can be recognized not only through their formulas that mostly done in declarative mood, but also through their function of speech in which the writer has a tendency to give some information, ideas or facts which the writer realizes by doing declaration or statement.

### Command

In the text, the researcher finds 9 commands. All of commands are found in the clause of Responsibilities. Below are several examples of command found in the text;

1. *Go to the account settings page*
2. *Please see the Notifications tab of Settings for more.*
3. *Please read this section carefully*
4. *Please contact us*

The function of command is to ask someone to something. All clauses above are command, it can be seen not only from the structure of mood but also from the function of the contents, the clauses as representation of Twitter ask to User to do something related to the use of the service.

### Initiating Congruent and Incongruent Speech Function

#### Statement

The typical mood type of congruent speech function for statement is declarative clause. There are 276 clauses that function as statements in the text.

Below are the examples of congruent statements.

Clauses	Mood Types	Speech Function
<i>These Terms of Service ("Terms") govern your access to and use of the services, including our various websites, SMS, APIs, email notifications, applications, buttons, and widgets, (the "Services" or "Twitter"), and any information, text, graphics, photos or other materials uploaded, downloaded or appearing on the Services (collectively referred to as "Content")</i>	Declarative	Statement
<i>Your access to and use of the Services are conditioned on your acceptance of and compliance with these Terms.</i>	Declarative	Statement

From the list clause above, it is realized that *statements* as speech function in the conversation are congruent, because they have the typical mood types in the clauses that is *declarative*. It means that the mood types of declarative show the congruency of statement as initiating speech function.

### Command

In the text, the researcher finds 9 commands as speech functions. There are 7 congruent commands and 2 incongruent commands. All of commands found in Responsibilities.

Below are the examples of commands in congruent form;

<i>Clauses</i>	<i>Mood Types</i>	<i>Speech Function</i>
1. Go to the <u>account settings</u> page	<i>Imperative</i>	<i>Command</i>
2. Please see the <u>Notifications</u> tab of Settings for more.	<i>Imperative</i>	<i>Command</i>
3. please provide us with the following information	<i>Imperative</i>	<i>Command</i>
4. Please read this section carefully	<i>Imperative</i>	<i>Command</i>

From the list clause above, it is realized that command as speech function in the text are congruent, because they have the typical mood types in the clause that is imperative. It means that the mood types of imperative show the congruency of command as initiating speech function.

In the text, the researcher finds 2 commands as speech functions, but with different mood types which is identified as declarative. So that, it can be said, it had incongruent forms.

Belows are the examples of commands in incongruent forms;

<i>Clauses</i>	<i>Mood Types</i>	<i>Speech Function</i>
1. You should only provide Content	<i>Declarative</i>	<i>Command</i>
2. you have to use the <u>Twitter API</u>	<i>Declarative</i>	<i>Command</i>

From the list clause above, it is realized that command as speech function in the text are incongruent, because they have the typical mood types in the clause that is declarative. It means that the mood types of declarative show the incongruency of command as initiating speech function.

### Conclusion

After analyzing the data, the researcher concludes that:

1. The mood type of clause identified in the text of "Twitter' Terms of service" are 278 declarative clauses. In this research interrogative and

exclamative clauses were not found. Declarative clauses found in the Rights are 143 and in the Responsibilities are 135. Meanwhile, Imperative clauses found only in Responsibilities, which are 7 clauses. It means that in Rights form used only Declarative clauses and in Responsibilities Declarative clauses became dominant than imperative as the mood types of clause.

2. The speech function identified in the text of "Twitter" Terms of service" are 276 statements, consist of 143 statements of Rights and 133 statements of Responsibilities and 9 commands (only found in Responsibilities, consist of 7 congruent commands and 2 incongruent commands). Statements found in the Rights are 143, and in the Responsibilities are 133. Meanwhile, commands found only in Responsibilities, which are 9 clauses, consist of 7 congruent command and 2 incongruent commands . Rights form used only statement, it means that in the Right form only provide or give information to the readers. Responsibilities form used statement and command, however statement more dominant than command. It means that in Responsibilities beside provide or give information, it contains of demands goods or services to the readers.

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