"Sana All" presupposed Empathy:
Netizens' General Perceived Performance
of the Government's Responses to Effects
# of COVID-19

Nicole Myem S. De Jesus[1], Janah Zerina T. Doroteo[2], Lyn Angel V. Garcia[3], *Leo Vicentino[4]

[1,2,3,4] *De La Salle University Integrated School, Laguna, Philippines*

Abstract

People in social media platforms who shared opinions, known as netizens, posted contradicting perceptions against the satisfactory results released by research agencies about the government's responses to COVID-19. In this study, social media—Twitter, which is one of the key communication channels, was the main source of the data to explore the public's perception about the Philippine government's responses to the pandemic. To limit the tweets to be studied, sana all, being the popular language phenomenon used during the community quarantine, was observed and utilized as a code to be generated in the Twitter search engine. Sana all is a Filipino unique expression that calls for equality or literally means hope (sana) of the speaker for everyone (all). Like it was previously associated in the Filipino concept of inggit (envy), this study somehow expounds the investigation of this season's well-used phrase. A number of 257 tweets were collected from March to August 2020. To maximize the richness of the contents of each tweet collected, the researchers used presuppositions to extract inferences such as the background information of the typewritten text that can be found in word, phrase, and sentence in the tweets. Then, presupposed data were coded, grouped, and labeled by their observed commonalities, producing 11 categories: opinions to current governance, observed social inequalities, comments on national policies, polarized political positions, impact of pandemic on citizens, people's general aspirations, support to the most vulnerable groups, concern to exhibit good citizenship, heroic deeds of front liners, public's trust to systems, and resiliency. The overall language attitude observed from the presupposed tweets is empathy. This paper will discuss how empathy associates the sound dissatisfaction of the netizens to the responses made by the current administration to combat the COVID-19 multiple effects.

Keywords: non-factive verb, participative governance, perception, presupposition, and twitter

1.   Introduction

The rapid spread of the coronavirus disease (COVID-19) in the Philippines at the first quarters of 2020 has resulted to the local and national government's action to implement strict lockdown measures in the country (Ocampo & Yamagishi, 2020; Baticulon et al., 2020). Guidelines such as enhanced community quarantine (ECQ), general community quarantine (GCQ), social distancing, closing of establishments, online distance learning, and prohibition of mass gatherings are established in order to prevent the continuous spread of the virus (Ocampo & Yamagishi, 2020). With these drastic movements, it is a must to know the public perception to the actions and responses of the government to the health crisis in order to measure not only the trust in either the public health leadership or political leadership, as it is essential to view the public perception because it is needed to achieve participation in governance, and public's experience will provide necessary information or feedback that could help in the progress of policy implementation (McFadden et al., 2020). Into the existing investigation of the public's perception in the Philippines so far, research institutions such as Statista (Sanchez, 2020), Philippine News Agency (PNA) (Gita-Carlos, 2020), and Social Weather Stations (SWS) (Marquez, 2020) posted survey results during early months of 2020 that tell citizens are highly satisfied with the performance of the Philippine government. These studies with their results might be coming from authority research agencies but we cannot disregard the limits of these conducted studies. There have been concerns found from earlier literatures regarding the processes of such kind of studies, one was analysis of these perceptions from the participants (van der Weerd et al., 2011), participants gathered in the research (Zulkifli et al., 2017), and the instrument used in gathering perceptions (Baticulon et al., 2020).

Studies regarding perceptions have also revealed its important connection in documenting and analyzing citizens' insights and opinions regarding the government's performance. Maxwell (2019) stated that in perception studies, it is the spaces that the researchers assess how the respondents discussed their opinions such as looking at the authority's state's control. As researchers are involved, there can be areas where the researchers need to assess the possibility of response bias (Byrnes et al., 2021) since the perception of each individual may manifest their perceptual biases (Starbuck & Mezias, 1996). As suggested, it is the researcher's responsibility to look and focus on people's view and not on their own. In perception exploration, there is also a set of available data aside from conducting large quantitative studies coming from surveys and interviews. Criado et al. (2013) explained that social media can be understood as a platform for governments "to interact with citizens", thus viewed to be an area to study public views. In addition, Warren et al. (2014) stated that social media plays an important role in defining citizen involvement and in preparing people to perform social actions for the community. Along with this, Takahashi et al. (2015) discussed that social media have been acknowledged as an essential dissemination tool by researchers that can also serve as a communication channel in crisis situations. Thus, this study elevates the data from social media, Twitter, that captures the essence of the study's framework which is participative governance and constructs readily available sources to cross reference the information released from government institutions and media outlets. It is a public knowledge, supported also by multiple literatures, that Twitter was used as a way for the netizens to share views especially in times of crisis as this social media platform helps in information dissemination (Song & Lee, 2015), and serves a prominent role

in gathering news, and experiences of the public (Takahashi et al., 2015). As such, the objectives of this study are to collect the perceptions of the netizens in their posted tweets, describe the emerging contents, group what is emerging to identify categories and context about their observed realities during the first months of community quarantine. This could elaborate their all important views to the government actions during the community quarantine period, and to determine if the netizens in Twitter are satisfied, as to compare from the released results from the highlighted research institutions. The collected data shall be looked at from a pragmatic perspective to determine presupposes, then shall be categorized based on their commonness to list and to discuss overall emerging categories.

1.1 Presupposition

Fillmore and Atkins (1992) stated that in human communication we achieve "understanding" because of the knowledge that we acquired from previous interactions and exposures, as such our capability to presuppose. In addition to this, Simons (2003) described the mind's capacity to analyze and to understand the meaning of an utterance by the process of assuming. Associating assumptions, Fairclough (1989; 1992) identified presupposition as a type of background knowledge observed in our utterance. This idea is supported by Polyzou (2015) as he elaborated that presupposition is within a given statement that consists of an underlying meaning. It is an implied "background information" of the language user which should be different from the set of contextual information on a certain level of knowledge that the receiver has on a particular topic. Presuppositions as a noun are implied messages expressed by language users and understood by the receiver as part of the whole meaning that is not expressed explicitly on the current utterance or text. It is part of the total meaning that allows an individual to associate for the receiver to achieve appropriate interpretations from a text or utterance. In this study, it is an aim to analyze the message given by the language users, in which it focuses not only on the surface but the implied contents or historical background of the tweets. Its goal is to presuppose the collected tweets of the language users. As for Yule (1996), there are identified six types of presupposition: existential, factive, lexical, structural, non-factive, and counterfactual. The researchers will view and analyze the presupposes considered to be non-factive data at the lexical level.

1.2 Concept of Empathy

Barker (2003) explained empathy as a process when people can perceive, understand, experience, and respond to the ideas and emotions of another individual. It is also when an individual involves, connects, and relates themselves to other people's situation, feelings, or experiences. Segal (2011) stated that empathy is present when an individual receives the perceived realities of other people after understanding their experiences and stufferings. In addition to this, Decety and Yoder (2016) discussed that a person is being empathic when they show great concern to the importance of other people's well-being. As a result, individuals who show more empathy are those who are most likely to act and help those who are in need and suffering. Empathy can also make an individual feel other people's suffering and their emotions by letting themselves have sympathy and concern towards other people (Clifford et al., 2019). By resonating with these emotions, individuals are most likely to relate with other people. Moreover, empathy was defined by Chen et al. (2020) as a characteristic in which a person

recognizes other people's emotions and feelings by letting themselves experience their sentiments. With this, an individual showcases empathy when he or she has the ability to understand and care for other people. Empathy is about how individuals connect with others' experiences by perceiving their emotions and experiencing one's suffering. It is how they prove to others that they understand their situation, and the sufferings that they are experiencing. In this study, the researchers observed that the netizens are vocal on social media, and that social media platforms are a way for the netizens in sharing their perceptions about the situation of others, and themselves. In these actions conveyed by the *netizens*, the researchers are investigating their language attitudes and see if they have this trait—empathy, that pushes them to be vocal on social media.
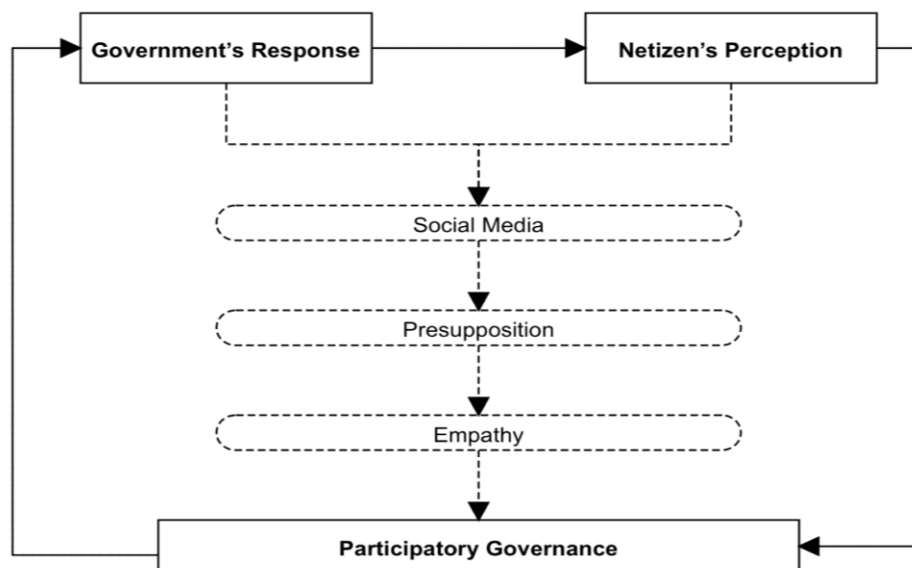
2. CONCEPTUAL FRAMEWORK

Figure 1: Government and Netizens' Participation in Governance

The study follows the framework of the growing body of work in participatory governance (cf. Gustafson & Hertting, 2016). The figure above shows two important actors working for particular actions to attain the goals of the community: (1) the *government*, being the authority known to be taking the initiative as their main role is to design programs for development and crisis management, and (2) the *netizens*, as the key important player in the process of participation. Gustafson and Hertting (2016) in the same paper enumerated the motives of participants in calls for community actions: (a) common good motives, (b) self interest motives, and (c) professional competence motives. The first calls for the authentic improvement of their

neighborhood, the second calls for promotion of one's group or family's interest, and the last calls for less political focus on the interest driven by professional life. As such, this study observes the emerging motives and language attitudes of netizens on the tweets they post on twitter. Previous research described and identified the roles netizens have taken in terms of ensuring the effective governance to crises, people, and related contexts. It was then mentioned in one workshop of Aizu (2004) about netizen participation in internet governance that netizen's become *watchdogs*, becoming the provider of check and balances in the complex system. These actors, government and netizens, when heavily involved can perform the promise of inclusivity as netizens in here are not necessarily just receivers of orders or representatives, but ***part*** of the system to enhance the government processes of policy creation, and this encourages dialogue between mentioned participants that could practice the idea of innovative democracy (Smith, 2009; Warren, 2009). Social media, particularly in this period, has become the tool to exhibit involvement to political discourses as observed which is beneficial, as it can increase interest in politics (knowledge and empowerment) among individuals and can increase representation to marginalized groups. This can establish efficiency and exert proper force coming from the netizens for the authorities involved in the government can give quality service to the people. On the other hand, Cornwall (2008) and Hajer (2003) described the vagueness of the participatory governance process, in particular, on how to perform participation in these arrangements as this framework the researchers are exploring have areas that are in current progress for it's ambiguity. Therefore, the relationship represented by the researchers in Figure 1 creates the idea that actions start when the government responds, then netizens receive, and the most vital, gives feedback. The process of feedback has to be released and to be considered to achieve the core of participatory governance.

3. Methodology

One of the goals of this descriptive research study is to describe the current phenomenon in Filipino language and its characteristics. *Sana all,* being the phrase observed to be present anywhere in oral and social media discourses most especially at the time of the community quarantine, was the main criterion in determining the data to be collected from the social media platform— Twitter. Understanding the general attitudes of the selected language users can be an area of the results from data analysis. The limit which is *sana all* would help researchers attain the prior discussed objectives of this study: (1) collect the perceptions of netizens, (2) describe these perceptions on a deep level, and (3) identify the emerging categories from the data. As the scope to the social media search of data, *sana all* being the context, was utilized as a code to be generated in the Twitter search engine. The researchers arranged and stored the collected tweets in a Google Drive folder with the months being the label. From the preliminary observation, each tweet contains various contents that only an appropriate analysis process can determine its richness. The researchers then used Yule (1996) type of presupposition in order to be maximized as the data analysis process. For data management, the researchers used Google Sheets for managing the presupposes, groups, and categories.

4. Results

A number of 257 *sana all* tweets from March to August 2020 were collected. Upon the analysis of the data using presupposition, the researchers allow themselves to be immersed with the

collected tweets before presupposing. The results of the data analysis, which is the presupposition process, were initially grouped based on their observed surface content commonalities: (1) COVID-19 experiences, (2) Mayor *Isko Moreno* & Manila, (3) Mayor *Vico Sotto* & Pasig City, (4) *Ayuda*, (5) Education, (6) National/Local Government of the Philippines, (7) Inequality in the Philippines, (8) About the Law, (9) President *Rodrigo Duterte*, (10) Vice President *Leni Robredo*, and (11) other places/countries' situation and government. These identified groups have helped the researchers observe and eventually determine the larger connections of the presupposes. To show how researchers presuppose, observe this example statement: Maria is cooking *sinigang* for their lunch. This statement presupposes that (A) Maria is cooking, and (B) they will have *sinigang* for lunch.

TABLE 1: CATEGORIES OF THE PRESUPPOSED TWEETS

Categories	#	%
opinions to current governance	481	59.46%
observed social inequalities	71	8.78%
comments on national policies	68	8.41%
polarized political positions	54	6.67%
impact of pandemic to citizens	37	4.57%
people's general aspirations	35	4.33%
support to the most vulnerable groups	22	2.72%
concern to exhibit good citizenship	20	2.47%
community movements during quarantine	11	1.36%
public's trust to the system	8	0.99%
resiliency issues	2	0.25%
TOTAL	**809**	**100%**

4.1 Opinions to Current Governance

59.46% of the presupposes speak about the public's opinion in the current Duterte administration. Moreso, the largest percentage among all categories appeared in the table are subdivided into sub-categories: (1) knowledge of the public to good governance, (2) effects and opinion to job employment, (3) health care system in Philippines compared to international standards, and (4) militarization as government's solution to problems. These sub-categories describe that netizens were generally conversing about the issues in the economy, health care system, good governance, employment, and other important institutions of the society. The public has knowledge on what good governance is, the data supports this as language users describe that the government must have appropriate actions, must have competent authorities, transparency to the public, and must be science-oriented in terms of policy creation and decision making (UNESCO, n.d.). The netizens say that: (1) provincial governments are responding to the needs of the citizens, (2) provincial governments are conducting more help than the national government, (3) the governance in Manila and Pasig City are remarkable. These presupposes show that the netizens observed the actions of some local government units (LGU) that are

better, compared to the actions conducted by the national government during the community quarantine. The second subcategory tells that: (1) it is hard to have a job during these times, (2) several people are not feasible to conduct work from home, and (3) there are still citizens experiencing 'no work, no pay' situation. For the third subcategory, the netizens share on Twitter how other countries have successfully battled the COVID-19 pandemic compared to the Philippines. An example of this is a tweet from a netizen which stated that: (1) there are countries who have a lower ratio of death cases regarding the pandemic, and (2) the netizen is hoping for everyone to be like this situation. Militarization as the government's solution to problems is also mentioned in this category. The netizens tweeted that other countries are already COVID-19 free even though they do not use the act of militarization as a way of combating the pandemic. Language users also show their disappointment on how the government abused their power to control the citizens during these times. Language users firmly stand that: (1) the military are not needed to solve COVID-19 cases in the Philippines just like other countries, and (2) the military has been present and used by the government but still, there are more people that are infected by the virus.

4.2 Observed Social Inequalities

8.78% presupposes also identifies the emerging problems that are experienced by the netizens and their neighbors triggered by this pandemic. The category can also be divided into subcategories: scarcity in purchasing power due to unemployment. In the education sector, the language users state that those individuals who can afford to conduct online classes are the privileged. They also express that these people are in favor of online classes as they do not have to think and worry about their daily necessities, and their lives everyday, unlike other students or individuals who need to support their families as their parents experienced loss of jobs due to the COVID-19 pandemic. To add, language users tell that: (1) not all people have enough money or resources to buy for their needs everyday, (2) not everyone has the privilege of purchasing their daily equipment or resources, and (3) the netizens are asking the government for their daily necessities. The second subcategory is: inefficient system in distribution of goods or support, the netizens elaborate the system being inefficient in distributing goods or support. There are allusions to government officials who are corrupt, citizens do not receive the quality support that they need, and not everyone receives help from the government as expressed by the citizens. It says that: the government's plans and actions are not sufficient for the needs of the people, (2) other citizens do not have access to government assistance, and (3) there are citizens who need support from the government. They view the distribution of resources as unequal. The netizens have similar opinions about their dissatisfaction with the government's performance, particularly resources or *ayuda* dissemination on some Local Government Units (LGUs), contradictory to the initial shown point of view, and the effects of implementation of policies on community quarantine protocols. Some local government units distribute goods and resources unequally which reflects that there are people who have the upper hand on their connections to the government as express by the netizens, they state that every citizens must receive assistance from the government, whether they are registered voters, middle class, have OFW families, or not. In the next subcategory: unequal conditions to contractual employment in times of pandemic. The netizens expressed the sufferings experienced by the different workers receiving their minimum wage. The laborers, frontliners, students, teachers, and

71

several individuals in the society affected by the COVID-19 pandemic, receive minimum support, attention and guidance from the government, and there are employees who are in a 'no work, no pay' situation. For the last subcategory: inequality in employment safety and security measures. It says that: (1) due to the pandemic, many things have been affected, especially jobs and money, (2) others are unable to work because of the pandemic, and (3) there are still occupations who did not shift on work from home.

4.3 Comments on National Policies

Several netizens have expressed their opinions, criticisms, and disagreement towards the government's performance in combatting the pandemic, particularly with the effects and impact of the implemented different safety protocols and national policies: physical and social distancing, wearing of face shields and masks, general, enhanced, and moderated enhanced community quarantine to prevent the spread of the virus in the country. Some language users have stated that these policies are still not enough since the COVID-19 cases are still high, and several citizens choose to violate the said policies, especially proper wearing of face masks, social distancing, and age requirements when going out. A total of 8.41% presupposes were about the views of the netizens on these implementations. This category is divided into subcategories: effective international standards in terms of combating COVID-19. The language users compare the situation of the Philippines with the other countries' situation during the pandemic in terms of the difference of the number of COVID-19 cases, and how international governments handled the pandemic and resolved the COVID-19 cases in their place. With this, comparing the Philippines to the countries with successful implementations and government's performance during the pandemic is a way for language users to see the shortcomings of the Philippines in battling the pandemic, what countries successfully resolve the pandemic, and what ways should the government adapt in order to know the best practices that must be done. The language users say that: (1) Thailand does have minimum COVID-19 cases, (2) the COVID-19 situation in South Korea is well-handled by their government, and (3) there are COVID-19 free countries due to the early implementations of the safety protocols of their governments as expressed by the language users. The second subcategory is public health. It is about the netizens' opinions, perceptions, criticisms, and experiences regarding the country's public healthcare system in which public hospitals face budget cuts and zero funds by the national government. Without proper funding, public health facilities cannot have complete and sufficient medical supplies, barangays and small health centers cannot provide free and quality out-patient services. The last subcategory in this category is effects of systemic policies in terms of combating COVID-19, refers to the people's opinion and the impact of the different safety protocols. In this subcategory, the netizens expressed their opinions and thoughts with regard to the effects and impact of the implemented safety measures. The netizens also shared their thoughts about how the Philippines is still under quarantine while other countries such as Thailand are not in this state anymore. Netizens state how they are waiting for the Philippines to conduct a free mass testing, how the COVID-19 cases in the Philippines continue to increase, the limitations caused by the community quarantine such as citizens cannot go out and meet their peers, and their desire to bring back the country's normalcy.

4.4 Polarized Political Positions

A total of 6.67% presupposes different opinions and perspectives on the government and the officials. These concerns and positions of the language users were based on the actions and performance of government officials in this pandemic. The netizens are able to express their different criticisms, disbeliefs, disagreements, and agreements towards their performance that led them to show their different stance and political biases. One sub-category for this is common good or misfit of interest. It elaborates how the government and its officials do not get along with the citizens. This shows that the netizens do not agree with the decisions, plans, and implementations of the national and local government during the community quarantine. Language users say that: (1) the actions of Vice President Leni Robredo are remarkable compared to the president. The netizens express their admiration towards the vice president because of her works and contributions during the community quarantine. The language users express how she was able to raise 61 million worth of donations from their different private sectors. These donations are able to purchase a big amount of protective equipment sets (PPEs), food and care backs delivered to different institutions, and other medical supplies such as alcohol, sanitizers, surgical masks, face shields, medical gloves, and headcovers. The vice president was also mentioned by the language users as she was observed to be conducting actions for the people, different from other government officials. Through these actions mentioned, the language users see that they really provide the actions needed by the citizens during this pandemic. (2) The Philippines cannot gain support and benefit from the government, especially to the Duterte administration. The netizens show their disappointment and disbelief towards the Duterte administration since according to them, the administration is only prioritizing and giving its full attention on "non-urgent" matters. (3) There are actions and decisions President Duterte has made that are not beneficial for the country. Netizens express their disappointment with Duterte's actions and policies, believing that it will not benefit the country. They have stated that he should have implemented smarter policies and better plans in order to properly manage the on-going crisis and to bring the Philippines back to its normalcy. There are also netizens who express how disappointed they are that there are still citizens who support the Duterte administration as they share: (1) they hope that they get assurance from a person that they are not a supporter of Duterte, and (2) they do not like individuals who support Duterte.

4.5 The Impact of the Pandemic to the Ordinary

As the pandemic brought changes in the daily lives of the citizens, the people have been wearing face masks and shields. The government also limits the number of people in public places. Aside from this, some people become jobless and struggle to work from their homes. There's a total of 4.57% presupposes that show the impact of pandemic to citizens, which are also divided into subcategories: impact of pandemic to employment or economic, impact of pandemic to citizens: mental health, and no employment opportunities during pandemic. These subcategories revealed that the lives of the citizens have been affected ever since the pandemic pushed the government officials to implement community quarantine in the country. The pandemic has greatly affected the economic aspect of the country, specifically the unemployment of several citizens during the ongoing crisis. The language users say that (1)

some Overseas Filipino Workers (OFWs) cannot give money to their families here in the Philippines, (2) a lot of the citizens lost their jobs, and (3) they are wishing to still provide or buy things for their needs. Also, the pandemic brought a lot of issues in the society besides economical, it mostly affects the well-being of the Filipinos not just only those who are tested positive and have the symptoms of COVID-19, but also the mental health of the people. The language users also express how other people cannot go to work since there are no employment opportunities during the pandemic.

4.6 People's General Aspirations

A total of 4.33% presupposes the people's general aspirations in which the language users express the things or the events that they desire to have and to happen. In the immediate aftermath of the lockdown, several Filipinos were distraught by the prospect of having inadequate quality of life due to the pandemic which led them to have different aspirations in life. With these, the language users voice how they experienced hunger, with no available sources of income and virtually nonexistent savings. As they desire to let the Philippines bring back its normalcy, they tend to compare the Philippines' situation to other COVID-19 free countries, to be one of the privileged people who handles the pandemic well, and to hope for a competent government who are deeply concerned for its citizens and capable enough to prevent the continuous spread of the virus. By it, the language users tells that: (1) the citizens are wishing to be one of the privileged people who are not concern on what is happening around, (2) they want the government to do their job well, and (3) the netizens are aspiring for the Philippines to be a COVID-19 free place and country as they are jealous to the situation of other countries who can already go outside.

4.7 Support to the Most Vulnerable Groups

2.72% presupposes the support of the netizens to the most vulnerable groups. Language users express their disappointments on how the frontliners are treated, on vaccine availability or procurement on how the citizens are not able to obtain benefits from government agencies, how the government do not prioritize those who are really affected by the pandemic, that inequality is still present in the government's assistance during these times, and that other officials prioritize on buying things like thermal scanners instead of helping the frontliners and marginalized. The public elaborates the vaccine availability and procurement, the data supports this as language users express that there are citizens who are dependent on vaccine during the pandemic, there are government officials like Mayor Isko Moreno who implemented a free mass testing for the citizens who are not financially capable to undergo a swab or rapid test, and for those individuals who experience inequality in obtaining opportunities in mass testing. Language users tell that: (1) there are people who are dependent on the vaccine during this pandemic, (2) the citizens are explaining that the frontliners, and the homeless in other places need the most support, and (3) there are officials who chose to buy thermal scanners instead of helping the frontliners and other citizens who need the full support of the government.

4.8 Concern to Exhibit Good Citizenship

As the national and local governments have implemented safety protocols in order to prevent the spread of the virus, there are still individuals who chose to violate these safety measures, particularly social and physical distancing, proper wearing of face masks and shields, and individuals who did not meet the age requirement to be doing outdoor activities, according to the presupposes from the language users' perceptions. A total of 2.47% presupposes the concern of the netizens to exhibit good citizenship. The language users are criticizing people who do not follow the implementations during the community quarantine, and they expressed the importance of following these implemented guidelines as some of them show their concern on their neighbor's well-being in their tweets. It shows concern for other people's safety, especially those who are following the protocols. Although some people defy the law, others choose to follow them and deal with the 'stay at home' protocol rather than risk contracting a far more deadly disease. The language users tell that: (1) some of the people do not have discipline, and do not follow the law, the netizens expressed their opinions and thoughts about those individuals who still choose to violate the safety measures such as not complying to liquor ban, not following the set curfew hours, and not wearing face masks and shields when going out. (2) due to the citizens going out, social and physical distancing may not be complied strictly, there are individuals who do not comply with the required social and physical distancing by having mass gatherings like birthday parties, in the middle of the community quarantine. This concerns several netizens as it may be a cause of the continuous spread of the virus. (3) there might be citizens who go out even if they do not meet the age requirement.

4.9 Community Movements during Quarantine

On the 1.36% presupposes, the deeds of front liners and people were observed. The category can also be divided into subcategories: community action, and public opinion about Filipino discipline over other countries. The public expresses their opinions on community action where local government officials in other places such as Canlubang and Valenzuela showed concern on their citizens during the pandemic by disseminating resources to their citizens, giving instructions on how to use the quarantine pass, and in Valenzuela, they do not let the the people line up to get their pass, instead, the officials are the ones going to each of their houses to give it to them. In terms of education, the citizens show their concern for students who are not capable of conducting online classes due to their lack of resources. There are also people from other countries who are willing to help those students in the Philippines who need support for their online classes, and they also express their concern about those individuals, the frontliners, who sacrifice their lives for the sake of other people. Language users elaborate their public opinion about Filipino discipline over other countries, this tells that (1) other countries have disciplined citizens, and (2) other countries have a good policy system compared to the Philippines as they continue to battle the pandemic.

4.10 Public's Trust to the System

Government officials are the ones who are assigned to initiate planning actions on a certain issue, and perform their duties and responsibilities as a leader. They are also responsible for the

safety and welfare of the citizens. With this, the citizens are hoping for them to act accordingly especially during this time of crisis. This shows a total of 0.99% presupposes from the data about the public's trust in the system. The language users show their sentiments regarding the government's action in solving the COVID-19 related issues as the citizens elaborate their doubts on the government's performance in solving an issue concerning the health of the people during this COVID-19 pandemic. The language users tell that: (1) the citizens may have lost their hope on how the Philippines will battle against the pandemic, (2) the citizens are not hoping that the government will solve the problem anymore, and (3) the complaint and supplication of some citizens are not being heard and taken care of.

4.11 Resiliency Issues

On the category of resiliency issues, there are 0.25% determined presupposes. The language users say that: the netizen is grateful that their family is still strong during this pandemic, and it can be seen that there is toxic positivity during a pandemic. Language users express their opinions on resiliency as there are still people who show toxic positivity in this time of pandemic even if the situation is worse, and there are also language users who are thankful for their families who are still capable of providing their basic necessities. Filipino resilience, according to Libot (2020), should not be praised nor admired. Rather, the public should expect the people in the government to be held responsible for building a better system to lessen the suffering of the Filipinos who experience after catastrophic events. It is understandable for people to be delighted that some of the citizens were able to recover; nevertheless, the thought of having almost a portion of the country unemployed is a condition that worse things could have happened may result that there is an underlying problem that transcends beyond the pandemic (Marquez, Hermano, & Tablada, 2020).

5. Language User's Attitude: Empathy

In this part of the paper, the researchers will show the language users' attitude while expressing their perceptions on the government's responses to effects of COVID-19, which is empathy.

Table 2 Context: Socio-economic environment
TWEET: *Sana all mayaman*   *(*I hope everyone is rich*)* **PRESUPPOSITION**: People are not capable enough to purchase goods. **PERCEPTION**: Economically poor will not survive in this crisis. **ATTITUDE**: Puts themselves in other's shoes (Chen et al., 2020)

Assuming the drive of the one who tweeted shown in Table 2, the researchers can look at the situation of "the world" of people from the lifted tweet not having the power to purchase their essential needs at this time of community lockdown. The researchers can view it as

showmanship of a person's reflection to themselves or from the presence of "all", it can be the author puts themselves in "other people's shoes", and relates themselves in the situation of their neighbor (Chen et. al. 2020). From the pointed root of intention comes the content "*sana all mayaman*". This presupposes that the one who tweeted here wants or hopes everyone to become rich. *Sana* or hope being a non-factive verb, the person tweeted believes that they, the people who they observed, are not rich. The researchers cannot conclude if the person who tweeted is rich or not. There can be a possibility of the author not being rich or it can also be a reflection of the author's view and observation. As a result, the empathic attitude observed from the author drives the motive to post the tweet: *sana all mayaman*.

Table 3 Context: Governance during the COVID-19 pandemic

TWEET: *kainggit talaga ibang bansa. literal na sana all*
(I really envy other countries, I hope all.)

PRESUPPOSITION: There are countries that handle the pandemic well.
PERCEPTION: People need the government as they battle against pandemic.
ATTITUDE: Identifies and experiences other people's emotions and feelings
(Chen et al., 2020)

The Table 3 shows that the language user expresses in their tweet how they feel envy of other countries who handle the pandemic situation properly. The tweet presupposes that there are countries who handle the pandemic well. Presuming that there are also countries who do not handle its pandemic situation properly as stated by the language user, it can be seen that there are people who need help and support from the Philippine government as they continue to battle against the pandemic. Language users identify and experience other people's emotion and feelings which is observed as empathy (Chen et al., 2020). The language user may have identified and experienced other people's emotions and feelings which can show that they empathize with them, that the citizens need help and assistance from the government just like the actions of other countries who help their people.

Table 4 Context: Detrimental effects of the pandemic

TWEET: *Sana all equipped*
(I hope everyone is equipped*)*

PRESUPPOSITION: Students are not equipped to continue studies in the setup.
PERCEPTION: Students have limited capacity for conducting online classes.
ATTITUDE: Understands people by perceiving or experiencing their life
situations, gain insight into structural inequalities and disparities (Segal, 2011)

Suppose that the person's tweet shown in Table 4 highlights that there are students who are not able to have the equipment needed for the new education system which is the online distance

learning setup. The language user also shares that there are privileged students who are capable of conducting online classes as they have the resources and means to take part in online learning. The researchers observed that the person who tweeted this may show understanding of other people's situation by perceiving or experiencing a similar situation to have a better insight of inequalities and disparities of their neighbor (Segal, 2011). The supposed intention resulted in a tweet "*sana all* equipped" which presupposes that the author hopes that the people they observed have the equipment needed for online classes. However, this can not directly tell if the one who tweeted this is equipped or not. It is theoretically possible of the author not being equipped or it can be an understanding of the situation of the people being observed. With this, it resulted in an empathic attitude and the intention of the author to tweet: "*sana all* equipped"

Table 5 Context: Social scale during the pandemic

TWEET: *sana all privileged*
(I hope all are privileged.)

PRESUPPOSITION: There are who are privileged and not during this pandemic.
PERCEPTION: Citizens are not just holding the government accountable for themselves, but also for the people who do not have enough resources to continue living during this crisis.
ATTITUDE: Feels responsible and the need to be involved (Barker, 2003)

As shown in Table 5, the researchers observed that the tweet can be viewed in a social lens where the person who tweeted is expressing the social scale during the pandemic. Suppose that the Table 5 highlights that there are people who are privileged and unprivileged during this time of pandemic. The researchers observed that the one who tweeted exhibits empathy as the author may feel responsible and the need to be involved regarding the situation of other people (Barker, 2003). However, this tweet can not directly conclude that the author is privileged or not. If a citizen bears the hardships of being on the latter, it can be viewed that there are netizens who are holding the government accountable for other people who are not capable of sustaining themselves as they do not have the resources to live during this crisis.

Table 6 Context: Heroic deeds of frontliners

TWEET: *Sana all...lalo na yung ating mga government leaders.*
(I hope all especially our government officials.)

PRESUPPOSITION: There is the government to lead during the crisis.
PERCEPTION: Individuals are doing their best to help fellow citizens in need.
ATTITUDE: Can help to react to another individual suffering with feelings of sympathy and compassion (Clifford et al., 2019)

In the context of extending help to those people in need during these times, the netizens know that there is the government to lead during the pandemic. Suppose that there are also citizens

who do not receive help from the government, other people react to their sufferings with feelings of sympathy and compassion, called empathy (Clifford et al. 2019). The language user is hoping for all, especially to the government officials, to act and help the people in need, as this tweet expresses that there are ordinary individuals who are doing their best to help their fellow citizens who are in need.

Table 7 Context: Discrepancy in terms of resources

TWEET:*Sana all enough ang resources*
(I hope everyone has enough resources)

PRESUPPOSITION: People have resources to use.
PERCEPTION: People who have resources take the time of the community quarantine as a chance to meditate, grow and heal, but not all of the citizens are capable of doing this because of their status in life.
ATTITUDE: encourages to care for another person and gives importance to the person's well-being (Decety & Yoder, 2016)

In this table, the language user expresses that there is a discrepancy in terms of resources during this crisis. Presuming that the author, or someone they know, does not have resources, the netizen is hoping for all to have enough resources just like other people who take the time of the community quarantine to meditate and grow. The language user expresses that other people cannot meditate during this pandemic as they do not have the means or capacity to do so because of their situation in life. With this, it can be seen that the language user exhibits empathy since the author encourages individuals to care for another person and give importance to the person's well-being (Decety & Yoder, 2016) as they do not have enough resources during this pandemic.

Table 8 Context: Local Government Units taking actions during the community lockdown

TWEET: *Sana all may competent government official*
(quoted tweet: distribution of face masks)
(I hope all have a competent government official)

PRESUPPOSITION:There are government officials that do not govern
PERCEPTION:Some LGUs are taking actions to help the citizens in their place while others do not act based on their duties and responsibilities as a leader during these times.
ATTITUDE:takes action and provides solution to lessen the sufferings of others (Decety & Yoder, 2016)

Suppose that there are citizens who are not able to receive help from LGUs during the community quarantine, the language user tweets to hope for all to have a competent government official. The netizen also expresses empathy towards the citizens as they hope for all to have a competent government official, the language user is sharing their perception in Twitter to provide solutions for the other citizens (Decety & Yoder, 2016) who do not have a responsible official. The netizen expresses that there are LGUs who are helping their citizens by providing their needs such as distributing face masks for the people, compared to other government officials who do not prioritize the needs of their citizens.

6. Conclusion

The research agencies' results regarding the high satisfaction ratings of the government's performance to the COVID-19 pandemic during the community quarantine is contradictory to the netizens' feedback from the tweets collected under *sana all* search engine. The current result showed different views over the results released regarding the performance of the current administration during this period. There are numerous determining factors that could have affected the difference of the findings of studies mentioned: one is the design of the study, second is the data resource, the third can be the time element when study is conducted, and the fourth is the analysis strategy of the researchers. Although these identified factors projected on what could have been the effect of what has been now the findings cannot decrease the relevance of the results of the current study. Netizen's feedback is a way to maximize people's participation in the improvements of the government responses to the current crisis. This social media platform, Twitter, is essential especially during this time of crisis (Takahashi et al., 2015). It is a mechanism for gathering information, specifically the different experiences of the people in a crisis situation. Twitter has become a channel for information dissemination where netizens could also show their empathy towards other people who are affected by the COVID-19 pandemic effects. The netizens have shown, responded, felt, and resonated with other people in which they have adapted the nations' distress, anger, concerns, and anxieties because of social injustices, inequalities, and other events that occured in the country. Because of this, the government is called and forced to perform efficiency and effectiveness at this crucial moment as the lives of Filipinos are currently at risk. It is significant to consider the feedback and opinions from the netizens in order to weigh the effectiveness of the current implemented measures by the government. This is how we ensure that all citizens in this time are protected, have the resources and the capabilities to survive the crisis, and can participate in the call for action.

References

Barker, R. L. (2003). The social work dictionary. *American Journal of Educational Research*

Baticulon, R. E., Alberto, N. R. I., Baron, M. B. C., Mabulay, R. E. C., Rizada, L. G. T., Sy, J. J., Tiu, C. J. S., Clarion, C. A., & Reyes, J. C. B. (2020, July 18). Barriers to online learning in the time of COVID-19: A national survey of medical students in the Philippines. https://doi.org/10.1101/2020.07.16.20155747

Byrnes, Y. M., Civantos, A. M., Go, B. C., McWilliams, T. L., & Rajasekaran, K. (2021, February 24). Effect of the COVID-19 pandemic on medical student career perceptions: a national survey study. *Medical Science Educator*, *31*, 615–626. https://doi.org/10.1007/s40670-021-01231-z

Criado, J. I., Sandoval-Almazan, R., & Gil-Garcia, J. R. (2013, November 18) Government innovation through social media. *Elsevier Inc.,* 30(4): 319–326. http://dx.doi.org/10.1016/j.giq.2013.10.003

Chen, L., Wang, Y., Yang, H., & Sun, X. (2020, July 14). Emotional warmth and cyberbullying perpetration attitudes in college students: Mediation of trait gratitude and empathy. *Plos One, 15*(7), 1-14. https://doi.org/10.1371/journal.pone.0235477

Clifford, S., Kirkland, J. H., & Simas, E. N. (2019, June 6). How Dispositional Empathy Influences Political Ambition. *The University of Chicago Press Journals, 81*(3), 1043-1056. https://doi.org/10.1086/703381

CNN Philippines. (2020, June 19). Empathy on the rise among netizens while optimism drops during pandemic, research shows. http://www.cnnphilippines.com/news/2020/6/19/research-empath-on-the-rise-coronavirus.html

Decety, J. & Yoder, K. J. (2016). Empathy and motivation for justice: Cognitive empathy and concern, but not emotional empathy, predict sensitivity to injustice for others, *Social Neuroscience*, 11(1), 1-14. https://doi.org/10.1080/17470919.2015.1029593

Fairclough, N. (1989). Language and power.

Fairclough, N. (1992). Discourse and social change.

Fillmore, C. J., & Atkins, B. T. (1992). Toward a frame-based lexicon: The semantics of RISK and its neighbors. 75–102. http://www.icsi.berkeley.edu/pubs/ai/towarda92.pdf

Gita-Carlos, R. A. (2020, April 23). 80% of Filipinos satisfied with gov't response to Covid-19: poll. Philippine News Agency. https://www.pna.gov.ph/articles/1100714

Gustafson, P., & Hertting, N. (2016). Understanding Participatory Governance: An Analysis of Participants' Motives for Participation. *American Review of Public Administration*, 1-17. https://doi.org/10.1177/0275074015626298

Libot, J. (2020, November 12). As Filipino resilience gets exploited, netizens slam gov't disaster response. Rappler. https://www.rappler.com/moveph/filipino-resiliency-exploited-netizens-slam-disaster-response-government-uselessph

Marquez, C. (2020, October 17). SWS: Majority of Filipinos say gov't response to COVID-19 was 'adequate'. Inquirer.net. https://newsinfo.inquirer.net/1349244/sws-majority-of-filipinos-say-govt-response-to-covid-19-was-adequate

Marquez, P., Hermano, J., & Tablada, A. J. (2020, October 7). Breaking the Silence of Resilience. makesense Philippines. Makesense.org. https://philippines.makesense.org/2020/10/07/breaking-the-silence-of-resilience-2/

Maxwell, S. R. (2019). Perceived threat of crime, authoritarianism, and the rise of a populist president in the Philippines. *International Journal of Comparative and Applied Criminal Justice, 43*(3), 207-218. https://doi.org/10.1080/01924036.2018.1558084

Mcfadden, S. M., Malik, A. A., Aguolu, O. G., Willebrand, K. S., & Omer, S. B. (2020, April 17). Perceptions of the adult US population regarding the novel coronavirus outbreak. *Plos One, 15*(4), 1-6. https://doi.org/10.1371/journal.pone.0231808

Ocampo, L., & Yamagishi, K. (2020). Modeling the lockdown relaxation protocols of the Philippine government in response to the COVID-19 pandemic: An intuitionistic fuzzy DEMATEL analysis. *Socio-Economic Planning Sciences*, 100911. https://doi.org/10.1016/j.seps.2020.100911

Polyzou, A. (2015, May 1). PRESUPPOSITION IN DISCOURSE, Critical Discourse Studies, 12(2), 123-138. https://doi.org/10.1080/17405904.2014.991796

Sanchez, M. J. (2020, November 10). Filipinos perception of the government's response to the coronavirus COVID-19 outbreak in 2020. Statista. https://www.statista.com/statistics/1103474/philippines-population-perception-of-government-response-coronavirus-covid-19/

Segal, E. A. (2011, April 29). Social Empathy: A Model Built on Empathy, Contextual Understanding, and Social Responsibility That Promotes Social Justice, Journal of Social Service Research, 37(3), 266-277. https://doi.org/10.1080/01488376.2011.564040

Simons, M. (2003). Presupposition and Accommodation: Understanding the Stalnakerian picture. *Carnegie Mellon University*. 112(3), 251-278. https://doi.org/10.1023/A:1023004203043

Song, C., & Lee, J. (2015). Citizens' Use of Social Media in Government, Perceived Transparency, and Trust in Government. *Public Performance & Management Review*, *39*(2), 430–453. https://doi.org/10.1080/15309576.2015.1108798

Starbuck, W. H., Mezias, J. M. (1996). Opening Pandora's box: Studying the accuracy of managers' perceptions. Journal of Organizational Behavior, 17(2), 99-117. http://pages.stern.nyu.edu/~wstarbuc/pandora/pandora.html

Takahashi, B., Tandoc, E. C., Jr., & Carmichael, C. (2015, April 29). Communicating on Twitter during a disaster: An analysis of tweets during Typhoon Haiyan in the Philippines. *Computers in Human Behavior*, *50*, 392–398. https://doi.org/10.1016/j.chb.2015.04.020

van der Weerd, W., Timmermans, D. R., Beaujean, D. J., Oudhoff, J., & van Steenbergen, J. E. (2011). Monitoring the level of government trust, risk perception and intention of the general public to adopt protective measures during the influenza A (H1N1) pandemic in the Netherlands. *BMC Public Health, 11*(575), 1-12. https://doi.org/10.1186/1471-2458-11-575

Warren, A. M., Sulaiman, A., & Jaafar, N. I. (2014) Social media effects on fostering online civic engagement and building citizen trust and trust in institutions. *Government Information Quarterly* 31(2), 291–301. http://dx.doi.org/10.1016/j.giq.2013.11.007

Warren, M. E. (2009, November 30). Governance-driven democratization. *Critical Policy Studies*, 3(1), 3-13. http://dx.doi.org/10.1080/19460170903158040

Yule, G. (1996). Pragmatics. Oxford: Oxford University Press.

Zulkifli, N., Rahman, S., Nurudin, S. M., Hamik, S. A., Mohamed, A. S. P., & Hashim, R. (2017, March 6). Managing Public Perception towards Local Government Administration. *International Journal of Public Policy and Administration Research*, *3*(2), 14–20. https://doi.org/10.18488/journal.74/2016.3.2/74.2.14.20