
Muhammad Rehan Rasheed*
Moazzam Naseer**
Mureeha Khawaja***

Twitter and Cross-Border Public Opinions: A Case Study of Pulwama Attack and Sentiments of the Netizens from Pakistan and India

ABSTRACT

People worldwide are using social networking sites to express their opinions on different topics, including entertainment, politics, and social issues. They have their particular sentiments, emotions and views due to particularity in their culture. Therefore, the sentiments and opinions of people living in different countries vary on Twitter all across the globe. Previous studies have suggested that how effectively public opinions shaped twitter debates. Therefore, this research aims to collect location-specific, cross-border public opinions by filling the loophole in previous research. After the Pulwama attack in Kashmir on 14 February 2019, netizens from Pakistan and India used social media to express their sentiments. In this regard, sentiment analysis as a research method was used using Nvivo 12 Plus, which has extracted the sentiments of citizens from India and Pakistan from tweets related to the Pulwama incident. The results indicated that the overall views of people of both countries are negative but Indian sentiments were more inclined towards hate against Pakistan.

Keywords: *Public opinions, cross-border, Pulwama attack, netizens, sentiments, narrative.*

* PhD Scholar, Riphah Institute of Media Sciences, Islamabad – Pakistan

** Associate Professor, Institute of Media Sciences at Riphah International University, Islamabad – Pakistan

*** MS Student, Riphah Institute of Media Sciences, Islamabad – Pakistan

Introduction

Indo-Pak relations have remained hostile since 1947 independence mainly due to competing ideologies of both countries and other historical events like the Kashmir conflict. The ties between both countries turned more aggressive after the conflicts in Siachen, Kashmir insurgency in 1989 and the war of Kargil in 1999. All the attacks in the past, such as the Indian Parliament attack in 2001, bombings in Samjhauta Express in 2007, Mumbai attack in 2008, attack on Indian military base and now the Pulwama attack, has strengthened the rivalry between two states and brought them to the stage of nuclear war. Previously, radio was used as a propaganda medium to change public opinions. However, now with technological advancement, social media has been employed by politicians and people. This transforms one-sided communication into a two-way exchange of information that allows politicians to interact with the public, and individuals also participate and contribute to their opinions and aid in making decisions. Media always play an essential role in shaping the relations among the countries. Conflict becomes more intense as soon as it comes on social media than mainstream media. Sentiments from India against Pakistan and Pakistan against India are expressed on social media platforms in conflicts that give rise to war-like situations as people are fond of talking about war rather than peace (Siraj, 2008).

Social media and Public Opinion

Though social media has replaced the old medium of news, it has provided people easy access to information and brought a drastic change in their communication and information-imparting pattern (Stempel, Hargrove, & Bernt, 2000). They can also make their own networks of like-minded people to share their own opinions. Social media provides a platform to people in order to use it for decision making or to share their interests which then makes a community of common interests (Aguilar & Terán, 2016). Public opinions play a significant role in politics, therefore government officials should consider the opinions of the public (Davison).

Traditionally diplomatic engagement used to take place from state to state and in a few cases from state to the public but now information communication technology with the help of social media platforms made it possible from public to public and even public to government (Adesina, 2017). This direct link with the public has made it possible for states representative to communicate with them. Though it allows the state actors to build or change the public opinion and sometimes public pressurizes the representatives of the state through social media which can also influence their decision-making process. Opinions and sentiments of people about the

concerned issues help decision-makers in taking the decision and appropriate action. Moreover, it helps them to better know the gains and shortcomings of the issue due to the voice raised by citizens in the form of opinions so that they can make policies accordingly by keeping in mind the consequences of the policy (Sobkowicz, Kaschesky, & Bouchard, 2012)

After the advent of social media, people have started participating in politics through this medium and it has made it convenient for diplomats to involve common people in state affairs and people can also communicate with diplomats instantly (Holmes, 2015). Older means of communication was telephone and radio but now the new means have changed the pattern of exchanging information through social media platform, mobile communication. Proliferating technologies make it easier for users to communicate instantly and to express their feelings, thoughts and opinions. Social media platforms have brought a drastic change in the world of social networking (Murphy, et al., 2014).

Netizens use social media sites for the purpose of exchange of communication and awareness about the happenings in their surroundings. Social media gives a sense of responsibility to netizens to actively become a part of the system and participate in issues whatever they want to talk about and show unity and concerns on the hot topic. Besides the usage of social media in sharing ideologies, netizens use it for expressing their sentiments including liking, disliking, annoyance, unhappiness, disappointment and they can freely criticize the activities of leaders without the fear of being attacked in the actual world. Though it is used to express sentiments, it also connects the netizens across the border on the basis of commonality in their thinking (Vemulakonda, 2018).

Cross-border Public Opinions

Social media is used as a platform where people in the public sphere express their opinions from different places and they can also show their cross-cultural sentiments. Though the topic is the same, meanings are similar but the way of expression and sentiments are different due to differences in culture and locations. Twitter data on Public opinions can be collected from various geographic locations all across the globe (Wang, Pozi, Kawai, Jatowt, & Akiyama, 2017). The way people think and react is a key factor in understanding the attitudes of people. There are around 336 million people, who use Twitter for sharing sentiments, moods and opinions on a wide range of topics.

On one hand, people of the same region or country have a commonality in their sentiments based on their common culture and issue but on the other hand, people of different countries have their particular sentiments, emotions and opinions due to particularity in their culture. Therefore sentiments and opinions of people living in different countries vary on Twitter all across the

globe (Nikolic, Dorsch, Scheibe, Zimmer, & Stock, 2019). People across the world are using social networking sites for expressing their opinions on a variety of topics including entertainment, politics, and social issues (Social Networking Popular Across Globe, 2012).

Political events and public opinions

Twitter brought a revolution in terms of opinion dissemination, which disseminates quickly by the larger or dominant group. Though there are different opinions on Twitter ultimately one opinion is leading among all the opinionated groups. Despite the dominant group views, the sentiments and opinions of minorities remain the same as they are equally participating on Twitter. During any political occasion, people either come up with clarity in their point of view or sometimes share a bulk of information at that time. Common people are not able to appear on electronic media to share their opinions. Therefore, they choose Twitter to express their opinion and sometimes they come up with extremist opinions. U.S elections of 2016 are evidence that how people on social media come and share their views during political events. Thus opinion forms when people having commonality in their beliefs tend to make a group of like-minded people on social media as their beliefs are strengthened by them, which separate the group based on opinions.

Sentiments of people on social media

Twitter is the most significant platform, which people use to express their opinions, emotions and sentiments, which convey the individual views about a particular event. The sentiments and opinions of people not only give insights of people but also help to convey their emotions towards players so that players can understand their wrongdoings and improve in future matches (Barnaghi, Breslin, & Ghaffari, 2016). When it comes to politics, tweets always have emotions attached to them, therefore they attract more readers and they are more likely to be shared (Dang-Xuan, Stieglitz, Wladarsch, & Neuberger, 2013). Thus the information which has negative emotions is in the limelight but it does not always work because people also share and react to tweets having positive nature.

Traditional media does not restrict people's reactions and opinions on different events since the growing use of social media. Twitter is the most common social media platform for its user to share their opinions and sentiments on different events. Kashmir and its internal matters are equally important for both Pakistan and India due to major and old conflicts between the states. People's sentiments and opinions are considered as worthy in relations among the cross-border countries. Twitter data on public opinions can be collected from various geographic locations and all across the globe

(Wang, Pozi, Kawai, Jatowt, & Akiyama, 2017). Therefore, the purpose of this research is to examine the public opinion and netizens' narrative of both countries regarding the Palwama conflict. This study will draw a clear picture of the cross-border public opinions on the conflictual situation between India and Pakistan.

Literature Review

Cross-border opinions

As people share information from different locations, therefore their data from geosocial media can be extracted. Geosocial media helps in examining “the relationship between what people will say and from which location they will say it” (Evans & Jones, 2011) and collected opinions are in the form of public sentiments, which belong to their area. Pawel and Michael in their research examined that though opinion research helps in identifying the thinking, attitudes, temper, and anticipations of officials but also the opinions of people. It also helps in knowing the outcomes of policymaking and communication through social media helps in predicting the change in communication patterns going on between policymakers and people regarding any policy not only in the region but also across the globe. The researchers after mining the opinions adopted the technique of sentiment analysis. They concluded that due to the advancement of technology, the internet has become a significant platform for users to take part in decision-making.

Another study investigated that how people shape debates on social media, particularly Twitter. When students raised their voice against racism on Twitter and showed concerns to remove British Colonialist Rhodes's statue which was conveying the message to expel black students. Despite limited access to the internet, the people of South Africa took part in the “Rhodes Must Fall” campaign. Such campaigns and youth participation in politics on platforms like Twitter not only change public debates on Twitter but also play a role in agenda setting for the news of traditional media. The researcher did a content analysis of public tweets on the very hot topic of #Rhodesmustfall and came up with the conclusion that Twitter has created a sphere for people where people can come online and express their opinions on an issue. Some people were against this campaign but the supporters were more, thereby creating an online sphere on Twitter for people to not only raise their concerns but also give weightage to other people's opinions as it happened in the “Rhodes Must Fall” campaign where opinions of people eventually shaped the public debate on Twitter and also formed the news of television (Bosch, 2017). When people share opinions full of sentiments then they are shared more on Twitter by people, who after dissemination are considered worthy and the hashtags used by people are more likely to be

shared. Moreover, during the time of crisis, information shared by leading groups or influential are appreciated by people who are less active netizens (Bruns & Stieglitz , 2013)

When there is any crisis, people express their sentiments in the form of opinions. Sometimes people of other countries are also concerned about an issue of a country. Therefore, they start expressing their sentiments on the issue of another country as it happened in the Syrian refugee crisis, which influenced a large audience across the globe. When the civil war broke out in Syria, the Syrian refugees started moving to other countries. These relocations generated a debate on Twitter throughout the world with hashtags “#Syria, #Syrianrefugees, #refugeecrisis, #Refugeeswelcome”.

The research has investigated the sentiments of two communities with different languages, including the Turkish and English communities. Sentiments were analyzed through sentiment analysis by digging out 1,353,367 tweets of the English community and 1,027,930 Turkish tweets. Sentiments of these communities were examined because Turkish were hosting refugees in Turkey and English community was taken because English speakers had a high impact throughout the world. The results showed that Turkey had more positive sentiments towards refugees as compared to negative and neutral sentiments as they were more sympathetic towards refugees crisis, whereas English tweets were more inclined towards negativity and neutral sentiments as compared to positive (Öztürk & Ayvaz, 2018). A significant feature of social media is to permit people to share their views without revealing their real identity, sometimes to express freely from any location in the world. Their opinions are also worthy despite having anonymity (Liu, 2012). Opinion mining can be done to know the sentiments of one country towards another country to determine international relations among the states. Therefore, it is essential to analyze the text of one country to understand the sentiments and reactions towards the other country. This study collected data of seventeen months data of tweets. Tweets were collected with the user's location and data was not confined to just one country. Tweets of different countries were taken all across the globe to know global opinions. Sentiments were categorized as positive, negative, impartial and unrelated. Hence, sentiments mining can help in understanding the relations among the states through social media, particularly Twitter (Chambers, et al., 2015).

Twitter is a platform that gives people of different cultures having different languages to talk about anything and share their views regarding any concerned issue. People reacted to the case of misuse of personal data back in 2018 all across the world. Hence Cambridge Scandal Analytica generated a debate on Twitter and people across borders were sharing their concerns on data privacy by using hashtags like “#deletefacebook, and “Cambridge Analytica.” However, tweets of two different languages on the same scandal

were analyzed to determine the differences on Twitter (González, Figueroa, Yu, & López, 2019). Opinions can be mined to examine the cross-cultural sentiments having different languages from different locations. Meanings of the content could share similarities, but views are different. The researcher designed a model in which tweets of two countries, i.e., Italy and France having more or less the same meanings but different sentiments, were put to explore cross-cultures between the two other geographical areas (Wang, Pozi, Kawai, Jatowt, & Akiyama, 2017).

Twitter and sentiments of people on political events

International events have always been attention-grabbing when it comes to the involvement of people or countries in that event or reactions about such events. To examine the people's response on Twitter about these events, researchers took football games and singing contests as a part of this study. In the football game, two teams of different countries participated, whereas, in the singing contest, fifty-six countries competed to compete. In the football game, people's reactions were examined in climax times like foul or score making. It was studied which country is more interested in this competition during a singing competition. For this, researchers collected the tweets and selected the necessary data with their locations and location of cities. Graph was drawn using python to know the peak time when people tweet more, especially during any goal. It depends on the team's performance, which increases the number of tweets on any moment during the game. Then data was visualized into a video showing a number of tweets which helping in understanding that how people from different parts of the world react to a certain situation of any international event. When there is no exciting event, people are less active, but such events make them active on Twitter (Zmudzinska & Wietczak, 2018). When concerns were raised by Libya, Egypt, Yemen, and Tunisia on the Twitter revolutions and social media to express political opinions, it was observed that usage of social media, and particularly Twitter, brought a revolution in conveying opinions in conflictual situations (Christensen, 2011).

Innovations in the last decade changed communication patterns. People through this platform share their opinions on different issues. It is essential to collect people's views towards any subject, product, or event. For this purpose, the opinion mining technique is called sentiment analysis, in which opinions in the text have some sentiments embedded in them (Alsaeedi & Khan, 2019). When any important event begins, people through Twitter express either positive or negative emotions. Usually, negative sentiments are more on trendy events than negative events (Thelwall, Buckley, & Paltoglou, 2011). The opinions of people on Twitter could be on any occasion and their thinking when translated into words in the form of a tweet

of about 140 characters; then tweets have sentiments embedded in them which is easier to extract compared to detailed documents.

The research used the lexicon approach and several techniques to analyze the tweets (Bhuta, Doshi, Doshi, & Narvekar, 2014). Another study examined the sentiments of the Turkish and English-speaking community towards the Syrian Refugees Crisis. When the civil war began in Syria, then Syrian people migrated to other countries such as Turkey, and some of them shuffled their locations within their own country. The debate generated on social media whether Syrian refugees will come back to their own country or prefer to stay abroad in other hosting countries. People started eliciting their sentiments on Twitter with different hashtags like “#Syrianrefugees, #welcomerefugees, #Syriacrisis”. In this research, sentiments of two concerned countries were examined using sentiment analysis to mine their sentiments. Sentiments of the Turkish community were positive compared to negative and neutral sentiments as they welcomed Syrian refugees. In contrast, the percentage of negative and neutral sentiments was more in English tweets than positive sentiments (Öztürk & Ayvaz, 2018). This study also explores the sentiments of cross-border netizens on the Pulwama conflict by using sentiment analysis.

Research Method

This research is based on Twitter and cross-border public opinion and netizens narrative. By considering the above studies, this research has also adopted sentiments analysis as a methodology. The data has been collected through N-capture installed within Nvivo. The collected data include the hashtags like #Pulwama, pulwamaattack, #PulwamaTerror, #pulwamarevenge, PeaceNot War, #SurgicalStrike used by the user accounts who belong to Pakistan and India regarding the Pulwama attack. It also included the sentiments of people in the form of reactions like retweets and likes. This software has collected only dominant hashtags used within tweets. Therefore, with the help of this software and text analytics, opinions are extracted easily.

After the NCapture provided dominant Keywords with their tweets on Pulwama, these keywords were in 6 files, then exported to Nvivo. The Nvivo first gave two analysis options: thematic and sentiment analysis. As the researcher is measuring people's emotions, so sentiment analysis was selected. Then it offered two choices of sentiments analysis, such as paragraphs level analysis and sentence-level analysis. The researcher chose sentence-level sentiment analysis as the tweets are in sentences. Nvivo then analyzed data with the help of automated coding.

The research population is netizens of Pakistan and India, and the case study taken is the Pulwama incident that happened in India. Netizens express their sentiments on hot topics, and they can influence or shape relations

among the countries. Therefore, the opinions of netizens of India and Pakistan are given importance in this research.

The selected sample is the tweets of netizens generated by Pakistan and India on the same incident with a sample size of 30,000 tweets from 14th February 2019. The sampling technique used in this study is purposive sampling because N-capture selected all the hashtags of dominant tweets to which people have reacted. In this research, the sample size is optimum with 30,000 tweets, which is neither too small nor big.

Data Analysis

Table 1
Overall Sentiments of the Public regarding Palwama

Column1	A: Very negative	B: Moderately negative	C: Moderately positive	D: Very positive
1: Files\1) (#PeaceNotWar OR #Kashmir OR #pakistanleadswithpeace)	35.76 %	40.14%	19.58%	4.52%
2: Files\1) (#PKMB OR #PulwamaTerrorAttack OR #ImranKhan OR #NarendraModi OR #RahulGandhi OR #terroristnationpakistan)	24.43 %	33.45%	29.33%	12.8%
3: Files\1) (#pulwama OR #PulwamaTerror OR #pulwamarevenge)	72.18 %	25.77%	1.5%	0.55%
4: Files\1) palwama	36.27 %	41.65%	12.39%	9.69%
5: Files\5) (#PakistanAndCongress OR #PakistanZindabad OR #AirStrike OR #PKMKBGayHind OR #surgicalstrike)	28.14 %	13.56%	36.38%	21.92 %
6: Files\5) (#RemoveArticle370 OR #kashmirterrorattack OR #KashmiriMuslims OR #ExposeDeshdrohis)	58.46 %	21.54%	11.54%	8.46%

Table 1 shows the most dominant hashtags used after the Pulwama incident used by the people of India and Pakistan and the number of most dominant tweets covering the hashtags mentioned above. This table is also showing the overall sentiments of both countries. The percentages of negative sentiments were high. The hashtags like #pulwama, #PulwamaTerror, and #Pulwama Revenge contained the highest rate of negative sentiments, i.e., 72.18%. It also included the negative sentiments in hashtags like #RemoveArticle370, #Kashmirterrorattack, #KashmiriMuslims and #ExposeDeshdrohis with 58.46%, which were spreading hatred among netizens towards the Pulwama incident. The least negative percentage was in the hashtag like PKMB, PulwamaTerrorAttack, Imran Khan, NarendraModi, RahulGandhi, and

TerroristNationPakistan with 24.43% sentiments. However, moderately negative sentiments with the highest percentage fell in hashtag #palwama with 41.65%. Hashtags such as PakistanAndCongress, PakistanZindabad, AirStrike, PKMKBGayHind, and SurgicalStrike scored a high percentage of positive sentiments 21.92%, but these were not as high as negative sentiments. However, similar categories of hashtags had 36.38% moderately positive sentiments, which indicates that the result of the positive sentiments category was consistent and that of negative sentiments varied. After calculating percentages, the percentage of very negative sentiments is high i.e. 42.54% and that of moderately negative is 29.3%. The moderately positive sentiments are 18.4% and that of very positive with 9.6%. Hence the overall sentiments of people are negative.

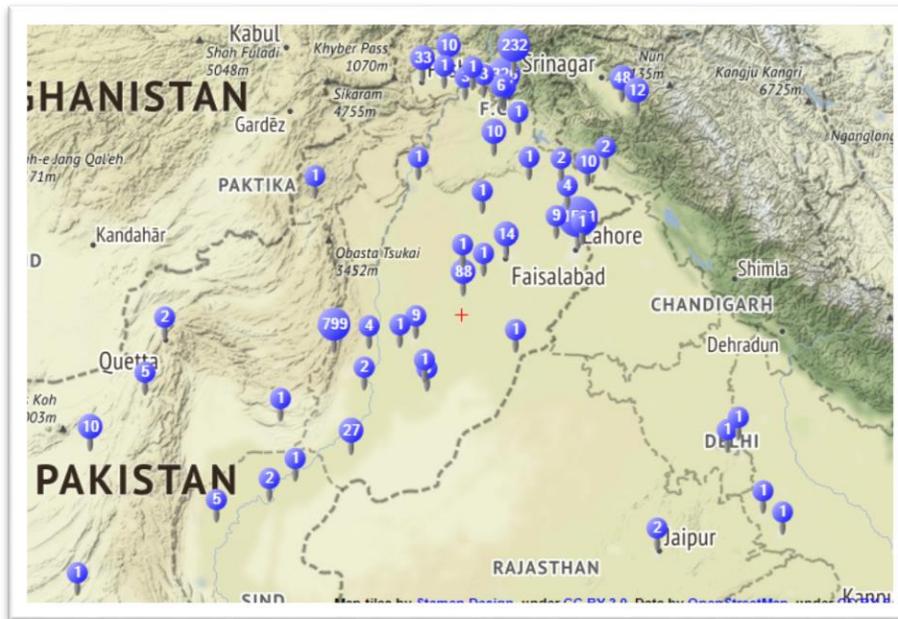
Sentiments from Pakistan

Table 2
Public sentiments from Pakistan

Hashtags	A: Very negative	B: Moderately negative	C: Moderately positive	D: Very positive
(#PeaceNotWar OR #Kahmir OR #Paksitanleadswithpeace OR #Pulwama OR #PakistanZindabad OR #SurgicalStrikes OR #GayHind)	29.3%	37.03%	30.43%	3.23%

Generated hashtags from Pakistan such as PeaceNotWar, Kashmir, Pakistanleadswithpeace, Pulwama, PakistanZindabad, SurgicalStrikes, and GayHind were used, some of which were spreading hate speech against India and some were giving peace gestures. The negative sentiments from Pakistan were 29.3%, moderately negative 37.03%, moderately positive was 30.43%, and very positive 3.23%. Hence the overall highest sentiments were falling in the category of moderately negative and then moderately positive sentiments. Most tweets are negative because the language used in tweets against India condemns the Indian perspective that Pakistan is against peace.

Map of Tweets from Pakistan



Map 1 Location detection of Pakistan centric hashtag and tweets

This map has detected the location of tweets and hashtags from Pakistan, confirming that the netizens of Pakistan generated the tweets. Due to the unavailability of API keys, we could take the hashtag of countries generated at that time. The hashtag coming from Pakistan was 99%, and the location of hashtags and tweets was detected through the map.

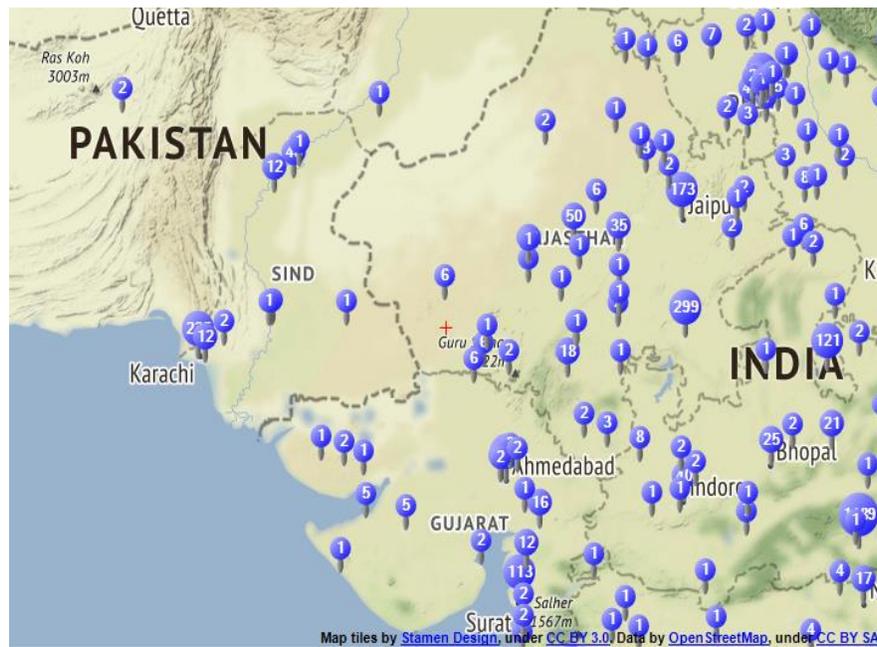
1.1 Cross-Border sentiments

The hashtags used by India were #RemoveArticle370, #ExposeDeshdrohis #PulwamaTerror, #pulwamarevenge, #surgicalstrike, #TerroristNation Pakistan, #PKMB. The highest percentage of sentiments fell in the negative category with 40.22% moderately negative sentiments, and 33.09% was very negative. In contrast, positive sentiments had a low percentage with 19.65% moderately positive and 7.04% very positive sentiments. Hence, the overall sentiments fall in the negative category.

Table 3 Public Sentiments from India

Hashtags	A: Very negative	B: Moderately negative	C: Moderately positive	D: Very positive
#RemoveArticle370 #ExposeDeshdrohis #PulwamaTerror #pulwamarevenge #surgicalstrike #TerrosristNationPakistan #PKMB	33.09%	40.22%	19.65%	7.04%

1.1.1 Map of tweets from India



Map 2 Location detection of India centric hashtag and tweets

This map has detected the location of tweets and hashtags from India, which confirmed that almost all tweets are Indian centric except a few, and this is how the Nvivo map showed the location of cross border public tweets on the map.

Discussion

The overall sentiments of people across the border were negative. Twitter was flooded with aggressive sentiments of people, showing intolerance and hatred between India and Pakistan. The killing of Indian soldiers had been the most significant attack in the thirty years of India, in the Pulwama district of Jammu and Kashmir. Netizens of India used anti-peace hashtags against Pakistan like #TerroristNationPakistan and #EndPakistan. Such hashtags shaped the discussion of the twitter-sphere in India. On the other hand, hashtags on #Pakistanzindabad generated another type of discussion on social media among the people of Pakistan. Although people of both countries generated debates on social media praising their own countries, the hashtags indicated that the public of both countries had negative sentiments regarding the Pulwama incident.

Both the countries have used hashtags against each other. The terrorist attacks in Jammu and Kashmir outraged Indian People, and they used hashtags such as #kashmirterrorattack, #KashmiriMuslims and #Exposedeshdrohis for spreading hate against Pakistan.

The hashtag used within Pakistan were #PakistanZindabad, #SurgicalStrike and #PeaceNotWar, in which the sentiments of people were indicating that they were either retaliating or giving peace gestures to Indians. Whereas the hashtags used by Indian netizens were either condemning the Pulwama incident or spreading hate even within India with the hashtags like #bycottsidhu and #PakistanAndCongress. These hashtags were used against the people of their own country by making allegations against them. Indian people believe that Congress (Indian opposition political party) supports Pakistan and Sidhu (political leader of Indian National Congress) favours Pakistan. However, mutual hashtags like #GayHind, #PKMKB and #Terroristnationpakistan, which both Pakistan and India used, spread hatred between both countries.

Netizens of Pakistan wrote gay hind instead of jay hind to offend Indians. The negative cross-border sentiments of the people were inclined towards exposing #deshdrohis, which was initiated in India against their own politician Sidhu, and later they criticized other people who were showing no empathy towards the Pulwama incident.

After airstrikes by both countries, the debate of people was more inclined towards war. The Nvivo software gave four text search queries, and one was based on war. Hence the negative sentiments revolved around blaming each other, retaliation, escalation of the war, war is a solution, nuclear war, use of power, and revenge. Nvivo gave the peace themes as well, particularly from the side of Pakistan. Mostly, the narrative of tweets from Pakistan's side was inclined towards peace and no war. People were encouraged by leaders, politicians, actors and other influential in raising the slogan of peace and no

war. Thus the positive sentiments revolve around words like condemn, threat for war escalation, peace talk, table talk, political solutions, threat for peace. This study gave the interesting findings that the governments had indirect influence. After the Pulwama incident, Indians started trending *RemoveArticle370*, which the Indian government later implemented in August 2019. Indians generated this hashtag that Pakistan and Kashmiris were involved in this attack, so remove this article 370. People at that time jumped on the bandwagon. Even the Indian government did not announce it publicly to remove article 370. However, this hashtag started right after the Pulwama incident, which raises a concern that objectives were hidden behind this trending and the Indian government is fulfilling those objectives. The government is doing campaigning on social media, and it has an indirect influence on public opinions. Eventually, those things happen what the government wants at the end, which also shows that social media is being used for manipulation and the government uses it for its objective.

At last, it is also evident that people build and convey opinions without the fear of regulation in the online public sphere. This research supports online public sphere theory because it is evident from findings that despite the indirect influence of government in a hashtag, people still had no fear of regulation, and they were giving diverse opinions on social media.

Conclusion

During the Pulwama incident, people used Twitter effectively as a tool in conflictual situations without any fear of government. After the incident, hate speech was dominant from both sides against each other. The narratives generated by both India and Pakistan on Twitter regarding the Pulwama attack shaped the Twitter-sphere debates between both countries. People of India reacted aggressively towards Pakistan, and many of them wanted war with Pakistan. Their slogan was "we want war", which clearly indicates the intensity of their aggression. Therefore, the Pulwama attack outraged Indian people on social media. People of both countries shared their sentiments and opinions and built their narratives on social media. This significant issue through Twitter diplomacy also grabbed the attention of other countries that participated in the twitter-sphere by strengthening and supporting the stances of both countries. Moreover, people, especially netizens, play a vital role in generating pressure to influence officials' decisions.

Differences of opinions and sentiments were caused by differences of culture and states, but hatred was stimulated due to ideological differences. It has become evident from results that the percentage of hatred was high in India compared to Pakistan. The hashtags indicated the cross-border hatred. Moreover, people also reacted towards misinformation, which inculcated

anger among the people of Pakistan and across the border, and stimulated people to react aggressively. People started trends on the baseless allegations. Once an issue becomes a trend on Twitter, then concerned people all around the globe express their sentiments, thereby making even a positive trend a negative one as per their language, understanding and preferences.

The state always values the public's sentiments, but decision-making depends on the magnitude of the issue as well. The researcher concluded that relations between India and Pakistan are predetermined because of their hostile relations. Pakistan could not afford a war, inviting India to resolve issues through table talk and maintain peace. India wanted to generate a false perception about Pakistan all around the globe. Both countries share their stances with the world, mainly through Twitter, which convinces foreign audiences. Social media has given new meaning to the communication processes.

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