

APPRAISAL THEORY ANALYSIS OF COMMENTS ON NIGERIA'S CONTROVERSIAL 2025 UTME ON *FACEBOOK AND NAIRALAND*

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Abstract: Comments on Facebook and Nairaland in Nigeria constitute a distinct genre of online discourse providing unique data sources for multi-thematic and multi-methodological linguistic inquiries. Nigeria's 2025 Unified Tertiary Matriculations Examinations (UTME) faced significant controversies, resulting in a mass re-sit for many candidates, widespread complaints, protests, and constituting a subject of debates on social media. This study is an appraisal theory analysis of selected comments on Facebook and Nairaland on the subject. It explores how discussants convey attitudinal evaluations of targeted agencies perceived to be responsible for the glitches surrounding the examinations; investigates how discussants utilise monoglossic and heteroglossic engagement resources to construct positions towards targeted agencies; and examines how discussants deploy graduation resources to reinforce their rhetorical attitudes and stances. The data comprises 400 purposively selected from Facebook and Nairaland (200 each) on news reports relating to the controversial examinations between May and June 2025, posted on each medium for public discursive purposes. The analysis shows that attitudinal evaluations are conveyed through affective expressions of sadness and disappointment, underscoring critical judgements and negative appreciation of agencies like JAMB, the Registrar, and others. Through engagement resources, discussants predominantly construct antagonistic positions towards targeted agencies using monoglossia and heteroglossia, without considering alternative opinions. They also predominantly employ graduation resources of high force and sharpening focus to intensify the attitudes and positions they construct. The study concluded that Nigeria's 2025 UTME is a highly emotive and contentious topic presenting a veritable resource for linguistic scholarship.

Keywords: Appraisal theory; attitude; discussants; Facebook; judgement; Nairaland; online discourse

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1. Introduction

The world has come to a stage where exchange of information among members of a community is doable through such social sites as Facebook, Twitter, Instagram, WhatsApp, etc. This explains why Jassim and Joshi (2023, p.1) assert that “the rise of social media platforms has facilitated global connections and real-time interactions, transcending geographical boundaries and time zones”. Guerniche and El-Mechta (2024, p.214) add that “social media platforms like Facebook, Instagram and Twitter are widely popular”. Dembe (2024, p.3) also points out “in recent years, the rapid advancement of technology, particularly the internet and social media, has significantly accelerated...evolution, leading to notable changes in language use, vocabulary, and communication styles across the globe”. Panjaitan1 and Patria (2024, p.53) also add that “the media room has transformed communication patterns globally and introduced rapid, continuous changes in how language is used, shared, and adapted”. These submissions reveal that social sites provide platform for humans’ potentiality to utilise language resources to express their views about phenomena. Hence, Olutayo and Adegoju (2022) observe that social media does not only function as a site for resistance, but is also a stage for constructing affective communities through shared evaluation of unfolding events. For Ajiboye and Ojebuyi (2023), Facebook provides a platform for users to post their personal narratives which are reflectors of both private sentiments and public concerns. It is therefore evident that the perceptions of members of the public on trending events and issues are often expressed through users’ comments on social media platforms.

The foregoing scholarly submissions are consistent with the divisive discourse surrounding Nigeria’s 2025 Unified Tertiary Matriculation Examination (henceforth, UTME), an entrance examination conducted by the Joint Admissions and Matriculation Board (henceforth, JAMB) for prospective candidates seeking admission into any Nigerian universities, polytechnics, and colleges of education. The announcement of the results of the examinations conducted in May 2025 sparked intensive reactions by Nigerians, underscoring the complexity of JAMB’s declaration of unprecedented mass failure. The disquieting situation became worse when the JAMB’s Registrar made a public admittance that technical glitches affected students from some geopolitical region of the country. “The Vanguard” newspapers published the worrisome scenario on Facebook under the heading: “JAMB finally admits to errors in 2025 UTME”. Parents were apprehensive about the fate of their wards in getting admission to higher institutions and voiced out their displeasures through different media and online platforms. Most candidates were bewildered as they received their scores with perturbation. Considering the political terrain of Nigeria where some citizens believe that the Tinubu-led government is laden with tribal sentiments, there were intense emotional outbursts from the South-East and Lagos, where the Registrar specifically mentioned as the most affected areas. Senators from the South-East in particular insinuated that the technical glitches were deliberately calculated to deprive students from the region access to higher institutions and asked for a redress. To douse the tension, the JAMB had to reschedule a resit UTME for candidates from both South-East and Lagos.

Against this background, social sites such as Facebook, Twitter, Instagram, WhatsApp, etc. became discursive platforms where some Nigerian discussants or commenters expressed their personal opinions, criticised some agencies, and constructed communal solidarity. Comments from such social sites have the potentiality of embodying attitudinal resources; a condition which makes the discourse a valid object of a linguistic analysis.

There has been a growing volume of research on language use on various social media platforms. Examples of such studies include that of Gangwar (2022) who investigated the influence of social media on language learning and concluded that members of the society are learning slang words from social media languages. Ozkent (2022) explored the role of social media in academic citations practices and concluded that social media play significant roles in academia. Damkor (2022) is a lexico-stylistic analysis of Facebook postings on COVID-19 pandemic, while Yixuan (2023) also employed the Appraisal Theory to the Global Times Editorial. More recent works include that of Turner, Evans, Fortune and Chadha (2024) who explored the role of cognitive appraisals, irrational beliefs, exam anxiety, and affect, in the academic self-concept of undergraduate students; and Akhmedova (2024) who explored the influence of social media on language evolution and concluded that social media actively shapes and transforms language in real-time. There is no doubt that each of these (and many other studies) has zeroed in on specific aspects of language use on Facebook. Even then, there are still many other aspects of language use on Facebook and other social media that remain either largely unidentified or substantially ignored in linguistic scholarship. One of such aspects is the use of lexico-grammatical resources employed by social media commentators to express affect, stance and attitude on issues of national or global concerns. One of such issues in this case is the controversy that surrounded Nigeria's 2025 UTME, on which members of the public have continued to express their various sentiments and concerns.

This study is therefore an appraisal theory analysis of comments on Nigeria's controversial 2025 UTME on *Facebook* and *Nairaland*. It explores how discussants convey attitudinal evaluations of targeted agencies perceived to be responsible for the glitches surrounding the examinations; investigates how discussants utilise monoglossic and heteroglossic engagement resources to construct positions towards targeted agencies; and examines how discussants deploy graduation resources to reinforce their rhetorical attitudes and stances.

2. Literature Review

2.1 Appraisal Theory and Attitudinal Evaluations in Texts

The Appraisal Theory (henceforth AT) of Martin and White (2005), within the framework of the Systemic Functional Linguistics (SFL) serves as the theoretical foundation for this research, offering mechanisms for illuminating interpersonal meanings and emotional undertones through the lens of attitudinal evaluation. According to Mohammed (2024, p.281), the "Appraisal Theory (Martin & White, 2005) focusses on the emotional content of speech and text. It is a framework constructed to dissect the semantic content of evaluative language in discourse. As an integral part of the interpersonal metafunction, it provides a systematic approach to analysing interpersonal meanings and emotional undertones in texts. It focuses on the linguistic resources used to express language users' opinions on the "good" or "bad" parameter; and examines how lexico-grammatical resources are employed in discourse to evaluate or adopt stances, construct textual personalisation, and manage interpersonal positioning and relationships (Thompson & Hunston 2000; White, 2001). This submission reveals that the goal of AT is to examine users' attitudinal evaluations and their emotional resonance in textual analysis. To enhance AT, Yixuan (2023, p.65) points out that "in 2003, Martin and Rose added the three subsystems: attitude, engagement, and graduation". These subsystems are discussed as follows.

2.1.1 Attitude

Attitude as a component of AT concerns the writers' and speakers' affective and their attitude to propositions that convey surprise, agreement, importance, frustration, and so on (Hyland, 2005). In other words, it is concerned with the expression of emotions, judgments, and valuations in language. According to Martin and White (2005), attitude comprises three sub-systems of affect, judgement, and appreciation. Affect is a sub-system of attitude which reveals language users' emotions and feelings of happiness, sadness, or fear. Thus, the emotional feeling construed by users may be negative or positive. According to Mbisike (2024, p.181), expressions of affect "basically express one's emotional stance toward what one is talking about." Judgment is a sub-system of attitude that evaluates the human behaviour in terms of morality, ethics, and social norms, which is usually construed as praise or criticism. Appreciation is a sub-system of attitude that evaluates things or phenomena in terms of their aesthetic or functional value.

Attitude can be asserted when it is overtly or explicitly discernible through attitude markers such as verbs (e.g. *agree, prefer*), sentence adverbs (*unfortunately, hopefully*), and adjectives (*appropriate, logical, remarkable*) (Martin & White, 2005; Fuoli, 2018). Attitude can be triggered when it is implicit or invoked through a linguistic resource such as tone, metaphor, and words without direct evaluation. It can be assumed when it is also implicit but there is shared understanding or inference between/among discourse participants.

2.1.2 Engagement

Engagement relates to the positioning of the speaker/writer with respect to alignment, antagonism or neutrality in social interactions (Martin & White, 2005, p. 97). Going by this submission, engagement concerns the ways which speakers/writers advance their agreement or disagreement with propositions stated. It involves four elements: proclamation, disclamation, entertainment and attribution. Proclamation refers to the act of consenting to certain dialogic propositions by concurring, endorsing, or ascertaining a proposition as correct or valid in accordance to authorial views. This can be achieved through the use of clausal intensifiers such as 'really' and 'indeed' (Martin & White, 2005, p. 98). Disclamation refers to the rejection of a certain dialogic proposition by denying (negation), or countering (concession) it (p. 118). Entertainment refers to the way language is used to capture attention or build connection with the listeners in a memorable way through the use of humour, or sarcasm. Attribution refers to evidentiality used in conversation to maintain a distance. This is achieved through citation, referencing and intertextuality such as naming (p.122). The four elements of engagement are subsumed into two distinct resources of monoglossia, which relates to attitudes expressed without acknowledgment of alternative perspectives; and. Heteroglossia, which relates to attitudes expressed on which another argument can be built by giving recognition to multiple perspectives such as concession.

2.1.3 Graduation

Graduation is the third sub-component entrenched in AT. According to Martin and White (2005), this concerns the degree of intensification of evaluations. The intensity may be high mid, or low. Graduation consists of two sub-systems that include force and focus. **Force** occurs when the degree of intensity of evaluations is adjusted by using high intensifiers like "very", or low intensifiers like "slightly" in a proposition. **Focus** occurs when the degree of precision or specificity of evaluations is adjusted by using sharpening or softening resources in a proposition.

As subsumed in AT, the affected agency is crucial to the interpretation of discourse. The affected agency is the individual, thing, or system that is subject to appraisal. The various sub-components with their sub-systems discussed above are utilised on the evaluative expressions garnered from Facebook and Nairaland comments on the 2025 UTME by Nigerians.

3. Methodology

3.1 Context

This research conducts an appraisal theory analysis of comments on Nigeria's controversial 2025 UTME on Facebook and Nairaland. The study aims to explore how discussants in the discourse convey attitudinal evaluations of the 2025 UTME.

3.2 Population and Sampling

The data comprises 400 purposively selected comments from Facebook and Nairaland (200 each) on different news reports relating to the controversial examinations between May and June 2025, posted on each medium for public discursive purposes. The 400 comments were categorised into three sub-components of Appraisal Theory (Attitude, Engagement and Graduation) based on the criterion of their linguistic features. 120 comments (40 from each category, with 20 extracted from Nairaland and 20 from Facebook) were selected as representative samples for textual analysis, showcasing clear and relevant examples of each appraisal category. Both Facebook and Nairaland were selected for the study based on a number of reasons. First, the two social media consistently hold some of the highest numbers of users in Nigeria. For example, as of January 2025, Facebook had an estimated 38.7 million users. The large user base of both platforms ensures a substantial volume of public comments for linguistic analysis. Second, the user base of both platforms is diverse, as it cuts across various demographics of age groups, socio-economic statuses, educational levels and ethnic backgrounds. This broad representation allows for a more comprehensive understanding of public sentiments and appraisal patterns from different segments of the Nigerian population. Third, every major news report of daily activities in Nigeria is shared on both platforms, thus opening such news reports for discussions, debates and criticism from members of the public. Although the sample size of 400 comments may not be considered optimal for capturing the attitudes of the entirety of Nigerian population, it nevertheless offers valuable insights into the discussants' attitudes and evaluations in this context. It is noteworthy to mention that for ethical considerations, discussants were anonymized.

3.3 Procedures

This study uses a survey research design and applies the descriptive method which blends both qualitative and quantitative methods. Quantitatively, the selected data were computed in simple percentiles, using binary system with symbols (-/+), where (+) indicates presence, and (-) indicates absence of a feature. This study anonymised discussants' identities for ethical reason. Also, the study retained discussants' grammatical errors except where clarifying annotations were added in square brackets. This research work is purely linguistic in orientation as it employs the mechanisms of the Appraisal Theory, within the Framework of Systemic Functional Linguistics, which provides powerful apparatus to examine strategic uses of language for specific effects.

4. Results

Using the various sub-components of the Appraisal Theory, a total of 120 comments, a subset of 400 comments, which were carefully selected from a larger dataset of Facebook and Nairaland, are presented for textual analysis. To ensure in-depth analyses, these are categorised into three sections that align with the study's objectives as follows.

4.1 Exploration of how discussants conveyed attitudinal evaluations of the targeted agencies responsible for the 2025 UTME

Table 1:

Sample comments characterizing discussants' attitude

Datum Datum	COMMENT	Sub-systems of attitude (positive/negative)						Targeted and Affected agency
		Affect		Judgement (moral/ethics/soci al norm)		Appreciation (quality)		
		appiness	sadnes s	Praise	Criticism	value	worthless	
A		Sample Comments Extracted from Facebook						
1	This kind of error is not funny	-	+	-	+	-	+	JAMB
2	Nigeria as whole is an errors (sic)	-	+	-	+	-	+	Nigerian systems
3	Jamb is a scam	-	+	-	+	-	+	JAMB
4	Imagine, useless country	-	+	-	+	-	+	JAMB Nigeria
5	JAMB should be scrapped. we don't need it.	-	+	-	+	-	+	JAMB
B		Sample Comments Extracted from Nairaland						
6	At...it appears the right thing is being done with the resit exams.	+	-	+	-	+	-	JAMB
7	It's a terrible situation	-	+	-	+	-	+	UTME
8	They have successfully traumatized these poor innocent kids	-	+	-	+	-	+	Students
9	This year UTME calls for serious concern... while we scarp[scrape] UTME completely	-	+	-	+	-	+	JAMB
10	It is a costly mistake, they ought to do their due diligence before releasing the results	-	+	-	+	-	+	JAMB

On the affect category of attitudinal evaluation, as presented in table 1 above, the results, (see Appendix I for detailed analysis of all representative sample comments and the percentage scores for each sub-system) demonstrates a predominantly negative emotional tone, with 95% of the discussants expressing sadness. This overwhelming attestation of sadness indicates a strong stance of hopelessness, disappointment, displeasure, frustration, disenchantment, or despair among the discussants. In contrast, happiness accounts for only 5%, suggesting that positive emotions are scarce in this discourse. The significant disparity between happiness and sadness underscores the prevailing negative emotional landscape in the administration of the 2025 UTME.

The results obtained from the judgement and appreciation categories further underpin the negative tone. For instance, criticism dominates judgement at 95%, with discussants strongly condemning or critical of JAMB and some targeted agencies behind the 2025 UTME. Conversely, praise is negligible at 5% signifying a lack of positive endorsement of the results of the 2025 UTME announced by the JAMB. Similarly, appreciation reveals a stark contrast, with 95% of evaluation deeming the JAMB worthless, while only 5% attribute value to the Board. This overwhelming negativity in judgement and appreciation accentuates a profound dissatisfactions and disapproval among the discussants.

Looking at the category identifying the target and affected agencies, aside from JAMB, some discussants make an incidental reference to some perceived failed agencies and phenomena such as Governmental systems, Independent Electoral Commission (INEC), and the National Youth Service Corps (NYSC). Both the INEC and NYSC which are not responsible for the conduct of UTME in Nigeria became tangential agencies. The inclusion of these agencies implicitly reveals their critiques of every failed agency in Nigeria.

Therefore, the cumulative finding garnered from the discussions above reveals that attitudinal evaluations were conveyed through affective expressions of sadness, underscoring critical judgement and negative appreciation of agencies like JAMB, the Registrar, and INEC.

4.2 Investigation of how discussants utilised engagement resources, specifically monoglossia and heteroglossia to construct positions towards the targeted agencies

Table 2:

Sample comments characterizing discussants' engagement pattern

Datum	COMMENT	SUB-SYSTEMS OF ENGAGEMENT						TARGET ED AND AFFECT ED AGENCY
		A = Alignment; A* = Antagonism; N = Neutrality; (+) = alternative opinion; (-) = without alternative opinion						
		MONOGLOSSIA			HETEROGLOSSIA			
A	A*	N	A	A*	N			
A	Sample Comments Extracted from Facebook							
1	jamb give us our original score	-	-	-	-	+	-	JAMB
2	I have known this Jamb as a scarm [scam] for some years (15 yrs) now.	-	+	-	-	-	-	JAMB
3	What is the remedy now?	-	-	-	+	-	-	JAMB
4	So what are they trying to say, Is there going to be a rewrite or what?	-	-	-	-	+	-	JAMB
5	It's been a well known fact.	-	+	-	-	-	-	JAMB
B	Sample Comments Extracted from Nairaland							
6	JAMB is a huge disappointment.	-	+	-	-	-	-	JAMB
7	Jamb should be scrapped, it's a scam...	-	+	-	-	-	-	JAMB
8	We don't have a country, it's a shame some people still haven't realize this.	-	+	-	-	-	-	1. JAMB 2. Nigeria
9	Yeye dey smell. Like inec, like jamb	-	+	-	-	-	-	JAMB, INEC
10	Swears. JAMB has gone weaker and softer.	-	+	-	-	-	-	JAMB

As indicated in table 2 above, (see Appendix II for detailed analysis of all representative sample comments and the percentage scores for each sub-system) in descending order of magnitude, the analysis of monoglossia reveals a striking dominance of antagonistic utterances, accounting for 77.5% of the engagement patterns. This suggests that the discussants predominantly employed assertive expressions to challenge, criticise, or confront opposing views of the JAMB to reschedule a resit for the affected agencies. The absence of alignment with 0% and neutrality with 0% indicates a lack of conciliatory or ambivalent stances, underscoring the assertive and confrontational nature of the discourse. In contrast, heteroglossia presents a more nuanced engagement pattern. Although antagonism

remains prominent (20%), it is less dominant than in monoglossia. Alignment accounts for 2.5% suggesting some degree of acknowledgment or recognition of alternative perspectives. In cumulative terms, a consideration of the scores of antagonism in both fields of monoglossia (77.5%) and heteroglossia (20%) indicates that the discussants took a combative stance on the subject strongly.

The absence of neutrality (0%) in both monoglossia and heteroglossia indicates the discussants tend to take a stance, either aligning with or opposing others. The attestation of heteroglossia allows for a more dialogic engagement, where multiple voices and perspectives are acknowledged, albeit with a still predominantly antagonistic tone. Some rhetorical questions such as the one in datum 15, for instance, “Who will take responsibility for the emotional trauma they have caused brilliant students?” tend to speculate opinions on the hopeless situation from the targeted agencies. Hence, some propositions were expressed as if they were truths to be accepted by everyone, not minding if another argument can be built on them.

Therefore, as discussed above, the discourse is characterised by a predominantly antagonistic engagement pattern, with monoglossic assertions dominating confrontational interactions and heteroglossic engagement allowing for some acknowledgement of alternative perspectives.

4.3 Deployment of graduation resources to reinforce rhetorical attitudes and positions

Table 3:

Sample comments characterizing discussants’ graduation pattern

Datum	COMMENT	SUB-SYSTEMS OF GRADUATION (Intensity)				TARGETED AND AFFECTED AGENCY
		FORCE		FOCUS		
		High	Low	sharpening	softening	
A	Sample Comments Extracted from Facebook					
1	Way to go. No one is infallible. The way it went obviously shows Esau hand	-	+	-	+	The Registrar
2	Oga, resign and that's how people in developed country behaves.	+	-	+	-	The Registrar
3	When you've bokoharam as the head of Jamb what do you expect.	+	-	+	-	The Registrar
4	Since this man assume office problem upon problem	+	-	+	-	The Registrar
5	High rate of incompetency[!]	+	-	+	-	The Registrar
B	Sample Comments Extracted from Nairaland					
6	Highly commendable for the hiccups caused by their inefficiency?	-	+	-	+	The Registrar
7	It's not lack of confidence. Rather improper arrangements from JAMB.	+	-	+	-	JAMB
8	He should shut up, that guy is an extremist like Muric [MURIC] director.	+	-	+	-	The Registrar
9	The man is not only incompetent. He is operating a sinister agenda.	+	-	+	-	The Registrar
10 when bigots are in power.	+	-	+	-	The Registrar

Table 3 above and the results (see Appendix III for detailed analysis of all representative sample comments and the percentage scores for each sub-system) of the graduation features reveal a strong emphasis on intensified evaluation, with high force accounting for 77.5%. This suggests that discussants tend to use language that amplifies or strengthens their assessments, conveying strong emotions or attitudes. In contrast, low force accounting for 22.5% indicating relatively muted or toned-down evaluations. The dominance of high force underscores the intensity and passions of the discourse.

The focus category of graduation, as indicated in the appendix, shows a similar pattern, with sharpening accounting for 77.5% of the features. This indicates that discussants often use language that sharpens or specifies their stance or evaluations, conveying precise meanings or boundaries. Softening, accounting for 22.5% suggests some instances positive attitude towards the agencies. The prevalence of sharpening underscores the combative attitude exhibited by some discussants.

The discourse is characterised by a strong emphasis on intensified and precise evaluations, with discussants frequently using language that amplifies and sharpens their assessments of the various agencies of identified. Therefore, the discussants reinforce and legitimize their attitudes and positions towards the targeted agencies.

5. Discussion

As contained in the first sub-headings of analyses above, at the sub-component of attitude (subsuming affect, judgement and appreciation) the markers that are apparent in the Nigerian discussants' Facebook and Nairaland comments on the 2025 UTME include: affective expressions of sadness, critical judgement and negative appreciation of both the targeted agencies like JAMB, the Registrar, and some tangential agencies like INEC, NYSC. These markers were employed to construct solidarity with the affected agencies (candidates sitting for 2025 UTME. Hence, the analysis reveals a predominantly negative tone in discourse, characterised by overwhelming expressions of sadness, criticism, and perceptions of worthlessness with minimal positivity.

At the sub-component of engagement (subsuming monoglossia and heteroglossia) the markers that are apparent in the Facebook and Nairaland comments on the 2025 UTME by Nigerian discussants include assertive expressions to construct antagonistic position and rhetoric propositions for dialogical engagement. These further reveal that the discourse is characterised by a predominantly antagonistic engagement pattern, with monoglossic assertions dominating confrontational interactions and heteroglossic engagement allowing for some acknowledgement of alternative perspectives.

At the sub-component of graduation (subsuming force and focus) the markers that are apparent in the Facebook and Nairaland comments on the 2025 UTME by Nigerian discussants include the prevalence of high force and sharpening assertions with minimal utilisation of low force and softening evaluations. Therefore, the discourse is characterised by a strong emphasis on intensified and precise evaluations, with discussants frequently using language that amplifies and sharpens their assessments of the agency of JAMB.

Although their focus was not the 2025 UTME related, results presented above based on the analysis in this study are congruent with previous findings in studies which applied Appraisal Theory. For instance, Alfred and Oyebola (2021) analysed evaluative language in Twitter campaigns and identified a strong presence of moral judgement and affective resistance, users' emotional and ethical positioning. The results in this study also replicate the findings of Olusanya (2022) who explored vaccine hesitancy through WhatsApp group chats and revealed that user attitudes are shaped by a mixture of fear, religious beliefs and distrust

in authority. Mbisike (2024) also discovered that the tone used by women to construct “Okay” is a reflection of affective meaning like mood, emotion, fear, and feeling. Hence, these earlier studies, among others, found evidence that utilisations of evaluative markers enable Nigerian discussants on Facebook post on the 2025 to manipulate the realisations of discourse.

6. Conclusion

In this study, the Nigerian discussants’ Facebook and Nairaland comments on the 2025 UTME have been examined using the sub-components of the Appraisal Theory of Martin and White (2005). A number of evaluative markers have been identified. These include affective expressions of sadness, critical judgement and negative appreciation, assertive expressions, antagonistic engagement pattern, the prevalence of high force and sharpening assertions. The study found that these markers are indicators of attitudinal conveyance towards the controversies surrounding the 2025 UTME. Therefore, the study concludes that the 2025 UTME is a highly emotive and contentious topic among Nigerian discussants, warrant further linguistic investigation into the underlying concerns and sentiments shaping public discourse on educational assessments. Hence, the strategic deployment of appraisal resources significantly reflects and shapes communication patterns on Facebook and Nairaland, the two social media platforms studied

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Appendixes

Appendix I

Datum	COMMENT	SUB-SYSTEMS OF ATTITUDE (positive/negative)						TARGET ED AND AFFECTE D AGENCY
		AFFECT		JUDGEMENT		APPRECIATION		
		happines s	sadne ss	prais e	criticis m	valu e	worthle ss	
A	Sample Comments Extracted from Facebook							
1	So the JAMB boss knew he will cry, at the apology session and came with tissue paper. Truly there was a country.	-	+	-	+	-	+	1. The Registrar 2. Nigeria
2	Jamb and inec they work together	-	+	-	+	-	+	1. JAMB 2. INEC
3	This is what you get when you give minister of education to a lawyer	-	+	-	+	-	+	1. The Registrar 2. The Governmen t
4	we tell u since jamb na business center in Nigeria	-	+	-	+	-	+	1. The Registrar 2.The Governmen t
5	JAMB should be scrapped. we don't need it.	-	+	-	+	-	+	JAMB
6	JAMB should be scrapped. They don't know what they are doing	-	+	-	+	-	+	JAMB
7	There is no credibility in this year's JAMB examination. I suggest it should be automatically cancelled...	-	+	-	+	-	+	JAMB
8	They should cancel and	-	+	-	+	-	+	1. JAMB

	rewrite it again							
9	This JAMB of thing is annoying. Is once a year, but always having problems	-	+	-	+	-	+	JAMB
10	God! What is working in this country again? Jamb is now part of the mess in Nigeria...	-	+	-	+	-	+	JAMB
11	I respect this man. Nigeria politicians will never admit any error. Not even publicly	+	-	+	-	+	-	JAMB
12	Nothing is working again	-	+	-	+	-	+	JAMB
13	Everything about this country is error the JAMB result error Governance error...	-	+	-	+	-	+	JAMB
14	Even Jamb results wicked pass inec result	-	+	-	+	-	+	1. JAMB 2. INEC
15	This kind of error is not funny	-	+	-	+	-	+	JAMB
16	Nigeria as whole is an errors (sic)	-	+	-	+	-	+	Nigerian systems
17	Jamb is a scam	-	+	-	+	-	+	JAMB
18	Imagine, useless country	-	+	-	+	-	+	JAMB Nigeria
19	Na today this body called jamb is too corrupt ...	-	+	-	+	-	+	JAMB
20	Nigeria is a joke, God Errors in everywhere...	-	+	-	+	-	+	JAMB Nigeria
B	Sample Comments Extracted from Nairaland							
21	At the least, it appears the right thing is being done with the	+	-	+	-	+	-	JAMB

	resit exams.							
2 2	That jamb chief should have been arrested or sacked by now[.] But no, never in Nigeria.	-	+	-	+	-	+	The Registrar
2 3	It's a terrible situation	-	+	-	+	-	+	UTME
2 4	They have successfully traumatized these poor innocent kids	-	+	-	+	-	+	Students
2 5	Ordinary JAMB for how many students, yet they failed to conduct it properly. How much more about general election that involve the whole nation. It's well.	-	+	-	+	-	+	JAMB
2 6	Joke taken too far, yes we hold Jamb responsible for this avoidable error but awarding marks for candidates is uncalled for.	-	+	-	+	-	+	JAMB
2 7	The option of resit is a no no. The torture of studying over and over again, strenuously is not okay for the already stressed kids.	-	+	-	+	-	+	1. JAMB 2. Students
2 8	Nigeria is such a joke. They go as low as manipulating scores in only igbo states? Very disgusting. If you people hate the Igbo so much,	-	+	-	+	-	+	1. JAMB 2. Nigeria

	allow them to form their own country. Very terrible							
29	Jamb has finally 'UPDATED' their script marking servers	-	+	-	+	-	+	JAMB
30	We don't have a country, it's a shame some people still haven't realize this. It's a terrible situation	-	+	-	+	-	+	JAMB
31	This year UTME calls for serious concern because it's full of abnormalities... We need to change things or better still allow universities to conduct entrance exam only while we scarp[scrape] UTME completely	-	+	-	+	-	+	JAMB
32	It is a costly mistake, they ought to do their due diligence before releasing the results	-	+	-	+	-	+	JAMB
33	Is this not unnecessary spending, with which Budget, cause trauma for the candidates...It's time to boycott JAMB examination board if there's other alternative exam body.	-	+	-	+	-	+	JAMB
34	When a child is being admitted	-	+	-	+	-	+	JAMB

	into abroad university ...they only request for her waec results but for the same child to enter Nigeria university (her own country) she will write waec, jamb, post jamb ...Why are we stressing ourselves as a country like this.							
3 5	Since you have admitted your errors, who is the fall guy or the person responsible?...resitting the exam! It's very unfortunate!	-	+	-	+	-	+	The Registrar
3 6	Stupid set of people[,] just look at how incompetent they are[,] after all the money they make...Am very sure all this people who are heading jamb their children are abroad schooling	-	+	-	+	-	+	JAMB workers
3 7	Is your Ronu people in jamb that did it. Una won play politics with jamb results abi? Una think say na election and inec?	-	+	-	+	-	+	1. Yoruba tribe 2. INEC
3 8	Lies!! The same nonsense you ronuses are spreading on X just to deceive the gullible	-	+	-	+	-	+	1. Yoruba tribe 2. INEC

39	Chai!!! In critical decision making, ... you could have called for a second jamb for everyone in later part of the year... The public will praise you for your goodness...	-	+	-	+	-	+	The Registrar
40	However I read the case of a student that took his own life as a result of his disbelief from the scores he received. I think such a person's family should be compensated because of the grief they were caused by the errors of JAMB	-	+	-	+	-	+	The Registrar
	Total	2	38	2	38	2	38	
	Percentage	5%	95%	5%	95%	5%	95%	

Appendix II

Datum	COMMENT	SUB-SYSTEMS OF ENGAGEMENT						TARGET ED AND AFFECT ED AGENCY
		MONOGLOSS IA			HETEROGLOSS IA			
		A	A*	N	A	A*	N	
A	Sample Comments Extracted from Facebook							
1	jamb give us our original score	-	-	-	-	+	-	JAMB
2	I have known this Jamb as a scarm [scam] for some years (15 yrs) now.	-	+	-	-	-	-	JAMB
3	What is the remedy now?	-	-	-	+	-	-	JAMB
4	So what are they trying to say, Is	-	-	-	-	+	-	JAMB

	there going to be a rewrite or what?							
5	Nigeria cannot conduct a credible Election. Nigeria cannot conduct a credible UTME	-	+	-	-	-	-	JAMB
6	It's been a well known fact.	-	+	-	-	-	-	JAMB
7	That's a confirmation that INEC shouldn't be trusted either	-	+	-	-	-	-	1. JAMB 2. INEC
8	There have always been errors.	-	+	-	-	-	-	JAMB
9	These students should be called again to rewrite it free without charge.	-	+	-	-	-	-	JAMB
10	Same error lead to this present administration	-	+	-	-	-	-	JAMB Governme nt
11	They purposely fail them so that they will come back next year	-	+	-	-	-	-	JAMB
12	So are they cancelling the exams or we move on as usual	-	-	-	-	-+	-	JAMB
13	Let there be an increase of marks	-	+	-	-	-	-	JAMB
14	Cover up[!]	-	+	-	-	-	-	The Registrar
15	Who will take responsibility for the emotional trauma they have caused brilliant students?	-	-	-	-	+	-	Students
16	we tell u since jamb na business center in Nigeria	-	+	-	-	-	-	JAMB
17	2027 rigging rehearsal.....second bass ooooooooojare	-	+	-	-	-	-	JAMB INEC
18	This is not fair.	-	+	-	-	-	-	JAMB
19	If truly we're serious in this country why should a student finish writing CBT exam and will wait for days before seeing his or her result?	-	+	-	-	-	-	JAMB
20	U see jamb and nysc are old school need to change alort of tins in dis two institution	-	+	-	-	-	-	JAMB NYSC
B	Sample Comments Extracted from Nairaland							
21	Useless Jamb intentionally failed South-East candidates for no single reason..Jamb is now a political arm of APC, thanks to Tea-nubu.	-	+	-	-	-	-	JAMB, Nigerian political system
22	JAMB is a huge disappointment.	-	+	-	-	-	-	JAMB
23	Jamb should be scrapped, it's a scam...	-	+	-	-	-	-	JAMB
24	We don't have a country, it's a shame some people still haven't	-	+	-	-	-	-	1. JAMB 2. Nigeria

	realize this.							
25	There is no hope in Nigeria, ...this country is not meant for hardworking and law abiding citizens to prosper	-	+	-	-	-	-	1. JAMB 2. Nigeria
26	Can you listen to yourself saying this rubbish?...You're not even reasoning about some students who would've even travel overseas for holidays after writing their JAMB exams.	-	+	-	-	-	-	The Registrar
27	They have finally "found" those to be blamed for their inefficiencies!	-	+	-	-	-	-	JAMB
28	As an ICT Expert, I can tell you it's BIG FAT LIE ... Read my lips very well: NO BODY HACK JAMB SERVER.... it's negligence and manipulation from their own end that caused the mass failures.	-	+	-	-	-	-	JAMB
29	I've been saying this for long, most of these CBT centers need to be closely monitored, else they turn those centers to miracle centers like WAEC.	-	+	-	-	-	-	JAMB WAEC
30	The fact that he oversaw the intentional victimisation of Igbo youths in Lagos and the 5 southeastern states will never be forgotten. He must pay for it.	-	+	-	-	-	-	The Registrar
31	Yeye dey smell. Like inec, like jamb	-	+	-	-	-	-	JAMB, INEC
32	I doubt that it will be credible. JAMB has been compromised.	-	-	-	-	++	-	JAMB
33	They are doing everything possible to pacify the general public because they know they have messed up.	-	+	-	-	-	-	JAMB
34	Jamb really bleeped up this year, once revered organization.	-	+	-	-	-	-	JAMB
35	Is this not unnecessary spending, with which Budget, cause trauma for the candidates. The examination body should put their house in order.	-	-	-	-	++	-	JAMB
36	Every organisation has its primary mission, secondary mission and distractions. The goal of business is profit	-	+	-	-	-	-	1.JAMB 2. The Registrar

	making.... JAMB's failing in its primary responsibility is an unforgivable offence that should warrant the sack of principal officers.							
37	Resign. That is the only way to take responsibility for your gross incompetence which has already cost a life and countless emotional turmoil.	-	+	-	-	-	-	The Registrar
38	Swears. JAMB has gone weaker and softer.	-	+	-	-	-	-	JAMB
39	Are these tears for the fear of been relieved of the position or genuine concern for the consequence it has meted on some students.	-	-	-	-	-+	-	The Registrar
40	Sabotage that affects all the SE states ? The error is intentional, not a mistake. Somebody did it.	-	-	-	-	+	-	JAMB
	Total	0	31	0	1	8	0	
	Percentage	0%	77.5%	0%	2.5%	20%	0%	

Appendix III

Datum	COMMENT	SUB-SYSTEMS OF GRADUATION (Intensity)				TARGETED AND AFFECTED AGENCY
		FORCE		FOCUS		
A	Sample Comments Extracted from Facebook	High	Low	sharpening	softening	
1	Even the JAMB registrar acknowledges mistakes, yet some criticize him. As they say, 'only God is impeccable.	-	+	-	+	The Registrar
2	Way to go. No one is infallible. The way it went obviously shows Esau hand	-	+	-	+	The Registrar
3	See all of that your confusion [confession] it will not work oh [,]after what some of us went through as parents.	+	-	+	-	The Registrar
4	Oga, resign and that's how people in developed country behaves.	+	-	+	-	The Registrar

5	When you've bokoharam as the head of Jamb what do you expect.	+	-	+	-	The Registrar
6	Since this man assume office problem upon problem	+	-	+	-	The Registrar
7	High rate of incompetency[!]	+	-	+	-	The Registrar
8	If presidential results could be joked with, what's ordinary jamb?	+	-	+	-	1.The Registrar 2. INEC
9	Weather you are Yoruba or not, heads must roll, they swapped Eastern results	+	-	+	-	1.The Registrar 2. JAMB
10	They should recall the errors and release the authentic results pls	+	-	+	-	JAMB
11	You're supposed to be fired out of that office	+	-	+	-	The Registrar
12	What do you mean the 5 Eastern states were the most affected by JAMB errors? Them carry tribalism go JAMB. It is finished!	+	-	+	-	The Registrar
13	Yet, Some sets of foolish people kept defending JAMB	+	-	+	-	JAMB
14	What a shame	+	-	+	-	JAMB
15	Hope they didn't divert Anambra scores to Ekiti	+	-	+	-	JAMB
16	So Nigeria can't even get anything right.. INEC errors..JAMB errors	+	-	+	-	JAMB INEC
17	Do you think error occurred only in JAMB in Nigeria policy?????????	+	-	+	-	JAMB Governmen t
18	What is the solution now? A 19 yrs girl has committed suicide already.	+	-	+	-	JAMB Student
19	Can error(s) wake the dead?	+	-	+	-	JAMB Student
20	Oga resign now	+	-	+	-	The Registrar
B	Sample Comments Extracted from Nairaland					
21	This rubbish has been going on for a long time...INEC is another sector that will be bursted...	+	-	+	-	1. JAMB 2/ INEC
22	Ha, I don't think scrapping Jamb is the best o. If Jamb is scrapped, the accusations of	-	+	-	+	JAMB

	ethnic biases is likely to increase even more.					
23	Highly commendable for the hiccups caused by their inefficiency?	-	+	-	+	The Registrar
24	It's a deliberate attempt by JAMB to stifle academic progress of southeast states, and candidates of Igbo extraction.	+	-	+	-	JAMB
25	It's not lack of confidence. Rather improper arrangements from JAMB.	+	-	+	-	JAMB
26	This is hogwash 🤔 By the time another IT guru comes in to investigate, [O]loyede will start shedding crocodile tears again.	+	-	+	-	The Registrar
27	Waw, evil genius. Imagine if they've not been tracked, the magnitude of damage they will continue to do and it's effects on the nation.	+	-	+	-	1. The Registrar 2. JAMB
28	This incidence of bad centres and incorrect answer types/examination types often happens. The JAMB registrar is an honourable man for admitting the errors.	-	+	-	+	1. Nigeria
29	He should shut up, that guy is an extremist like Muric [MURIC] director.	+	-	+	-	The Registrar
30	But...The reason you're still on that seat instead of resigning honorably is because we're not a serious country with integrity.	+	-	+	-	1.The Registrar 2. Nigeria
31	I blame him for crying in the first place....So long as the 'name' of the register [Registrar] doesn't resonate witg [with] them. They will and never be appeased!	-	+	-	+	The Registrar
32	If 1.5 million students scored above 300 in jamb, I can bet you jamb will not release the results. The only reason they released the mass fail is because jamb takes delight in failing students	+	-	+	-	JAMB

33	The tears were crocodile tears. He was only crying because he was caught.	+	-	+	-	The Registrar
34	The man is not only incompetent. He is operating a sinister agenda.	+	-	+	-	The Registrar
35	If he was a pilot, he is responsible for the girl who committed suicide and her blood is on his hands, add to the shambolic examination process	+	-	+	-	The Registrar
36	...when bigots are in power.	+	-	+	-	The Registrar
37	I will take the tears. Because ordinarily in saner climes, he should resign. But then his track record and good intention to always make Jamb formidable shud exonerate him. Weldone for admitting Ur mistake.	-	+	-	+	The Registrar
38	He brought ethnic politics to JAMB. Just like INEC, JAMB credibility has been ruined for good. Every institution is compromised under Tinubu	+	-	+	-	The Registrar
39	We should cut this man some slack. He should continue his good works in JAMB. I like when people admit to mistakes and take full responsibility for their actions....	-	+	-	+	The Registrar
40	It's good he came out openly to take responsibility. I hope it's not fake tears because no one can really trust these fellows. How I wish Mahmoud Yakubu of INEC would ahead his own tears even if it's crocodile tears, he needs to cry.	-	+	-	+	1. The Registrar 2. INEC Chairman
	Total	31	9	31	9	
	Percentage	77.5 %	22.5 %	77.5%	22.5%	