

special. Except for one financial system, all the jobs were related to Mongolian language. The details are shown in table 1.

Table 1 Occupation status of male “bainu” subjects over the age of 45

profession	Mongolian teacher	Mongolia doctor	History teacher (Mongolian history direction)	Politics teacher (Mongolian school)	Financial system
amountt	13	7	1	1	1

As can be seen from table 1, the age distribution of “bainu” chat tool is uneven. The number of “bainu” conversations over the age of 45 is small, and most are professionally related to Mongolian.

Thirty men under the age of 20 recorded 187 comments. A total of 446 comments appeared in the 30 women's chat records. Under the age of 20, both males and females used the most “function words”. Males accounted for 51.3% of the total, while females accounted for 49.55%. Males used the least content words, accounting for 22.45% of the total. Women used the least “letter type” feedback, accounting for 0.08 percent of the total. Details are shown in table 2.

Table 2 Statistics of the number of feedback words used under the age of 20 (1)

Under the age of 20	Gender	Total number	Function words		Content words		Letrer words	
			Amount	Proportion	Amou nt	Proportion	Amou nt	Proportion
	Male	187	96	51.3%	42	22.45%	49	26.23%
	female	446	221	49.55%	187	41.92%	38	0.08%

(3 “function words”, 7 “content words” and 2 “letter words”).

The number of each category is different. According to fairness, “vowel” feedback $*3.33\backslash 10$, “content words” feedback $*1.428\backslash 10$, “letter words” feedback $*5\backslash 10$, so the calculation into the table. Table 2 and table 3 are also calculated by this formula.)

A total of 921 comments were made by 30 men between the ages of 20 and 45. A total of 1,423 chats were recorded by 30 women. In this age group, males used the most content words, accounting for 37% of the total, and the use of function words accounted for at least 25% of the total. Women used the most vowels (46.66 percent) and the least letters (25 percent). Details are shown in table 3.

Table 3 Statistics of the number of feedback words used 20 to 45 years old

20 to 45 years old	Gender	Total number	Function words		Content words		Letrer words	
			Amount	Proportion	Amou nt	Proportion	Amou nt	Proportion
	Male	921	233	25%	345	37%	343	37.5%
	female	1423	664	40.66%	431	30.2%	321	23%

A total of 566 responses were recorded in the chat logs of 30 men over the age of 45. A total of 789 sexual chats were recorded by 30 women. In this age group, the number of “letter type” words used by men accounted for 47.3% at most. “Function words” should account for at least 25% of the total feedback. Female “content words” at most accounted for 54% of the total feedback, and “vowels” at least accounted for 3% of the total feedback. Details are shown in table 4.

Table 4 Statistics of the number of feedback words used 45 years of age or older

45 years of age or older	Gender	Total number	Function words		Content words		Letrer words	
			Amount	Proportion	Amount	Proportion	Amount	Proportion
	Male	566	130	25%	73	30.56%	263	47.3%
	female	789	30	3%	431	54%	328	41.57%

As can be seen from the sample of feedback words appearing in the “bainu” chat record sample, First, the number of feedback words in each stage is higher for females than for males, and females are more willing to speak feedback words. Second, under the age of 20, the least number of feedback, male or female, male accounted for 4.3% of the total, female accounted for 10% of the total. Third, from 20 to 45 years old, the number of using feedback words is the most, with males accounting for 21.23% and females for 32.48%. Details are shown in table 5.

Table 5 “bainu” appears as feedback

	gender	Total	proportion
Under the age of 20	male	187	4.3%
	female	446	10%
20 to 45 years old	male	921	21.23%
	female	1423	32.84%
45 years of age or older	male	566	13.06%
	female	789	18.21%
Total		4332	

2. Politeness of feedback from social relations “bainu”

According to Geng Quan (1998), pragmatic factors that affect politeness include social factors, cultural factors, psychological factors and language factors.

Zhang Shaojie (2000) pointed out that social distance, social power, difficulty of behavior, age and gender play an important role in Chinese language selection.

“Feedback” is generally not new information, so behavioral difficulty rarely affects the feedback.

Based on the views of the above two scholars, we believe that the social relationship, social distance and politeness of the feedback will be affected.

(1) The influence of social relations on the selection of feedback words

Chen songcen (1989) divided the role relationship into power relationship and equal and consistent relationship. Power relationship refers to the fact that one party in verbal communication is in a relatively superior position than the other party because of age, seniority, ability and other factors. Such as parents - children, teachers - students, leaders - staff and so on; Equal and consistent relationship refers to the two sides of verbal communication have consistent relationship in a certain aspect, such as between classmates, brothers and sisters, colleagues and so on.

According to this, we divide the social relations between the two sides of verbal communication into that the speaker has more power than the hearer, such as parents to their children, teachers to students, and managers to employees. The relationship between the speaker and the listener is equal and consistent, such as the relationship between friends, classmates and colleagues. The power of the speaker is lower than that of the hearer, for example, the student to the teacher, the child to his parents, and the official to the manager. Based on these three relationships, we designed a questionnaire to obtain relevant data. We consider that all subjects used the “BAINU” chat tool to distribute 126 copies and receive 100 copies.

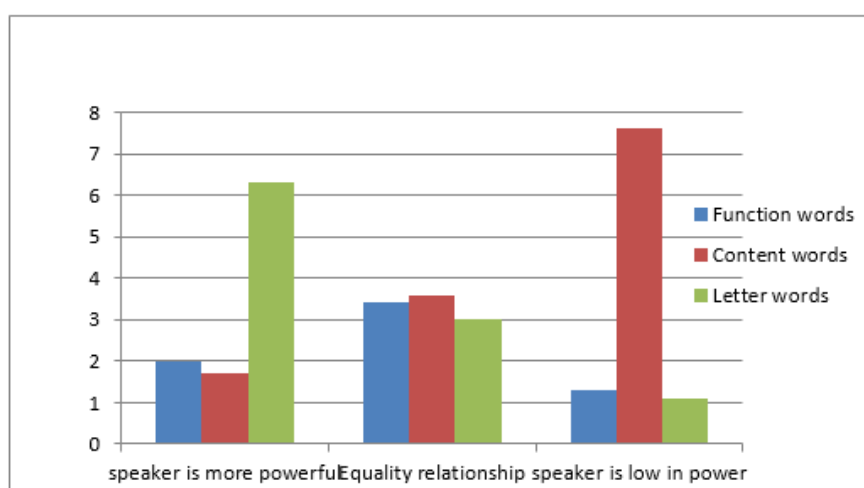


Figure.1 influence of social relationship on the selection of feedback words

The results of figure 1 show that the social relations between the two sides of verbal communication have a great influence on the selection of “function word”, “content word” and “letter word”. When the speaker is more powerful than the listener, 63% use “letter” feedback, 20% use “vowel” feedback and 17% use “substance” feedback. Use “letter type” feedback the most. When the relationship between the speaker and the listener is equal, 34% of the respondents use “function words”, 36% use “content words” and 30% use “letter words”. When the speaker and hearer are equal, the proportion of “function word” and “content word” is the

same. When the speaker was less powerful than the listener, “content words” were used most, accounting for 76% of the total. Use the least “letter type” feedback, 11%.

Politeness is the lowest requirement in equal relationship, and the other two kinds of social status gap is large Politeness is required. In figure 1, according to the equal relations “empty words” feedback, “class content words” feedback, “letters” feedback language use frequency difference is not big, and the other two kinds of power in the relationship, the speaker power higher than the hearer “class content words” feedback language use frequency is significantly higher than “empty words” feedback and “master class” feedback. The “content words” feedback is the most polite, the speaker is less powerful than the listener, and the “letters” feedback is the most. From the perspective of social relations, the study shows that the three types of polite feedback are: “content words” feedback > “function words” feedback > “letter words” feedback.

(2) Influence of social distance on feedback language

we agree with zhang shaojie's (2000) classification of social distance factors and believe that the influence of the selection of “function word” feedback language, “content word” feedback language and “letter word” feedback language is reflected in the following three aspects: intimate relationship, acquaintance relationship and unfamiliar relationship. In the survey we designed, intimate relationships we chose husband and wife, parents and children, and romantic relationships; Acquaintance relationship we choose the relationship between teachers and students, friends, managers and staff relations; Unfamiliar relationship chooses the relationship between customers and sales. According to the questionnaire results, the relationship between social distance and the two structures is sorted into figure 2. Taking three kinds of social distance as the horizontal axis, taking the proportion of “function word”, “content word” and “letter word” as the vertical axis.

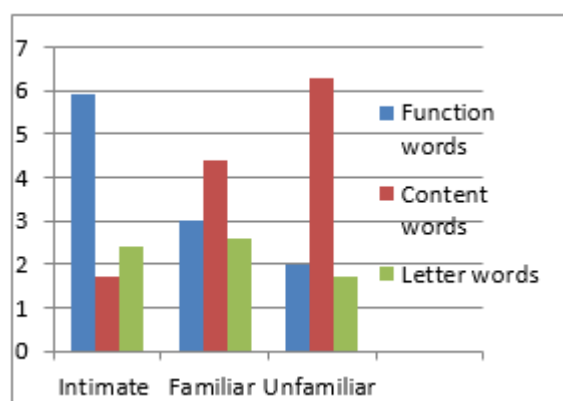


Figure. 2 The relationship between social distance and selection of feedback language categories

As can be seen from figure 2, the proportion of “function words” used in intimate relationship is 59%.The use rate of “letter type” was 24%.The proportion of “content words” used in feedback is 17%.When familiar with the relationship, the proportion of “content words” is 44%.The proportion of “function words” is 30%.The use rate of “letter type” feedback is 26%.The proportion of “content words” used in unfamiliar relationship was 63%.Use “function words” 20% of the feedback; Using “letter type” feedback is 17%.In other words, with the change of social distance from intimacy to stranger relationship, the proportion of “content words” feedback words is increasing. On the contrary, the proportion of “content words” is less and less. From the perspective of social distance, the most polite feedback is “content words”. The politeness of intimate relationship was the weakest, and the use of “function words” was the most.“Vowels” have the lowest politeness. From the perspective of social distance, the study shows that the three types of polite feedback are: “content words” feedback > “letter words” feedback > “function words” feedback.

3. Politeness analysis of “bainu” appears

From the perspective of social relations, the politeness level of feedback language is “content words” feedback language > “function words” feedback language > “letter words” feedback language. From the social distance politeness level “content word type” feedback language > “letter type” feedback language> “function words” feedback. “Content words” has the highest politeness. “Function word” feedback and “letter” feedback are followed by politeness.

In the “bainu” chat, men and women used the most “letter words” and women the most “substance words”. The details are shown in table 6.“Bainu” chat tools women use more feedback and are more polite. Men choose easier and more economical feedback from the “bainu” chat tools.

Table 6 Male and female “bainu” appeared

	Function words		Content words		Letter word	
	Amountt	proportion	Amountt	proportion	Amountt	proportion
male	449	26.82%	560	33.45%	665	339.72%
female	915	34.42%	1049	39.46%	694	26.10%

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