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BAKALÁŘSKÁ PRÁCE

The Language of Internet Debates: A linguistic approach.

Jazyk internetových debat: lingvistický pohled.

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ABSTRACT

This bachelor thesis is focused on the language of the Internet, especially on the language of internet debates (chatrooms). Both linguistics and sociolinguistics aspects are examined. The theoretical part of the research is based on the scientific studies. It describes the Internet language in general and then deals with the language of chatrooms, i.e. characteristics of the language and linguistic and paralinguistic features which could appear in the language of chatrooms. The theoretical part covers the relationship between sociolinguistic and computer-mediated communication too. The practical part examined both linguistic and paralinguistic features of the language of chatrooms and sociolinguistic aspects. To explore these phenomena, samples of collected data are analysed.

ANOTACE

Tato bakalářská práce je zaměřena na internetový jazyk, zejména na jazyk internetových diskusních skupin (chatů). Zkoumáno je jak lingvistické, tak sociolingvistické hledisko. Teoretická část výzkumu se zakládá na studiu vědeckých materiálů. Popisuje všeobecně internetový jazyk a poté se věnuje jazyku internetových chatů, tzn. charakteristice tohoto typu jazyka a lingvistickým a paralingvistickým znakům, které se mohou v tomto typu jazyka objevit. Teoretická část také pojednává o vztahu mezi sociolingvistikou a elektronickou komunikací. Praktická část zkoumá jak lingvistické a paralingvistické jevy jazyka internetových diskusních skupin, tak i sociolingvistické hledisko. Tyto jevy jsou zkoumány na nashromážděných datech.

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INTRODUCTION

Probably all of us find ourselves in some situation which is shaped by the Internet. It is not surprising due to the growing number of users of the Internet and due to the developing of computer or mobile phone technologies. There are various possibilities how we can use the Internet. We can listen to the music or radio, watch movies or TV series or somehow communicate with other people. These communication situations comprise for instance writing emails, adding a contribution to a weblog or chatting.

This bachelor thesis deals with language of the Internet which is described as a new language variation. However, the notion 'language of the Internet' comprises many variations of Internet communication, for instance email, chat, weblog, or virtual worlds where participants communicate. Therefore the the title of this thesis is 'language of internet debates'. We concern particularly on the language of chats, i.e. its characteristics, linguistic and paralinguistic features, and we try to find sociolinguistic phenomena, such as identity, community or social interaction, in this type of language.

The theoretical part is based on scientific studies. It focuses on defining a notion 'language of the Internet' in general. Besides the characteristics of this type of language, there is a description of research made on language on the Internet. Then types of the Internet-using situations are mentioned. These types differentiate by Crystal a Baron. Second chapter deals with language of chat debates. There is a definition of this notion and the way people communicate on the chat is described. In the theoretical part we can find a chapter 'Sociolinguistics and CMC' which explains the term 'sociolinguistics' together with its features and then poses questions: Could the social aspects of language be observed in CMC as well as in the real communication, especially in the language of chatrooms? This chapter deals with sociolinguistic features – identity, gender, community, multilingualism or social interaction. The last chapter describes features typical of the language of internet debates. We take into consideration

three levels of language description, i.e. lexical, syntactic and phonological point of view. In the next part of the last chapter paralinguistic features are described, for instance smileys, various abbreviated forms, or symbols.

The practical part is based on analysis of samples of two extracts (Extract 1 and Extract 2) gained from two different internet debates. At the beginning of this part, methodology, data collection and analysis, are described. The practical part is divided into two ‘chapters’. The first one deals with linguistic and paralinguistic phenomena, i.e. we try to find these phenomena in our samples. For this purpose, samples from the extract 1 are used. The phenomena are classified from the same point of view as in the theoretical part, i.e. phonological, lexical and syntactic elements. As for paralinguistic phenomena, a table with occurrences of smileys is given. Other paralinguistic features which occur in the samples are described. Participants in the chatrooms are usually creative as for using interjections; therefore a table of examples of interjections follows. The second chapter deals with analysis of sociolinguistic aspects. For this purpose mainly extract 2 is used. One dominant identity or person from the chat debate is chosen and analysed, i.e. we focus on his or her behaviour within the chatroom, language features, social interaction and the content of his or her contributions to the discussion. Does the participant reveal private information or is the information noncommittal? At the end of this chapter a short mention about behaviour in chatrooms follows. For this purpose we use extract 1 and 2.

Literature used for writing this thesis varies according to purpose to what it is used. For describing notions such as ‘language of the Internet’ or ‘language of chatrooms’ the book *Language on the Internet* by David Crystal or chapters by Naomi Baron or Susan C. Herring, significant linguistics, are used. When describing sociolinguistic approach, monographs by Meyerhoff and Wardhaugh or a chapter by Androutsopoulos are used. Not many linguists who deal with the Internet language devote to description of linguistic and paralinguistic features characteristics of this type of language. They usually mention them very briefly.

Therefore we use two diploma theses (Kloučková and Blakeman) in order to gain a basic overview of such phenomena.

At the end of this thesis findings are written and questions bellow are discussed.

Can we consider language of the Internet as a new language variety?

What are the linguistic and paralinguistic features of the Internet chat room?

What is the relationship between sociolinguistics and the language of the Internet?

Which sociolinguistic phenomena could be observed in chatrooms?

1. LANGUAGE ON THE INTERNET

In this chapter the term ‘language on the Internet’ is defined. A general overview of forms and types of computer-mediated communication is given in this section too.

The notion ‘language on the Internet’ refers to language which is “produced and displayed through computer-mediated communication (CMC)” (Herring 2008:1). According to Merchant (2001:295), CMC enables the connection of “sound, image and written text”, i.e. pictures, text and sound files could be all found on a web page. From a linguistic standpoint the text found on the Internet contains only “fragmentary language” with typographical mistakes, often without punctuation and coherence. (Baron 2003:4f.) She adds that in comparison to formal written language, language on the Internet is more casual. Language on the Internet differs from the written language in its principal features - graphic presentation, orthography, grammar, lexicology, organisation of the text or in phonetics and phonology (Crystal 2004:7ff.). Non-verbal or paralinguistic expressions could be counted as another feature of that characteristic.¹ It is necessary to realise that language on the Internet is varied as well as language oneself, i.e. the Internet language includes diverse styles of expressions such as speech, writing, regional dialects, scientific language etc.

Herring (2002:33ff.) describes some of the secondary effects of CMC. A few of them are mentioned in this paragraph. Contemporary researchers deal with “new forms of communication enabled by the Internet” (Herring 2002:141), i.e. how people living in different places communicate with each other and what is the social influence of CMC. Creators of the Internet see the biggest benefit of the Internet in free information exchange; under this condition so called *free speech* can develop. However, unlimited free speech causes various matters, for instance high-quality communication is converting to low-quality communication or

¹ For further readings about linguistic features of the language on the Internet see Chapter 4

antisocial CMC behaviour of participants (i.e. flaming, hate speech or sexual harassment) could appear. Herring defines *community* as another characteristic of CMC. Researchers hold the view that community is “something that arises only under certain conditions” (Herring 2002:142), i.e. it is formed by actions which create rulers and punishments. There is a positive and a negative *impact of CMC* on people. As the positive impact a psychological benefit (Deuel, 1996, cited in Herring 2002:143) or changing identity (Bruckman 1993; Danet 1998 cited in Herring 2002:143) could be seen. It was proved that Internet participants have more social contacts and they generally communicate openly (Hampton & Wellman 1999; Wellman 1997, cited in Herring 2002:143). On the other hand, participants who overuse CMC could become addicted to it, get into depression or alienated from face-to-face communication (Griffiths 1998; Stoll 1995, cited in Herring 2002:143). As another secondary feature *trust and cheat* is appointed. There are minor consequences, for instance changing identity, or major consequences, such as stalkers (D’Amico 1997; Federal Trade Commission 2000, cited in Herring 2002:144). According to Herring, people may not realise that interaction, even the one in chat rooms, is neither safe nor *private* and they release personal information which could be subsequently abused. Baron (2003:4f.) mentions a variedness of topics (i.e. we can find many texts of various focus) which belongs to another characteristics of this kind of language.

Herring (2008:2f.) grouped researches on language on the Internet into the five main areas. The first area is called *classification*. From this point of view, language on the Internet could be defined as a kind of language, which is found between speech and writing. Crystal (2004:28f.) sees a logical explanation for this – the scope of language on the Internet is large. He mentions language on the Web which does not differ from traditional use of writing. The texts, which are found on the Web, would be found like this “in their non-electric form” too; as for the stylistics, visual and graphical is the same too. On the other hand, language on the Internet appears in e-mails, chatgroups or virtual worlds. In these cases, the form of the language shows some main qualities of speech, i.e. time-governing, expecting or demanding an immediate response, transience, etc. *Structural*

features belong to another group. There are features such as typography, orthography, and neologism to be found. Crystal (2004: 34) adds features of prosody and paralanguage expressed by capitals, spacing, emoticons and other symbols for emphasis. Herring (2008:2) terms the other group as area of *discourse patterns*. Phenomena such as politeness, turn-taking, topic establishment, gender style or regional dialects belong to this group. Through Internet language *human behaviour* could be studied too. Each Internet activity (e.g. information exchange, making friends, or political debate) has their own characteristics, through which concepts such as collaboration, community, or trust could be explored. The last group is called *language and language ecologies* (Herring 2008:3), which deals with subject of expanding of language through the Internet. According to Herring, Internet enables faster spreading of English as well as other “large regional languages”, for instance Chinese and Spanish. However, due to the spreading of large languages, the smaller ones could be decelerated in their spreading. The number of people using English as a lingua franca is increasing, although the amount of English native speakers has decreased. Simultaneously with spreading of languages through the Internet, there are differences among languages and cultural contexts, including for instance structural features (emoticons), or gender patterns in online interaction. Crystal speaks about this issue in his contribution ‘*Is control of English shifting away from British and American native speakers?*’. He states that by rough estimation there are about 400 million people speaking English as a first language and about 1,500 Million non-native speakers, i.e. people who speak English as a foreign language. According to Crystal, non-native speakers of English are influencing the English language. The change of the language is caused mainly by contact and mutual influence. Any features of language may infiltrate into the mother tongue due to the process of learning English. Crystal states that most of the changes are made through Internet interactions (chatrooms, blogs and social networking sites). The key of the process of changing language through the Internet is that participants are anonymous, i.e. we do not know who they are or whether they are non-speakers or native speakers of English. It follows that a native speaker starts to use features of non-native English. Crystal concludes this issue with a statement: “The majority

usage in the non-native speaking world will eventually influence the minority usage in the native speaking world.”²

Baron (2003:12ff.) mentions types of CMC ordered according to “the extent to which they represent dialogue or monologue”. Other criterion is the difference between ‘asynchronous’ and ‘synchronous’ communication. As for the synchronous communication, it denotes “real-time communication”, whereas asynchronous communication means that “participants do not have the potential to interact together in real time” (Baron 2003:12). In the first group – ‘One-to-One Dialogue’ – for instance *email* (as a representative of an asynchronous CMC), *IM* (*instant messaging*, a synchronous form of communication) or *SMS* occur. To the second group – ‘One-to-Many Dialogue’ - belong for instance *listservs*³ (also known as mailing lists or distribution lists), *newgroups*⁴ (as an asynchronous communication), *MUDs*⁵ (Multi-User Dungeons, as a representative of a synchronous CMC) or *chat* (as a representative of a synchronous communication).

Contrary to Baron, Crystal (2004: 10ff) identifies five broad Internet-using situations, each of them having considerably different language. The first one is an electronic mail (*e-mail*), which is used to post messages between private mailboxes. Another situation is described as *chatgroups* - organised in ‘rooms’ and discussing a variety of topics. Crystal distinguishes between synchronous (taking place in real time) and asynchronous (taking place in postponed time) chatgroups. The fourth group covers *virtual worlds* (e.g. MUDs – see Baron’s classification above). *World Wide Web* (WWW) belongs to the last group, where documents or information in web pages are accessible for computers linked to the

² For the further reading see Chapter 3, part ‘*Multilingualism and Cross-Cultural Issues in CMC*’

³ “Internet mailing lists allow people with similar interests to communicate easily with each other via e-mail.”

<http://reporter.asu.edu/listserv.htm>, 2.3.2012

⁴ „A forum where subscribers exchange information about a specific subject by electronic mail.“
<http://www.thefreedictionary.com/Usenet+newsgroup>, 2.3.2012

⁵ „a computer game played over the Internet by several players at the same time“
http://oald8.oxfordlearnersdictionaries.com/dictionary/mud_1, 2.3.2012

Internet. In some web pages all these situations can be combined or one situation could be contained within another.

Defining of all the types of CMC could be written on many pages. Therefore this thesis focuses only on chat (chatrooms) as one of the representatives of a synchronous communication. The following chapters focus on description of this type of CMC and its features.

2. CHAT

In this chapter a brief mention of a historical development of chat can be found. Description and features of chat as one of representatives of synchronous communication are explained in the chapter too.

In the late 80s a programme known as Internet Relay Chat (IRC) was written by Jarkko Oikarinen, a Finnish student at the University of Oulu. He tried to improve a UNIX “talk” programme which was “an early version of chat”⁶ (Baron 2003:17). In the nineties, the IRC programme became well-known among people and other chat programs began to imitate IRC, which are accessible through Internet providers (e.g. AOL – America Online) or the Web (Baron 2003: 17f). Nowadays we can use programmes such as Skype, IRC, AIM (AOL Instant Messenger) or web sites offering chat services such as Facebook, Meebo, Icq or Windows Live Messenger.

In this type of CMC usually more participants engage. “They ‘talk’ to each other at the same time in a multi-party dialogue or polylogue while being physically distant” (Holmer 2008:1). There could be a dialogue only between two participants too (Crystal 2004: 151).

When there are two members in a chat, they type “simultaneously or in an overlapping mode” (Crystal 2004: 152). Crystal (2004: 151) uses Unix Talk (or UNIX) as an example of this kind of chat. Conversation is private. Even though there are only two participants, it could be difficult to follow their mutual conversation. To illustrate the core of this difficulty, Crystal gives an example of a dialogue debate:

“A sends message 1

B starts to reply to message 1

⁶ Unix „talk“ programme allowed „multiple users to engage in instant messaging“. (Baron 2003:17)

A sends an afterthought to message 1 while B's reply is still coming in
A reacts to B's reply
B reacts to A's afterthought
B makes another point
etc." (Crystal 2004: 152)

Some chat services divide the screen into two parts, i.e. messages of the first user can be seen on the top of the screen, whereas messages of the second participant are set on the bottom of the screen (Crystal 2004: 153).

Paolillo (2001:182ff.) defines 'Internet Relay Chat'⁷ as interactions which take place on servers which offer chat service (note: equally a chat of two members).

Users are obliged to select a nickname ('nick') if they want to join a channel. Crystal (2004:159f.) says that a nick name could replace the real name or just improve it – but there are usually some limitations introduced by the system. A nickname is not permanent, i.e. a user can select a new nickname each time they join a debate. By means of a nick participant's personality is expressed. Unlike a first name, we can choose whichever nick we want. As for the form of a nickname, "words or phrases, sense or nonsense" may be used (Crystal 2004: 161). Participants "play with the typography or morphology, producing linguistic creations of sometimes virtuoso quality" (Crystal 2004:161). Examples are drawn for the extract 1 and 2: <PrettyLittleLady>, <mooski>, <thepunisher>, <princess keli>, or <M@rcu\$>

After selecting a nickname, participant connects to a server and 'joins' the chat (Paolillo 2001:182). Crystal (2004:151f.) adds that after joining the chat, the user chooses a channel (chat room) there. Chat rooms deal with various topics such as a country, an age group or a hobby. A new chat room or channel can be created by the user too, in this case the user is regarded as an operator (op) of the channel,

⁷ A form of multi-participants CMC

having absolute control over his channel and taking new participants or banning a current user of the channel.

Paolillo (2001:182f.) says that after these actions the user can see messages of other participants in the channel or chat room. Messages are ordered on a screen according to the time they were put on, i.e. the older ones at the bottom of the chat site and the newest one go upwards. When displaying a message on a screen, a nickname is set within angle brackets, for instance <sunny>. Messages containing changes in users' statuses, for instance joining or leaving a channel, are displayed with three asterisks at the beginning of the line. There is a single asterisk at the line beginning when "a user types '/me' followed by some text" (Paolillo 2001:183), what appears as A is doing something (e.g. A walks slowly). These actions, i.e. with a single asterisk or three asterisks, are shown in third person singular with a nickname at the beginning of the message, for instance *Gujju laughs (line 26). Participants' messages are overlapping, i.e. "messages from one exchange is interrupted by another" (Crystal 2004:158). Example is given from the extract 1:

184 **host_TEDDY**: aldi 🤔
185 **sparkle_star**: fine pricess
186 **pink apple**: it is different.
187 **sparkle_star**: how r u princes
188 **princess keli**: i am good ty hows u
189 **Niren**: u r the only one pink apple haha
190 **sparkle_star**: m fine,
191 **PiyushMehta**: hi princess keli
192 **pink apple**: hahahha !!! yes
193 **princess keli**: teddyi keep being poked on fb 😄

According to Paolillo (2001:5), multi-participants interaction or membership is fluid, i.e. a participant leaves a chat room to deal with his real life whereas another one resumes and keeps relationship, which has started there. Paolillo sees

individual identities instable too. User can change his or her nickname whenever they want and, furthermore, some people can “mask their real-life identities by using servers that allow them to conceal or falsify identifying information” (Paolillo 2001:184). Crystal (2004:153f.) agrees with Paolillo when saying that in this kind of interaction we do not know who the people involved are, how they will react to our message or what gender they are because a nick is often indistinct.

Messages of participants are usually short, Paolillo (2001:184) writes about an average between three and six words per turn and Crystal (2004: 156) gives an average of 4,23 words per contribution. According to Crystal (2004:157), the words themselves tend to be short, mostly monosyllabic. Why the users use largely short monosyllabic words? Crystal answers the question with simple explanation – “short utterances help to promote rapid distribution and enable the conversations to take on more of a real-time dynamic” (Crystal 2004:157).

As for the topics discussed, Crystal (2004:162f.) they can change very quickly in synchronous conversations. When conversing, users usually note something to the topic of a chat group and others members may or may not respond to this remark and so change the original topic of the group. The original topic may never get back in unmoderated channels. The other thing is that many topics are discussed parallel within various pairs of participants.

Paolillo (2001:185) describes a social network of chat as a parallel of a “neighbourhood-based real-life social network”. A user spends particular time in a day communicating with someone on chat what could response to the time which the user spends communicating with someone face-to-face. In both cases people are creating social networks and relationships. It is necessary for every new user (‘newbie’) to establish a stable relationship with a regular participant, or to learn from regular members how to communicate and behave properly. Crystal (2004:168) adds that there are etiquette files in domains which usually warn users

about “flaming, harassment, abusive language, spamming, and advertising” (Crystal 2004:168) and the same measures for privacy and security.

Crystal (2004:168f.) describes the main sense of chat or chatgroup not as a place of facts and information but as “a person-to-person interaction” with its social character. There are personal opinions and attitudes conveyed and people can react to it. From a linguistic point of view, Crystal considers the level of language used in chat as primitive state. People write spontaneously what leads to “remarkable linguistic versatility” (Crystal 2004:170) within common people.

3. SOCIOLINGUISTICS: CMC AND CHAT

This chapter deals with sociolinguistics as a part of a scope of linguistics. A short overview of sense and tasks of sociolinguistics helps us to understand the essence of this branch of linguistics. Before we elaborate on various aspects of sociolinguistics which might appear in Internet communication, there are a few questions that need to be answered – Could the social aspects of language (such as differences between groups or sociolect⁸) be observed in computer-mediated communication as well as in the real communication? If some of these aspects exist in CMC too, is there a chance to find any of these matters even in the language of chat rooms?

Due to large scope of interests the notion ‘sociolinguistics’ is very hard to define. Quite extensive scale of topics of sociolinguistics elaborated by sociolinguists and different methodology used in their work is caused by this phenomenon. (Meyerhoff 2006:1) How could the term ‘sociolinguistics’ be defined narrower? First, it is necessary to realise that people “acquire several identities as they participate in social structure” (Crystal 2004:366), i.e. there are various social groups demanding various social roles (Crystal 2004:366). Then the work of sociolinguists could be defined as an attempt to describe notions such as “identity, power, class, status, solidarity, accommodation, face, gender, politeness etc.” (Wardhaugh 2006:10)

According to Wardhaugh (2006:10f.), sociologists should find relationship between language and society and then solve the question of mutual interaction between linguistic and social structure. He mentions a range of relationship between language and society. There are four kinds of those relationships. The first relationship states that it is the *social structure* which “influences or determines linguistic structure and/or behaviour” (Wardhaugh 2006:10), i.e. it is

⁸ Oxford Advanced Learner’s Dictionary defines the term ‘*sociolect*’ as “a variety of a language that the members of a particular social class or social group speak”
<<http://oald8.oxfordlearnersdictionaries.com/dictionary/sociolect>>, 16.3.2012

the influence of social, regional, and ethnic origin, or certain social requirements which affect the particular way of speaking. The second one, on the contrary, claims it is the *linguistic structure* which may influence or determine social structure. The author adduces an example of Whorfian hypothesis – “the structure of a language influences how its speakers view the world” (Wardhaugh 2006:222). A third type of relationship states there is mutual influence of language and society. The fourth case rejects any relationship between both structures, i.e. there is independence between them. For our purpose first type of relationship, i.e. the situation when varieties of language and conversational rules are explored, is used. Description and characteristics of the main aspects of language varieties appear in subsequent paragraphs. At each phenomenon we try to answer a question ‘Could this phenomena be found in computer-mediated communication, especially in chat conversation?’.

Androutsopoulos (2006:421) highlights ‘*community*’ and ‘*identity*’ as important aspects of computer-mediated communication. As for other features of sociolinguistics in CMC, she describes that “language variation online is patterned by age, gender and region”, Baron (2003:22) adds furthermore educational level and language skills (e.g. among non-native speakers). However, these features could not be studied easily. Anonymity in CMC caused that researchers have to assume the reliability of information about participant gender, age, geographical location etc. In the following part of this chapter the two main aspects of CMC, i.e. community and identity are explained (Androutsopoulos 2006:421).

3.1 Community

Sociolinguists use a term ‘speech community’ as it exists in the real world (Wardhaugh 2006:119ff.). Wardhaugh sees speech community as a group, i.e. it has more than two members and members of a group meet for some reason (social, political, occupational etc.). How community is important as the whole depends on its members, i.e. if they take their participation in community seriously or not and how far they accept its rules. Communities could be seen

from many standpoints, for instance using only one language in the group, its relationship with other communities, etc. Member of the community should share some kind of common feeling about linguistic behaviour within the community (linguistic norms).

In comparison to the concept of 'community' in pure sociolinguistic view, Androutsopoulos (2006:421) mentions Rheingold's definition of virtual communities as a significant one for understanding. Rheingold defines this type of community as "social aggregations that emerge from the Net when enough people carry on [...] public discussions long enough, with sufficient human feeling, to form webs of personal relationships in cyberspace" (Rheingold 1993:5, cited in Androutsopoulos 2006:421). Androutsopoulos' explanation proceeding from this concept gives us main characteristics of the notion 'virtual community', that is fluidity and indeterminacy. A shortage of "physical proximity, stable membership, long-term commitment and social accountability" belongs to secondary characteristics of social conception of these communities (Androutsopoulos 2006:422). Lazar and Preece (1998:1f.) define additional community attributes included in the online community, for instance "a shared goal or interest that provides the reason for being a part of the community, intense interactions and strong emotional ties, share activities between community members, access to shared resources, support between community members or social conventions". Another feature of virtual community is 'boundedness'. Wellman (1997, cited in Lazar, Preece 1998:2) states that boundedness is "a sociological concept, which relates to how many social relationships remain within the defined population of a group or community." He describes 'tight bounded community' where most of the social relationships happen within members of the community, for instance a company could have a computer network which is not connected to the Internet due to security reasons. On the other hand, in 'loosely bounded community' more social relationships are found in communication with people outside the community. He adds that a community itself may decide on the 'level of boundedness', i.e. it may have registration requirements and so not allow outsiders to join.

Could we find any community in synchronous CMC? In my view we can. As a definition of chat room express⁹, that ‘area’ could be replaced by community. Furthermore, it meets features of virtual communication, such as communication with other members or shared topic or interest.

3.2 Identity

According to SIT (Social identity theory), people “identify with many personas at different time and places and in different contexts” (Meyerhoff 2006:71). There are two types of identities to be distinguished – a personal identity and a group identity. In comparison to Meyerhoff (2006:71), Thurlow, Lengel and Tomic (2004:96) distinguish personal, i.e. how we consider ourselves, and social identity, i.e. how other people consider us.

We focus more on a personal identity. It is not possible to see a personal identity without its role within interaction, i.e. even if we act as individuals, our conduct is still more or less seen as group’s behaviour.

The same stands for computer-mediated Communication (Wang, Walther, Hancock 2009:59). People act as individuals or in accordance with group identity. There are two main perspectives to describe identities. The first one is called interpersonal or small-group identity, which happens within the group, among members of a group, i.e. they may ignore other communities. The other variant of identity which is described as deindividuation, i.e. members adopt a social role of whole group and focus on ‘intergroup’ relations. (Wang, Walther, Hancock 2009:60). Danet (1998, cited in Androutsopoulos 2006:423) states, the identity (as an aspect of CMC) could be seen as a ‘mask’ participants use to hide or change their real-life identity. Changed identity grants users freedom and anonymity. Whatever identity a participant has, it is necessary to mention a few issues which

⁹ an area on the Internet where people can communicate with each other, usually about one particular topic (Oxford Advanced Learner’s Dictionary, <<http://oald8.oxfordlearnersdictionaries.com/dictionary/chat-room>>, 17.3.2012)

develop together with identity, i.e. to accept the language of a group, the possibility of explicit self-disclosure and particular role within the group (Androutsopoulos 2006:423).

Androutsopoulos states that identity and gender are usually put together in research. That is easy to understand while our personal identity is shaped by gender and therefore a small chapter called 'Gender' follows the part about identity.

3.3 Gender

When determine gender of participant we must be aware of existence of nick names that are unclear about gender and they are rather neutral (Herring 2000). However, as Herring states, we can distinguish man's writing from woman's writing due to features typical for each style of writing. These features include almost the same ones as in face-to-face communication, i.e. assertiveness, politeness (and rudeness), typed representations of smiling and laughter, use of vulgar words etc. Where are the differences?

By women, she highlights use of "more hedges and politeness markers and [...] supportive attitude towards their addresses". On the other hand, men have tendency to use stronger statements, "violate conventional politeness norms" and be more rival or compete to participants (Kapidzic, Herring 2011:39f.).

As for the synchronous communication (chat), Herring states that in synchronous CMC genders are more equal, "males and females tends to participate more equally in chat environments", i.e. the number and average length of message is equal. Cherny (1994, cited in Herring 2000) mentions that female use mostly neutral and affectionate verbs (e.g. 'hugs' or 'whuggles') while male use often violent verbs (e.g. 'kills'). According to Herring, females type more often representation of smile than males (cf. asynchronous CMC)

3.4 Multilingualism and Cross-Cultural Issues in CMC

Multilingualism could be counted as another feature of sociolinguistic in computer-mediated communication. According to Androutsopoulos (2006:428), there are two different trends in researching multilingualism on the Internet.

The first one highlights English as dominant language (*lingua franca*) all over the world because English dominates the Internet as native language as well as language of available websites. As it stated in Androutsopoulos (2006:428), some research show favour of English among not English native speakers in circles of professional communication in multilingual networks. To this Androutsopoulos' statement Baron (2003:7f.) adds that engineers create translations from or into English language as the text make multilingual. However, we must be aware, that non-native speakers of the English language who use English in the Internet communication do not have to “understand complex grammatical constructions, idioms, or less common vocabulary”.

However, there is another opinion which appears in recent research – that is the weakening dominance of English which become replaced by other languages.¹⁰ Then we talk about the so called ‘language diversity’ (Androutsopoulos 2006:428). The advantage of the language diversity on the Internet rests in an affording “small languages an increase in written language domains, and endow them with prestige by demonstrating their compatibility with technology and modern communications media (Androutsopoulos 2006:429). Nevertheless we have to expect that not all language users participate actively on CMC due to lack of computer technology. Why is an decrease of English dominance coming? Kelly-Holmes' findings (de Swaan 2001, cited in Androutsopoulos 2006:429f.) give us an answer to this question. According to her, English (‘hypercentral’ language) is substitute less with ‘supercentral’ languages (Spanish) and more with ‘central’ language, for instance Finnish. This happens as an effort of “extent

¹⁰ Statistics made by ‘Internet World Stats’ support this statement. See Appendix 1.

global brands” to be able to address consumers effectively and it follows that they actually support linguistic diversity on the Internet and contribute to that phenomenon.

Baron (2004:9) explains the cross-cultural phenomenon – there are differences between formal style and style of face-to-face communication which appear in many cultures. However, participants in the Internet communication are uncertain about appropriate linguistic rules. The other problem is that even native English speakers coming from various cultural backgrounds have different rules of the Internet communication. As the last issue Baron mentions non-native speakers of English and their convention which differs and could have for instance rude impression on a native English speaker.

3.5 Social interaction

Androutsopoulos (2006:426) states that social interaction is studied as “a resource for the in situ management of self-presentation and interpersonal relationships”. Among examined features of computer-mediated communication for instance the establishment of interactional coherence and participation framework”, politeness when conversing, play with language, dialect variants, “style-shifting¹¹ and code-switching¹²” (Androutsopoulos 2006:426).

Kim (2000:15) highlights ‘Cues-Filtered-Out theory’ (produced by Sara Kiesler ed.) as one of the most dominant perspectives on social interaction in CMC. This theory describes that there are “lacks physical and social cues, [in CMC] which fosters anti-normative and uninhibited behaviours”. Other thing is that participants

¹¹ Meyerhoff (2006:28) defines the term ‘*style-shifting*’ as “Variation in an individual’s speech correlating with

differences in addressee, social context, personal goals or externally imposed tasks.”

¹² Oxford Advanced Learner’s Dictionary defines the term ‘*code-switching*’ as “the practice of changing between languages when you are speaking “ <

<http://oald8.oxfordlearnersdictionaries.com/dictionary/code+switching> >, 17.3.2012

have to communicate without using “gesture, voice tone or facial expressions” (Kim 2000:15). Kim adds that shared norms and standards are missing in CMC too. However, this lacks of features of face-to-face communication enabled equality among interlocutors provided by anonymity. Communication could be then more democratic due to withdrawing of social positions, furthermore due to “the absence of social barriers [...] people express themselves more openly” (Kim 2000:15).

In this chapter, the issues of sociolinguistic and computer-mediated communication are described. In a practical part, identity and behaviour when conversing are explored in extracts collected in chatrooms.

4. LANGUAGE OF 'INTERNET DEBATES'

One of the characteristics of synchronous chat is its similarity to spoken language. Blakeman (2004:42) confirms that the spoken variety of language has strong influence on the language of chat debates. According to him, words are “very colloquial” and informal. This could be compared to the situation when people used to write on the basis of how they spoke, before there was a standardization of spelling rules (Blakeman 2004:40). However, the only form of communication is written language. It follows that users have to use the keyboard to express what they want to say to each other through symbols and letters. Paralinguistic aspects of face-to-face communication cannot be expressed in the same way as in live communication, and therefore participants have to use various symbols for this purpose. (Kloučková 2010:76).

Synchronous interaction displays significant linguistic changes (Crystal 2004:130). As stated earlier, the Internet language stands on the border between spoken and written language. It follows that special features appear in the Internet language. Kloučková (2010:46) adds that the traditional rules in language are broken in order to communicate faster and more effectively. In the following paragraphs some examples are adduced.

Smileys are an example of paralinguistic features which could be found in Internet situations (CMC). Crystal defines smileys as “abbreviations and colloquial elisions”, “transcription of emotional noises”, “filled pauses” or “comic-book style interjections” (Crystal 2004:164).

As for the syntactic peculiarities, there are “highly colloquial constructions and non-standard usage” in the Internet language (Crystal 2004:165). We can find grammatical patterns typical of dialects or restricted to certain genres. There is an absence of “internal sentence punctuation and final periods but question-marks and exclamation-marks tend to be present”. Contracted forms appear without apostrophe or with no capitalization (even for ‘I’).

From a lexicological point of view, Crystal mentions in his book *Language and the Internet* so called ‘nonce-formation’ as another feature of this type of language. What should we imagine under this notion? Crystal describes words created to fill an immediate communicative need of users, for example “what a unifreakiversitynerd” or “dead-slow-and-stop computer” (Crystal 2004:165). Another lexical innovation proceeding from the Internet language is new jargon, for example *bamf!* (used for marking final utterance of user when leaving a live group).

Typographical and spelling mistakes, i.e. phonological features, are common in the language of synchronous CMC too.

In the following text, three main areas of linguistic phenomena, which can be found in the synchronous computer-mediated communication (chat), are studied. Then a chapter about paralinguistic features in chat communication follows.

4.1 Phonological point of view

Participants of chat sometimes use similarities between homophones in order to replace one word by another, usually the shorter one, for example ‘how r u’, where ‘r’ substituted ‘are’ and ‘u’ replaced ‘you’. Sometimes a combination of letters and numbers can appear, for example ‘l8er’. Another phonological phenomenon could be unintentional misspelling of words, or misspelling of words of foreign origin. In this small chapter phonological features occurring in chat communication are discussed. As stated in Blakeman (2004:30), people use an existing language in new and creative ways (of course with breaking the rules of written language). Despite limitations of keyboards they “invent a new lexicon”.

As it was outlined in preceding paragraph, one of the phonological features is *spelling innovations based on homophony* (Kloučková 2010:47). Kloučková classifies both *phonological reduction* and *compounds of letters and numerals*

(Blakeman (2004:28ff.) in this area. First phonological reductions are mentioned. According to Blakeman (2004:28), chat participants constantly find ways how to limit the extent of words. It means, that the “whole words are often reduced to a single character that is phonetically representative for the word itself” (Blakeman 2004:28). Although the users remove letters from a word they keep the word in a form that is understandable to other participants. Kloučková and Blakeman adduce some examples: ‘I want **sum** @ 22’, ‘im listen to **dis** song’ (Kloučková 2010:47), ‘y’, (Blakeman 2004:28). Compounds arising from a combination of letters and numbers are created on the same basis as reduced words (Blakeman 2004:30). There are a few examples mentioned in Kloučková (2010:47): ‘nice1 72’, ‘how r u doing **2DAY**’, and in Blakeman (2004:30): ‘c u **l8er sk8ers**’, ‘I REALLY H8 ...’. As stated in Kloučková (2010:47), this phenomenon alters a language into an informal, creative and playful form. This form of language makes an impression of ‘taking part in a spoken interaction’. The reason for the use of word reduction or combination of letters and numbers is simple – time and space (Blakeman 2004:28ff.). Participants want to write quickly in order to be able to respond immediately in chat conversation. According to Blakeman, there is another reason for it. That is to read out ‘new’ words like spoken language which approximates Internet language to spoken language.

Another phonological phenomenon is described in Kloučková (2010:49) as *Spelling Mistakes and Typographical Errors*. In this case “unintentional spelling mistakes are commonplace due to the pressure for quick interaction and to the evanescent character of the communicative situation” (Kloučková 2010:49). Words are spelled badly due to an effort to write quickly. There is sometimes reaction to the misspelling words from other participants who noticed the mistake. Kloučková adduces an example of the word ‘lamborghini’ which was misspelled by one discussant and was afterwards corrected by others. On the other hand, the misspelling could be done intentionally, i.e. it is a sort of agreement among members of the group. (Crystal 2004:165). The newcomer adjusts quickly to the new spelling and starts to use the new misspelled words too.

4.2 Lexical point of view

This short chapter deals with ways in which participants in chat invent new vocabulary in English. Crystal (2001:130, cited in Kloučková 2010:46) supports this statement as he says: “it is the synchronous interaction which causes most radical linguistic innovation”. The reason for these innovations could be the same as in previous case – participants want to save space and respond quickly to a conversation. Blakeman (2004:31f.) adds that writing in chat could be understood as a “sort of competition” (Blakeman 2004:31), i.e. the participants who “use the most creative and unique forms of spelling will be the ones with the social prestige within the chat room” and, furthermore, they attract most attention (Blakeman 2004:32).

The first group of lexical phenomena includes *acronyms*, *initialism*, and *graphic abbreviations*. Acronyms are defined as words created from initial letters or syllables of series or part of words and pronounced as one word. Initialisms are formed from initial letters and are pronounced as a sequence of letters. Graphic abbreviations are the last feature. It is defined as shorted word in writing. As stated in Kloučková (2010:50), abbreviated forms often express action, for example “*LOL* (laughing out loud)”, and some phrase, for example “*TY* (thank you)” (Kloučková 2010:50f.). In the chat conversation, distinguishes conventional abbreviations or symbols, such as “5’5” (five feet and five inches)”, “\$27/hr”, “*Sat*”, “*Sun*”, and abbreviations which are characteristic of a particular chatroom appear (Kloučková (2010:49f.). Members of a group create themselves abbreviations and they are the only ones who know their meaning, i.e. a potential newcomer must be familiarized with them and so to become a member. Abbreviations could stand for the whole sentence (Crystal 2004:50), for instance *WDYS* (What did you say?). Baron (2003:21f.) adduces example of an abbreviation restricted to a particular group; “*pos* (parent over shoulder)” appears in messages of American teenagers when a parent of one of them was in the room where they were writing. The aim of the acronym was to warn the other one that they cannot write openly for some time.

Participants of chat communication employ abbreviations in order to save time and space because there are often restrictions in “the number of characters that can be transmitted in single message” (Baron 2003:21). The other reason for it is that a participant wants to show his mastery in using abbreviations in chat communications and so somehow indicate group membership.

According to Baron (2003:22), there is no one who knows the whole lexicon of abbreviations due to their transient nature, i.e. they arise and can disappear quickly.

Usage of *colloquial words* (Blakeman 41f., Kloučková 2010:51) is the next characteristic feature of the vocabulary used in CMC. According to Blakeman, participants in chat communication spell words in a highly colloquial way and use “contracted forms of spelling” such as “*wanna*” or “*dunno*” (I don’t know). This happens due to an influence of the spoken variety of language. Kloučková adduces some examples: “*byes*”, “*yeah*”, “*nope*”, “*thingy*” (2010:51), or “*yer*” (you are, are you), “*sup*” (what’s up), “*whatcha*” (what are you) etc. as well as Blakeman (2004:41f.): “*New Yawk*”, “*wat*”, “*plz whispa*”, “*boyz*”, “*luv*”, etc. The aim of a use of colloquial words and informal language is to set a “spontaneous speech style, which reads like speech.” (Blakeman 2004:42).

4.3 Syntactic point of view

It is necessary to realise that we are dealing with non-standard use of language. This results in shortening or omitting anything which is not important. Participants in chat conversations omit articles, auxiliary verbs, personal pronouns or they do not inflect or conjugate (Kloučková 2010:52).

First group of syntactic phenomena is described as *elliptical contructions* (Kloučková 2010:52). Participants in chat debate often do not write any subject, particularly when a subject is expressed by personal pronoun, such as ‘I’ or ‘you’. However, we are able to discover the pronoun from grammatical or conversational context. Kloučková (2010:52) mentions roles of “copula, auxiliary, and indefinite

articles” – these are often semantically very weak and therefore they are omitted. There are some examples of deletion of subject: “*Just got busted by my boss*” (Blakeman 2004:32), “*yow, am going to hit that road mahn*”, “*what u up to*” (Kloučková 2010:52). Blakeman (2004:32ff.) states that omission of subject pronouns is caused by the need for abbreviation but more important is the “nature and features of an Internet chat programmes”, i.e. there are nicknames according to which users know who is writing. Participants are not therefore confused with contributions of other members.

Another is classified as *Inflection dropping* (Kloučková 2010:52f.). In this case, there are words without inflectional morphemes, words which do not express grammatical categories or words with new inflections. Crystal (2004:165) adds that we can find non-standard concord between subject and verb in chat debates too. Participants usually use bare infinitives or shorter versions of inflectional morphemes, such as ‘-in’ instead of ‘-ing’, or ‘d instead of ‘ed’ (Kloučková 2010:52f.). Kloučková adduces examples: “*she work at shop nbc?*”, “*im controllin like that*”, or “*probably because i’ve iggy’d so many*” (ignored).

4.4 Paralinguistic Features

Last part of the chapter ‘Linguistic Features’ concerns paralinguistic features. Due to “lacks of facial expressions, gestures and conventions of body posture and distance” which are very important in face-to-face conversation, there must be created ways how to express all these issues in the Internet communication (Crystal 2004:36). Participants use smileys or emoticons, interjections, distinctive graphology, repeated punctuation, or other symbols in order to convey “accent, intonation, volume and stress” or gesture.

Smileys, or *Emoticons* belong to the first group of paralinguistic phenomena on the Internet. Crystal (2004:36ff.) defines these features as a “combinations of keyboard characters designed to show an emotional facial expression” (Crystal 2004:36), usually combination of punctuation marks, sometimes with letters or

numerals (Baron 2003:20). Users write them after the final punctuation mark of a sentence and they are usually read sideways. Smileys can be misunderstood on their own, on the other hand, a participant can cause misinterpretation, or not precise understanding of his or her contribution when using no smileys. Baron (2003:21) says that there is a number of emoticon lexicons in the Internet language and new smileys are still arising, for instance in groups of students from a particular school. Baron (2003:21) adduces some examples of emoticons: “:-) (happiness, humor), :-((sadness, displeasure), :-o (shocked, amazed).

In some utterances *Interjections* (Kloučková 2010:55f.) are used which should give an impression of sounds which may appear in face-to-face communication. Crystal (2004:88) describes this feature as a “use of varying numbers of vowels and consonants, depending on the ferocity of the emotion”. Besides acronyms, creative onomatopoeia can expressed laughter (Kloučková 2010:56), horror, shock and the like (Crystal 2004:88). There are some examples: “*ohhhhhhhhh i remember you*”, *cyu later shirlie baby!!! Mwah*” (Blakeman 2004:40), ‘*Wow. Mine are prittier*’, “*short leash, huh?*”, “*hehe*” (Kloučková 2010:55f.) or “*yayyyyy*” (Crystal 2004:88).

Other group is called *capitalization* (Blakeman 2004:37ff., Kloučková 2010:55). As stated in Crystal (2004:87), on the basis to “save a keystroke” participants in chatrooms use lower case; therefore capitals are used only as a “strongly marked form of communication”. If someone writes a whole message in capital letters other participants would comprehend it as “shouting” in general Internet chatroom etiquette (Blakeman 2004:38). The aim of writing words in capitals is to emphasise them and their meaning (Crystal 2004:87). There are some examples of capitalization: “*I’ve told you before, armani, GO TO A DOCTOR.*” (Blakeman 2004:34), “*i dont like work THAT much*” (Kloučková 2010:55), or “*This is a VERY important point.*” (Crystal 2004:87).

Next group contains using of *multiplied characters* (Kloučková 2010:55). In this case, prosodic features are substituted by reduplication of letters or punctuation

marks. Participant uses multiplied characters in order to emphasise his or her utterance. According to Blakeman (2004:40), reduplication of letters approximates the language of the Internet to the spoken variety because we read it as it is a spoken language. Kloučková (2010:55) gives some examples: “*i got my nails done today... sooo pretty*”, “and “*i hhaaaaatttee it*”, or “*And i missed you!!*”.

The last group to be mention is created by various *symbols* (Kloučková 2010:56). For instance, an utterance place between asterisks expresses what the user is doing now, for example **shakes head** (Kloučková 2010:56). Dashes or hyphens usually should emphasise the word. Some symbols are called “graphic euphemisms” (Crystal 2001:27, cited in Kloučková 2010:56). These symbols express indirectly the meaning of a word, for example “*well i work with a bunch of f*cktards*” (Kloučková 2010:56). Blakeman (2004:49) adds that there are symbols in the Internet language which “simulate pauses and pace of real time conversation”, for example “*yeah...the same...but was happy for kstate*” (Blakeman 2004:49).

This chapter gives us the overview of linguistic and paralinguistic features in the language on the Internet. In the practical part, there is an analysis of utterances which come from chatrooms. The list of emoticons and abbreviations can be found in appendixes.

5. METHODOLOGY - DATA COLLECTING AND ANALYSIS

5.1 Methodology

The title of this paper specifies the particular issues which need to be examined – that is linguistic and paralinguistic phenomena and sociolinguistic features in CMC. For our purpose of data analysis a method elaborating language corpora is chosen, which enables us to explore linguistic and paralinguistic features introduced in the theoretical part and study identities of participants and their behaviour when conversing. In *Oxford Advanced Learner's Dictionary* a corpus is defined as ‘a collection of written or spoken texts’¹³. We use two extracts with various numbers of samples. One sample represents one line (or one contribution of one participant) of the Internet conversations. Extract 1 comprises 125 (including information statements) samples used for the purpose to examine linguistic and paralinguistic features. Extract 2 gives us 408 (including information statements) samples enabling us to explore creating identity and behaviour of participants within the chatroom. For this aim the extract 1 is used too.

5.2 Data collection

The data was collected in two chatrooms. Some chatrooms have certain ethical rules which do not enable publishing of data originating from a chatroom. However, if we use collected data only for study reasons the permission is not necessary (Blakeman 2004:13). And, if the participants were by informed about the linguistic exploration, their behaviour could be unnatural or not the typical one of chatrooms. It is necessary to realise that a chatroom is open environment to everyone and that nicknames enable to user to show their real identity behind it. We cannot gain the record of the whole conversation because it is open 24 hours per 7 days (Blakeman 2004:13f.). When collecting the data, I enter in the

¹³ <<http://oald8.oxfordlearnersdictionaries.com/dictionary/corpus>>, 4.4.2012

chatrooms under the nickname ‘amygreen’ or ‘amygee’. With this nickname I stay undiscovered.

5.3 Data analysis

The collected data are analysed from two points of view. The first one takes into consideration aspect of the Internet language, i.e. linguistic and paralinguistic features. In the extract 1, samples of those features mentioned in the theoretical part are found and then explored and commented. We describe these patterns as well as patters newly discovered or not mentioned in the theoretical part. At the end of the analysis of linguistic phenomena characteristic of the Internet language a table of emoticons or smileys follows as well as a table with examples of interjection use. The second point of view comprises sociolinguistic features – i.e. identity and behaviour – on the Internet communication. Extract 1 and Extract 2 are used for this purpose of exploration. We observe how users gain their identity on the basis of their contribution they write and of their behaviour. Another feature – behaviour is shortly described in a sense of approving or disapproving various types of behaviour.

6. ANALYSIS OF LINGUISTIC FEATURES.

6.1 Phonological elements

- 3 **PrettyLittleLady:** im scottish and i aint dilusional
- 4 **jaynie:** yes matt but wot u got in ur garden lol
- 6 **jwala(9052351845):** Adisor Wat Abt U. Wat Do u DO
- 8 **xxMichellexx:** are disfuntional
- 30 **Advisor:** You're a doofus solo i sware to god lol
- 54 **xxMichellexx:** scottish accent's are ghottoe first one ive heard yewwww
- 60 **xxMichellexx:** mean's kooool awesome amazing
- 74 **jwala(9052351845):** jeynie Wer R U From

These samples represent a phonological aspect of the Internet language. The phonological aspects are mainly reflected in the way the spoken forms of words influences the written form.

- In the *sample 3* we can see a type of misspelling or typographical mistake. Correct version is *delusional*.
- *Sample 4* represents phonological reductions or spelling innovations which are based on pronunciation. In the right way a user should write *you* and *your*, as well as *what* instead of ‘wot’
- In *sample 6*, phonological reductions in the questions ‘What about you?’ and ‘What do you do?’ could be found. There is a combination of phonological and paralinguistic features. In this sample the question lacks question marks at the end, i.e. punctuation is missing.
- *Sample 8* gives us another example of typographical mistake. Instead of *disfuntional* ought to be written *dysfunctional*.
- In *sample 30*, ‘Advisor’ wrote a word *swear* incorrectly. In this case it is a spelling mistake.

- *Sample 54* represents a typographical mistake. The user wanted to write a word *ghetto*¹⁴.
- In *sample 60* we can see innovative version of the word *cool*. The new word was created on the basis of pronunciation. In this case phonological and paralinguistic aspects are combined.
- *Sample 74* gives us many cases of phonological innovations. The user ‘jwala(9052351845)’ addresses the participant ‘jaynie’ using spelling of name of addressee incorrectly – jeynie. In this sample, there is a question ‘Where are you from?’ phonologically reduced, i.e. ‘Wer’ instead of ‘where’, ‘R’ substitutes ‘are’ and ‘U’ replaces ‘you’. In this case we can find phonological innovations combining with paralinguistic features. A question mark is missing at the end of the question.

6.2 Lexical aspects

- 4 **jaynie:** yes matt but wot u got in ur garden lol
- 5 **xxMichellexx:** okay English Ladie's
- 15 **Advisor:** LMAO solo
- 46 **mooski:** i got my mic on just can't get my cam workin on google chrome
- 56 **Advisor:** i think some one wants to hump your leg
- 58 **Advisor:** wb shenny
- 69 **jaynie:** ffs perv hour
- 81 **Shennington:** Im goodsies pretty How are you? :D
- 102 **PrettyLittleLady:** hey ish :) how you doing?
- 105 **Ishtar:** hey pretty!
- 115 **Advisor:** dw about it

These samples represent a lexical standpoint of the Internet language.

¹⁴ (see Appendix 2 – Extract 1, sample 59)

- *Sample 4* gives us an example of an acronym, or initialism. In this case an acronym ‘lol’ is used. This acronym means ‘laughing out loud’.
- *Sample 5* adduces an example of colloquialism.
- In *sample 15* an acronym ‘LMAO’ appears. The acronym expresses ‘Laughing my ass off’.
- *Sample 46* represents two examples of abbreviations – ‘mic’ which means *microphone* and ‘cam’ which stands for *webcam*.
- In *sample 56*, we can see a word *someone* which is written incorrectly, i.e. split into two parts.
- *Sample 58* gives us another example of an acronym – ‘wb’ which means *welcome back*.
- In *sample 69* we can find an acronym ‘ffs’. This acronym expresses ‘*for fuck’s sake*’. The abbreviated word ‘perv’ means ‘*pervert*’.
- In *sample 81* an example of colloquialism is shown.
- *Samples 102* and *105* express special type of abbreviations. In this case, both ‘ish’ and ‘pretty’ refer to nicknames ‘*Ishtar*’ and ‘*PrettyLittleLady*’.
- *Sample 115* represents an example of a graphic abbreviation. The abbreviation ‘dw’ stands for *don’t worry*.

6.3 Syntactic elements

- 8 **xxMichellexx:** are disfunctional
- 14 **PrettyLittleLady:** hahah i aint at all im right on track lol
- 39 **PrettyLittleLady:** go ahead i aint very interesting lol
- 46 **mooski:** i got my mic on just can't get my cam workin on google chrome
- 75 **PrettyLittleLady:** how you doing shenny ?
- 108 **juejue:** matt shes gonna kill you lol
- 110 **Shennington:** anyone seen my baby jon? :\

These samples represent a syntactic aspect of the Internet language.

- In *sample 8* a subject of the sentence is omitted.
- *Sample 14* adduces an example of syntactic mistake in an idiom *to be on a right track*. The word order is here incorrect¹⁵.
- *Sample 39* gives us an example of colloquialism ‘aint’. It is an American colloquial word¹⁶, in this case expressing a contraction of ‘*am not*’.
- In *sample 46*, we can see an example of inflection dropping. A participant misses a right form of ING-ending – ‘workin’ instead of ‘*working*’.
- *Sample 75* represents a type of elliptical constructions. In the question, an auxiliary verb ‘*are*’ is left out.
- In *sample 108* a colloquial word ‘gonna’ is used. This colloquialism expresses a contraction of saying ‘*going to*’.
- In *sample 110*, there we can find another example of elliptical constructions. In this case, an auxiliary verb ‘*has*’ is omitted.

6.4 Another linguistic phenomena

- 3 **PrettyLittleLady:** im scottish and i aint dilusional
- 6 **jwala(9052351845):** Adsisor Wat Abt U. Wat Do u DO
- 7 **PrettyLittleLady:** thats better :)
- 36 **Advisor:** if i see adsense on your youtube
- 54 **xxMichellexx:** scottish accent's are ghttoe first one ive heard yewwww
- 108 **juejue:** matt shes gonna kill you lol
- 114 **Ishtar > Shennington:** i thought u wd come around here...:D
- 117 **Shennington:** he wasnt well today! :`0

These samples represent examples of letter and punctuation omission, and capitalization of letters in the language of the Internet.

¹⁵ (see Appendix 2 – Extract 1, sample 18)

¹⁶ <<http://www.urbandictionary.com/define.php?term=aint>>, 3.4. 2012

- In *sample 3*, we cannot find punctuation, i.e. neither at the end of the sentence nor in a short form ‘im’. A personal pronoun ‘I’ is written in small letter in the sample, i.e. there is no capitalization. A word ‘scottish’ should be written with capitalized ‘S’.
- *Sample 6* gives us an example of letter omissions. In the sentence, ‘Wat’ is written instead of *what* and ‘Abt’ stands for *about*.
- In *sample 7*, another example of punctuation omission is represented. There is no punctuation in a contraction.
- *Sample 36* adduces example of personal pronoun ‘i’ which should be capitalized.
- In *sample 54* is another example of a contraction written without punctuation, and an example of personal pronoun which was not written capitalized. In this case, ‘ive’ should appear as ‘I’ve’.
- *Sample 108* gives us an example of punctuation omission in contractions.
- *Sample 114* represents type of letter omission, in this case vowel omission. Instead ‘wd’, there should be written *would*.
- In *sample 117*, we can find another contraction without punctuation.

6.5 Paralinguistic Features

As for occurrence of smileys and emoticons, a table 1 is given. In the table, there is a type of emoticon as well as number of occurrences¹⁷ written. A table with other smileys follows in appendixes.

Table 1: Emoticons and Smileys Occurrence

Smileys	Occurrence
:)	3
:D	5
:[2
:8	1
:s	1

¹⁷ Occurrence of emoticons is counted in the extract 1.

Table 2: Interjections

Interjections	
22	xxMichellexx: meh lol
23	xxMichellexx: hahaha
40	mooski: hey
50	jaynie: ermm no
54	xxMichellexx: scottish accent's are ghttoe first one ive heard yewwww
63	xxMichellexx: yayyy
72	thepunisher: yup
76	xxMichellexx: yay
85	xxMichellexx: yayyy
97	Advisor: oops:8

7. ANALYSIS OF SOCIOLINGUISTIC ASPECTS.

7.1 Identity – interaction, information revealing, behaviour, language

In the extract 2¹⁹, roles of identities are observed. From 408 samples collected as the extract 2 one dominant participant or identity is chosen. This participant adds interesting contributions into the discussion in the observed part of a discussion. It is not only his or her contributions; he or she interacts with other members or participants quite a lot, i.e. the user reacts on statements of others and somehow determines the process of the debate.

As one of the dominant members of the chatroom <princess keli> is explored. We can only guess on the basis of the nickname that in this case a female is writing. The user often first addresses somebody who is or has just entered the room as we can see for instance in line 179 (a user <sparkle_star> appears in the room for a while). The member reacts even on information contributions which appear when someone enters or leaves the room – lines 221 and 224. On the other hand, the participant usually responds to newcomer's first attempt to establish a conversation with someone in the room (newcomers usually started with greeting, for example: hey, hi, hello or hi everyone) as we can observe for instance in lines 222 and 228 or lines 89 and 93.

The user goes through two longer exchanges. In the first one (lines 179, 185, 188, and 190) the participant has exchanged with <sparkle_star>.. The two put only the elementary phrases – greeting and a question 'How are you' (in a way typical of the Internet language). Then the conversation stops. Why? We can only guess. The user may not be interested in the conversation anymore, or the participants could start to chat on so called 'pm' (Private Message) and continue their conversation here. The other conversation is longer. At the beginning it takes lines 191 and 195, where <PiyushMehta> addresses our user. And it follows from line 238 to 269. Then, the conversation stops for a while and our participant starts to

¹⁹ <<http://www.12allchat.com/usa-chat.php>>, 3.4. 2012

communicate with another user (<kismi32984>) who continues in a certain way the conversation between <princess keli> and <PiyushMehta> (see lines 270, 273, 284, 286, 288, 290, and 295). After this short exchange even this conversation is stopped. However, as we can observe from line 332, the conversation with <kismi32984> continues. It does not have any connection to the previous conversation. The exchange takes to the line 358 where it stops (as well as our extract of the discussion).

As for the content of his or her contributions, the user reveals some information about himself or herself. From his or her statements we know now that (s)he is working on something at that moment. The participant reveals that (s)he lives in the USA and was born in Spain but (s)he does not much speak Spanish now. From his or her contributions we find out that (s)he is not married. The user denies the possibility to converse in 'pm' because he or she does not like it. Does he or she reveal any personal information? Or, is the information he or she tells about himself or herself sensitive for being abused? Probably not. The user reveals information where does he or she live, which could be found as a type of personal information, but if we realized that the United States is a vast land it does not matter so much.

As for the behaviour and politeness of the user observed, the participant interacts with other member without a use of rude or abusive language. It could be stated that the role of the user is to involve other members, especially the newcomer into the debate – he or she greets almost everybody and often starts conversation with them. We could have an impression that our user is stable in the room, i.e. he or she is known but we must realise that we can get the same impression even if the user had entered the room for instance an hour before we did and in this hour he or she could develop some relationships whose form resembles a form of long-term (friendly) relationships.

In the user's language typical linguistic phenomena of the Internet language appear. Very interesting is the use of abbreviation 'pm' (Private Message). The

participant uses this noun phrase as verb in line 22: *princess keli: admin can i pm u*. The member uses a colloquial phrase in line 248: *princess keli: i am good ty hows u*. The user adds some paralinguistic features to his or her statements, for example ‘lol’. Due to various offers of emoticons in nowadays chats the participants uses many animated smileys.

7.2 Behaviour

At the end of this section of a practical part the behaviour in chatrooms is mentioned. In the collected extracts 1 and 2, behaviour of users is explored.

Participants in samples do not often use abusive or rude language that much. Abusive words sometimes appear but usually they are somehow rearranged or modified, for instance by symbols (*) or by abbreviations (ffs – extract 1, line 69).

It often happens that a member of the room supervises polite and upright behaviour of other members. We can see it in the extract 1 in lines 34 to 51 in exchange between <Advisor> and <jwala(9052351845)>. The later one publicizes his or her Youtube Channel and is immediately warned by the <Advisor> that adsense²⁰ are not allowed in the chat and that the user could be banned. Some chatrooms have their administrator or moderator who supervises the correct behaviour in chatrooms. In the extract 1, we can suggest that the user <Advisor> stands for a role of moderator. The participant interacts with others very often and supervises the correct behaviour. In the extract 2, the user <AdmiN*TiGgiE> could be regarded as administrator – users often interact with him and we can suggest it due to his or her nickname or more precisely on the part of his or her nickname ‘AdmiN’.

²⁰ someone earns money by displaying advertisements on online pages
<https://accounts.google.com/ServiceLogin?service=adsense&rm=hide&nui=15&alwf=true<mp=adsense&passive=true&continue=https://www.google.com/adsense/gaiaauth2?hl%3Den_US&flowup=https://www.google.com/adsense/gaiaauth2?hl%3Den_US&hl=en_US>, 4.4.2012

CONCLUSION

This thesis examines language of the Internet as a new linguistic variation. The thesis is divided into two parts – theoretical and practical. In the theoretical part, notions ‘language and the Internet’, ‘language of chatrooms’, ‘sociolinguistic aspects in CMC’ and ‘phenomena of language of internet debates’ are described. In the practical part, collected data are analysed, i.e. linguistic and paralinguistic phenomena are observed, and sociolinguistic aspect in chatrooms is examined.

In introduction, four questions are given. The first one: *Can we consider language of the Internet as a new language variety?* In my view, we can. Language of the Internet stands on the borderland between written and spoken language. Why? Contributions in chatrooms are written by users. On the other hand, they are written in usually in a way how the user speaks, i.e. users usually break conventional rules of writing and therefore there could be for instance spelling mistakes, or subject omission observed. Use of paralinguistic features is other thing supporting our presumption. These features substitute facial expressions, gesture, mimic, or body posture which we usually find in face-to-face communication or real life communication.

Second question: *What are the linguistic and paralinguistic features of the Internet chat room?* This issue is theoretically described in chapter 4 ‘Language of internet debates’. Both linguistic and paralinguistic phenomena are covered. These features are later on observed in the practical part on the collected data. From the examination follows that participants very often use abbreviated words, not only abbreviation of phrases or sentences, but abbreviated nicknames of participants appear in contributions too. As for paralinguistic phenomena, users show huge inventiveness in creation of interjections. One participant almost never uses the same interjection.

The last two questions: *What is the relationship between sociolinguistics and the language of the Internet?* and *Which sociolinguistic phenomena could be*

observed in chatrooms? could be answered together. In the theoretical part, terms such as identity, community, gender, social interaction and multilingualism are defined. In the practical part, one participant who dominantly interacts with others is observed. Some users try to communicate with everyone, i.e. they answered to their greeting or they first address a new participant. It could be explained as an effort to maintain himself or herself always in the middle of action, or to have always someone he or she can write to. This conduct could be in my view explain as well as determination to be always seen because if he or she is always on the screen, the participant become 'famous' in the chatroom and he or she starts to belong to stable members. As for the behaviour, there are two poles of it – polite and rude. As observed, in the later case, users of chatrooms usually admonish or ban a person who behaves incorrectly within the chatroom. In some cases, there is a moderator or administrator who takes care of correctness when writing.

For the weakness of this study we can consider the fact that we cannot examine discussions of various age-groups. This was first idea of my research. However, when collecting data from chatrooms of various age, I discovered that some participant of teenchats, for instance, are not 12 to 17 as stated in the name of the chatgroup. Therefore the data collected would be false and would not show phenomena typical of the language of the Internet in teenchats. The same stands for gender – we can guess from nicknames what gender the user is, or sometimes participants have to check their gender when entering the room, but in this case we cannot be sure if the participants check his or her gender truly.

In my view, the area of multilingualism or cross-cultural issues would be recommended for the further research. It is interesting to observe the situation of prevailing languages used in Internet communications, where first places in last two years take English, Chinese and Spanish. However, the number of English language in the Internet decreases, whereas the number of users Chinese or even Spanish increase. Communication per emails would be another interesting topic for further research. However, there is a problem with collecting data because of

closed way of communication. We can examine to what extent the conventional rules of formal writing are getting broken.

SUMMARY - SHRNU TÍ

Tato bakalářská práce se zabývá internetovým jazykem jako nové jazykové varianty. Pojem ‚internetový jazyk‘ je velmi široký - zahrnuje mnoho podob internetové komunikace, např. emaily, chat, virtuální hry nebo blogy. Proto se tato práce zaměřuje pouze na jazyk internetových debat neboli chatů.

Práce je rozdělena do dvou částí – teoretické a praktické. Teoretická část se zakládá na odborné literatuře k danému tématu. Tato část obsahuje čtyři kapitoly. V první je definován pojem ‚internetový jazyk‘, tzn. jeho charakteristika a typy internetové komunikace. Druhá kapitola nám objasňuje pojem ‚jazyk internetových debat‘. V této kapitole se věnujeme definování pojmu a vysvětlení, jakým způsobem internetová diskuze funguje. Třetí kapitola se zabývá vztahem sociolingvistiky a internetové komunikace. Tato kapitola řeší otázky: Je možné pozorovat sociolingvistické jevy také v internetové komunikaci? A pokud ano, lze tyto jevy pozorovat i v internetové debatě? Třetí kapitola objasňuje pojmy identita, komunita, pohlaví, sociální interakce a mezijazykové a mezikulturní jevy. Poslední kapitola se věnuje prvkům, které se mohou objevit v internetové diskuzi. V úvodu jsou brána tři hlediska – lexikální, fonologické a syntaktické. V této kapitole také najdeme zmínku o paralingvistických jevech, jejichž cílem je nahradit výrazy tváře, gesta a mimiku při reálné konverzaci.

Praktická část je založena na zkoumání nasbíraných dat. Tato data byla získána ze dvou chatových diskuzí. Na začátku této kapitoly je zmíněna metodologie, tj. jakým způsobem byla data sbírána a analyzována. Praktická část je rozdělena do dvou částí. První kapitola se věnuje lingvistickým a paralingvistickým jevům, tzn., pokoušíme se tyto jevy hledat v nasbíraných vzorcích. K tomuto účelu byly použity vzorky z extraktu 1. Jevy jsou rozříděny na základě stejného přístupu jako v teoretické části, tj. z hlediska lexikálního, syntaktického a fonologického. Paralingvistické jevy jsou také popsány na vzorcích. Na konci první kapitoly najdeme tabulku se ‚smileys‘, které se nejčastěji vyskytovaly ve zkoumaném extraktu. Následuje také tabulka citoslovcí, která demonstruje kreativitu účastníků

internetových diskuzí. Druhá kapitola se zabývá sociolingvistickým hlediskem. K tomuto účelu byl vybrán jeden z hlavních účastníků internetové debaty (extrakt 2). Na základě jeho příspěvků do diskuze můžeme zkoumat sociolingvistické jevy. U vybraného jedince pozorujeme, jakým způsobem interaguje s ostatními jedinci, jak se v rámci skupiny chová, jaký používá jazyk a jaké informace o sobě prozrazuje ostatním. Na konci druhé kapitoly je také zmínka o chování v rámci skupiny. K tomuto účelu byly použity vzorky 1 i 2.

Tato práce si kladla čtyři hlavní otázky:

Můžeme považovat internetový jazyk za novou jazykovou variantu?

Jaké lingvistické a paralingvistické jevy můžeme v internetové diskuzi pozorovat?

Jaký je vztah mezi sociolingvistikou a internetovým jazykem?

Jaké sociolingvistické jevy můžeme v internetové debatě pozorovat?

Na základě zkoumání můžeme internetový jazyk považovat za novou jazykovou variantu. Tato varianta stojí na pomezí psaného a mluveného jazyka. Účastníci používají slova ve tvarech blízkých se k jejich mluvené podobě, proto také dochází ke špatnému pravopisu u slov nebo porušování větných konstrukcí, např. vypuštění podmětu. Dalším předpokladem pro toto tvrzení je také používání paralingvistických jevů v internetovém jazyce, který nahrazuje gesta a mimiku z konverzace reálné.

Otázka lingvistických a paralingvistických jevů je popsána v kapitole čtyři v teoretické části a na začátku praktické části. Z pozorování můžeme tvrdit, že účastníci internetových debat velmi často používají různé zkratky, ať už slov nebo celých frází a vět. Dalším markantním jevem je obrovská kreativita účastníků při tvoření citoslovcí.

Poslední dvě otázky zabývající se sociolingvistikou mohou být zodpovězeny dohromady. Teoretická část se zabývá objasňováním pojmů ‚identita‘, ‚komunita‘, ‚pohlaví‘ nebo ‚sociální interakce‘. V praktické části byl vybrán uživatel, který se velkou měrou projevoval v internetové debatě. Na jeho identitě

je zkoumána interakce s ostatními, jaké jazykové jevy se v jeho příspěvcích vyskytují, jak se chová v rámci skupiny a jak moc osobní informace o sobě prozrazuje. V této části je také zmínka o chování v rámci internetové debaty. Jsou zde uvedeny dva protipóly – na jedné straně účastníci, kteří se chovají podle pravidel, nepoužívají vulgární jazyk a neprojevují se agresivně. Na druhé straně je hrubé chování účastníků. Nicméně, je nutno podotknout, že ostatní účastníci ve skupině takové chování často netrpí a sami tohoto nevhodně se chovajícího jedince napomenout. V některých případech se ve skupině objevuje někdo jako moderátor nebo administrátor, jehož úlohou je dohlížet na správné chování ve skupině a případně může i uživatele ze skupiny vykázat.

K dalšímu zkoumání bych doporučila otázku mezikulturní a mezijazykové jevy v internetových komunikacích. Je zajímavé pozorovat situaci převládajících jazyků používaných v jazykových diskuzích, kde první tři místa obsazuje angličtina, čínština a španělština. Ačkoli počet uživatelů čínštiny a španělštiny roste, počet uživatelů angličtiny se snižuje. Dalším zajímavým tématem by mohla být komunikace přes emaily. Nicméně, zde by byl problém se sběrem dat od rodilých mluvčích kvůli uzavřenému způsobu komunikace. V takové komunikaci by mohlo být pozorováno porušování formálních konvencí při psaní.

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<<http://www.internetworldstats.com/stats7.htm>> [cit. 18.3.2012]

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<<http://www.liveonlinechat.net/>> [cit. 3.4. 2012]

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APPENDICES

- Appendix 1 Tables of Top Ten Languages 2010 and 2011
- Appendix 2 Extract 1
- Appendix 3 Extract 2

APPENDIX 1

Table 1: Top Ten Languages in the Internet 2010²¹

Language	Number of users (in millions)
1. English	536.6
2. Chinese	444.9
3. Spanish	153.3
4. Japanese	99.1
5. Portuguese	82.5
6. German	75.2
7. Arabic	65.4
8. French	59.8
9. Russia	59.7
10. Korean	39.4
All the rest	350.6

Table 2: Top Ten Languages 2011²²

Language	Number of users (in millions)
1. English	565
2. Chinese	510
3. Spanish	165
4. Japanese	99.2
5. Portuguese	82.6
6. German	75.4
7. Arabic	65.4
8. French	59.8
9. Russian	59.7
10. Korean	39.4

²¹ <<http://www.internetworldstats.com/stats7.htm>>, 18.3.2012

²² <<http://www.newmediatrendwatch.com/world-overview/92-languages-on-the-web>>, 18.3.2012

APPENDIX 2. EXTRACT 1.

- 1 **Advisor:** Its not my fault i have a bigger front garden them the rest of them
- 2 **Advisor:** and they complain about EVERYTHING
- 3 **PrettyLittleLady:** im scottish and i aint dilusional
- 4 **jaynie:** yes matt but wot u got in ur garden lol
- 5 **xxMichellexx:** okay English Ladie's
- 6 **jwala(9052351845):** Adsisor Wat Abt U. Wat Do u DO
- 7 **PrettyLittleLady:** thats better :)
- 8 **xxMichellexx:** are disfunctional
- 9 **Advisor:** Nothing right now, I'm renovating the front garden as a drive in parking space
- 10 **jaynie:** nice
- 11 **xxMichellexx:** yayyy pass gold medal
- 12 **Advisor:** 3-4 cars maybe
- 13 **jaynie:** lol
- 14 **PrettyLittleLady:** hahah i aint at all im right on track lol
- 15 **Advisor:** LMAO solo
- 16 **jwala(9052351845):** Any Members See In INDIA Country
- 17 **PrettyLittleLady:** cheeky matt
- 18 **xxMichellexx:** im on the left hand track
- 19 **Advisor:** that was the first random comment of the day solo, Congratulations.
- 20 **marti > Grace:** sex ok
- 21 **Advisor:** "streching is better than sex, SOMETIMES"
- 22 **xxMichellexx:** meh lol
- 23 **xxMichellexx:** hahaha
- 24 Everyone Welcome nello01 To Live Online Chat
- 25 Everyone Welcome Gnasgter To Live Online Chat
- 26 **xxMichellexx:** well it's good
- 27 **XanderMooney:** Any rappers? 99cent lease on this beat! produced by yours truly
- 28 [.youtube.com/watch?v=I-GJOhGPKCU](https://www.youtube.com/watch?v=I-GJOhGPKCU)
- 29 **Advisor:** LOL

30 **Advisor:** You're a doofus solo i sware to god lol

31 **xxMichellexx:** yeah i know lol

32 **jwala(9052351845):** www.youtube.com/jwalanarasimhareddy1

33 **jay > amygreen:** hey amy u a naughty girl

34 **jwala(9052351845):** This is My Youtube Channel

35 **Advisor:** Jwala

36 **Advisor:** if i see adsense on your youtube

37 **Advisor:** i'm going to ban you

38 **Advisor:** do you understand?

39 **PrettyLittleLady:** go ahead i aint very interesting lol

40 **mooski:** hey

41 Everyone Welcome dan69 To Live Online Chat

42 **jwala(9052351845):** Hey This My Not Adsence. This is Public Useful Videos

43 Thanks For Stopping By! nello01

44 Everyone Welcome beamer To Live Online Chat

45 Thanks For Stopping By! jay

46 **mooski:** i got my mic on just can't get my cam workin on google chrome

47 **xxMichellexx:** lol i don't know the rule's in here

48 **marti > jaynie:** sex ok

49 **xxMichellexx:** can i go random cam clicking

50 **jaynie:** ermm no

51 **Advisor:** People send out their private youtube links for adsense referals.. you're lucky you dsense

52 **jaynie:** marti do it and u get banned

53 **Advisor:** LMAO jaynie

54 **xxMichellexx:** scottish accent's are ghttoe first one ive heard yewwww

55 **Everyone** Welcome Shennington To Live Online Chat

56 **Advisor:** i think some one wants to hump your leg

57 **xxMichellexx:** winner winner chicken dinnner

58 **Advisor:** wb shenny

59 **xxMichellexx:** Ghetto

60 **xxMichellexx:** mean's koool awesome amazing

61 **jaynie:** lol matt
62 Everyone Welcome marihuana To Live Online Chat
63 **xxMichellexx:** yayyy
64 **Shennington:** Thanks Matt
65 **jwala(9052351845):** Love IS A (Lose Of Vest Energe)
66 **PrettyLittleLady:** shenny :)
67 **Gnasgter:** any girl show me the titis and the pu**y
68 **Shennington:** PRETTY! :D
69 **jaynie:** ffs perv hour
70 Everyone Welcome rizy To Live Online Chat
71 Thanks For Stopping By! Gnasgter
72 **thepunisher:** yup
73 **xxMichellexx:** this is amazing im listening to two accent's at once
74 **jwala(9052351845):** jeynie Wer R U From
75 **PrettyLittleLady:** how you doing shenny ?
76 **xxMichellexx:** yay
77 **Advisor:** Damn he was quick at leaving the room
78 **Advisor:** :[
79 Everyone Welcome valery123 To Live Online Chat
80 **rohan patel:** hi
81 **Shennington:** Im goodsies pretty How are you? :D
82 **rizy:** any sexy girls here
83 **jaynie:** marti both hands on show please
84 Thanks For Stopping By! valery123
85 **xxMichellexx:** yayyyy
86 **PrettyLittleLady:** im good thanks :)
87 **xxMichellexx:** fun time's
88 **Shennington:** Jaynieeeeeeeeeeeeeeeeeeeeeeeee! xxxxxxxxxxxxxx :D
89 **jwala(9052351845):** Rizy This Chat Room IS Not Sex Chat. This IS Good Friendship Chat
90 **jaynie:** shenny xxxx
91 **Ishtar:** you *f**k*ing beechhhhhhhhhhhhhhhhh!

123 **Ishtar:** aww...sad story shennyyy

124 **xxMichellexx:** :D

125 **Ishtar:** lol

126 **Advisor:** I'm from the UK

127 Thanks For Stopping By! rizy

APPENDIX 3. EXTRACT 2.


1 Welcome to UK CHAT, taourus!
2 Welcome to UK CHAT, f6096!
3 **sparkle_star**: love can sometime magic but magic can sometimes ban illusionnn
4 Mayur4434 left the room
5 **princess keli**: hi aviq
6 dfg left the room
7 eshaal7453 left the room
8 **AdmiN*TiGgiE**: he keli
9 Host_Aqua Mist left the room
10 **AviQ**: hi keli princess
11 **AdmiN*TiGgiE**: hey*
12 The Rockk left the room
13 **AdmiN*TiGgiE**: hows u aviq bro
14 **princess keli**: hi admin
15 Welcome to UK CHAT, Rudra526!
16 Welcome to UK CHAT, lucky6219
17 **AviQ**: tiggie i think u r ssubzero!
18 **AviQ**: no?
19 **AdmiN*TiGgiE**: no
20 **FrEEkY-BOY**: 🤔
21 **AviQ**: am awesome as always how r u
22 **AdmiN*TiGgiE**: <<<<< ras gulla
23 **princess keli**: admin can i pm u
24 **AdmiN*TiGgiE**: <<<<<umair forever
25 **AviQ**: ok umair
26 **sparkle_star**: teddy not seen u from 2days, where r u...
27 asd7365 left the room
28 saf592 left the room
29 **AdmiN*TiGieE**: sure keli
30 **AviQ**: hey i remember u gave a line to my poem once
31 Welcome to UK CHAT, pari leena!
32 **AviQ**: the poem i made for zara
33 Welcome to UK CHAT, Aman 7638!
34 **host_TEDDY**: 🙌 star

35 **host_TEDDY**: leena 😊😊
36 Welcome to UK CHAT, PiyushMehta!
37 **pari leena**: 😊😊
38 **sparkle_star**: hahaah thx
39 **FrEEkY-Boy**: Teddy
40 **nice man1501**: do u have skype or yahoo?
41 Welcome to UK CHAT, eshaal7453!
42 **FrEEkY-BOY**: how Are you
43 Welcome to UK CHAT, ali5277!
44 **host_TEDDY**: freeky hey wlcome 🤪
45 **pari leena**: mehta u follow me 🏠
46 **host_TEDDY**: m good freeky thx and u 🤪
47 illusionnn left the room
48 **FrEEkY-BOY**: 🤪 me here from 1 hour
49 Welcome to UK CHAT, Cute boy8699!
50 **PiyushMehta**: hi pari
51 **FrEEkY-BOY**: me fine as wll ty 4 asking 🤪
52 **CUTE boy8599**: hi everyone
53 **host_TEDDY**: freeky 🤪 niceeeeeeeee 👍
54 **Cute Boy8599**: Aslamualakaum
55 taourus left the room
56 **host_TEDDY**: w,salam
57 **host_TEDDY**: and whas wrong now freeky?
58 BILAL8329 left the room
59 **princess keli**: 🎵🎵
60 Welcome to UK CHAT, Need 30 Plus Lady!
61 **FrEEkY-BOY**: 🤪 Nthing Wrong Teddy
62 host_civilizedbeauty left the room
63 **sparkle_star**: u r the angel who I cherish so dearly in this Heart of mine Teddy
64 **host_TEDDY**: nah... why u feel bore freeky
65 Issa7221 left the room
66 Welcome to UK CHAT, cin!
67 **host_TEDDY**: star 🤪 OW OW really
68 Welcome to UK CHAT, rhinoa!
69 sim7 left the room
70 Welcome to UK CHAT, bilal2269!

71 **sparkle_star**: teddy really
72 Welcome to UK CHAT, sameera1172!
73 **host_TEDDY**: do i know u star 🙌
74 Cute boy8599 left the room
75 **bilal2269**: hi girls
76 **host_TEDDY**: 😊
77 **FrEEkY-BOY**: 🤖 cause me quite today
78 **sparkle_star**: yes teddy
79 basel5878 left the room
80 **sparkle_star**: u know me teddy
81 **bilal2269**: hi mariaa?
82 **sparkle_star**: I know u teddy
83 **sparkle_star**: 🤖 teddy
84 quest7222 left the room
85 Welcome to UK CHAT, pink apple
86 **rhinoa**: hi....
87 **sparkle_star**: but u r my old frnd
88 **pink apple**: hello all
89 **sanjuu**: hi
90 **sanjuu**: apple
91 **pink apple**: good evening
92 **PiyushMehta**: hi pink aapple
93 **princess keli**: hi sanju
94 host_TEDDY left the room
95 Welcome to UK CHAT, host_TEDDY
96 AnFaaL left the room
97 **sparkle_star**: hell pink
98 pari leena left the room
99 Welcome to UK CHAT, Niren!
100 **sanjuu**: hello keli
101 **sparkle_star**: Good evening
102 **pink apple**: wow, i have many friend..
103 **pink apple**: hello all
104 Welcome to UK CHAT, romantic guy 143
105 **host_TEDDY**: pink apple singapore 🥰

106 **PiyushMehta:** hi pink aaple
107 salmannnn left the room
108 **sparkle_star:** yes all chat room ur frnd pink
109 Welcome to UK CHAT, umar53732795!
110 **bilal2269:** hi rhiona?
111 **host_TEDDY:** haha
112 Welcome to UK CHAT, cute.toffee!
113 **pink apple:** hahaha !!! not all
114 Welcome to UK CHAT, sahil1491!
115 AviQ left the room
116 **pink apple:** hello host teddy
117 **sparkle_star:** this is a true pink, all
118 **host_TEDDY:** hi pink
119 Welcome to UK CHAT, ahmar khan2598!
120 **FrEEkY-BOY:** 🤪
121 **pink apple:** not really
122 bilal2269 left the room
123 **FrEEkY-BOY:** 🎵 the sound Of Missing You 🎵
124 **host_TEDDY:** freeky dont act such a freak one 😊 🤪
125 Welcome to UK CHAT, dodom!
126 Welcome to UK CHAT, U K!
127 Welcome to UK CHAT, pinguin226685!
128 umar53732795 left the room
129 **princess keli:** teddy 🥰
130 %LEO% left the room
131 sanjuu left the room
132 Welcome to UK CHAT, host_civilizedbeauty!
133 **FrEEkY-BOY:** 🎵 🎵 🎵 teddy m acter
134 **sparkle_star:** serious all respect for u pink?
135 Welcome to UK CHAT, (*Queen Rose*)!
136 Kyle9999 left the room
137 Welcome to UK CHAT, ksimi3!
138 **pink apple:** oh, thanks
139 dodom left the room
140 Welcome to UK CHAT, knestar”
141 **sparkle_star:** nice pink
142 **pink apple:** i know,


143 Aaron5675 left the room
144 host_mystic waterfall left the room
145 Welcome to UK CHAT, Aman76388502!
146 **sparkle_star**: why not
147 aryan uk left the room
148 U K left the room
149 Welcome to UK CHAT, sowmya23012275!
150 **host_TEDDY**: freeky haha 👍 keep it up 😄
151 rk1985 left the room
152 Welcome to UK CHAT, rk1985
153 **FrEEkY-BOY**: 🤪 teddy was not making some thing like that
154 **sparkle_star**: 🤞 teddy 🤞
155 Welcome to UK CHAT, tawfik!
156 Welcome to UK CHAT, *BadY BoY*3991!
157 **host_TEDDY**: freeky yes i knew “it was kidding 😄😄
158 **princess keli**: 🎵🎵🎵
159 **host_TEDDY**: star hmmm i think i knew u
160 **FrEEkY-BOY**: 🎵🎵🎵 The Sound of missing u
161 **pink apple**: pink pink pink pinkpink pink pink
162 Welcome to UK CHAT, %LEO%
163 **sparkle_star**: ya teddy
164 **princess keli**: hi leo
165 Welcome to UK CHAT, Aldituete!
166 o_Orange left the room
167 **%Leo%**: hi keli
168 Welcome to UK CHAT, time pass 555
169 **Niren**: pink apple?? no where in the world?
170 **Aldituete**: 🤪 teddy
171 **host_Teddy**: sword is u star
172 addis_stylicc left the room
173 **host_TEDDY**: aldiiiiiaiiiiii 🤪🤪
174 Welcome to UK CHAT, Maxi!!
175 Welcome to UK CHAT, bell8126!
176 **Aldituete**: 🤪
177 **sparkle_star**: ofcourse teddy
178 happy man5775 left the room
179 **princess keli**: hi sparkle

180 **host_TEDDY:** sisyyyyyyyyyy  muahhhhhhh

181 **pink apple:** yes, niren.. no where in the world of pink apple

182 %LEO% left the room

183 Welcome to UK CHAT, aroma 972!

184 **host_TEDDY:** aldi 

185 **sparkle_star:** fine pricess

186 **pink apple:** it is different.

187 **sparkle_star:** how r u princes


188 **princess keli:** i am good ty hows u

189 **Niren:** u r the only one pink apple haha

190 **sparkle_star:** m fine,

191 **PiyushMehta:** hi princess keli

192 **pink apple:** hahahaha !!! yes

193 **princess keli:** teddyi keep being poked on fb 

194 Welcome to UK CHAT, GengizKhan Warrior!

195 **princess keli:** hi piyush

196 **sparkle_star:** Nice u pink

197 cin left the room

198 *BadY BoY* left the room

199 cute.toffee left the room

200 Welcome the UK CHAT, cute.toffee!


201 Welcome to UK CHAT, Hahahaha5671!

202 **kismi3:** teddy

203 shady21 left the room


204 **pink apple:** thanks starssssssssssssssssssss

205 Welcome to UK CHAT, cenea!


206 **host_TEDDY:** keli haha who is UNLUCKY get ur poke keli 



207 **host_TEDDY:** kisme hahaha nice name lool

208 **princess keli:** i poke all back lol

209 **Aldituete:** 

210 Host_Sajid ali: WELCOME TO UK CHAT

211 **Host_Sajid ali:** 


212 **host_TEDDY:** keli  why dont u poke another parts  lool

213 Welcome to UK CHAT, BILAL8329!

214 **Host_Sajid ali:** TEDDY WC

215 M@rcu\$ + left the room

216 **princess keli:** lol

217 **host_TEDDY:** aldi  whats wrong


218 Welcome to UK CHAT, M@rcu\$ +!

219 **host_TEDDY:** sajid thx


220 **Host_Sajid ali:** CIVLISEED WC

221 **princess keli:** hi marcus


222 **(*Queen Rose*):** hey

223 **Host_Sajid ali:** 


224 **M@rcu\$ +:** helu

225 **sparkle_star:** pink life is 4 loving I live mine 4 u, Heart is fore beating n mine beats 4 u, 

226 **M@rcu\$ +:** guys

227 **M@rcu\$ +:** 


228 **princess keli:** hi queen rose

229 **host_TEDDY:** queeeeeeeen wlcome 

230 **Host_Sajid ali:** QUEEN WC

231 Aman7638 left the room

232 **M@rcu\$ +:** lool

233 **M@rcu\$ +:** 



234 **Host_Sajid ali:** MARCUS WC

235 **M@rcu\$ +:** thank u

236 **M@rcu\$ +:** ver much



237 **Host_Sajid ali:** YW


238 **PiushMehta:** hi princess keli




239 **M@rcu\$ +:**  

240 **princess keli:** hi

241 **PiyushMehta:** hws u keli

242 **M@rcu\$ +:**  

243 **M@rcu\$ +:** 

244 **(*Queen Rose*):** Hello lovely ladies   sajid tnx 

245 **princess keli:** i am good ty hows u

246 L!On-HEARt left the room

247 ali5277 left the room

248 twfik left the room

249 **pink apple:** hahahaha !!!! stars are crazy with me:::

250 **PiyushMehta:** m alryttt

251 BILAL8329 left the room

252 **sparkle_star:** Sajid Ali 🤝

253 **PiyushMEhta:** so wt u do keli????//

254 **M@rcu\$ +:** hwo are u sajid

255 yams left the room

256 **princess keli:** i work

257 **rhinoa:** abla tagalog anyone???

258 **PiyushMehta:** u frm bmby keli?///

259 **Host_Sajid ali:** SPARKLER 🤝

260 Welcome to UK CHAT, kismi32984!

261 **princess keli:** no i live usa

262 Welcome to UK CHAT, decent boy3109!

263 **PiyushMehta:** ohk keli

264 **sparkle_star:** wellcom sajid, thx

265 **PiyushMEhta:** born n bought in usa????

266 M@rcu\$ + left the room

267 **princess keli:** no i was born in spain

268 cenaa left the room

269 **PiyushMehta:** ohkk nice

270 **kismi32984:** keli are u duedy

271 kismi3 left the room

272 **Host_Sajid ali:** I PROMISE TO LOVE YOU 🤝 🎵 🎵 🎵

273 **princess keli:** what kismi

274 Welcome to UK CHAT, EAGLEHEARTS!

275 **sparkle_star:** 🤝 too

276 Welcome to UK CHAT, romance 564!

277 **Host_Sajid ali:** 🤝

278 **Host_Sajid ali:** 🤝

279 Welcome to UK CHAT, AsTiN_!

280 DJ.AllgAtOr! left the room

281 luckygallian2 left the room

282 **pink apple:** hello boss sajid

283 Welcome to UK CHAT, gaurav7928!

284 **kismi32984:** oh dont u spk spanish

285 **Host_Sajid ali:** IM NO BOSS

286 **princess keli:** yes but not much now

287 **Host_Sajid ali:** JUST SAJID

288 **kismi32984:** i c

289 EAGLEHEARTS left the room

290 **kismi32984:** are u married

291 **pink apple:** hahaha !!! ok sir

292 **Host_Sajid ali:** NO

293 **(*Queen Rose*):** sajid, any new lyrics? 🤔

294 40Plus__LIFE left the room

295 **princess keli:** no not married

296 **host_TEDDY:** queen 🤔

297 **Host_Sajid ali:** I FOUND YOU IN MY LYRICS

298 **sparkle_star:** feel gud when somebody miss u teddy

299 **rhinoa:** porque???

300 **Host_Sajid ali:** DID YOU FIND ME

301 **(*Queen Rose*):** 😊

302 **kismi32984:** ?

303 gaurav7928 left the room

304 **host_TEDDY:** star yesh 🤔

305 **(*Queen Rose*):** sajid nah

306 **host_TEDDY:** specially u star 😊😊 🤔 🤔

307 **princess keli:** 🤔

308 **Host_Sajid ali:** I PROMISE

309 **Host_Sajid ali:** I PROMISE THERE 4 YOU

310 **kismi32984:** hi

311 Welcome to UK CHAT, super3445!

312 **Host_Sajid ali:** ✌️

313 **sparklestar:** thx teddy i like this

314 **princess keli:** slaps sajid lol

315 **Host_Sajid ali:** 🎵 🎵 🎵

316 Welcome to the UK CHAT, vinay440!

317 **host_TEDDY:** u like act this star 🤔 enjoy it 😊

318 kkismi32984 left the room

319 **(*Queen Rose*):** it will be nice sajid 😊 but try to mention my name as well

320 Welcome to UK CHAT, Mr. Charlie Chaplin!

321 Welcome to UK CHAT, cute 6212!
322 Welcome to UK CHAT, funny guy672!
323 **Host_Sajid ali:** WELCOME TO UK CHAT
324 **(*Queen Rose*):** 🙏
325 **princess keli:** queen rose 🌈👧
326 **host_Sajid ali:** QUEEN WELCOME
327 **sparkle_star:** A special frnd is rare indeed, it bems 2 b special bread
328 kenstar left the room
329 **(*Queen Rose*):** 😊😊 kelli
330 Welcome to UK CHAT, nikki5105!
331 **Host_Sajid ali:** QUEN OF CHAT
332 **PiyushMehta:** keli u busY?????????
333 **Host_Sajid ali:** 🙏
334 **princess keli:** no not busy
335 **Host_Sajid ali:** QUEEN
336 **PiyushMehta:** den rply naaa
337 **(*Queen Rose*):** no queen of chat is other user not me
338 **princess keli:** nonly chat wid me in room
339 **Host_Sajid ali:** LOOOOOOOOOOL
340 **(*Queen Rose*):** 🙏
341 Welcome to UK CHAT, NeNa,
342 Welcome to UK CHAT, ziarahman”
343 **PiyushMehta:** y???????
344 **Host_Sajid ali:** 🤖👤
345 **host_TEDDY:** hmmm who is she/he star?
346 **princess keli:** i dnt like pm’s
347 **ziarahman:** hi
348 **PiyushMehta:** ohk kelii
349 **PiyushMehta:** no prob
350 GengizKhan Warrior left the room
351 **PiyushMehta:** cn i add u????/
352 **Host_Sajid ali:** ❤️
353 **Host_Sajid ali:** 🙏
354 **princess keli:** add me where?
355 **host_TEDDY:** BRB

356 NeNa, left the room
357 **princess keli:** tyt
358 **PiushMehta:** here
359 rk1985 left the room
360 **(*Queen Rose*):** 🌈
361 Welcome to UK CHAT, rk 1985!
362 carl 6533 left the room
363 **sparkle_star:** teddy perfect frnds r very few, so lucky I'm having 4 U
364 Welcome to UK CHAT, chubz!
365 **(*Queen Rose*):** tyyyyyt teddy
366 **Host_Sajid ali:** 🤖
367 **Host_Sajid ali:** 😊
368 **Host_Sajid ali:** 🤖
369 **(*Queen Rose*):** sparkle well said 👍
370 **Host_Sajid ali:** WELCOME TO UK CHAT
371 **rk1985:** good night all
372 Welcome to UK CHAT, ballbustingguy!
373 *BadY BoY*3991 left the room
374 **princess keli:** night rk
375 **rk1985:** night kelli
376 **sparkle_star:** thx Queen so nice of u
377 **(*Queen Rose*):** rk bye bye
378 Welcome to UK CHAT, riski77!
379 **rk1985:** by rose
380 **ballbustingguy:** hi everybody
381 **(*Queen Rose*):** 🌈 sparkle, so kind of u!
382 **rk1985:** bye hosts
383 **(*Queen Rose*):** tc rk
384 i want clean chat left the room
385 **sparkle_star:** thx alot Queen and GOD BLESS U
386 **rhinoa:** bye everyone...!!!
387 **(*Queen Rose*):** welcomr ballbust
388 kristiani left the room
389 nikki5105 left the room
390 **riski77:** queen rose where u from

391 **Host_Sajid ali:** I PROMISE TO LOVE YOU AND BE THEE Ć YOU I PROMISE 🤔 🤔

392 **(*Queen Rose*):** ameen sparkle an bless all people where ever they r

393 **ballbustingguy:** have any girl here experienced balbusting on a guy?

394 innocentrizwan left the room

395 **Niren:** bad luck, I am on the way..

396 Welcome to UK CHAT,Z8964!

397 **princess keli:** in my room

398 **riski77:** can i see u

399 **princess keli:** why

400 **riski77:** wanna marry u

401 **(*Queen Rose*):** 🤔

402 **princess keli:** hmm

403 **riski77:** ready?

404 rk1985 left the room

405 **princess keli:** no

406 **risky:** y?

407 Welcome to UK CHAT, rawaheed!

408 ballbustingguy left the room