تحليل الخطاب للغة الدردشة المكتوبة : ابتكار لغوي

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A Discourse Analysis of Chatroom Written Language : A Linguistic Innovation

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Abstract

   In the recent days, Computer Mediated Communication (hence forth= CMC) has become the most popular social communicative way, as a result what is called "Net Speech" and   Interactive Written Discourse (henceforth= IWD) appeared.

The present study aims to explain how the interactive written discourse on the internet affects the written language deeply,and makes the written language a mixture between writing and speech. On one hand, the study focuses on how the interactive written discourse breaks all the traditional rules and ways of writing,by adding new acronyms and abbreviations to remove the complexity of writing, and adding smiley expressions to overcome the ambiguity of written language. On the other hand, it will clarify the spoken features which are added to written conversation on the internet. To fulfill this, the researcher has   chosen three participants from ICQ (I Seek You) chat rooms talking about their favorite food and analyses some data of their discourse which is a part of a long conversation.

 The study concludes that the interactive written discourse (IWD) on the internet leads to the creation of" Net Speech", which breaks the traditional rules of writing and makes the written language so close to the spoken one.

 Keywords: Interactive written discourse, Computer Mediated Communication, Net Speech, Discourse Analysis.

الخلاصة:

   اصبحت ظاهرة   التواصل الالكتروني غير المباشر(عبر شبكة الانترنت) من اشهر واهم طرق التواصل الاجتماعي ولذلك ظهرت تسميات مثل : " كلام النت "، او " الخطاب التفاعلي المكتوب " كنتيجة لتلك الظاهرة.

يهدف البحث الحالي الى تسليط الضوء على كيفية تأثير الخطاب التفاعلي المكتوب عبر شبكة الانترنت على اللغة المكتوبة المتداولة بشكل كبير وجعلها اي (اللغة المكتوبة)خليط ما بين الكلام والكتابة. كما يركز البحث على ان اللغة التفاعلية المكتوبة(الخطاب) عبر شبكة الانترنت كسرت كل قواعد وطرق الكتابة التقليدية, وذلك بإضافة بعض "المختصرات", او "اوائل الحروف", او "رموز الابتسامة التعبيرية" مما ازال جزءا من تعقيدات الكتابة وتغلب على الغموض الذي يصاحب لغة الكتابة المتداولة... هذا من ناحية..

من ناحية اخرى سيوضح البحث الحالي الخصائص الكلامية التي اضيفت مؤخرا للمحادثات المكتوبة (الدردشات) عبر شبكة الانترنيت.

ولتحقيق ذلك.. اختارت الباحثة ثلاث مشتركين (متحدثين) من غرف الدردشة وحللت بعض المعطيات والبيانات الموجودة في خطابهم الذي هو جزء من محادثة طويلة يتكلمون بها عن اكلاتهم المفضلة.

توصل البحث الى ان الخطاب التفاعلي او اللغة التفاعلية المكتوبة عبر شبكة الانترنيت قود الى ظهور او ابتكار لغة جديدة او كلام جديد يدعى " كلام النت" والذي كسر بعض قواعد الكتابة التقليدية وجعل اللغة المكتوبة اقرب للغة الكلام. هذا يعني ان التواصل المكتوب عبر الشبكة ساهم في اغناء اللغة.بشكل او بآخر

الكلمات المفتاحية: الخطاب التفاعلي المكتوب, كلام النت, التواصل الالكتروني, تحليل الخطاب

1. Introduction

Discourse analysis (DA) is a general term for a number of approaches to the analysis of written,vocal,or sign language use,or any significant semiotic events. The objects of discourse analysis are variously defined in terms of coherent sequences of sentences, proposition, speech, or turns –at—talk (Wikipedia,2008).

The term " Discourse Analysis" was first used by the stractrual linguist Zellig Harris in his 1952 article entitled' Discourse Analysis'.According to him, discourse analysis is a method for the analysis of connected speech or writing, for continuing descriptive linguistics beyond the limit of a simple sentence at a time (Harris 1952).

Discourse can simply be seen as language in use (Brown & Yule 1983, Cook, 1989).It, therefore, follows that discourse analysis is the analysis of language in use. 'Language in use' means the set of norms, preferences and expectations which relate language to context. The term' text' is, sometimes, used in place of ' discourse'. The concern of discourse analysis takes into consideration what language is used for in social and cultural contexts. Therefore discourse analysis studies the relationship between language (written, spoken-conversation,institutionalized forms of talk) and the context in which it is used. (Ikrnna Kamalu& Ayo Osisanwo,2015). Wodak (1996) states that " discourse in general may thus be defined as a text in context". The present study attempts to show how the Interactive Written Discourse (IWD) on the internet affects the written language and makes it close to the spoken one.It sets the following question : what are the spoken features which can be added to a written conversation on the internet?.

2. Computer Mediated Communication (CMC)

The most popular way of communication nowadays is computer mediated communication. CMC can be defined as "any communicative transactions that occur through the use of two or more networked computers where the term has traditionally referred to those communications that occur via computer – mediated formats such as: instant messaging, emails,chat- rooms "(Herring,2011).   Moreover, CMC has become more popular than VOLP (Vishwakarma Online Learning Platform), and any other communication ways; CMC includes, emails, instant messaging, real –time chat protocols, and asynchronous discussion formats. What makes CMC modes so interesting, is that it is similar to the spoken conversation.The evidence is that users of written conversation use verbs such as **'talked','said ','heard'** instead of **'typed '**, **'wrote'**, **'read'** to describe their CMC.Even the authors seem to be**' speakers'** rather than **'writers'.**That is why many scholars have compared CMC to speech,such as: Maynor (1994)"written speech ", and(Colomb and Simutis,1996) " Visible conversation" (Herring,2011).

3. Interactive Written Discourse (IWD)

As a result of computer mediated communication(CMC), Interactive Written Discourse has become popular and used by everyone. There are multiple forms of interactive written discourse, but we can classify them into three main types :

3.1 Forms of IWD

The first type is those modes of simple textual communication, such asTALK[1] (which runs on UNIX system)[2]and PHONE[3] (which runs on VMS system)[4].These types are used by individuals to speak to others privately.

They can also provide a few commands with which one can manage communication, these types are generally used by only two people at once (Herring,1996: 48).

The second form is a more complex kind of Interactive Written Discourse, because this type involves a group of people in role – playing adventure games. The players interact with each other in an electronic environment,labyrinthine textual worlds full of goblins,dragons, swordfights and science fiction cities.These worlds are constituted through typed conversation and the language of computer programming Such activities are called " text only virtual environments", or " text based virtual reality ". The examples of this form are MUDs (" Multiple User Dungeons", and Multiple User Dialogue ")   (Herring,1996:48).

The third form is what are often called "Chat " systems. This type is the most popular in Interactive Written Discourse, and this is the type on which we are going to focus in this study. Those forms are social spaces made available on news, emails and sites across much of the internet in which people converse and interact. Chat systems have all of the manners of social interaction from Café conversation style,to the political discussions (Ibid).

4. Strategies that make the writing look like speech

The internet, certainly affects the written language deeply; this effect is very obvious in what we have called 'interactive written discourse(IWD).This kind of written conversation makes the writing look like the speech by two main steps (strategies) :

1. Removing the complexity and ambiguity of the written language

a. creation of new words (jargons)

Firstly the net speak or 'chat slang' get rid of the complex rules of the written language. Drenser (2005) state that " on medium variable, however, does exercise a powerful influence over structural complexity : synchronicity,just as the structure just as the structure of unplanned speech reflects cognitive constraints on real time language encoding. For example, in length of information units, lexical density and degree of syntactic integration, so synchronous modes of CMD (computer –mediated discourse) impose temporal constraints on users that result in a reduction of linguistic complexity relative to asynchronous modes". This leads us to say that the Interactive Written Discourse creates new coinage and jargon in the net linguistics.The "Net Lingo" focuses on speed, efficiency, informality and creativity,regardless of the rules of grammar.C. Thurlow,(2001) indicates briefly some strategies which are used to make writing close to speech:

* Get lexical compounds
*Make abbreviations and acronyms,such as "thx" instead of "thanks".
* Don't use capitalization,punctuation and hyphenating.
* Neglecting the accuracy of spelling.
* Disuse of traditional openings.

b. Abbreviations and Acronyms

Secondly, the importance of using abbreviations and acronyms (initial letters) is to keep up with the flow of conversation,because the long sentences in the interactive written discourse could produce loss of some conversation parts, for example when we examine about six words in length, the shallow window in which they appeared may make them show in separate parts, these separate parts mean that the first message will scroll out of sight before the receiver can finish reading(Herring.1996:53). So, to maintain the conversation flow, it is necessary to respond quickly,which means it is important to keep the message short. Moreover, unless the person can type very rapidly, he must type his long message using abbreviations and acronyms, so that he can answer quickly.. Therefore,it is rare to see message consisting of more than four or five lines in any interactive written discourse, because when the message is more than five lines, the receiver cannot maintain verbal contact with the sender of the message,as a result,the receiver may hang in limbo while the process of producing a message goes on (Ibid).

Thus, the tendency of using abbreviations and acronyms in general is based on two important facts. First of all, long messages may give rise to unacceptable gaps between conversational turns, that gap makes the conversation boring and makes loss in the conversational mode. Secondly,the importance of using such abbreviations appears in the long massage which has expressive meaning, because the receiver may want a quick expressive answer that could be long, so by using abbreviation and acronyms he would maintain this expressive meaning besides the actual one,that is the same role of what quick spoken utterance (Herring, 1996:54).

c. Smiley Expressions

Thirdly, the interactive written discourse adds the smiley expressions or what is called **(emoticons)** to overcome the ambiguity of the written language. Actually,this ambiguity is founded because of lacking the ability to express emotions and sentiments, in addition to the non-existence of the facial expressions.So, this makes the written language ambiguous, and difficult to be used on the internet to make an interactive written discourse,function the same role of everyday conversation. But the addition of smiley expressions (emoticons)in chats,emails...etc.. has solved this problem, and shared in overcoming the ambiguity of traditional written language,and made the sentence as an utterance, that makes it easy to express our feelings and emotions when we made written discourse on the net. Therefore, the written conversation becomes similar to the spoken one. (Crystal,2004).

The following table shows some of these expression and their meaning

Smile	☺	(:	:·(	]:	=)
Frown	☹	):	·:(	:]	=(
Grin	😁	:D	D·:	D=	
wink	😉	;)	·:)		
Cry	😢	'(:			

Surprised	☺	:(O	O٠:	:o	o٠:
Kiss	☺	:*	*٠:		
Confused	☺	O.O	O.o		
Angry	☺	>:(	٠:(>		
Upset	☺	>:O			
Tongue	☺	P:	P ٠:	p:	P:٠
Unsure		/:	/ ٠:	:\	\:٠
Angel	☺	O:)	O:)	) ٠: O	
Devil	☺	3:)	٠:)3		
Squint		-_-			
Heart	♥	<3			
embarrassed	☺	/:			

2. Adding some features of the spoken conversation to the written discourse

The second step that makes the written discourse looks like the speech is adding some features of the spoken conversation to the written one,such as:

a. adding the auditory perception to the written discourse,this makes the written conversation spontaneous and impossible to be edited,

b. adding sounds and graphics to the interactive written discourse.(they will be discussed in detail in the next pages).

The interactive written discourse (IWD) on the internet, such as "internet chat", is a mixture of written and spoken language. Sometimes it is confusing to understand the nature of the net speech or **IWD,** whether writing or speech?. Actually, it is a mixture of both**.** That is why many writers have called the internet language "written speech ". According to **Crystal**, the written conversation on the internet is read as if it is being spoken ; as if the writer is talking.The internet makes it possible to 'write speech' by using the alphabet of the keyboard in addition to other symbols, which have a lot of features existing in the conversation speech. That is what makes the net speech so interesting as a way of social communication(Crystal, 2004:25).Moreover the written language of (IWD)becomes somehow similar to the speech, because it is synchronous and interactive the same way the spoken conversation goes on. That means,in the spoken conversation all the participants receive the same auditory input at the time, while the participants of the online chat are receiving messages on their screens at the same time too. Also, like spoken discourse, it is impossible to edit conversation after producing it (Drenser,2005).

a. The topology of auditory and visual perception

In order to understand how the internet adds the auditory perception and the other speech features to the written discourse,we have to understand firstly the relation between speech and auditory perception in addition to the writing and the visual perception.As for the speech in Goodwin's(1979) analysis of the production of a single sentence during face-to-face conversation, he suggests the rule that "when the speaker gazes at a recipient he should make eye contact with the recipient "(Goodwin:106),and he says also that the speaker can get such eye contact "by producing a phrasal break ",such as restart or a pause, in his utterance ".In addition, the speaker can get the addressee's attention by his voice (it can be lower or louder,but it is facial movements and expressions without directing the hearer's ears to the speaker (Drenser,2005).

Many writers such as 'Ong' and 'Innis' have discussed the idea of relation between the written or printed word and visual perception.**Drenser** states that any written language (printed word) is an object – a time – surviving, movable and reproducible object. Because the text in front of us has persistent existence of an object and because we receive this object visually, we experience the text through two ways, the first is the spatial structure of the text that the words and sentences have spatial relations : they are above or below each other. The second are metric relations :the notions of distance (i.e, far and near). (ibid)

b. Graphics and sounds

Nowadays, a lot of graphics and sounds are used in Interactive Written Discourse to introduce extra – linguistic aspects into communicative conversation. What makes such conversation closer to the ordinary spoken discourse, are the' voices ' which take part in the written conversation. For example, in the conversation that takes place in the emails, just for a second there is a cartoon like balloons with a picture representing the person speaking,the same way as we communicate with real voices. The aim of this type of graphics is to increase the similarities between computer mediated written conversation and everyday spoken discourse, because that graphics and sounds are showing and analyzing human speech, and his body language during the interactive written discourse(Drenser,2005). .

5. Analytical Part
Context of data

The text on which the researcher is going to apply the theoretical part, will be a part of long conversation from ICQ(I seek you) chat rooms, especially the Iraqi room. The conversation includes three participants : Mohammed, Reem, and Mikael. They don't know each other, and they are almost the same age. Mohammed is an Iraqi young man, Reem is an Egyptian girl who lives in England, Mikael is an American young man. Firstly, Reem and Mikael join the chatting room and start to introduce themselves to each other, then Mohammed joins them.Then they start to talk about their favorite food and some types of fishes.They speak in English.

Data Analysis

The following table shows the number and the percentage of the features which remove the ambiguity and the complexity of the written language, and increase the similarities between the written conversation and the spoken one.

Feature	Number of occurrence	Percentage
Smiley expressions	43	36%
Abbreviations and acronyms	35	29%
Sounds	19	16%
Punctuations	9	7.5%
Spelling mistakes	5	4%
Grammatical mistakes	5	4%
Capitalization	4	3%
Graphics	0	0%
Total	120	100%

We can observe through the previous table that the most dominant feature in the conversation is the smiley expressions (36%). We can find that the participants make an intensive use of the smiley faces, for example but not limited, the grin face "**:D**" occurs fourteen times, the smile face "**:)**" appears seven times, the devil face "**3:**" appears five times, and the tongue" **:p**" occurs three times, so that they can express their feeling easily. Using t smiley expressions or emoticons is one of the factors which overcome the ambiguity of the written language, because during the written conversation in the chatting rooms the participants cannot see each other, so they type the symbol of face which expresses their facial expressions to show their emotions. We can find in the beginning of the conversation that the participants meet each other with smiling face" **:)**" in.. "**hi reem :)**", "**hi mikael :)**" Mikael also could express that he teased Reem with the tongue" **:p**" in.." **I think we lost her in the ocean :p** " ", he could also express his devilish idea by using the devil face " **3:)**" in.. " **nice with root beer 3:)**".

Smiley expressions also can reduce the complexity of the written language,because one of the smiley expressions can reduce and represent a whole sentence, such as Reem's comment "**WOW <3**". She wants to express that she loves shrimps, so she uses the heart "**<3**" instead of saying " **I love it**". Mohammed also uses the grin face "**:D**" in his comment" **yeah :D,** because he wants to express that he is kidding as Mohammed does not mean to say yes when Mikael asked him " **can you eat sharks**" so**,** Mohammed could replace the sentence " **I am kidding** " with the grin face. Reem also uses the angry face "**>:(**" instead of saying " **I am angry ".**

The table also shows that the second dominant feature is the abbreviations and the acronyms, they represent 29% of the features. Making abbreviations and acronyms is one of the important strategies to overcome the complexity of the written language. The participants of the online conversations use abbreviations because the speed of typing is the main focus. For example, the participants can abbreviate a complete sentence, such as Mohammed's question **"hw r u"** instead of **"how are you"**, he must type this message by using abbreviations,so that he can type quickly. We can also observe the individual abbreviated words which appear in the conversation, such as **"wt"** instead of **"what"**,**"cuz"** instead of **" because",** and typing the word **"love"** as **"luv",** moreover the acronyms, such as **"lol"** which means laughing out loud,and **"OMG"** instead of saying **"oh my god".** One also can use a number to replace a word, such as **" every1",**Reem uses the number "1" instead of the word "one" because she wants to type rapidly.

Through the table we can notice also that percentage of the sounds producing in the conversation is 16%, namely sounds are the third dominant features, that show the important of sounds. The participants produce sounds in the written conversation in order to introduce extra-linguistic aspects. Sounds which take part in the written conversation,such as **"mmm"**, **"uha"**, **"ooh"**, are what makes such written conversation very close to the spoken one. Using sounds also shows that the sounds producer is still following,Reem uses the sounds *"uha"* to give a feedback that she is following and reading what the others type.Mikael uses the sound **"mmm"** to express that he is thinking. Moreover the laughter sounds, the participants could express all types of laughter, for example, they type **"hhhhh"** to express the ordinary laughter,Reem types **"ha ha ha"** to express the fake or the sarcastic laughter when Mohammed asked her whether she is a girl or not, she also types **"nuhahaha"** to express the evil laughter when she deceived the others that she may leave at the end of the conversation.

The table also clarifies the small percentage of using punctuations which is 7.5%. The reason for small percentage is that neglecting the use of punctuations is necessary for the speed of typing.The only punctuating mark which appear in the whole conversation is the question mark **"?".**Although the conversation includes almost fifteen questions, nine questions only have a question mark, such as **" where r u from?",** and **"where is reem?",** and the questions which are free from the question mark, such as **" h w r u",** and **" can u swim"**. In addition the conversation is free from some important punctuation marks, such as the comma and the apostrophe, and that is clear in the following examples **" fine thx hi mohammed u r a boy or mmm"** Reem should use the comma between every sentence and they should use the apostrophe in **" im** Iraqi**","** **its wonderful"**, **"isnt"**,and **"cant".**In fact neglecting the use of punctuations in the online chatting does not affect the conversation, and it helps in the speed of typing.

The table also shows that there are 10 spelling and grammatical mistakes in the conversation, however, that does not affect the continuation of the conversation. We can observe that Mohammed produces most of the spelling mistakes, such as **"amirican"**, **"dolphin"**,**"mee"**, the reason for such spelling mistakes may be that Mohammed is an Iraqi,and the English is not his first language, Reem also produces a spelling mistake "es" instead of " is in **"and where es amirica"**, her mistake may come from the speed of typing. The participants also produce 5 grammatical mistakes, such as the absence of the verb in **"I almost from egypt"**, and **" we just kidding"** and subject- verb disagreement in **"wt r ur favorite food"**,**"and dolphins and tuna lives in oceans"**, the participants neglect the grammatical rules in the online conversation because paying attention to the grammatical rules may delay the answer.

The least dominant feature in the conversation is capitalization. The table shows that the percentage of using capitalization is 3%. The participants use capitalization only four times because they need to type and send their messages quickly,so they have no times for shifting from small to capital,therefore capitalization is the least dominant feature in the conversation.On the other hand,the reasons behind using capitalization through online conversation is differ from the well-known reasons of capitalization,for instance, the participants do not use capitalization in the beginning of the names, the countries, and the nationalizations, such as "reem", mohammed","egypt", "Iraqi", american",but Reem uses capitalization in the whole letters of **"CAVIAR", "WOW"**, **"OMG"** may be for emphasis or attracting the attention for these words and acronyms.This capitalization can also be used for calling someone, such as**,"REEMMM"**, Mikael types the name in this way to call Reem when she disappeared from the conversation.

We can observe through the table that the conversation is free from appearance and make real voices representing the person speaking.It is important to increase the similarities between the written and the spoken conversations, but the participants do not use such graphics because the application of using graphics may not exist in the chat room in which the application takes place.

Conclusion

Finely,there is no doubt that computer mediated communication (CMC)is the most popular communicative way because most of people around the world use the interactive written discourse on the internet to communicate every day. As a result, the interactive written discourse leads to the appearance of the net speech. The net speech involves the breaking of the traditional rules of writing and making the written language so close to the spoken one, so that the written language could be a proper way to communicate through the internet.

The interactive written discourse,such as the chat groups conversations, on one hand, overcomes the ambiguity and the complexity of the written language by neglecting the complex rules of writing, and by using the smiley expressions, abbreviations, and acronyms as the analysis of the data shows. On the other hand, the interactive written discourse on the internet adds some of the spoken language features to the online written conversations, such as sounds and graphics, that increase the similarities between the written language of the internet and the spoken language.

The importance of this research is to show that the internet is not only a system to link people together, but also it is a way to increase the richness of the language.Over time the internet helps in the appearance of new features and rules in the language, so we assume that the current internet language may be just an entrance to the numerous forms of language which may appear in the future. The importance of the analysis is to show that in the online conversation, it is always possible to create new linguistic features and rules in the language, that bodes for the appearance of new grammatical rules and new varieties of the languages in the near future.

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Margins:

1"TALK": Telecom Group plc is a company which pay television and internet access services to businesses and consumers in the U.K. It was founded in 2003.

2 " UNIX" : The UNIX operating system is a set of programmers that act as a link between the computer and the user.(firstly released by Liuns Torvalds.1991).

3 "PHONE": To place and receive calls phone system. Users can use their mobile devices a headset with a laptop or PC (private computer) or one of many IP(internet protocol)phones that won with Teams.

4 "VMS:Vender management system It is an internet enabled, often Web –based application that acts as a mechanism for business to manage and produce staffing services –temporary,and in some cases. permanent placement services –as well as outside contact or contingent labor.