

ABSTRACT

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This thesis is a survey study of DOTA2 players and hate speech that occurs in the game. DOTA2 is usually seen as a game that has a lot of problems with player interaction. Curses, threats, and slander are just some of the types of hate speech made by players DOTA2 session. The purpose of this research is to analyze the type and intention of hate speech by players in the DOTA2 community. To achieve this, the researcher collects and analyzes data using a qualitative descriptive method. From the results of this analysis, there are 54 data types of hate speech and there are 36 data on intentions of hate speech in DOTA2. The results of this study indicate that the physical type of hate speech is the most used type of hate speech by 14 players with a percentage of 25.93%. Meanwhile, in the intention of hate speech, there are 2 intentions that are often used by players, namely mocking and insulting as many as 10 with a percentage of 27.78%. While this research does address some of the causes of toxic behavior, more research is needed to more accurately answer what causes toxic behavior in games and what can be done to prevent it.

Keywords: *Online Game, DOTA 2, Hate Speech.*