

**LANGUAGE OF INSTANT MESSAGE  
IN COMMUNICATION**

**A Thesis**

**By**

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***Submitted to the English Applied Linguistics Study Program  
In Partial Fulfillment of Requirements for the Degree of  
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**This thesis was examined on February 25, 2010 by the Board Examiners**

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## Advisers' Statements

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the users, who chat through Internet that make their conversation become more interesting and efficient.

In everyday interaction, people usually choose different codes in different situations. They may choose a particular variety of codes because it makes easier to discuss a particular topic, regardless where they are speaking. When they about work or school at home, for instance, they may use the language that associate to those fields rather than use the language used in daily communication at home (Holmes, 1992:31).

Short, Williams & Cristine (1976) assert that different communication media enable different levels of experience of the social presence of individual who are engaged in communicating the level of experience of the social presence of other people is related to the quality of medium.

Since the presence of IM as one of the media of communication has been highly developed among the business people, it will be interesting to discuss the effect on this medium to the language and culture of the user, as language and culture itself is the heritage from past generation to the next generation. Everything is changed, there is nothing immortal in this world, including the language as part of culture. Kroeber & Kluckholm (1952) state that the term "culture" refers to all the characteristics common to a particular group of people that are learned and not given by nature.

Indonesia is a multicultural nation, the east culture is tightly hold values of analyzing and behave. With the culture value that is received from last generation, who taught how to speak, how to act, how to treat people, how to dress up and many others as they belong to

communication work well. Despite the features that all share, each has its own characteristics.

**a. Mass Communicaton**

Mass communication consists of messages that are transmitted to large, widespread audiences via electronic and print media: newspapers, magazines, television, radio, etc. Mass communication differs from the interpersonal, small group, and public varieties.

First, mass messages are aimed at a large audience without any personal contact between sender and receivers. Second, most of the messages sent via mass communication channels are developed, or at least financed, by large organizations. In this sense, mass communication is far less personal and more of a product than the other types.

Finally, mass communication is almost always controlled by many gatekeepers who determine what messages will be delivered to consumers, how they will be constructed, and when they will be delivered. Sponsors (whether corporate or governmental), editors, producers, reporters, and executives all have the power to influence mass messages in ways that don't affect most other types.

**b. Public Communication**

Public communication occurs when a group becomes too large for all members to contribute. One characteristic of public communication is an unequal amount of speaking.

One or more people are likely to deliver their remarks to the remaining members, who act as an audience. This leads to a second characteristic of public settings: limited verbal feedback.

The audience isn't able to talk back in a two-way conversation the way they might in a dyadic or small group setting. This doesn't mean that speakers operate in a vacuum when delivering their remarks. Audiences often have a chance to ask questions and offer brief comments, and their nonverbal reactions offer a wide range of clues about their reception of the speaker's remarks. Public speakers usually have a greater chance to plan and structure their remarks than do communicators in smaller settings.

### c. **Small Group Communication**

In small group communication every person can participate actively with the other members. Small groups are a common fixture of everyday life. A family is a group, so are a group of students working on a class project. Whatever they make up, small groups possess characteristics that are not present in a dyad. For instance, two or more members of a group can form a coalition to defend their position against other members, whereas in a dyad the members face each other on their own, without support from others.

In a group, the majority of members can put pressure on those in the minority to conform, either consciously or unconsciously; but in a dyad no such pressures exist. Conformity pressures can also be comforting, leading group members to take risks that they would not dare if they were alone or in a dyad. With their greater size, groups also have the ability to be more creative than dyads. Finally, communication in groups is affected strongly by the type of leader who is in a position of authority.

#### **d. Dyadic/Interpersonal Communication**

This form of communication describes the interactions of two or more people. The most significant setting for interpersonal communication is direct face-to face communication between two persons. An interview, a conversation, and intimate communications come under this heading. It is more persuasive and influential than any other type of communication, for it involves the interplay of words and gestures, the warmth of human closeness and in fact all the five senses. The feedback is instantaneous.

#### **e. Intrapersonal Communication**

Intrapersonal Communication is communication within the people selves. People engage in intrapersonal communication when they are thinking, listening, daydreaming, studying, creating, contemplating or dreaming. They are both source and destination of this type of communication. They use their brain waves as a channel; and the outcomes are thoughts or ideas, sometimes decisions, and sometimes actions or behaviors.

They still communicate within the context or environment. Their language and other social considerations shape the environment. This communication works as we motivate ourselves

#### **2.1.3.2 Based on Communication Channels**

Based on the channels used for communicating, the process of communication can be broadly classified as verbal communication and non-verbal communication. Verbal

communication includes written and oral communication whereas the non-verbal communication includes body language, facial expressions and visuals diagrams or pictures used for communication.

**a. Verbal Communication**

Verbal communication is further divided in two. First, the oral communication refers to the spoken words in the communication process, Than, oral communication can either be face-to-face communication or a conversation over the phone or on the voice chat over the Internet.

Spoken conversations or dialogs are influenced by voice modulation, pitch, volume and even the speed and clarity of speaking. The other type of verbal communication is written communication. Written communication can be either via snail mail, or email. The effectiveness of written communication depends on the style of writing, vocabulary used, grammar, clarity and precision of language.

**b. Nonverbal Communication**

Non-verbal communication includes the overall body language of the person who is speaking, which will include the body posture, the hand gestures, and overall body movements. The facial expressions also play a major role while communication since the expressions on a person's face say a lot about his/her mood. On the other hand gestures like a handshake, a smile or a hug can independently convey emotions. Non verbal communication



can also be in the form of pictorial representations, signboards, or even photographs, sketches and paintings.

### **2.1.3.3 Based on Style and Purpose**

Based on the style of communication, there can be two broad categories of communication, which are formal and informal communication that have their own set of characteristic features.

#### **a. Formal Communication**

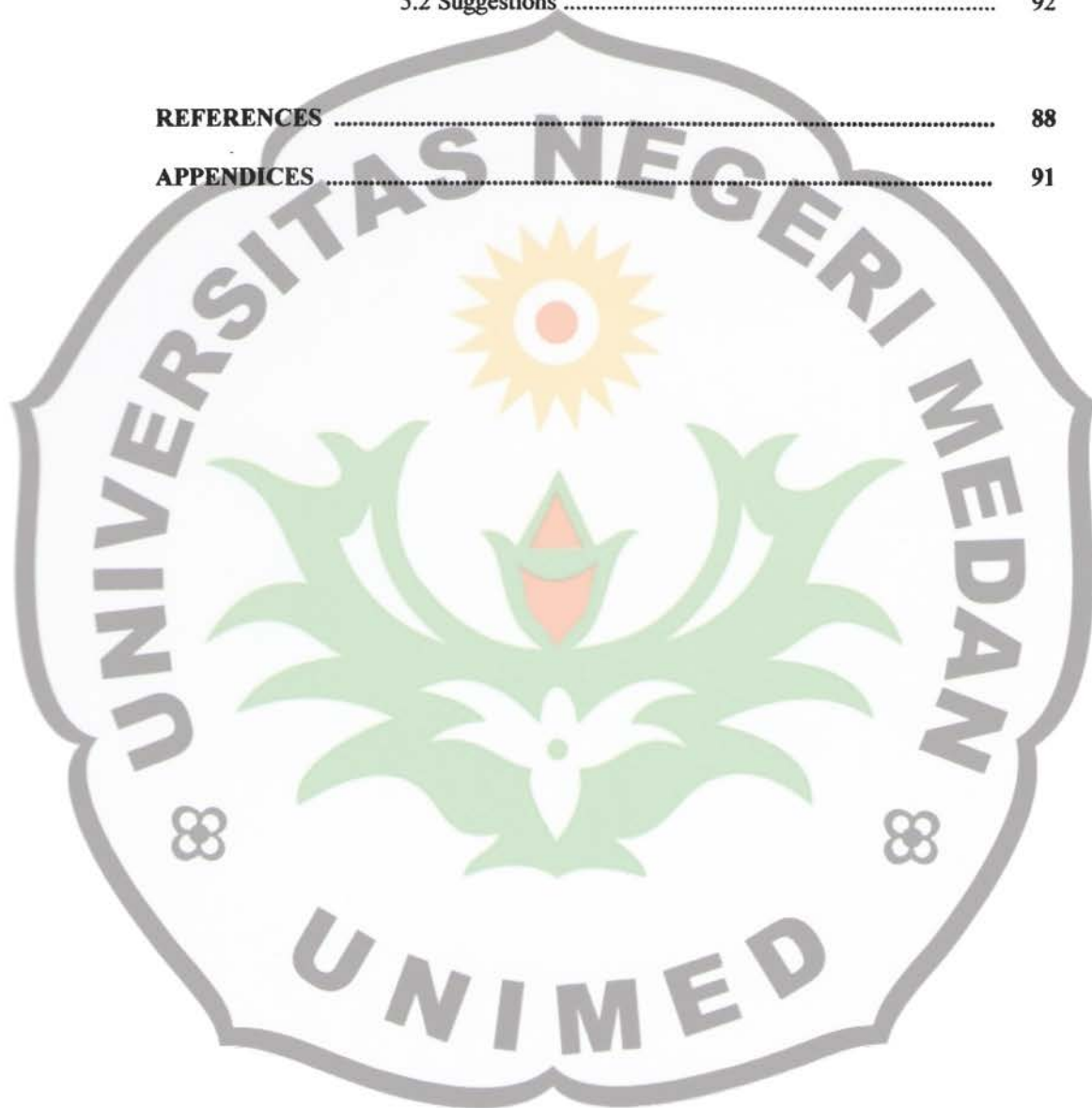
Formal communication includes all the instances where communication has to occur in a set formal format. Typically, this can include all sorts of business or corporate communication. The style of communication in this form is very formal and official.

Official conferences, meetings, written memo and corporate letters are used for communication. Formal communication can also occur between two strangers when they meet for the first time. Hence, formal communication is straightforward, official and always precise and has a stringent and rigid tone to it.

#### **b. Informal Communication**

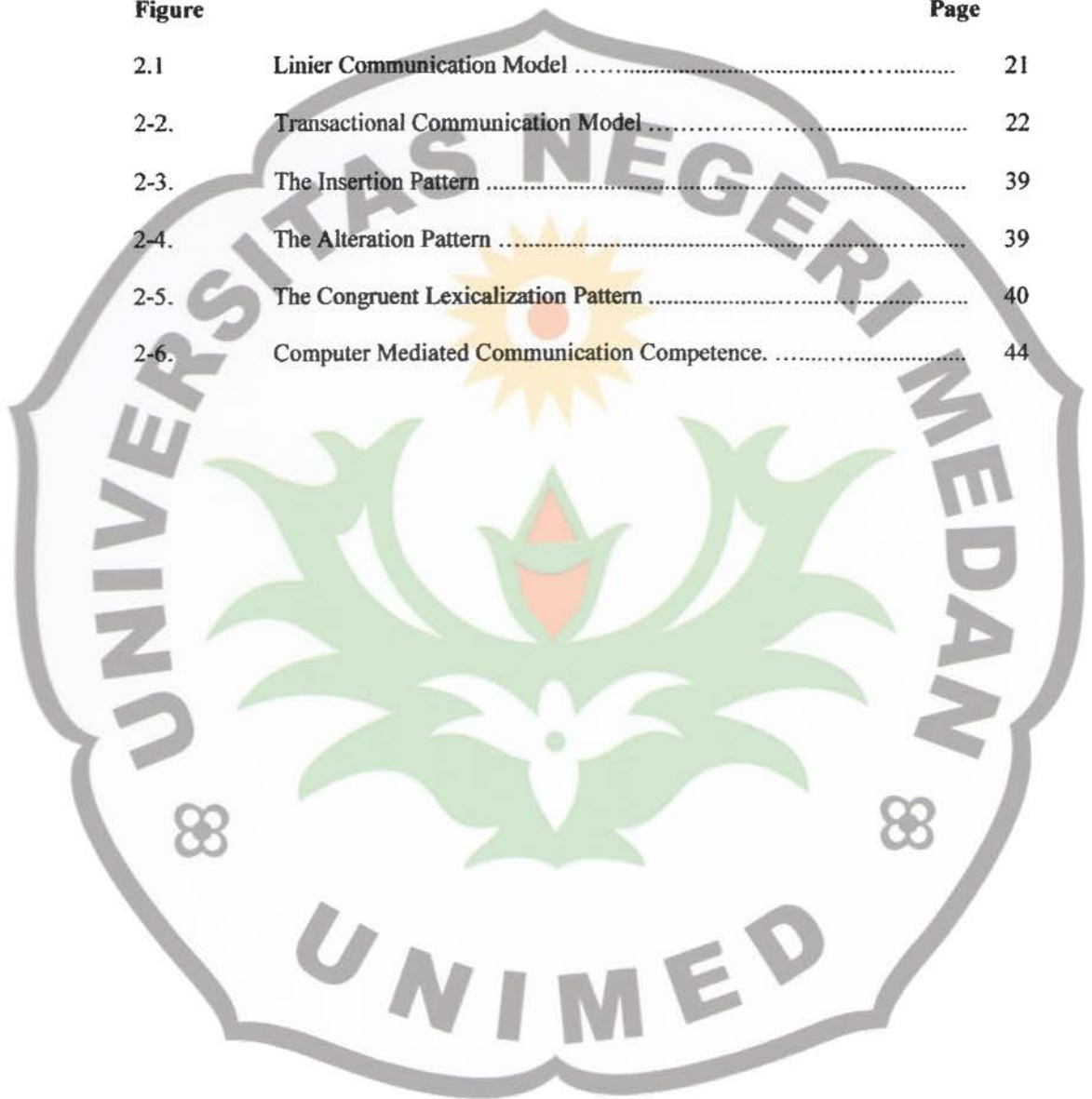
Informal communication includes instances of free unrestrained communication between people who share a casual rapport with each other. Informal communication

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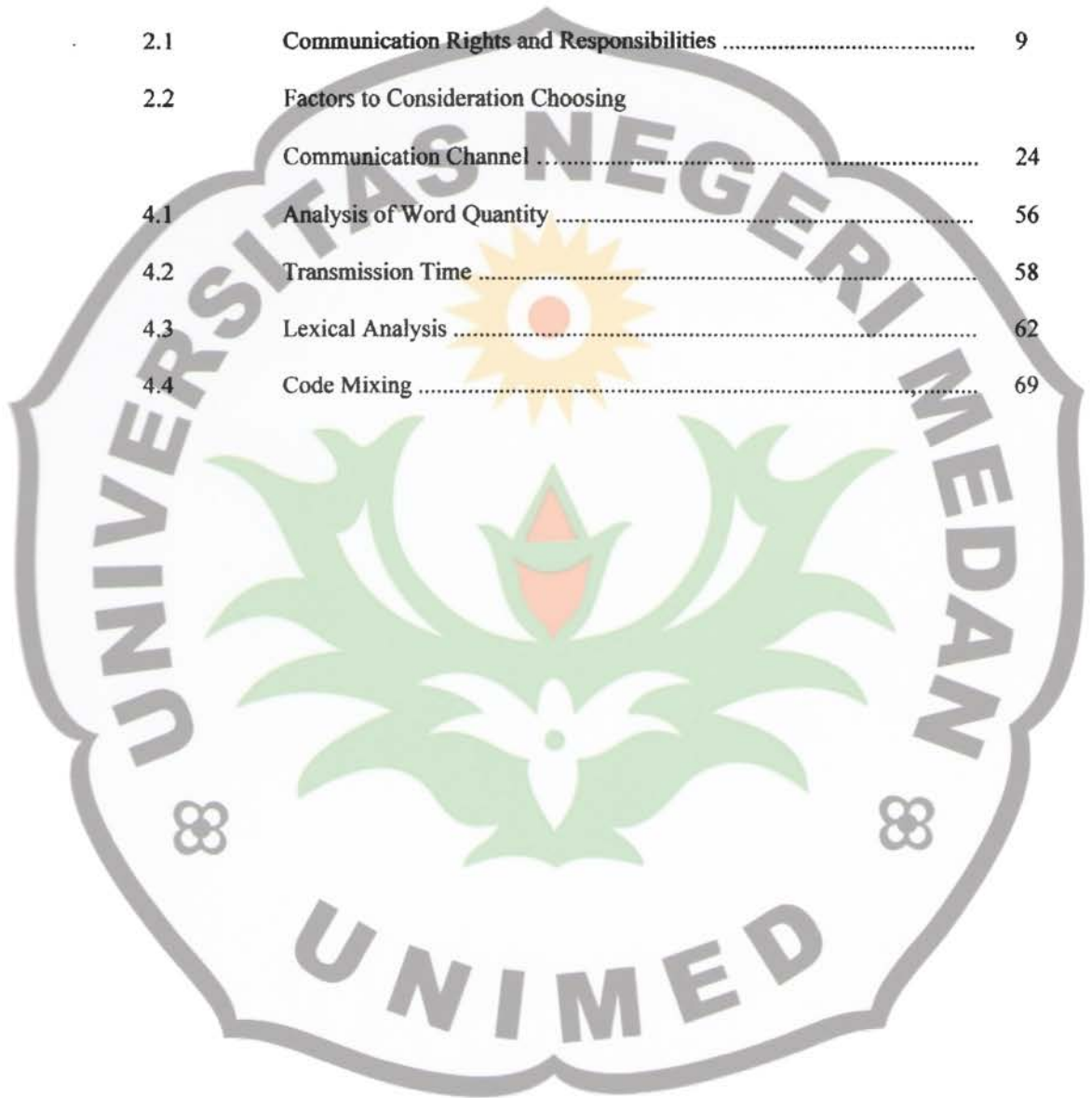
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