CHAPTER V

CONCLUSION AND SUGGESTION

1) **Conclusion**

After analyzing the hate speech that occur in written text dialogue on DOTA 2as the data on the previous chapter, the researcher found a conclusion to the data, they are:

1) There were nine types of hate speech namely Behavior, Class, Ethnicity, Gender, Race, Sex Orientation, Physical, Religion, and Disability and all of it was found in the DOTA 2 chat dialogue.

2) The hate speech in written text dialogue of DOTA 2 contained fourout of five intention of hate speech that was mocking, accusing, insulting, blaming, and insinuating, but only insinuating that can't be found in DOTA 2 chat dialogue. Mocking and Insulting were the highest percentage in DOTA 2 chat dialogue.

3) In Dota 2 players can speak with each other using in-game chat, which is also referred to as computer-mediated communication (CMC), which is when people communicate with each other through electronic devices. The synchronous text-and voice-based exchanges that take place during DOTA 2. This illustrates how the anonymity of the game, which allows players to change their name and profile picture at any time, leads to situations where players only see other players as tools for winning the game rather than as actual people, leading them to become more aggressive towards other players.

2) **Suggestion**

At the end of this chapter, there were some suggestions for readers who will do the same research or to improve their knowledge, as follows:

1) For readers

This can provide some valuable information and insight about DOTA 2 online game and its mechanics also hate speech thatoccurs in the game. After reading this thesis reader are expected to know the type and intention of hate speech that occurs not only in DOTA 2 but other online game that online player can interact each other. And after knowing the type of hate speech and intention of hate speech reader are expected to make friendlier environment in online game and avoid being toxic or negative player when playing online game.

2) For next researcher

It is hope that this thesis will be a good reference for researching about hate speech especially type and intention of hate speech thus more and more article about hate speech on online game get published so the society can access it via online or offline and know more about hate speech and its negative impact to others.

3) For the player of Dota 2

By reading this thesis the researcher hoped that the player of Dota 2 realizes the negative effect of hate speech and create friendlier environment in Dota 2 community.