

# CHAPTER I

## INTRODUCTION

### A. Background of the Study

A branch of linguistics called pragmatics focuses on communication. Language use in context, including the impact that context has on the utterance and the objectives the speaker intends to achieve through the choice of means of expression, is a study of how people interact when they use language. Pragmatics, as defined by Yule (1996:3), is the study of the meaning that is conveyed by a speaker or writer and understood by a listener or reader. However, pragmatics, according to Levinson (1983:9), is the study of the relationship between a language and context that is grammaticalized or encoded in a language's structure.

By establishing that language was a social activity and that “the meaning of a word is its use in the language,” as Wittgenstein (1953) put it, Speech Act made a significant contribution to the field of pragmatics. According to Austin (1962), who asserted that language is used by people both to say and do thing. It implies that speech acts make a significant contribution to how often people use language.

A speech act is commonly defined as “an action via utterances,” according to Yule (1996: 47). The utterances do not only contain grammatical structures and words, but they also contain actions. Whatever people say

through their utterances effects on their actions. In short, a speech act is any action taken while speaking (Horn, 2006:53). The words speech acts are derived from two words they are; speech and act.

Speech is the utterance that occurs and act means action. There are three types of speech acts: the locutionary act, the illocutionary act, and the perlocutionary act. One of the interesting phenomena in speech act is perlocutionary act it's when a particular effect is sought from the speaker, the listener, or both. The response may not necessarily be physical or verbal and it caused by inspiring, insulting, persuading, and scarring. The researcher focused on the insulting that occurs in the written text of DOTA 2 online game.

Defense of the Ancients 2 popularly known as DOTA 2, is created and distributed by Valve and widely recognized as the best Multiplayer Online Battle Arena (MOBA) game ever. Hit a concurrent player peak of approximately 1.29 million in March 2016. This game was a sequel to the Defense of the Ancients mod that appeared in Warcraft III: Reign of Chaos and Warcraft III: The Frozen Throne. This mod was design by Icefrog and later developed it into DOTA 2 by Valve.

DOTA 2 has different regional servers for different regions. In Asia, there are two main servers: SEA or South East Asia, which includes Southeast Asian nations like Indonesia, Malaysia, and the Philippines, and CN or China servers, which are special servers for Chinese players. Following that, there is WEU, or Western Europe, for nations in that region, and EEU, or Eastern Europe, for nations in that region. Additionally, there are two main servers on the American

continent: NA or North America for nations in the northern part of the continent and SA or South America for nations in the northern part of the continent. The main goal of the game is to eliminate the opposing team's base in order to win.

Each of the two teams consists of five heroes that are independently controlled by human players to gather resources, level up, and engage in combat. 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 (Thurlow, Lengel, & Tomic, 2004). The synchronous text-and voice-based exchanges that take place during DOTA 2 are referred to as CMC in the context of this study. Numerous researches have shown that anonymous CMC experiences more unpleasant or violent encounters (Kiesler, Siegel, & McGuire, 1984; Dyer, Green, Pitts, & Millward, 1995).

Because of the CMC, the game changed the player's verbal behavior; instead of being a lighthearted game, it could become a serious one with insults, cyber bully, and even hate speech directed at the player. This aggressive or hostile interaction can lead to hate speech, which is an act of threatening speech or writing that expresses hatred or encourages violence against a person or group because of a characteristic of that person or group, such as race, color, or sexual orientation.

From the previous studies I took the thesis from Topias Mattinen (2018) titled "Toxic Behavior in DOTA 2 – a Survey Study" This thesis examines the toxic conduct that occurs among DOTA 2 players through a survey study. DOTA 2 is frequently seen as a game with numerous issues with player relations. Players

have grown accustomed to many forms of flaming during DOTA 2 sessions, including cursing, shouting, threats, and slander. The purpose of this study is to gather opinions on various facets of toxic behavior in DOTA 2 from the players themselves.

According to Mondal et al (2017), hate speech in social media is divided into 9 types namely, race, behavior, physical, class, sexual orientation, disability, gender, religion, ethnicity. And intention in hate speech on social media is divided into five categories by Kreidler (2002), including mocking, accusing, blaming, insulting, insinuating. For Example:

**Table 1.1 Example of Type of Hate Speech**

Hate Speech	Type of Hate Speech	Intention of Hate Speech
We're losing cuz ur black, it's bad omen	Race	Blaming

The example above is taken from DOTA 2 game play. 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.

Because of this majority of DOTA 2 game play session contains hate speech and not many players can endure the toxicity of the game, some can remain calm and relax when encountering this hate speech but most will respond with another level of hate speech thus increasing the negativity in the game and in the end losing the game. Furthermore this study used Mondal (2017) and Kreidler

(2002) theory to examine the type of hate speech and intention of hate speech used in DOTA 2.

### **B. Problem of the Study**

In line with the background of the study, the problem was formulated as follows:

1. What types of hate speech are used in DOTA 2 dialogue?
2. How are the intentions of hate speeches realized in DOTA 2 dialogue?
3. Why are the hate speeches utterances happen in DOTA 2?

### **C. Objective of the Study**

Related to the problem of the study, the objective is formed as follows:

1. To categorized the type of hate speech used in DOTA 2 dialogues.
2. To elucidate the realization the intention of hate speech used in DOTA 2 dialogues.
3. To explain the reason toxic attitude of hate speech in DOTA 2.

### **D. Scope of the Study**

In this study the researcher will focus on analyzing written text in DOTA 2 chat dialogue that contains type of hate speech and intention of hate speech. The researcher also using Mondal theory and Kreidler theory to determine the type and intention of hate speech. The researcher will collect the newest data from January 2023.

### **E. Significance of the Study**

This paper is concerned with the words and aspects of hate speech used on the game chat dialogue, the findings providing valuable information to:

1. Internet user. The finding is expected to reducing the use of hate speech and to create more polite and friendly in DOTA 2.
2. English students. The finding is expected to provide some valuable information about hate speech in DOTA 2.
3. Next researcher. The findings are expected to be the reference for the next study's theory the using of hate speech.