

18+ SCIENCE, CULTURE AND YOUTH:

Сборник трудов по материалам
VIII Международной студенческой
научно-практической конференции
(23 марта 2023 г.)

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Communication conflict in internet commentary

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The Internet is a source of various forms of communication. Communication is an essential process in everyday life. Due to the emergence of new types and forms of communication, various forms of communication on the Internet are developing. In the genres of Internet communication, such as chats, blogs, social networks, forums, oral-written speech is used, which is as close to everyday as possible. Therefore, it has such features as anonymity, mediation, distance. This, in turn, leads to the emancipation of the participants in communication, as well as the freedom to choose speech means and statements. The combination of these characteristics allows us to consider Internet comments as highly potential for the development of communicative conflicts. In this article, we will analyze Internet comments, find out how a conflict arises in Internet comments, and also consider the various stages of conflicts, lexico –semantic and grammatic tools in Internet comments using a specific example.

Keywords: communication, Internet, conflict, comments.

In the genres of Internet

communication, such as chats, blogs, forums, oral-written speech is used, which is as close to everyday as possible. Therefore, it has such features as anonymity, mediation, distance. This, in turn, leads to the emancipation of the participants in communication, as well as the freedom to choose speech means and statements. The combination of these characteristics allows us to consider Internet comments as highly potential for the development of communicative conflicts. An Internet comment is a so-called polylogue that contains a replica-statement and a replica-stimulus, thus forming a comment thread, in which a conflict situation can also arise.

The dictionary gives several interpretations of the word «conflict»:

- 1) open battle, war;
- 2) mental struggle arising as a result of the simultaneous functioning of mutually exclusive impulses, desires or tendencies; [5, p.8]
- 3) conflict — is a form of expression of contradiction, it is the interaction of two or more subjects having mutually exclusive goals and realizing them one to the detriment of the other. [8]

Nowadays, there are many conflicts on the Internet, which are found not only in personal messages, but also in Internet blogs, chats, forums, social networks. Almost on any sites that provide the ability to comment, you can observe a conflict situation.

D. Greenfield identifies the following causes of conflict situations on the Internet:

– availability of the Internet, which ensures the continuity of online communication;

– lack of contact with other participants reduces the level of social norms of behavior and social control. [1]

V.S. Tretyakova defines a communicative conflict as «a state of confrontation between two parties (participants in the conflict), as a result of which each of the parties deliberately and actively acts to the detriment of the opposite side, explicating its actions by verbal and pragmatic means.» Also in the structure of the communicative conflict, she highlights the resistance to speech actions through her own speech actions and the damage that is caused by the speech actions of the participant and which the other experiences as a result of these speech actions. [9, p. 143–152]

The subject of a communicative conflict is an existing or imagined cause that leads to the conflict itself.

The object of the conflict is an element of the world or reality that becomes the starting point and gives rise to the subject of the conflict.

Conflicts in terms of communicative orientation are divided into horizontal ones, in which people participate who, as a rule, are not subordinate to each other; vertical, i.e. those whose members are bound by certain types of subordination. These conflicts can also be mixed, representing relations of subordination and disobedience [3, p. 34].

The following components of a communicative conflict are distinguished:

1) subjects – participants in the conflict;

2) actions – communication strategies

and tactics;

3) tools – reception and language means;

4) circumstances (results).

V.S. Tretyakova believes that the communicative conflict includes mandatory and optional components. Mandatory components include: participants in a conflict situation; clash of their goals (views, points of view), which reveals their contradiction; speech actions of one of the participants in communication that affect the change in the behavior of other participants in this communication and the damage that occurs as a result of these speech actions. [8, p. 463 – 470]

Optional components of the conflict: temporal and spatial extent, which reflect violations of the temporal sequence, as well as a violation of the spatial representation of the speech situation; a third person (or persons) who may not be a direct participant in communication or conflict, but may be its culprit (or founder) and influence the course of the conflict itself.

The cause of the communicative conflict is the contradiction that arises between the communicants. Thus, the subjects themselves create the conflict and end it or avoid it themselves.

Scientists identify the following factors that contribute to the development of tension in communication:

– interrupting the interlocutor

– threats, accusations

– a negative assessment of the personality of the interlocutor

– emphasizing the difference between yourself and your partner, etc. [6, p. 4]

Linguists have identified four stages of communicative conflict: latent, demonstrative, aggressive and battle.

Latent stage: the situation of communication is not yet considered by the participants as a conflict, but they have a feeling of anxiety about what is happening.

Demonstrative stage: this stage becomes the beginning of the conflict, when the contradiction between the communicants becomes apparent.

Aggressive stage: characterized by the refusal of communication of all participants, each thinks out for the opponent his thoughts, phrases and feelings.

Battle stage: the essence and the beginning of the conflict itself is forgotten, the conflict itself can drag on for a long time. The main goal of the participants in the conflict is to cause maximum harm to the opponent.

The end of the conflict can be considered as its end, as well as «break» or «freeze» for an indefinite period.

The exchange of speech actions between the participants in communication is a speech act. There are three stages in a conflict speech act: pre-communicative, communicative and post-communicative.

In the pre-communicative stage, the conflict is maturing, that is, the clash of goals, thoughts of the participants in communication, in the communicative stage, the conflict itself is realized through the use of conflict tactics and language means, the post-communicative stage is the end of the conflict. The main language tools that are most often used in a conflict situation are grammatic and lexical-semantic.

Lexico-semantic tools: homonyms, polysemantic words, negative-evaluative vocabulary (invective), agony words (not

known to many native speakers). Grammatic tools: 2nd person pronouns «you» and «you» and 2nd person singular and plural verbal forms, the choice of which has tactical grounds; personal pronouns «he», «she» in relation to the person present during the conversation, the functioning of which is subject to certain restrictions by the situation of the utterance; perfective imperatives, particles, introductory words have great conflictogenic power.

Conflictogens in Internet comments are words or actions that lead to a conflict situation and its development into a conflict.

N. Bogatyreva singled out 3 types of conflictogens in her work:

1) conflictogens expressing superiority: orders, threats, remarks, ridicule, mockery, interruption of the interlocutor's statements, interruptions, raising the voice, self-righteousness, etc.;

2) conflictogens showing aggressiveness;

3) conflictogens expressing selfishness. [2]

It should be noted that there are a lot of reasons for the emergence of conflict situations: misunderstanding, contradictions, differences in thoughts, views, etc. And people also behave differently in these conflict situations. Speech behavior is based on certain tactics and strategies, so scientists identify several strategies that consider various tactics and methods of behavior in conflict situations, namely: invective, courtly and rational-heuristic. [7]

Linguists identify potentially conflict situations that contain provoking conflict factors that are not clearly detected, as well as situations of conflict risk, characterized

by a deviation from the general scenario development of the situation; actually conflict situations, characterized by differences in feelings, thoughts, emotions, which leads to contradictions.

Faced with a conflict situation, participants can also choose their behavior patterns: 1) «playing along with a partner» – do not sort things out, do not continue the development of disagreements and contradictions; 2) «ignoring the problem» – silence, avoidance of the topic; 3) «interests first» – a compromise, mutual understanding, a mutually acceptable solution.

In this article, we will analyze the main types, stages of Internet comments, as well as the vocabulary used in Internet comments to initiate or end a conflict. Spelling and punctuation of the authors are preserved.

The root message: «They are offended that we live so luxuriously.» A woman on the street was asked a question about Europe¹

The comments are:

Gafur Shantimirov: Right now, I would like to ask grandmas something
Roman Batrov: Why do you need the opinion of some grandmother?
Danil Dumkin: Brainwashed. Think people! We are ruled by one, single, world organization.
Vladislav Filatov: And why is she wrong?
Alexey Shevelev: Slop in the head
Timur Sokolov: there is nothing to envy, the grandmother lied ..
Vitaly Brechalov: We have the largest country on the planet with the smallest brain density
Zhenek Zhenek: Gives interviews, analyzes life in our country and in Europe. 🤔 The worst thing is that this analyst in which direction this Europe is located does not even know, and it was only in Soviet times that his parents took him to a sanatorium 🤔
Alex Tabakov replied to Roman: the older generation! Soviet education!
Alex: and brains left, apparently, somewhere in the same place, in the Soviet Union.
Nikita Khazimov replied to Gafur: Well, they lived their lives, they know what they say
Mikhail Vasilievich replied to Nikita: he joked well!
Nikita Khazimov replied to Mikhail: he was not joking
Gafur Shantimirov replied to Nikita: most of them do not know what the Internet is and think that 5g will kill everyone
Mikhail Vasilievich answered Nikita: she had not been to Europe. how would she know? she is a beggar and a slave in her essence. How should she know and why should she trust?
Nikita Khazimov answered Mikhail: it is not necessary to be there to say something. Yes, and rightly so, she said that they were accustomed to comfort there.

In this example the root message itself does not contain an obvious conflict.

¹ Link to the root post https://vk.com/wall-7009606_115279

However, commentators considered an elderly woman to be a conflict generator in this situation, who, in their opinion, due to her age, does not understand what she is saying. Therefore, the root message itself can be considered the pre-conflict stage. There are many participants in communication, but the conflict arises only between two communicants who seek to defend their point of view of «imposing» their opinions on each other. Communicators use irony to express their point of view: «most of them do not know what the Internet is and think that 5g will kill everyone, etc». Also the commentators use the emoticons, the function of which is to omit or replace words or sentences. The post-conflict stage is characterized by its completion.

Thus, the communicative conflict is a multilevel structure. In order to avoid conflict, it is necessary: to avoid the use of conflictogens; speak clearly, avoid ambiguity; understand the state of the interlocutor, etc.

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