

SPEECH ACTS IN INTERNET DISPUTES

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Abstract

Modern online disputes actively occur on forums, social networks, and messaging platforms. Speech acts in these discussions play a key role, as participants express opinions, emotions, and arguments through them. However, features of online communication-anonymity, rapid message exchange, and the absence of nonverbal cues-often lead to typical errors: incorrect statements, rhetorical questions, excessive emotional expression, and misinterpretation of others' messages.

Keywords: Online disputes, speech acts, typical errors, online communication, emotional expression, interpretation.

Introduction

With the emergence of the Internet and the widespread use of social platforms, communication between people has become instant, accessible, and global. In the context of online discussions, speech acts such as statements, questions, requests, expressions of emotions, and evaluations serve as the main tools for transmitting information. They allow participants to express their thoughts, positions, and feelings without direct personal contact and without relying on nonverbal signals [1, p. 25].

However, the specific features of virtual communication, including anonymity, the high speed of message exchange, and the absence of intonation, facial expressions, and gestures, often become sources of misunderstanding and conflict situations [2, p. 48]. The analysis of the structure of speech acts, their functions, and the context of their use contributes to a more accurate interpretation of messages, reduces the risk of conflicts, and increases the effectiveness of communication on the Internet. Understanding these aspects is especially



important for discussion participants, moderators, and specialists in online communication who seek to create a constructive and safe environment for discussions [3, p. 63].

In modern online discussions, speech acts are a central element of communication because they enable participants not only to transmit information but also to express their own positions, emotions, evaluations, and social intentions. These acts form the structure of communication, help interpret messages, and ensure understanding of the interlocutors' intentions [1, p. 31]. Depending on the functions and purposes they perform, speech acts may take different forms and serve different communicative tasks [4, p. 72].

The characteristics of online communication, including anonymity, rapid message exchange, and the absence of nonverbal signals, create conditions for errors and misunderstandings. One of the common problems is the misinterpretation of messages, when participants may perceive a neutral statement as criticism or sarcasm, which provokes an emotional reaction [2, p. 52]. Another issue is the incorrect use of speech acts when the functions of statements, questions, and emotional expressions are mixed, which distorts the meaning of the message. Excessive emotionality may also provoke conflicts, especially if emotional messages are not accompanied by explanations. Incorrect use of abbreviations and acronyms can lead to misunderstanding, particularly in communication between representatives of different cultures or age groups. The lack of structured messages, when texts are too long and unorganized, makes them difficult to perceive and may result in responses that are not related to the main topic of discussion. Ignoring context and cultural differences also increases the risk of misinterpretation and conflict [3, p. 67].

To increase the effectiveness of online discussions, it is important to apply strategies aimed at reducing communication errors. Conscious use of speech acts helps clearly formulate questions, statements, and emotional expressions. Structuring messages with the help of paragraphs and logically connected sentences contributes to clearer perception of the text. The use of neutral and polite vocabulary helps avoid insults and provocations. Clarification and paraphrasing allow participants to check whether the interlocutor has correctly understood the message. Emotional control and rereading the text before sending help prevent impulsive reactions. The use of digital tools, such as spelling and grammar checking or message moderation, also improves the quality of



communication. It is also important to take cultural context into account by adapting expressions for different audiences and language groups [4, p. 81].

In order for Internet disputes to become more productive and constructive, it is important to follow several simple rules. It is useful to think carefully about the text before sending it, as this helps avoid misunderstandings and accidental mistakes. It is recommended to use softer formulations instead of categorical expressions and direct criticism. Asking clarifying questions is a more effective way of interaction because it helps better understand the interlocutor's position. It is also advisable to control emotional expression and avoid excessive use of capital letters, exclamation marks, or question marks. When using jokes or sarcasm, it is preferable to indicate them with emoticons or explanations to prevent misunderstanding. It is also helpful to structure messages by dividing the text into paragraphs and using short and clear sentences. It is necessary to consider the characteristics of the audience, since language and expressions should be understandable to people with different experiences and cultural backgrounds [2, p. 55]. Following these recommendations makes discussions clearer, reduces the likelihood of conflicts, and helps participants effectively exchange opinions.

Conclusion

Speech acts form the basis of effective communication in Internet disputes. They allow participants to express thoughts, emotions, and positions, shaping the structure of discussion and ensuring the exchange of information. Errors in the use of speech acts, such as incorrect formulations, excessive categorical statements, ignoring context, or improper expression of emotions, reduce the constructiveness of discussions and may provoke conflicts.

The analysis of typical errors shows that many of them are related to the specific features of online communication, including anonymity, rapid message exchange, the absence of nonverbal signals, and the limitations of text-based communication. Conscious use of speech acts and the application of practical recommendations such as rereading messages, asking clarifying questions, controlling emotional tone, and clearly indicating humor and sarcasm help reduce misunderstandings, improve communication quality, and create more productive discussions.



Thus, careful attention to speech acts and adherence to the principles of proper communication contribute to the formation of civilized and constructive discussions in social networks, forums, and messengers, where participants can exchange information, reach mutual understanding, and build effective online interaction.

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