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Problems with speech etiquette in Internet communications

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Abstract. Compliance with speech etiquette in virtual communication is a problem of modern society. The culture of writing electronic texts in the course of correspondence, the rules of politeness and goodwill are not observed by most users, and there is no legal framework regulating the activities of social network sites. The issue of the purity of the Russian language and speech culture is a key environmental problem in the field of linguistics. However, the problem of compliance with speech etiquette in Internet communications by students of higher education is not sufficiently developed. In this regard, in order to identify the position of participants in virtual communication to the problem of compliance with speech etiquette on the Internet and their readiness to solve this issue, the authors conducted a micro-study among students of higher education. The characteristics of the main forms and genres of Internet communications are given, the concepts of "speech etiquette" and "network etiquette" are considered, and the need to observe speech etiquette in Internet communication is justified. The introduction of common rules and norms of politeness in the Internet space will allow participants of

virtual communication to preserve the ecology of the word, the traditions of Russian national speech etiquette, and as a result, not to destroy self-consciousness and identity. The authors also describe aspects of speech etiquette in the Internet.

Keywords: etiquette, network etiquette, virtual communication, social networks, electronic dialogue.

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... [, 2010]. -
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(computer-mediated communication)
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; 1.0 2.0» [, 2002; ., 2015]. -
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: - (Internet relay,
Chat, IRC); -
- ICQ, - , -
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2.0 , , Skype, wiki, NetMeeting [, 2011]. -
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27 2006 . 149- . URL: <http://docs.cntd.ru/document/901990051> (: 29.05.2020);

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17 2017 . 575. URL: <https://legalacts.ru/doc/postanovlenie-pravitelstva-rf-ot-17052017-n-575-o-vnesenii/> (: 15.05.2020);

²⁹ 2014 . 785.

27 . 2017 . 1968. URL: <http://docs.cntd.ru/document/564859708> (: 15.05.2020).

² . 2004. WWW- , 3: 203-207.

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» [, 2002].

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[2001], [2009], [2005], [1992] [2005], [2020].

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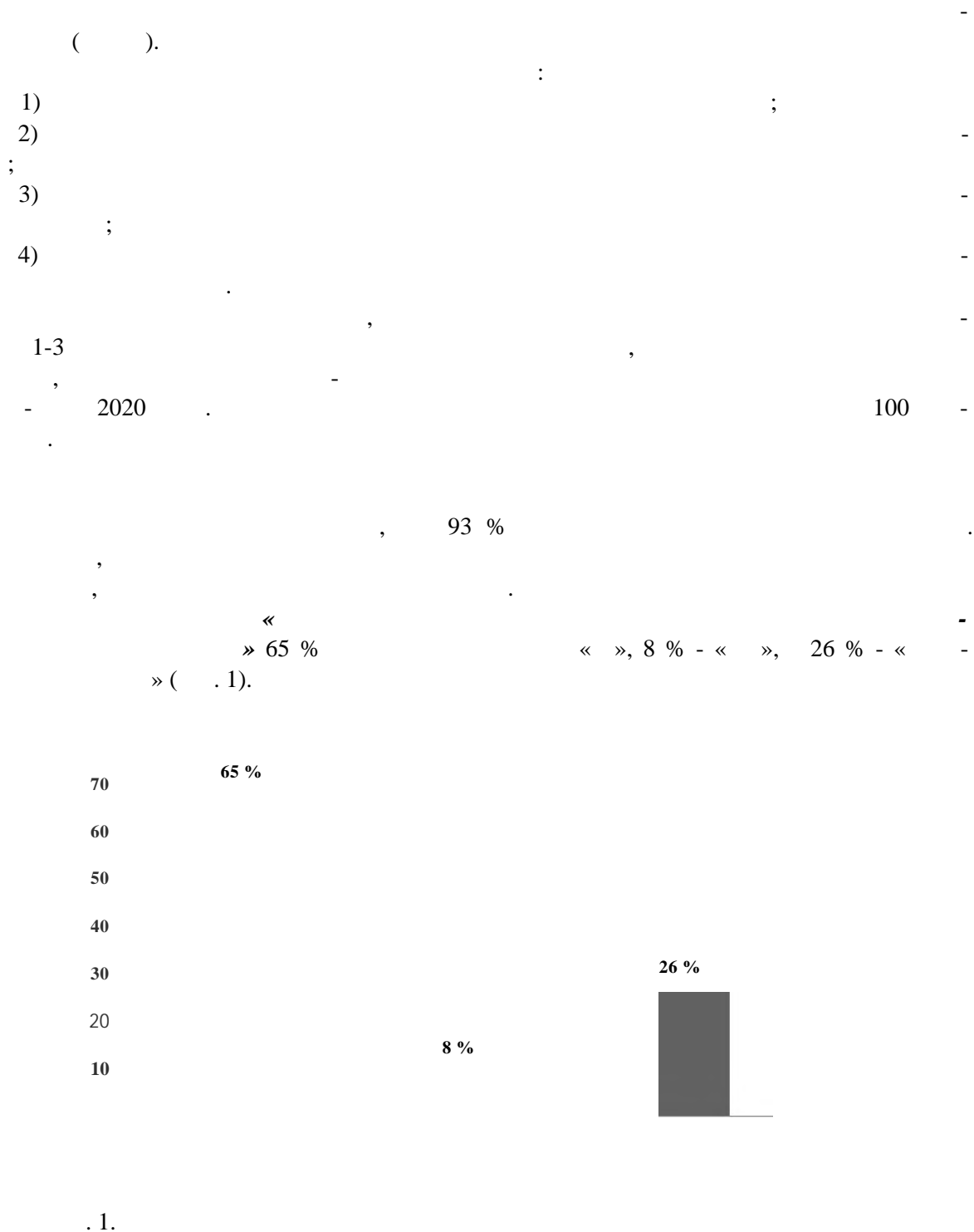


Fig. 1. Distribution of opinions on the need to adhere to a clear framework speech etiquette in social networks

« ? » (. 2), - 96 % -

37 % , 75 % - , - 17 5 %

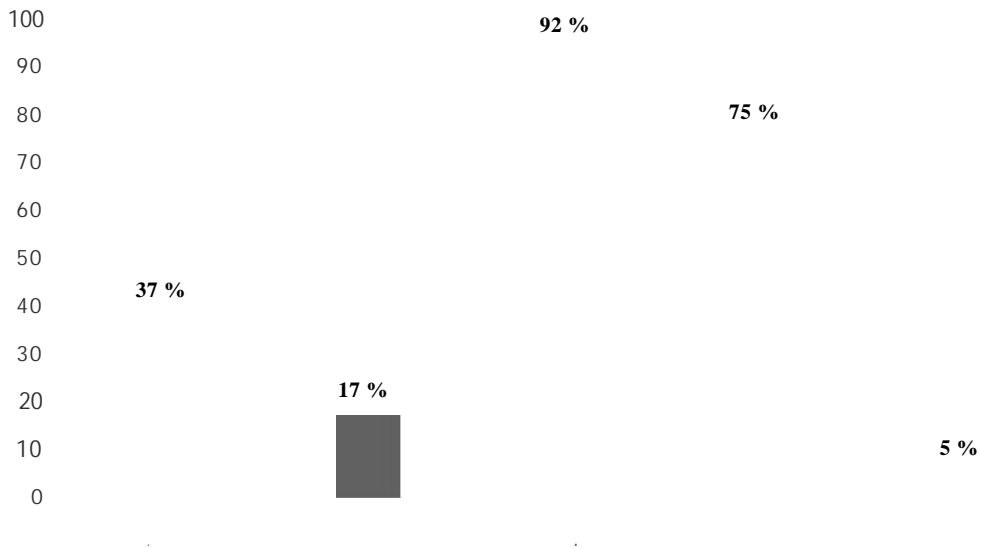


Fig. 2. Forms of Web Communication Used by Students of Educational Institutions of Higher Education

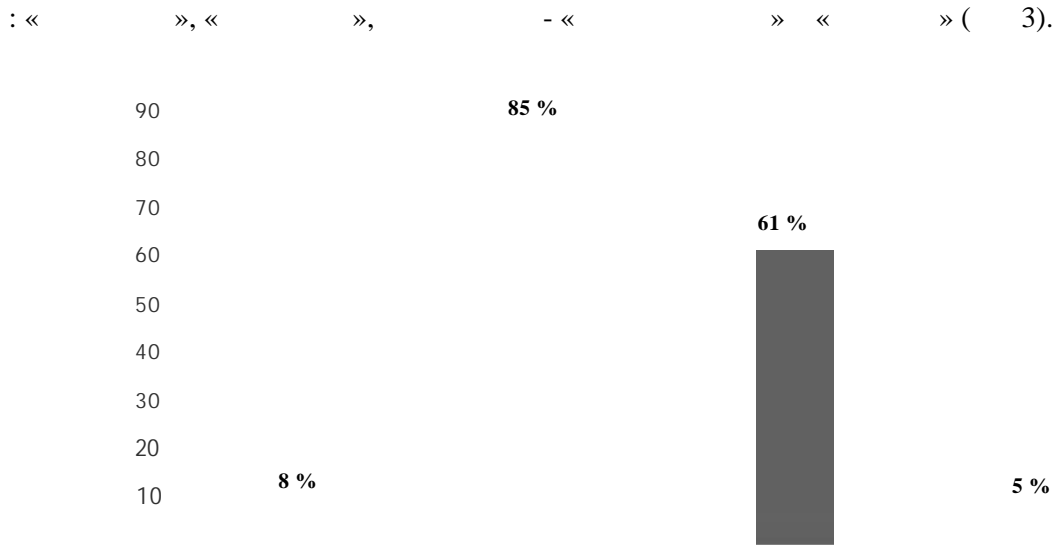
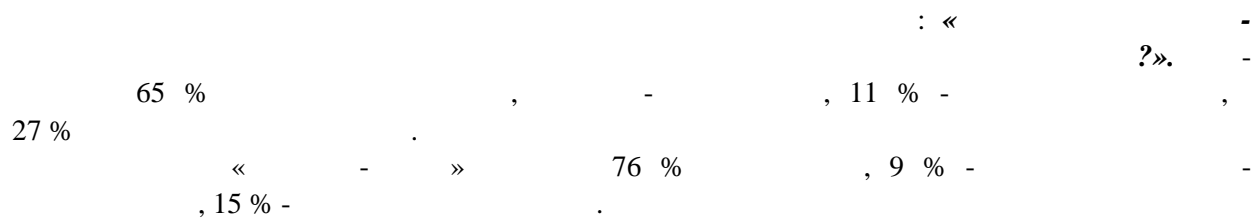


Fig. 3. Social Networking Websites that Are popular Among Students of Educational Institutions of Higher Education



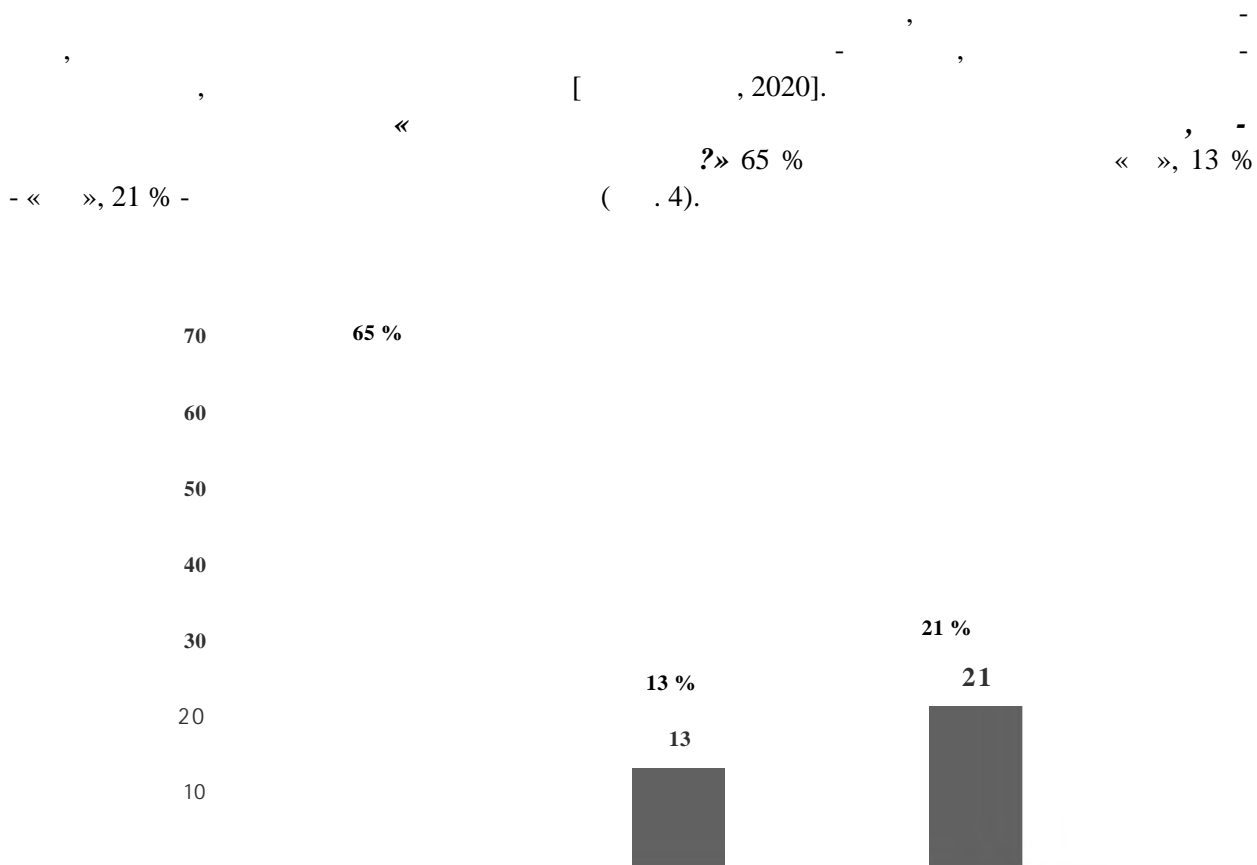
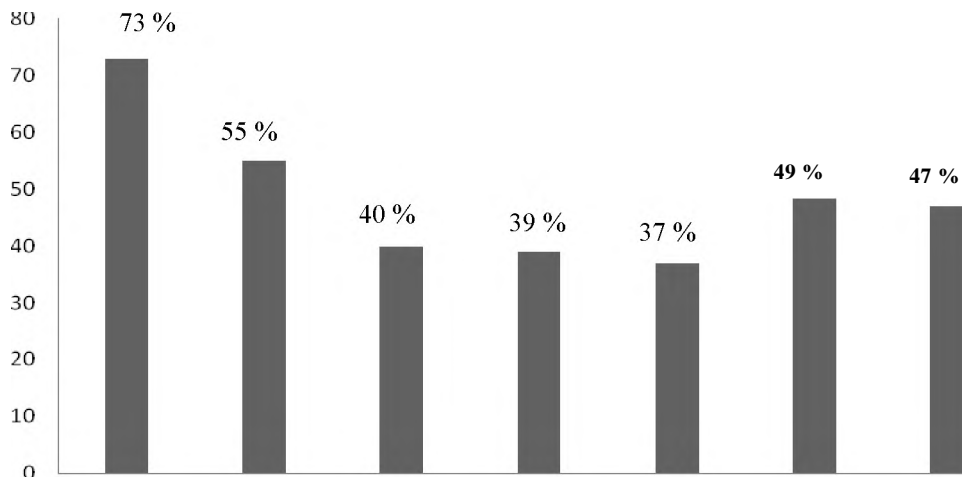


Fig. 4. Respondents' answers to a question «Do You Know Some Rules and Regulations of Speaking Etiquette that You Should Follow in Your Web Communication?»

4. «Do you know some rules and regulations of speaking etiquette that you should follow in your web communication?»

98 %

»», «



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Fig. 5. Norms of speech behavior observed by students in Internet communication

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2. . . 2015. , 40 .
3. . . 2005. , 03-04: 51-53.
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