		Page
Decla	aration of Academic Work	ii
Abstr	ract	iii
Abstr	ak	iv
Ackn	owledgement	vi
Table	e of Contents	vii
Chapt	ter 1 Introduction	
1.0 1.1 1.2 1.3 1.4 1.5 1.6 1.7	Introduction A General Perception of Computer Mediated Communication (CMC) 1.1.1 The Internet Statement of the Problem Objective of the Study Research Question Significance of the Study Scope and Limitation of the Study Conclusion	1 2 3 4 4 5 5 5 6
Chapt	ter 2 Literature Review	
2.1 2.2	Introduction The Internet as a medium for Communication 2.2.1 Computer-Mediated Communication (CMC) 2.2.2 IRC (Internet Relay Chat) as a network of computers 2.2.3 Internet as a network for Computers 2.2.4 Internet Chat Room 2.2.5 Using the Chat Room 2.2.6 Procedures in the chat room 2.2.7 Malaysia – Internet Chat Room (IRC) 2.2.8 Internet Relay Chat (IRC) 2.2.9 Paralinguistic Features	8 8 9 10 11 11 12 13 16 17 18
		vii

		Page			
	2.2.10 Differences between Experienced and New Users	19			
	2.2.11 Asynchronous of IRC	20			
	2.2.12 Features of Online Chatting	21			
	2.2.13 Types of Electronic Communication	22			
2.3	Statement of the Research Problem	24			
2.4	Real-Time Chat	25			
2.5	Face-to-Face Interaction				
	2.5.1 Similarities and Differences between Face-to-Face Conversatio and IRC	n 27			
	2.5.2 Communication Process in an IRC	28			
2.6	IRC as Social Phenomenon	31			
	2.6.1 IRC Interpersonal Relationship	32			
	2.6.2 Linguistic Feature of CMC	33			
2.7	Summary	38			
Chapt	ter 3 Theoretical Framework				
3.1	Introduction	39			
3.2	Definitions of terms and concepts	39			
	3.2.1 Internet-Based Communication	39			
	3.2.2 Mediated	40			
	3.2.3 Client	40			
	3.2.4 The Internet Server	41			
	3.2.5 Computer Network	41			
	3.2.6 Channel	42			
	3.2.7 Regulated Chat Room Participants	42			
	3.2.8 Experiences Users	43			
	3.2.9 Newbies	43			
	3.2.10 Convention	43			
	3.2.11 Emoticons	43			
	3.2.12 Typographical Features	43			
	3.2.13 Eccentric Spellings	44			
	3.2.14 Flooding	44			
	3.2.15 Advertising	44 44			
	32.16 Begging or OP-begging				
	3.2.17 No caps	44			
	3.2.18 Anonymity	45 45			
3.3					
3.4	Some Problems Unique to Text base CMC				

			Page
3.5	Shared Culture	e of IRC Participants	49
3.6	Features and Rules Unique to IRC Conversations		50
3.7	Collection of Data		
	3.7.1 Interva	ıls	52
	3.7.2 Topics		52
	3.7.3 Partici		53
	3.7.4 Chann		53
		s of Data Collection	53
3.8	Data Analysis		55
3.9	Conversation .	Analysis	56
3.10	Turn-Taking		59
		st of Turn-Taking (SSJ 1974) on IRC	60
		llocation During Conversation	61
		ques of Turn-Allocation and IRC	62
	•	ency Pairs and IRC	64
3.11		f Turn-Taking	65
3.12	Summary		66
Chap	er 4 Analysis ar	nd Discussions	
4.1	Introduction		68
4.2	Greetings		68
	4.2.1 Answe	r Patterns	72
	4.2.2. Status	of Participant	72
	4.2.3 IRC –	Joining Confirmation (JC) and Newly-Joined Users	74
	4.2.4 Emotio	cons Features	75
	4.2.4.1	Emoticons Before or After a Message	76
	4.2.4.2	Emoticons Within a Message	76
	4.2.5 Capita	lization Used in Language	77
	4.2.6 Gramn	natical Patterns	77
		ng Specification	78
	4.2.8 Spellin	g Extension	79
	4.2.9 Absen	ce of Punctuation Marks	80
	4.2.10 Code S	Switching	80
	4.2.10.	1 Code Switching Patterns	80
4.3	Turn-Taking		81
4.4	Use of Turns -Tokens as an Initial Exchange		
	4.4.1 Passing	g Turns	84
	4.4.2 Self A	ddressing And Repair	85

		Page		
4.5	Closing Phase			
	4.5.1 Closing at Conversation Levels	86		
	4.5.2 Possible Pre-Closing Level	86		
	4.5.3 Status of Participants	87		
4.6	Summary	88		
4.7	Conclusion	89		
Chap	oter 5 Summary, Conclusion and Recommendation	90		
5.0	Introductions	91		
5.1	Summary of Analysis			
	5.1.1 Responses to the Research Questions	91		
	5.1.2 Implications and Recommendation for Future Studies	94		
REF	ERENCES	96		
APPENDIX A				
APPENDIX B				
APPENDIX C				