

# Computer Mediated Communications

## Case Study: Instant Messaging



A project for Media Studies  
By Amit Patil - SUID

1. What are we talking about?
2. It grew instantly!!!
3. What is the medium like?
4. Blah Blah Blah!!! Is that all we talk online???
5. Y r v typng ths way?
6. Is there a big Daddy watching us all???
7. Its Doing Something to me I can't understand
8. Is Addiction the Only Effect?
9. Is Instant Messaging the BIG BAD WOLF??



BUZZ!!..lol, brb, asap.....all of us will be able to decipher these words quickly...since its no alien language to us. Chat language as it is generally called is not some major modification that has evolved through years...its just around a decade back that we were not even familiar to it but nowadays it has become a part of our lives.

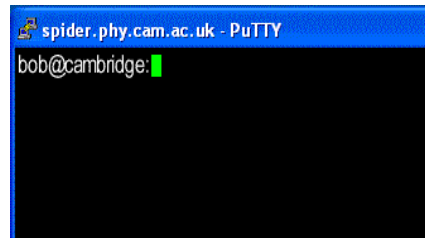
When was the last time that you actually turned on your internet enabled computer and did not start the messenger? Some of the major ones start out automatically giving some users the lame excuse to deny their dependency to the medium called INSTANT MESSAGING.

Instant messaging has been a wave in the internet revolution and can be considered as a milestone in the evolution of information age. With the advent of communication technology reaching new arenas Instant Messaging was allowing the ever-growing internet population to connect to each other. Its noble cause of providing a platform to connect computer users across distances may have won many accolades, but behind the curtains it is slowly infesting our social lives. What makes this innocent piece of messaging code so conclusive in our lives? Is it really restructuring the shape of our social and emotional behavior?

That's where this study aims, to find out the real truth behind the closed curtains of the Instant Messengers.

# It grew instantly!!!

You won't be surprised to know that the real reason for the existence of the instant messenger was to communicate between individuals. In the infancy of internet i.e. around 1970's engineers, technicians and academics were among the first users of the instant messengers. Messengers back then were fairly different from what we use today. Among the first messenger program was "Talk" used in UNIX. It was a purely text based program.



PLATO was among the first system to have a graphical messenger with client called Zephyr. America Online became quite popular with its own version of messenger in the public domain until ICQ was started by a small company named Mirabilis. AOL bought Mirabilis and ICQ became AOL/ICQ. What was new in ICQ was the ability to chat peer to peer. That is a person could chat with other in the network directly without direct intervention of the server in between.

The storm of ICQ gave rise to chatting as a business. Now people not only used internet for information retrieval but also for communication on long distances.

Slowly but steadily the whole concept of internet community was coming into picture.

The live experience of communicating was really the USP.

Simultaneously many other technologies were in action. Internet Relay Chat a complex technology but yet popular was among the others to have established themselves in the messaging arena. The IRC technology was more analogous to the newsgroups during early 90's.

The slow and steady growth of messaging was slowly becoming a major favorite among young teens to make new friends all over the world and communicate across distances

# YAHOO!



In the middle of these rapid changes arrived two other messengers. Yahoo and MSN. Windows along with its operating systems started distributing messengers, but yahoo was well ahead in the race. Yahoo messenger named as Yahoo Pager! Was a new messenger which allowed people with yahoo mail accounts to chat online and make friends.

Yahoo messenger has become world's third largest messenger after AOL and MSN with around 21 Million active users.

With latest facilities like VOIP and other additions messengers are luring users to connect more online. Where are we going with it? How far is it converting from our need to our necessity?

# What is the medium like?

Instant messaging allows people to connect to other people around the world but how? Using a single screen, so am I not actually communicating with any individual but just the computer screen?

It is more or less a medium where you are self involved with the so called other but still physically isolated in space.

Instant messaging requires at least two people in dialogue with each other, it plays a key role in interpersonal relationships and has some sort of social value, What kind of role does IM play in interpersonal relationships? Does it alienate or bring people together? Considering face to face communication it does alienate the individual as he/she seeks isolation with the machine(computer) in guise of communicating with others.

So the medium of Instant messaging although considering virtually does bring people together but socially and physically parts people away from each other.



Emotions are communicated using smiley's and for that instant changing general perception of facial expressions. Smileys and the newly introduced "audibles" impose emotions where not needed and at times used as an alibi to hide self emotions. But at times also act as an element of humor by bringing smiles on some faces.

Instant messaging as a type of computer mediated communication (CMC) evolved from early bulletin board systems, further evolving in chat rooms.

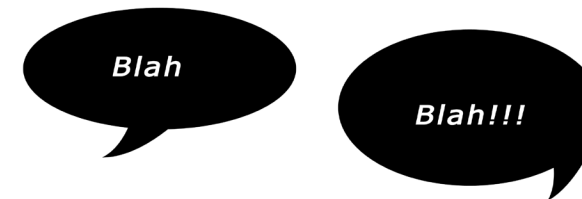
Chat rooms are specifically arenas to communicate over a common platform. They enable people from different areas to communicate using their computers.

The medium if seen in isolation allows people to communicate over distances and stay connected.

However it still has its pros and cons as all media have the effects of which we shall study towards the end of this paper.

# Blah Blah Blah!!! Is that all we talk online???

Another area of considerate research is the actual content and language used to communicate using IM's. Do we really communicate what we need to online? Or do we just talk garbage?



Majority of conversations are for self satisfaction and ego satisfaction or satisfaction of self desires. Conversations on personal messengers differ from those in chat rooms.

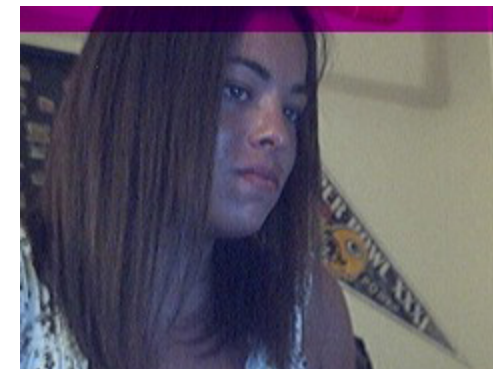
Personal chatting allows users on both sides a sense of private world which enables them to perform some of the most intimate conversations online. Sex chats can be considered as one of the extremes in this area.

But most of the users end up talking even when they don't feel like. Sometimes a conversation started with a simple hello cannot really end there; it goes on just to make you realize you wasted another 1 hr in chatting.

It is also observed that major IM (personal) chats are personal and people use this medium to share personal information.

A Stanford research<sup>1</sup> confirms that most of the IM conversations are meaningless, conducted among students of Stanford Institute.

It is also observed that the conversations performed using IM take more time than those done normally without them. It's just not due to technical reasons but majorly due to the nature of the medium itself.





# Blah Blah Blah!!! Is that all we talk online???

Even if the conversations are genuine multiple conversations at the same time and multiple conversations with the same person is something which is not a standard way of Face to face (F2F) communications.

Imagine talking to 20 people talking to you in a room at the same time. It's not human to handle such a chaotic conversation in real life but when it comes to IM's it becomes an easy task due to the nature of the medium which relies on delay. Also that the person you are talking to may just not know you are talking to other individuals at the same time.

Complex conversations where two or three topics are covered continuously are also very common.

Such conversations explore the human facet of multi tasking. Multi tasking conversations with the same person puts an extra pressure on human memory. Take for eg. The following conversation between two pseudo entities:

A: hi what was the result of the polls?  
B: hi  
A: Did you get my mail about the next assignment?  
B: Polls are inclined towards the congress  
A: I think BJP has an equal chance what do u think abt laloo  
B: No which assignment are you talking about?  
B: Laloo has a clear cut chance

Observe that in the above conversation entity A inquires about polls along with the salutation of "Hi".

Now B replies back only to the salutation

This is followed by over enthusiastic Entity A's second question even before getting the answer for B

Now the content delivery of this conversation slowly gets complex depending on the delay on either side but still both sides do not drop any topic.

This may be just a staged chat conversation but many such transcripts will easily prove that multiple topic chatting is a part of it.

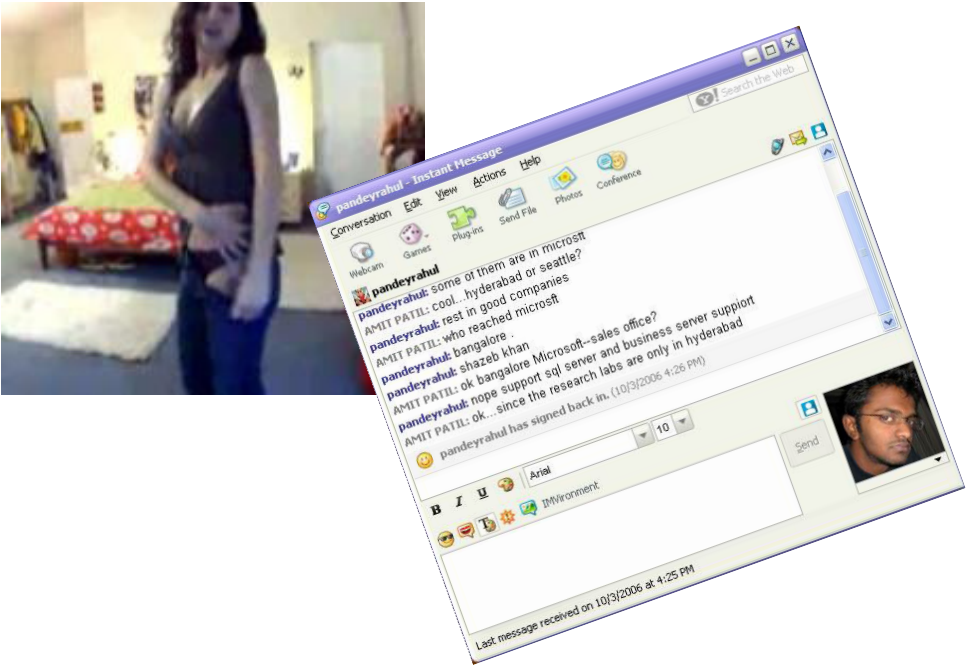
## Unsaid Desires....

Adult content is the most accessed content online and IM's are no far from it.

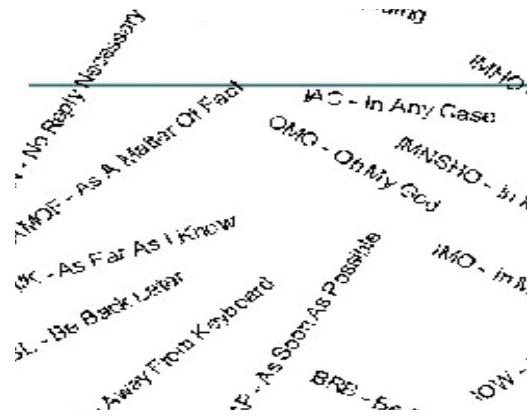
With the addition of Web cameras to the functionality of IM's text is not the only way of communication. Although the quality of image is not that impressive but still people prefer to see others online.

Pornography or explicit content being delivered via web cameras is one of the common things observed among American teenagers. Girls undressing on camera with the desire to be seen by an unknown entity seems to be rather absurd desire but yet existing.

Such content has increasingly become popular and has become another reason for the increased usage of instant messengers.



# Y r v typng ths way?



Is it a new language or are we consciously chopping our language? Along with the messenger came its language. Instant messaging has completely changed the way we talk online. Today even school kids are turning “You” to u and “we” to v. The use of so-called “Internet English” as a breakdown of the English language is seen as a threat by some while on the other side seems to be just a modification to existing language to cope up with the increasing pace of internet age. So how far are these languages acceptable?

ome fear out of clear observation that the new lingo changes the students' grammar and destroys their punctuation skills.

But some relate it to the transition of English since the Shakespearean times. The new generation is also getting a more free way to express themselves.

The reason for the acceptance of this new lingo could just lie in the very word of “instant messaging” i.e. “instant”, “quick” or “immediate” messaging make people use minimum words to communicate. What can also be considered as a major influence is the evolution of the “short messaging” at the same time which made writing in minimum possible words a major reason for eating up the “IEOU’s”.

We can conclude that as far as it is used at the right location i.e. for online chatting or for that instance also for short messaging using mobile phones this changed new lingo is acceptable however it should not try to change the other forms of correspondence, like we should not start writing formal letters using IM language.

# Is there a big Daddy watching us all???

With the so called "Private Instant Messaging" we generally assume that we are chatting in the most secure place. Sometimes sharing our deepest secrets with unknown strangers or showing our deepest desires...things we wouldn't do in our day to day life. But how private is private messaging?

IM clients provided by companies like Yahoo, AOL, MSN are well trusted by their users but how much can we trust such corporates who scan through your emails and post advertisements depending on them. All chatting sessions that occur between your computer and other can be easily traced and recorded by anyone. Recently IM's have shown remarkable security loops which can exploit your privacy.

Not many people are aware of the fact that some IM service providers scan through chat sessions. Recently when Gmail launched its chat gtalk which uses the AJAX technology to have in browser chatting. Apart from this new experience added to which it saves all the information of all chat sessions in your account. However this may seem to be a good service but it also allows google scan through all the chat sessions for marketing purposes making an irony to the whole idea of personal chatting.



## Is there a big Daddy watching us all???

With programs available freely on the net to snoop on others privacy its not as private as it seems to be online.

IM services are becoming popular in regions of the world where repressive governments regularly spy on Internet communication.

Even in Corporate offices employees are tracked using their IM logs to find out their satisfaction level or the work performance.

But sometimes moral policing is required by companies.

In October 2005 Yahoo had to close down around 70,000 chat rooms which promoted pedophiles and broadcasted links related to child sex. Such actions are publicized by media however many messaging spammers (also called as spimmers) still persist who send unsolicited IM's. With features like block user such spammers can be blocked but however every new user name needs a new block.

Observed as a recent phenomenon, worms infect messengers successfully perform social engineering attacks. They send messages to people in your messenger list without your knowledge.

So how safe are we? How private are our conversations still remains a question unanswered.

## Its Doing Something to me I can't understand

Internet has been one of the greatest communication media of all time, but slowly and steadily becoming the greatest of all addiction of mankind.

Instant Messaging can be considered as one of the major reasons of Internet addiction among individuals.



When the last time you switched ON your internet-enabled computer and did not log in the messenger?

People are increasingly losing control over their access over instant messaging.

People suffering from internet addiction agree that they have Obsessive compulsive disorder. It is slowly turning into a global problem as internet is accessed globally.

But what is the most important factor of this addiction is that computers are a need which cannot be avoided.

Although some people use internet as a technique to stay away from other social problems of life.

Youngsters develop a psyche of feeling happy about the person online as it gives you a platform for subjective reality.

*A 13 year old kid on online psycho- consulting forum wrote the following*

*"I Am Addicted To Instant Messaging And The Internet?"*

*I am a 13-year-old guy in 7th grade. I am addicted to instant messaging and the internet. On the weekdays, I do my homework and then go to the computer. Sometimes I use it for as much as two hours. On the weekends, I use it far too much. Sometimes I use it for six hours or more. Sometimes I try not to be on, but I get bored and end up going back. I have a lot of hobbies and activities ... but I still feel like I'm missing something.*

IM provides people an outlet for sexual addiction this makes the addiction stronger. Also since IM allows anonymity the level of freedom to do anything that we fantasize is quiet evident.

IM's have been a major reason for increasing amount of break offs and divorces.

This clearly shows that IM addiction is one of the major reasons for internet addiction. To test the IM addiction a small questionnaire is prepared based on some popular Internet Addiction Questionnaires. The aim of the questionnaire is to identify the no. of people actually addicted to IM around and the reasons for the same.



## Is Addiction the Only Effect?

Effects of IM's are not just restricted to Addiction. Although addiction is a major effect it is observed that IM's induce some other effects too. Mood Induction and other personality disorders:

Mood induction is majorly observed between individuals after use of IM's for Computer based conversations. Mood Swings due to offline status of certain individuals or irritation due to lag or delay in message delivery is found at times. Although not a major effect but increased usage of IM can induce emotional attachment.

### Interruptions in computing tasks

How many times have you been disturbed by IM when you have been working seriously? A study by Microsoft research shows that IM's reduce the efficiency of work by interrupting. It is a general tendency to switch to chatting when some old friend of yours comes online and says "hi". This "Hi" then converts to the start of a great tunnel of conversation leaving aside the work on desktop. This is the very reason that companies and sometimes institutions block messengers to operate from within organizations.

### Health defects

Many of the teenagers prefer chatting online all night. At times since the conversation is trans continent the time zones don't match. Some of them stay up all night. Such behaviors not only go against the biological clock but also at times induce health hazards like Carpal Tunnel Syndrome, Repetitive Strain Injury, Computer Eyestrain, and Computer Vision Syndrome.



## So Is Instant Messaging the BIG BAD WOLF??



Instant messaging like any other technology has its pros and cons. A controlled usage of any technology can do no harm.

Instant messaging has provided us all with connectivity over long distances.

Seeing people over distances using web cameras is also helping parents keep watch over kids.

Older people are able to connect to their kids and hence reduce loneliness.

Teenagers and professionals can share files and talk over chat at the cheapest cost.

It is faster than e-mail and cheaper than telephoning. But it will never replace traditional face-to-face interactions.

Private and intimate conversations should ideally be avoided. Since you never know who is watching you? You should understand when the technology is taking over you and not let it do that.



# Media Effects Research On Computer Mediated Communication

## Case Study: Instant Messaging

- Introduction

The effects research aims at finding out the general effects of instant messaging among students. Some of the research done in this area with certain findings was performed on the international level but not locally. The research aims at finding out the validity of the following hypothesis:

- a. Instant Messengers induce Internet Addiction
- b. Instant Messengers affects performance due to frequent interruptions
- c. Instant Messengers cause Mood Inductions after or before the conversation.
- d. Instant Messengers change the biological clock.
- e. Most of the content of online conversations is private talks.

- **Method:**

The following questionnaire was distributed among students of NID and some IT professionals:

1. Which Instant messenger do you generally use?
2. How often do you find that you stay on-line to chat longer than you intended?
3. How often do you form new relationships with fellow on-line users?
4. How often do others in your life complain to you about the amount of time you spend on-line?
5. How often do messengers interrupt you while working and divert your attention from your work?
6. How often does your work suffer?
7. How often do you anticipate people to come online and chat with you?
8. How often do you lose sleep due to late-night log-ins?
9. How often does your mood change after or before chatting
10. What is the content of chatting generally?

- |                               |     |
|-------------------------------|-----|
| 1. Personal Talks-----        | /10 |
| 2. Information retrieval----- | /10 |
| 3. Time pass-----             | /10 |
| 4. Formal talk-----           | /10 |
| 5. Intimate talks-----        | /10 |
| 6. Don't know-----            | /10 |

The above Questions can be mapped to the hypothesis as follows

Hypothesis	Questions
A	2,3,4,6
B	5
C	9
D	8
E	10

Note: Question 1: is solely to check the most used messenger and it also acts as a technique to identify the use by the User.

- **Results:**

For the Questions asked the following are the statistics of their reply:

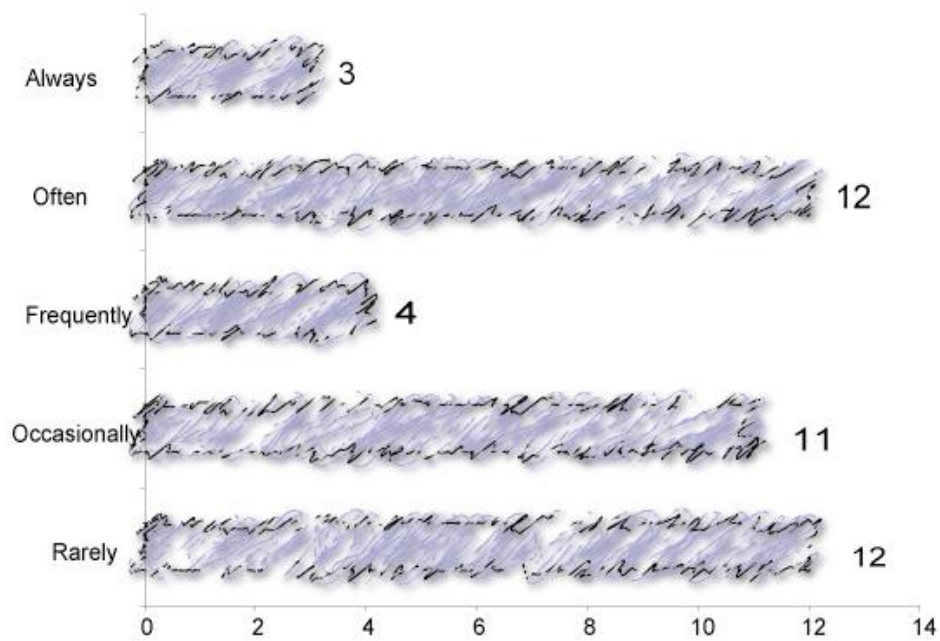
Sample Space: 53

<b>Ques No.</b>	<b>Rarely</b>	<b>Occasionally</b>	<b>Frequently</b>	<b>Often</b>	<b>Always</b>
<b>2</b>	<b>17</b>	11	5	13	4
<b>3</b>	<b>26</b>	10	1	3	0
<b>4</b>	<b>18</b>	11	2	5	2
<b>5</b>	<b>12</b>	<b>11</b>	4	<b>12</b>	3
<b>6</b>	<b>23</b>	7	2	4	1
<b>7</b>	<b>14</b>	13	8	7	4
<b>8</b>	<b>12</b>	7	6	6	1
<b>9</b>	<b>17</b>	<b>10</b>	3	<b>10</b>	4

## Hypothesis B:

Instant Messengers affects performance due to frequent interruptions

Ques No.	Rarely	Occasionally	Frequently	Often	Always
5	12	11	4	12	3

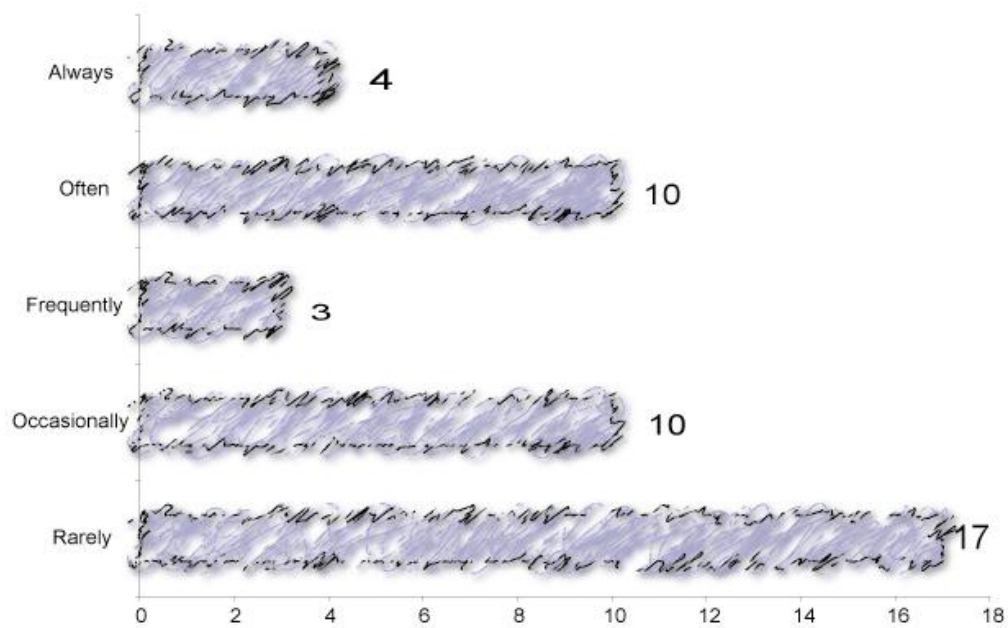




## Hypothesis C:

Instant Messengers cause Mood Inductions after or before the conversation.

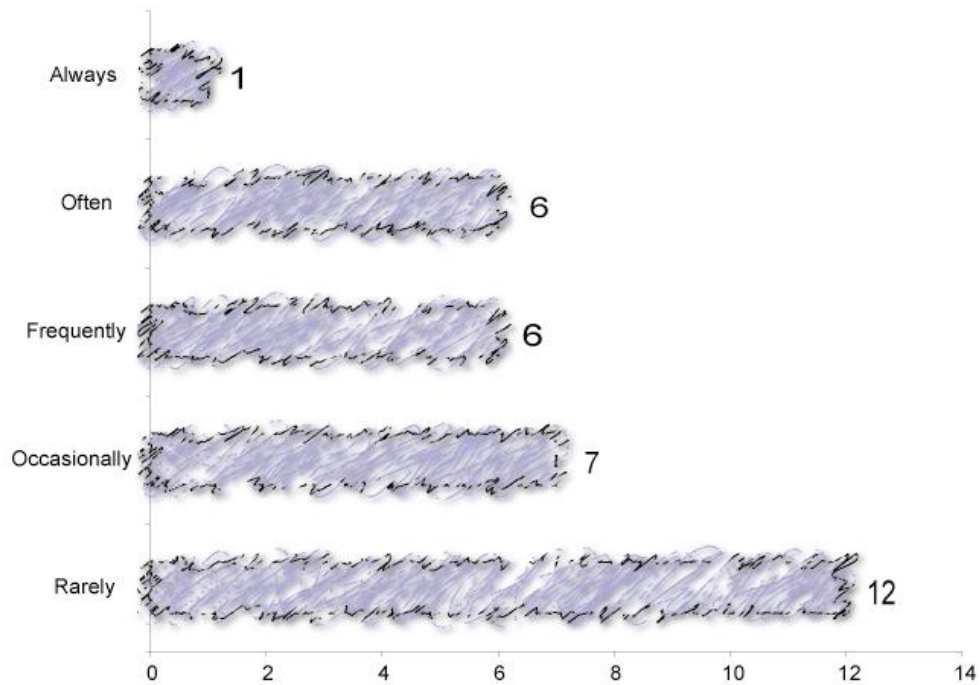
Ques No.	Rarely	Occasionally	Frequently	Often	Always
9	17	10	3	10	4



## Hypothesis D:

Instant Messengers change the biological clock.

Ques No.	Rarely	Occasionally	Frequently	Often	Always
8	12	7	6	6	1



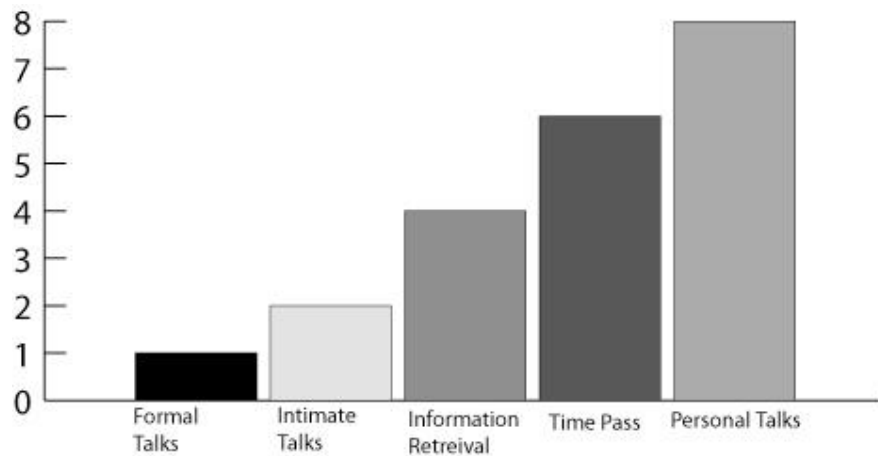
## Hypothesis E

Most of the content of online conversations is private talks.

For Content on Messengers:

Sample space: 53

	1-3	4-6	7-10
<b>Personal Talks</b>	9	11	<b>31</b>
<b>Information Retrieval</b>	12	<b>20</b>	12
<b>Time Pass</b>	8	19	<b>23</b>
<b>Formal Talk</b>	<b>23</b>	12	4
<b>Intimate Talk</b>	15	11	6
<b>Don't Know</b>	12	4	3



- **Observation:**

1. Type of messenger used:

- Maximum Users (Around 80%) use yahoo messengers followed by Gtalk as upcoming messenger.
  - Gtalk i.e. google's IM provider shows a steady rise in the messengers and is making some not IM users use IM.
2. Most people occasionally or rarely get interrupted by messengers but a larger set of people do agree that they are very often interrupted by messengers.  
This result was very much inconclusive and hence needs further research.
  3. Most people believe that mood inductions rarely occur after or before chat conversations. However some set of people do have their mood induced after chatting.
  4. Many people agree that instant messengers make them stay up overnight which induce their sleeping patterns i.e. biological cycle but around
  5. The content analysis of chatting recorded among people is as follows:

Derived statistical conclusions:

- Maximum students (more than 50%) use IM for personal talks and time-pass.
- Students also use messenger for Information retrieval. But not very often
- Students use IM for Formal talk the least
- Most of the time students are aware of what they chat online.

Other observed scenarios:

- Not many people are aware of the fact that IM service providers can scan through their chats easily without them knowing about it.
- Many people agreed that they were quiet excited about chat-rooms initially.



>  
> 1.Which Instant messenger do you generally use?  
> a. **Yahoo**  
> b. **MSN/WIndows**  
> c. ICQ  
> d. Rediff  
> e. If Other Please Specify **Google talk**  
>  
> Answer the following questions as:  
> Rarely, Often, Occasionally, Always,Frequently, Doesnt Apply  
>  
> 2. How often do you find that you stay on-line to chat longer than you  
> intended? **Rarely**  
>  
> 3. How often do you form new relationships with fellow on-line users?  
> **NEVER !**  
> 4. How often do others in your life complain to you about the amount of time  
> you spend on-line? **Occasionally**  
>  
> 5 How often do messengers interrupt you while working and divert your  
> attention from your work? **Occasionally (only if a cute females \*\*\*\* pops up)**  
>  
> 6. How often does your work suffer due to messenger? **never**  
>  
> 7.How often do you anticipate people to come online and chat with you?  
**Rarely**  
>  
> 8. How often do you lose sleep due to late-night log-ins? **Rarely**  
>  
> 9. How often does your mood change after or before chatting  
> Rate each one below out of 10 **0**  
>  
> 10. What is the content of chatting generally?  
>  
> 1.**Personal Talks**  
> 2. **Information Retrival**  
> 3. Timepass  
> 4. Formal talk  
> 5. Intimate talks  
> 6. Don't know  
>  
Regards,  
Devendra

My replies

1.Which Instant messenger do you generally use?

- a. Yahoo
- b. MSN/WIndows
- c. ICQ
- d. Rediff
- e. If Other Please Specify

a, e: Gtalk

**Answer the following questions as:**

**Rarely, Often, Occasionally, Always,Frequently, Doesnt Apply**

2. How often do you find that you stay on-line to chat longer than you intended?

Occasionally

3. How often do you form new relationships with fellow on-line users?

rarely

4. How often do others in your life complain to you about the amount of time you spend on-line?

rarely

5 How often do messengers interrupt you while working and divert your attention from your work?

occasionally

6. How often does your work suffer due to messenger?

rarely

7.How often do you anticipate people to come online and chat with you?

frequently

8. How often do you lose sleep due to late-night log-ins?

occasionally

9. How often does your mood change after or before chatting

rarely

**Rate each one below out of 10**

10. What is the content of chatting generally?

1. Personal Talks 1

2. Information Retrival 2

3. Timepass 7

4. Formal talk 3

5. Intimate talks 2

6. Don't know

answers attached

On 10/7/06, **Amit Patil** <[amitrpatil@gmail.com](mailto:amitrpatil@gmail.com)> wrote:

Hello,

I need a small favor from you. I am currently doing a study on the effects of Instant Messaging as a medium of computer mediated communication. I need some of your inputs regarding the same. Please fill up some questions below and reply back to me.

Thanks.

Please Fill the following:

1.Which Instant messenger do you generally use?

- a. Yahoo - most of the time
- b. MSN/Windows -ocassionaly
- c. ICQ
- d. Rediff
- e. If Other Please Specify

**Answer the following questions as:**

**Rarely, Often, Occasionally, Always,Frequently, Doesnt Apply**

2. How often do you find that you stay on-line to chat longer than you intended? - not much these days

3. How often do you form new relationships with fellow on-line users? - 5 to 10 min whn i use to

4. How often do others in your life complain to you about the amount of time you spend on-line? - none

5 How often do messengers interrupt you while working and divert your attention from your work? - ocassionaly, i don go online if i hv work

6. How often does your work suffer due to messenger? - not much

7.How often do you anticipate people to come online and chat with you? - most of the time

8. How often do you lose sleep due to late-night log-ins? - never

9. How often does your mood change after or before chatting - some times

**Rate each one below out of 10**



## 10. What is the content of chatting generally?

1. Personal Talks - 8
2. Information Retrival - 4
3. Timepass - 8
4. Formal talk - 7
5. Intimate talks - 5
6. Don't know - 5

Thanks a Lot

Amit Patil

 **Dinesh Joshi** to me  
Hi amit,

More options Oct 9 (2 days ago)

How have you been? Hope alls well at your end. Lifes hectic here :( Anyway, I answered the questionnaire.

>1.Which Instant messenger do you generally use?

>e. If Other Please Specify

GAIM

>\*Answer the following questions as:\*

>\*Rarely, Often, Occasionally, Always,Frequently, Doesnt Apply\*

>

>2. How often do you find that you stay on-line to chat longer than you  
>intended?

Occasionally

>3. How often do you form new relationships with fellow on-line users?

rarely

>4. How often do others in your life complain to you about the amount of  
>time you spend on-line?

Often

>5 How often do messengers interrupt you while working and divert your  
>attention from your work?

Ocassionally

>6. How often does your work suffer due to messenger?

rarely

>7.How often do you anticipate people to come online and chat with you?

Ocassionally

>8. How often do you lose sleep due to late-night log-ins?

Frequently

>9. How often does your mood change after or before chatting

rarely

>\*Rate each one below out of 10\*

>

>10. What is the content of chatting generally?

>

>1. Personal Talks 7

>2. Information Retrival 5

>3. Timepass 3

>4. Formal talk 4

>5. Intimate talks 2

>6. Don't know 9

>Thanks a Lot

>

>Amit Patil

You're welcome dude :)

Stay in touch.

Cya

Dinesh Joshi

1. Which Instant messenger do you generally use?

b. MSN/Windows Live

e. Google Talk

2. How often do you find that you stay on-line to chat longer than you intended?

**Rarely**

3. How often do you form new relationships with fellow on-line users?

**Rarely**

4. How often do others in your life complain to you about the amount of time you spend on-line?

**Rarely**

5. How often do messengers interrupt you while working and divert your attention from your work?

**Occasionally**

6. How often does your work suffer due to messenger?

**Rarely**

7. How often do you anticipate people to come online and chat with you?

**Occasionally**

8. How often do you lose sleep due to late-night log-ins?

**Rarely**

9. How often does your mood change after or before chatting

hehe, depends whom i'm chatting to

**Occasionally**

**Rate each one below out of 10**

10. What is the content of chatting generally?

1. Personal Talks 5

2. Information Retrieval 7

3. Timepass 5

4. Formal talk 0

5. Intimate talks 0

6. Don't know



pahal dalal to me

More options 12:12 am (9 hours ago)

hey patil, heres my filled survey form.....

1.Which Instant messenger do you generally use?

e. If Other Please Specify (Google talk)

Answer the following questions as:

Rarely, Often, Occasionally, Always,Frequently, Doesnt Apply

2. How often do you find that you stay on-line to chat longer than you intended? rarely

3. How often do you form new relationships with fellow on-line users? occasionally

4. How often do others in your life complain to you about the amount of time you spend on-line? frequently

5 How often do messengers interrupt you while working and divert your attention from your work? often

6. How often does your work suffer due to messenger? rarely

7.How often do you anticipate people to come online and chat with you? occasionally

8. How often do you lose sleep due to late-night log-ins? rarely

9. How often does your mood change after or before chatting rarely

Rate each one below out of 10

10. What is the content of chatting generally?

1.Personal Talks 9

2. Information Retrival 2

- 3. Timepass 7
- 4. Formal talk 2
- 5. Intimate talks 5
- 6. Don't know 0

Hello,

I need a small favor from you. I am currently doing a study on the effects of Instant Messaging as a medium of computer mediated communication. I need some of your inputs regarding the same. Please fill up some questions below and reply back to me.

Thanks.

Please Fill the following:

1. Which Instant messenger do you generally use?

- a. Yahoo
- b. MSN/Windows
- c. ICQ
- d. Rediff
- e. If Other Please Specify-----GTALK

Answer the following questions as:

Rarely, Often, Occasionally, Always, Frequently, Doesn't Apply

2. How often do you find that you stay on-line to chat longer than you intended?--  
--F

3. How often do you form new relationships with fellow on-line users?-----R

4. How often do others in your life complain to you about the amount of time you spend on-line?-----R

5. How often do messengers interrupt you while working and divert your attention from your work?-----F

6. How often does your work suffer due to messenger?-----O

7. How often do you anticipate people to come online and chat with you?-----A

8. How often do you lose sleep due to late-night log-ins?-----A

9. How often does your mood change after or before chatting-----  
F(in a good way)

Rate each one below out of 10

10. What is the content of chatting generally?

1. Personal Talks.....8

2. Information Retrieval-----4

- 3. Timepass-----10
- 4. Formal talk-----0
- 5. Intimate talks-----5
- 6. Don't know-----0

Thanks a Lot

Amit Patil

Salonee Rao to me  
Hi Amit !

More options Oct 7 (4 days ago)

Answers [inline](#).....

Hello,  
I need a small favor from you. I am currently doing a study on the effects of Instant Messaging as a medium of computer mediated communication. I need some of your inputs regarding the same. Please fill up some questions below and reply back to me.  
Thanks.  
Please Fill the following:

1.Which Instant messenger do you generally use?

- a. [Yahoo -](#)
- b. MSN/Windows
- c. ICQ
- d. Rediff
- e. If Other Please Specify

**Answer the following questions as:**

**Rarely, Often, Occasionally, Always,Frequently, Doesnt Apply**

2. How often do you find that you stay on-line to chat longer than you intended?[Often](#)

3. How often do you form new relationships with fellow on-line users?[Rarely](#)

4. How often do others in your life complain to you about the amount of time you spend on-line?[Often](#)

5 How often do messengers interrupt you while working and divert your attention from your work?[Doesnt Apply](#)

6. How often does your work suffer due to messenger?[Doesnt Apply](#)

7.How often do you anticipate people to come online and chat with you?[Rarely](#)

8. How often do you lose sleep due to late-night log-ins?[Often](#)

9. How often does your mood change after or before chatting[Often](#)

**Rate each one below out of 10**

10. What is the content of chatting generally?

1.Personal Talks [3](#)



2. Information Retrival 7

3. Timepass 8

4. Formal talk 1

5. Intimate talks 1

6. Don't know 2

Thanks a Lot

Amit Patil

■ **Shrenik Dedhia** ■ to me

More options Oct 7 (4 days ago)

Hey Amit, please find my answers inline.

**Shrenik**

On 10/6/06, **Amit Patil** <[amitrpatil@gmail.com](mailto:amitrpatil@gmail.com)> wrote:

Hello,

I need a small favor from you. I am currently doing a study on the effects of Instant Messaging as a medium of computer mediated communication. I need some of your inputs regarding the same. Please fill up some questions below and reply back to me.

Thanks.

Please Fill the following:

1. Which Instant messenger do you generally use?

- a. Yahoo
- b. MSN/Windows
- c. ICQ
- d. Rediff
- e. If Other Please Specify - GoogleTalk

**Answer the following questions as:**

**Rarely, Often, Occasionally, Always, Frequently, Doesnt Apply**

2. How often do you find that you stay on-line to chat longer than you intended?

**Often**

3. How often do you form new relationships with fellow on-line users?

**Occasionally**

4. How often do others in your life complain to you about the amount of time you spend on-line? **Rarely**

5. How often do messengers interrupt you while working and divert your attention from your work? **Often**

6. How often does your work suffer due to messenger? **Rarely**

7. How often do you anticipate people to come online and chat with you?

**Frequently**

8. How often do you lose sleep due to late-night log-ins? **Frequently**

9. How often does your mood change after or before chatting **Often**

**Rate each one below out of 10**

10. What is the content of chatting generally?

1. Personal Talks **8**
2. Information Retrieval **3**
3. Timepass **5**
4. Formal talk **3**
5. Intimate talks **2**
6. Don't know **1**

Thanks a Lot

Amit Patil

 **Tarik Sheth** to me

More options Oct 7 (4 days ago)

Hi,

Please find my answers inline.

Thanks,  
Tarik Sheth

On 10/7/06, **Amit Patil** <[amitrpatil@gmail.com](mailto:amitrpatil@gmail.com)> wrote:

Hello,

I need a small favor from you. I am currently doing a study on the effects of Instant Messaging as a medium of computer mediated communication. I need some of your inputs regarding the same. Please fill up some questions below and reply back to me.

Thanks.

Please Fill the following:

1.Which Instant messenger do you generally use?

- a. Yahoo- I **use Yahoo**
- b. MSN/Windows
- c. ICQ-
- d. Rediff
- e. If Other Please Specify- **Gtalk**

**Answer the following questions as:**

**Rarely, Often, Occasionally, Always,Frequently, Doesnt Apply**

2. How often do you find that you stay on-line to chat longer than you intended?**many times like thrice a week**

3. How often do you form new relationships with fellow on-line users?- **Never**

4. How often do others in your life complain to you about the amount of time you spend on-line?- **4 in 10**

5 How often do messengers interrupt you while working and divert your attention from your work?-**7 on 10**

6. How often does your work suffer due to messenger?- **Never**

7.How often do you anticipate people to come online and chat with you?- **6 in 10**

8. How often do you lose sleep due to late-night log-ins?**Never**

9. How often does your mood change after or before chatting-**1 in 10**

**Rate each one below out of 10**

10. What is the content of chatting generally?

1. Personal Talks-**yes**
2. Information Retrival-**yes**
3. Timepass-**yes**
4. Formal talk-**yes**
5. Intimate talks-**yes**
6. Don't know

Thanks a Lot

Amit Patil