

## Impoliteness Principle In Online Chatroom Discourses

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**Abstract :** This study investigated impolite behaviour in online chatroom conversations, looking at its expressions, origins, online chatroom participant responses, impacts, and possible interventions. Online impoliteness has become a major worry as technology improvements move public conversation online, causing communication breakdowns and escalating conflict. The study used a qualitative methodology, including observation and thematic analysis to examine interactions from Facebook, Instagram, and WhatsApp. The findings showed that in online chatrooms, face-threatening behaviours and disputes can be sparked by political remarks, conversational humour, picture interpretations, and personal disclosures. Depending on the situation, the interpreter's job, and the accepted standards, the same statement could be interpreted as disrespectful or courteous. Impolite behaviour in online chatrooms and the possibility of misinterpretation are evident in the furious reactions that can arise from seemingly harmless posts. According to the study's findings, impoliteness is common in online chat rooms, where disputes over politics and personal grievances frequently turn into written attacks. Creating unambiguous community norms in partnership with social media businesses and putting digital literacy campaigns into action are among the recommendations.

**Keywords :** impoliteness, online chatroom, discourses, conflicts

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