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## **Language, mobile phones and internet : a study of SMS texting, email, IM and SNS chats in computer mediated communication (CMC) in Kenya**

Barasa, S.N.

### **Citation**

Barasa, S. N. (2010, November 11). *Language, mobile phones and internet : a study of SMS texting, email, IM and SNS chats in computer mediated communication (CMC) in Kenya*. LOT dissertation series. LOT, Utrecht. Retrieved from <https://hdl.handle.net/1887/16136>

Version: Not Applicable (or Unknown)

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Downloaded from: <https://hdl.handle.net/1887/16136>

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Sandra Nekesa Barasa

# Language, Mobile Phones and Internet

A Study of SMS Texting, Email, IM  
and SNS Chats in Computer Mediated  
Communication (CMC) in Kenya

This dissertation examines the use of language in Computer Mediated Communication (CMC) genres in Kenya. It focuses on Short Messaging Service (SMS), Email, Instant Messages (IM) and Social Net-work Sites (SNS) genres.

It presents an overview of the use and characteristics of Kenyan languages in CMC texts based on data from university students in Kenya and young urban professionals. The findings reveal that factors like the need to use least effort, rapidity, technical limitations and informality play a key role in influencing the structure of messages.

The dissertation further determines that characteristics of the CMC texts in Kenya involve variables such as pronunciation, spelling, abbreviation, acronyms, exclusive use of consonants, contractions, capitalization, punctuation marks, graphics, spelling errors, and codeswitching.

 Netherlands  
Graduate  
School of  
Linguistics

ISBN 978-94-6093-044-7



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