

**THE POWER RELATION IN ONLINE GAME DOTA 2**  
**(Virtual Ethnographic Study on Power of Dynamics in the Process of Communication Authority in Virtual Community Online Game DotA 2 Server South East Asia)**

**Bangkit Darmawan**

Universitas Islam Indonesia, Yogyakarta

[Bangkit.darmawann@gmail.com](mailto:Bangkit.darmawann@gmail.com)

**Ratna Permata Sari, S.I.Kom, MA**

Universitas Islam Indonesia, Yogyakarta

[Ratna.permatasari@uii.ac.id](mailto:Ratna.permatasari@uii.ac.id)

The number of online gaming enthusiasts nowadays makes the emergence of competition between each game online, one of which is an online game DotA 2. DotA 2 game that requires strategy and teamwork to achieve victory makes it interesting to study, especially in the online game DotA 2 also has a point barometer of ability or player's skill, namely, MMR (Matchmaking Ratio). In this study, researchers used ethnographic methods to virtualized data collection by observation participation.

The results of this study are the communication process is happening in the virtual community online game DOTA 2 through several stages of a communicator encoding to create a message that will be delivered verbally and non-verbally. After the message is sent then, decoding is done by the communicant which will produce an effects and feedback of the communication process with each other every competent player to be dominant communicator who is ultimately determined and agreed upon by the members of the team.

Furthermore, become communicators dominant, a player must have high MMR points that seemed to have a greater ability or skilful. However, it is not entirely a barometer of a communicant. There is a privilege to be a benchmark of trusted players or the communicant to the communicator dominant other than points outside the MMR itself, related to the personal attitude which affect other player, such as have a good communication skills and player's ability in the match. This lead to a power against the dominant communicator and the power is exactly what is called as the charismatic authority.

**Keywords:** The process of communication, online games DOTA 2, virtual communities, virtual ethnography, and authority

## INTRODUCTION

In the online game DOTA 2 gamers of course do not communicate face to face. They met in the virtual community and communication through the internet. The virtual group is a group whose members come from the virtual community or the internet (Rangkuti 2009: 116). Currently communicating not only through face to face, but also can be through the medium of the Internet is in the virtual world.

Definition of groups of course it is common for a lot of existing groups, but here a group of researchers mean the virtual group / Cyber - Community. Howard Rheingold (1993) explains in Anhier and Toepler (2010: 597), virtual group is a social group that resides in cyberspace, virtual groups are located in the virtual world to an interest as discussed in a web or activities - activities other virtual. Virtual group is the group that resides in a virtual world interactions with each other and form a network and relationships between individuals therein.

The main purpose of playing Dota 2 is to maintain an upright tower fortify the area. The tower required in maintaining good communication between team members. Communication is done has the purpose to destroy the opponent tower at all costs. However, when developing a strategy or an attack is not rare individual who does something out of the plan. So that individuals will be deemed not to be working with the team. The individual will receive the blame (insult), in bully and isolate. That's when the isolate individuals at will defend itself from exposure to negative messages received from everyone.

In the online game DOTA 2 are points MMR (Match Making Ratio) is a barometer of the professionalism of every player online games DotA 2. To obtain a high MMR points of course every player should be able to win game by game (ranked in the match) so that the points they have to be increases, if the player is too often lost in the game then, MMR its points will decrease, it certainly will lower caste or level of professionalism of online game players the DotA 2.

In every game of course every player among the team members need a leader who is able to become the dominant communicator to carry the team to victory, especially by giving direction and strategy of attack or defense. Weber explained that there are three types of authority that is traditional, charismatic, and legal - rational (Williams 2003: 1) in the lead or be a communicator dominant must be agreed upon by the members of the team so as to be able to see the extent to which the professionalism of these players will be represented by points MMR as initial benchmark.

The power authority is happening in the online game DOTA 2 will be interesting, especially seeing how a typical leader is expected by every player in the control of the communication process online virtual community game DotA 2's. And also how the players with high MMR points can affect the other players to follow the message delivered by the dominant communicator. This is exactly what makes the researchers conducted this study to look at the dynamics of the process of communication and the power authority in the process of communication online virtual community game DOTA 2 MMR points in addition to providing a barometer and a reflection of the professionalism DotA 2 player online game.

## LITERATURE REVIEW

Previous research related to the study researchers is the study of virtual ethnography. Virtual ethnography research must be done in a virtual community, as research conducted by Mehmet Firat (2011) "Virtual Ethnography Research on Second Life Virtual Communities", Dorothy E. Warner and Mike Raiter (2005) "*Social Context in Massively-Multiplayer Online Games (MMOGs): Ethical Questions in Shared Space*" and Tom Boellstorff (2015) "Coming of Age in Second Life: An Anthropologist Explores the Virtually Human". Of course, every study has its focus each - each, is nothing to discuss about social identity as performed by Tom Boellstorff, there is a focus on research on virtual communities such as that carried out by Mehmet Firat and research that compares two virtual community to know the different conflicts that occur therein, written by Dorothy E. Warner and Mike Raiter.

Research conducted by researchers in the online game DOTA 2 itself is different from previous research, because researchers here focus on the process of communication that occurs and the power authority contained in the online game DotA 2.

## RESEARCH METHOD

This study is a qualitative study that uses qualitative data collection. According to Creswell (2008) Qualitative is an approach or a search to find out things and understand the problems that occur. A problem can be understood by interview participants with a broad and deep questions, the questions tapered ranging from the simple to the more complex or detailed. Information and data are obtained and compiled into one. Such information is usually in the form of text or words. Data - the data was analyzed so that the results of the data analysis can be described.

Question on qualitative research methods are not detailed as in-depth quantitative research but that, starting from a common question so that the tapered and detailed. John Creswell (2008) describes how the stages in qualitative research.

In this study researchers used virtual ethnography methods. Virtual ethnography is an ethnography, where the ethnographic research was done using the internet which is understood as fully adaptive and partial that lead to connections rather than defining the object location (Hine, 2000: 10). Explained that this virtual ethnographic objects have a topic and not a location (Hine, 2000: 67).

In a simple virtual ethnography can be defined as the process of doing ethnography using a virtual environment as a location for research. In a virtual ethnographic data collection is different from traditional ethnography. In traditional ethnography conducted in a real-life investigators dig more details about the experience - the given point in the culture according to the researchers very interesting. Traditional ethnography done in a way in which researchers tracked any activity undertaken by a particular community and plunge into the world and their culture.

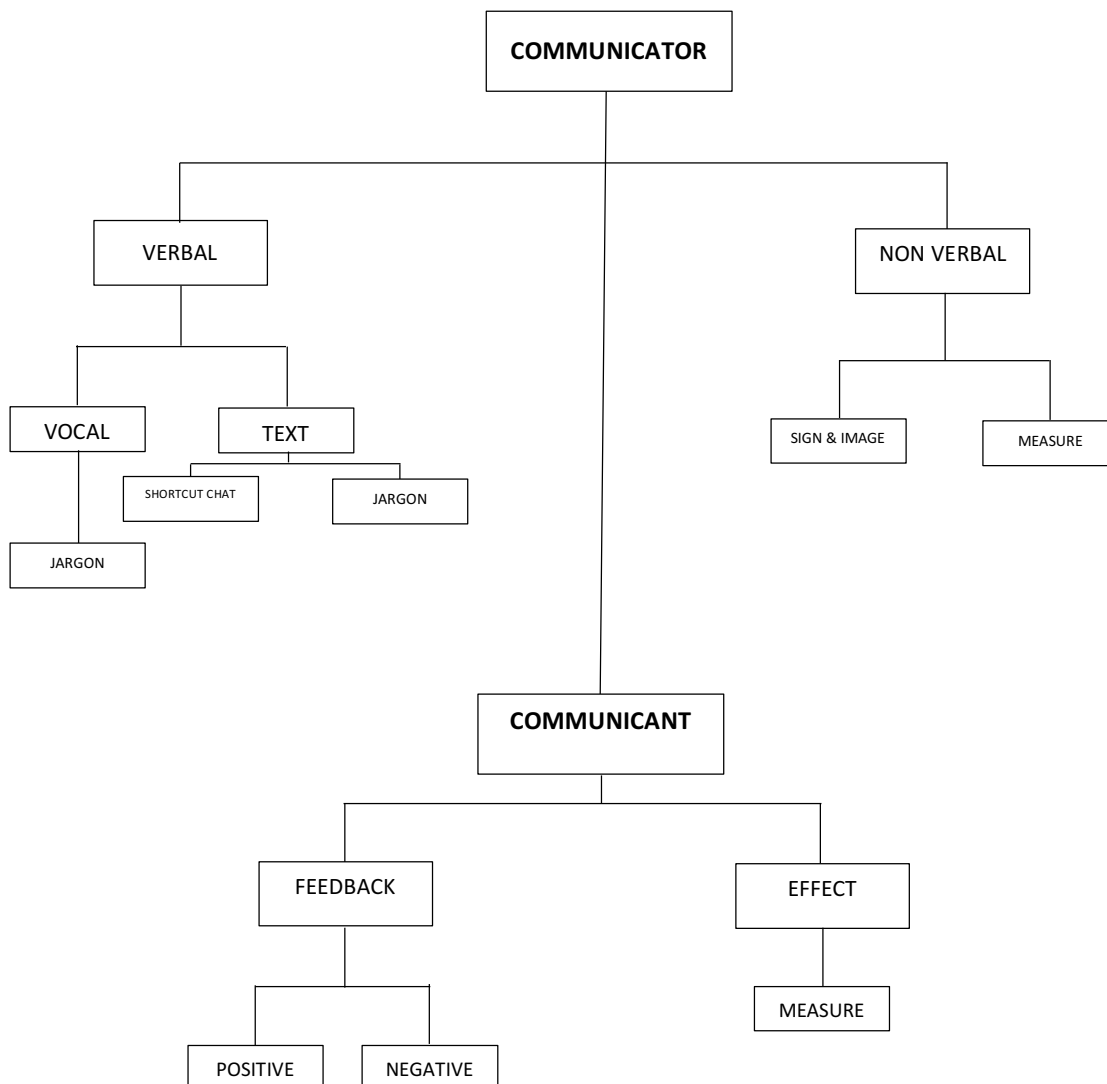
Meanwhile, according to Tom Boellstorff (2008) Virtual Ethnography in the virtual world there are things that we must understand that on this point the virtual world must be understood "in their own terms". In his research on the online game Second Life Boellstorff performing an in-depth, participate, interviews, and focus groups were conducted even in the game Second Life itself. Research conducted by Boellstorff is purely in the virtual world using the internet and do research outside of that environment, even according Boellstorff (2008) data collection studies conducted outside of the location that it would violate the principle "in their own terms" as meaning to something it differently so as to get the real meaning was undertaken within the scope of it's own.

## **FINDINGS AND DISCUSSION**

### **1. Process Communication in Virtual Communities Online Game DotA 2**

In a book written by Wu Song (2009) The virtual community is a term used to indicate to a group or network to communicate with each other on the internet (Wu Song 2009: 01). Related to the online game DOTA 2 communication takes place in a network the Internet because based online games, so that individuals that meet together in it will form a community both regionally or even become one team to the playoffs, this corresponds to the above theory for communication in a virtual world or in the internet. For in the regional online game DOTA 2 investigators are within the scope of community SEA (South East Asia) because it is located in Southeast Asia server.

## Communication Process on online game DOTA 2



In explaining the communication process online game DOTA 2's researchers used several theories related to the communication process. Among them is the communication process proposed by Suranto and Laswell. The communication process theory presented by suranto deals with inference data to be combined with the theory that conveyed by Laswell. Due to the communication process theory Laswell direction more to the process than the effects arising communicant, while the communication process Suranto understand how the feedback arising from the communicant.

### 1. Encoding

At this stage, the communicator will look at the circumstances that happened in the game, after the grasp of things going communicator start designing or encoding a message in accordance with the situation. Encoding is where

information is created and made by the communicator will generate a message in the form of a password or a words as information to be presented to the communicant. In this encoding process of online game players will make the message to be conveyed, the message can be either verbal or non-verbal dependent than communicator wanted to deliver. Messages that are made will be sent to the communicant through media that is available within the online game DOTA 2. Media - the media is therein of course vary, ranging from text messages, vocal, image / signs and actions.

To be able to form a message, of course, the communicator must be able to look at the situation and the conditions that exist in the game. The situation and conditions in those games will be a reference for communicators to make a game-related information within the online game DOTA 2 will be submitted to the communicant to do the decoding process in the end.

## 2. Message verbal and non-verbal

Messages that have been made by the communicator will produce two types of message that verbal and nonverbal messages. This verbal message intended message delivered directly to the communicant to communicant can quickly perform decoding to the message because the message is directly then can be carried out directly by the communicant. The verbal message is a text message is sent through the written text and sent via *mediachat* and a vocal message sent through media (open mic) are available in the online game DOTA 2.

Non-verbal message is a message that is often used by players who are passive in communicating verbally, so that in conveying something he just send the signal / image to other players in the online gaming map, so players can see the non-verbal signs that it provides. Understanding the signs / pictures in the online game DOTA 2 can be understood by other players for their points of agreement in the game, to facilitate interaction. Each player online game DOTA 2 understand the signs and are available in the online game DOTA 2 as a non-verbal message.

While the message in the form of action is usually given by the player as a communicator to the communicant to provide information through action or movement of the hero character in the online game. The movement of the hero characters players can certainly be understood as non-verbal messages, for example, a player who chooses a character *hero* support moves towards the middle of the arena, then the support hero character wants to help attack the middle of the arena, the term is commonly referred to gank mid online game in DotA 2. Without the express intention of the player who is in the middle of the arena can understand the intent of the player as a communicator that is character hero support to see the movement and actions taken by the support hero character.

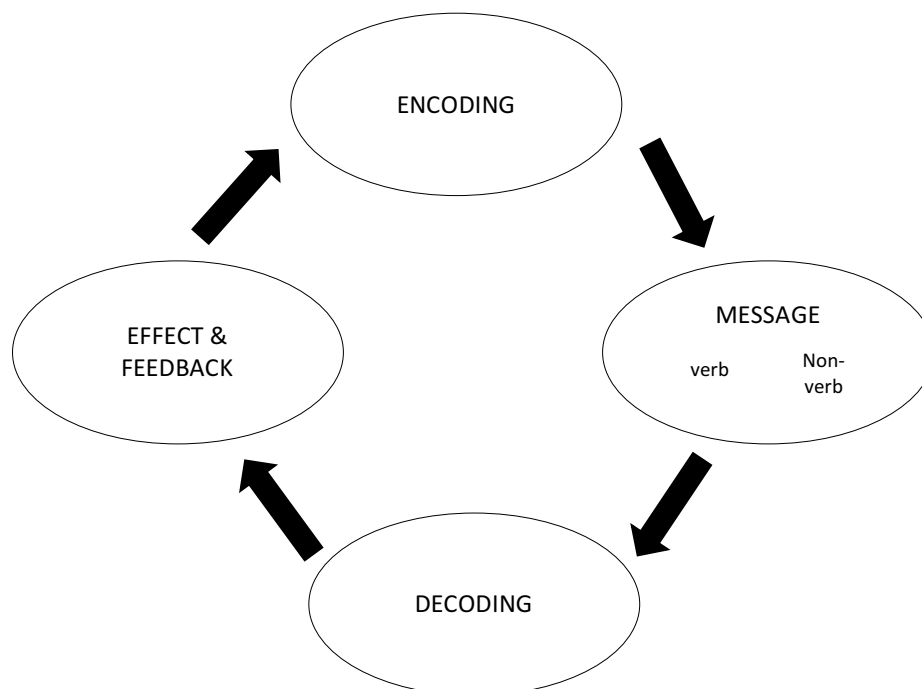
## 3. Decoding, Effect & Feedback

Message - a message that has been designed was finally sent to the communicant as the recipient of the message. Communicant receives the message and then perform the decoding of the message that has been sent to him. Decoding is a translation of the message carried by the communicant so that the message can be interpreted by the communicant. In a message that has been received to interpret the communicant to provide *feedback* and effect.

This is in accordance with the interpretation results that occur by the communicant. *feedback* provided by the communicant to the communicator can be positive and negative. Positive feedback is usually a feedback liking communicator so it is not contrary to what is conveyed by the communicator. For example, when we see the results of the data match online game DotA 2. There are players who are trying to organize the attack, but other players do not want to follow his orders because it is considered not true. The rejection of the other players command is the result of feedback on the message given to the player as a communicant how he interpret the message through the decoding process. Likewise Effect given to the players,

Virtual community communication process above is the observation of the participation of researchers in every game in the online game DotA 2 and results of previous investigators reference Suranto and Lasswel communication process.

#### **Cycle of Process Virtual Community Communications Online Game DotA 2**



#### **The difference characteristics in Organic Community and Virtual Community Online Game DotA 2**

## 2. Dynamic of Power of the Authority in the Virtual Community Online Game Dota 2

In the virtual community there are various kinds of identity that is able to be understood by everyone, because the virtual community members do not meet directly and face to face. Thus, capable of representing the abilities and character of a person in the virtual community is how one is communicating and virtual identity contained in his or her account. Someone will recognize one another through conversations between the virtual and the virtual identity.

In the online game DOTA 2 The identity is represented by a user id or nickname (the name listed as the virtual name represents someone in virtual communities). So that each person has its own identity in the virtual community. To determine a person's ability to play the game, for example, in the online game DOTA 2 are statistics of each players as farm (how agile he killed creep to get gold), push (how often he had to attack the tower opponent), fighting (How often follows fight to the game) etc.

However, not only the look of the statistical benchmark that's all online game players DotA 2 also has a point as a benchmark for the players ability points MMR. MMR points is believed to represent the ability or skill players in the online game DOTA 2. From the MMR points then there is a level between players who play mediocre and players who are considered to be more, the ability to play online games DotA 2. Thus it makes playing online games DotA 2 does not just play the game, but also as a means to pursue the MMR points level. There are several classes of playing DotA 2 is seen from the points earned by Gamebrott.com MMR 0 – 2000 is in low skill player MMR 2000 - 2500 is in the normal class skill player, MMR 2500-3500 is high skill player, and 3500 - ..... is very high skill player.

| With points are then authority that every player is game, but players who to be not able victory, so orders and provided by with the high It is certainly enough to be because it was | Organic community                      | Virtual Community DotA 2   | the MMR formed an makes not seen as in the there are are considered to bring must follow strategies the player MMR points. interesting investigated not only in |
|---|--|--|---|
|   | God's gifts (gift)                     | Not a gift of god  |   |
|   | Personality and appearance of Interest | There was not the eye (appearance and personality)   |   |
|   | Special ability                        | Have special abilities such as how to play and good communication                                |   |
|   | Benefit society                        | Can build a team and not a burden on the team  |   |
|   | Exemplary character                    | Being able to provide solutions to the behavior that appears to be a role model for team members |   |

real life just like a person has a degree level of education, experience, age, tenure, descent etc. As explained by

Rachmat (2013: 95) Everyone has self-presentation (appearance self) whereby if a person has low status then he will not get special treatment. MMR status is as self-presentation of each player online game DotA 2.

### **3. Type in the Authority of Online Games DOTA 2**

Weber explained that there are three types of authority that is traditional, charismatic, and legal - rational (Williams 2003: 1). Leadership that each individual character in the online game DOTA 2 is different - different, as well as the response of the individual led, so that the game of online games DOTA 2 do not be surprised if there are players who are really - really believe in their leaders, and there are also players who are not easily to be set by the leader. Researchers will discuss how each type of authority is related to the online game DOTA 2 and typical leader with authority as to what is more appropriate to the game of online game DotA 2.

#### **a. traditional authority**

Traditional authority is the power acquired through heredity, for example, where the royal system (Mustapa 2017: 174). Someone will be obedient to others due to a tradition that has been around a long time, so in this case the individual who is believed to lead is someone who has a lineage of previous leaders. This authority does not comply with the online virtual community game DOTA 2 for every player not know each other personally and have only met in the virtual community only.

#### **b. Legal Rational Authority**

Legal rational authority is the authority that rests on the belief in the law that created formalistic or rationality is a natural law (Williams 2003: 2). Where rational bureaucracy that relies on the legal rational authority that there are five basic principles, namely (1) standardization and formalization; (2) the division of labor and specialization; (3) The hierarchy of authority; professionalization; (5) written documentation (Weber, 1947: 330-332) quoted from a journal written by (Kadir 2015: 41)

In this authority, the power to be based on the laws that are made. In the online game DOTA 2 online game players are not tied on any legal basis because it tends to be more free. A person will not be punished directly for what is done because there is no rule or rules made capable of restricting the movement of a person in the virtual community so do not be surprised if in the game there are players who play abroad - random or commonly called toxic players, are players who play their own way burden the other players in the team. As applicable within the virtual community online game DotA 2 is carefully deal agreed by each player.

The agreement is in DotA 2 online game makes every player has aspirations capable conveyed if there is something that does not fit or is not approved. Players will agree and take decisions if things are ordered in accordance with the wishes and deemed effective to do. Like when someone ordered someone else to go to a

specific area to survive. Players who ruled certainly can see the area is attacked by an opponent and felt compelled to endure diarea so that he agreed to the orders given.

c. Charismatic authority

In this authority Weber gives an understanding that the charismatic authority is the result of power that arise from someone special quality, missalnya is heroism and loyalty to specific individuals and communities bentukannya (Ranoh 1999: 53). DotA 2 online game players certainly there that has a team in a virtual community or a tendency to play party (play along with peoples who are invited to play together) because it has a mutual fit therein. This resulted in a gain leader than his powers due recognition.

When researchers joined in three games in which each player is a player who knew each other in the virtual community of the leaders in it never changes and there is only one person who was considered charismatic and able to be trusted. The impression this charismatic leadership would look more towards authoritarian, while Weber explained leadership stems from the recognition that people have the impression of an anti-authoritarian (democratic) (Ranoh 1999: 57).

In connection with the attitude is outstanding owned by a leader of the (charisma) in virtual communities charisma will appear when someone played very professional, it could lead to the player will be seen more, not only of benchmark points MMR has however, because what could he play within the team and build a team with a proof way to the playoffs. If a head of state has tremendous charisma because he was able to rhetoric on a pulpit and delivered a sentence - a sentence that is able to build and burn the spirit of its people, in the online game DOTA 2 will be more visible is the player who is able to give a good example by way of proving his ability in the game,

So for towards soloist ranked ie players who play alone and met with individuals who are randomized in a virtual community online games DOTA 2 if you want to become a communicator dominant leader in the game, then he should be able to take the liberty to choose a hero or a character that tends to have by players with high MMR points. At the beginning of the game everyone will certainly divide the tasks for points MMR its yet to choose a hero, it certainly is the right of every player to be able to use a variety of hero characters in it. If at the beginning of the election hero is definitely a lot of players who taunt other players for points lower MMR however, choose a hero character that is not in accordance with the MMR points.

Recognized or not what is done in the game will look after the players demonstrated, for example, each player will perform shortcut chat "GGWP" or "WP" is jargon as appreciation addressed to the players who played well and professionally. Certain taunts leveled not also able to become a benchmark of the players accepted and seen as having extraordinary abilities, because each player must be aware of the ability of other players.

Charisma that appear in the virtual community of course have differences with the charisma that appear in the organic community or the real world. We can understand if the virtual community everyone can not see the face of someone else or face to face. Thus, the charisma that appear in the online virtual community game DOTA 2 relates to the ability possessed by such person and irrespective of the point of MMR has.

The behavior in virtual communities are also able to affect the charisma that comes from the players will be more comfortable when playing with players that mutual support between each other, rather than being dropped. Not infrequently there are players who often trash talk (roughly speaking) and tend to bully players with lower MMR points so that the players do not feel comfortable. The discomfort so make players to follow it does not follow orders than dominant communicator or leader. The players tend to play alone and do not follow the movement of the team. Players who are sometimes also mentally weak and felt insulted he wants the match quickly resolved by playing to throw (play gave the victory to the enemy and let his team lose).

If in real life can be seen from the daily behavior of someone in the act like how it is in people's lives and treat the community so that people who have the charisma to be believed become a role model for others. In the online game DotA 2 does not require a long time to be able to see the person's behavior. How to communicate with other players also can lead to a perception because perception brought about very quickly, it makes the charisma of these players are also able to appear quickly so other players feel comfortable and find a player who has such charisma is able to bring victory for the team because it has a good attitude and is able to provide motivation for other players to continue to struggle with the team.

## CONCLUSION

In this virtual ethnography study, researchers obtain some results of research on the process of communication online virtual community game DotA 2. In observation of participation in the 3 games online game DOTA 2, the researchers found that online game DOTA 2 included into the virtual communities that have a wide range of characteristics. In the online game DotA2 Discussions with topics very freely therein and the absence of a bond between individuals from one another categorizing virtual community online game DOTA 2 as a virtual community that is *Gesellschaft*

In the online game DOTA 2, communication can occur through a variety of ways including verbal communication and non-verbal. Verbal communication in the online game DotA 2 is communication made using text messages and vocal whereas non-verbal communication is communication with / images and action.

The process begins with communication in DotA2 encoding process in which communicators can specify in the delivery of the message verbally or non-verbally. The second process is sending the message. Some media that can be used by the communicator to send the message in the online game DotA 2 is in the form of a vocal message, text, images and action. The third process is decoding where the feedback provided by the communicant to the

communicator may be positive or even negative, whereas their effect is action - action that will occur after receipt of the message.

In the online game DOTA 2 would also include the power authority in the form of points MMR. That point shows the level of professionalism of the player, so the player who has the highest MMR points only one who could become the dominant communicator.

However, after being linked to the concept of the type of power authority according to Max Weber, in game DotA 2 is applicable charismatic type in which points MMR is not the only measure of a player's ability as a communicator dominant. MMR power points will be lost when there are players who play professional who has good skills, good communication and good manners (never bullying or rant) in a game of DotA 2 so as to build a team to victory.

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