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An Exploratory Study of Cyberbullying among UTAR Kampar Campus Student:

A QUALITATIVE STUDY

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DECLARATION

We hereby declare that the material and data presented in this research study are the end result of our own work. Acknowledgement has been given in bibliography and references to ALL sources be they electronic, printed or personal.

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ABSTRACT

Cyberbullying is a topic that is worth to research, according to statistics, cyberbullying has become one of the important factors which lead to suicide cases among the university students in Malaysia. For instance, in year 2017, the main reason behind the death of a student from Tunku Abdul Rahman University College in Penang who committed suicide found to be cyberbullying. Cyberbullying is happening around the world not only in Malaysia. However, cyberbullying is taken seriously in USA. Almost 40% of the students in USA had been a victim of cyberbullying. The students have a very high suicidal rate because they could not bear the insult and humiliation by their schoolmates via social media. In this research, social cognitive theory will be applied. The findings and analysis will be determined using qualitative research method. Five focus group consisted of 50 participants from five different faculty which are FAS, FICT, FBF, FEGT and FSC of 50 participants in Universiti Tunku Abdul Rahman. In conclusion, we have exposed the common type of cyberbullying nowadays is harassment.

Key words: Cyberbullying, suicide, stress, university, harassment

Chapter One

Introduction

There is variety of ways of defining cyberbullying. In the United States, The National Crime Prevention Council defines that cyberbullying as harassment that sending or posting a status that intended to hurt or embarrass another person by using internet, mobile phone or other digital device (Grierson, 2016, p.7). In the study of Donegan (2012, p.35), he defined cyberbullying as someone who repeatedly makes fun or post something they don't like of another person through any online platform. In a study done by several of researcher in Malaysia, they define cyberbullying as an individuals are tortured, threatened, harassed or defamed by others in online platform (Ghazali & Abdullah, 2017). Although the definition of cyberbullying are different, yet most of them accept that cyberbullying can happen by sending insult or slander messages, by spread hateful rumours through online, by posting negative status, photos, audio or videos about someone in the social media platform through online, by tricking the victim personal information and published it with others, by creating fake online account to harass or make fun to some. Similar to the offline bullying, we can observed easily the cyberbullying by repeated harassment, humiliatied posts and unpleasant messages (Musharraf & Anis, 2018).

In a research done in United Kingdom, the researcher define that harassment in the digital world extends across multiple channels, those channel was increase the percentage of cyberbullying happen in our society (Cyberbullying, n.d.).

Channel of Cyberbullying

1. Email

Once Cyberbullies know the victim's e-mail, they will start to conduct an e-mail attack. This happens when cyberbullies send a large numbers of harassment messages from fake accounts. They may also sign the e-mail to obtain a clear list of e-mails that will be filled in with inappropriate material to allow the child to have a dispute with his parents.

2. Message and Text Wars

Cyberbullies spamming the victim's mobile phone with numbers of harassing messages. Those message sent through digital device or technologies such as SMS, Facebook messengers, WhatsApp, WeChat or Snapchat.

3. Blogging and Website

Cyberbullies tagging the victim in a blog or blog comment to attract their attention. Then they spread the post throughout the blog or blog comment to other linked social platform such as Facebook and Twitter.

4. Social Media

Cyberbullies posting or privately messages to teased their victim in social media platform. They may also create a fake account of the victim and pretending they are the victim, to tricking others.

Problem Statement

The main problem identified for our research cyberbullying among the higher learning institute students in Malaysia. According to the statistics, cyberbullying has become one of the important factors which lead to suicide cases among the university students in Malaysia. For instance, in year 2017, the main reason behind the death of a student from Tunku Abdul Rahman University College in Penang who committed suicide found to be cyberbullying.

In the statistics released by CyberSecurity Malaysia, there are increasing number of cases which involved the university students. Some of the victim affected are bullied online and also offline. Other than suicide cases, the students also suffers from other issues such as mental illness which is becoming the country's second largest health problem after heart disease. Absence of a zero-tolerance policy towards bullying among the higher learning students is one of the factors which leads them to become the victim of cyberbullying.

According Qing Li (2006), the children are exposing themselves to cyberbullying at a young age. The changes of modern technology have encouraged negative behaviour among young children which leads to cyberbullying. According to a survey "Online bullying among Youth 8-17 Years Old in Malaysia", the awareness and knowledge about the online bullying is very low among the Malaysians. The parents taken very little precautions to protect their children from becoming the cyberbullying victim.

Cyberbullying is happening around the world not only in Malaysia. However, cyberbullying is taken seriously in USA. Almost 40% of the students in USA had been a victim of cyberbullying. The students have a very high suicidal rate because they could not bear the insult and humiliation by their schoolmates via social media. For example, this year there is case which involves the suicide a 12 years old student. According to the police

investigation, the reason behind the student's suicide is cyberbullying which happened through her social media. The victims received several threats regarding her personal life and sensitive details. Besides, according to Hinduja and Patchin (2014), cyberbullying will make the victim hurt both physically and mentally, those victims who experience cyberbullying will always feel depressed, sad, angry, lost their confidence, academic performance become lower, and afraid to communicate with others. Once the victim can't stand the pressure that cyberbullying bring to them, they often to find out and choose the way to escape from reality, suicide.

The researchers in the journal, "The new violence type of the era: Cyber bullying among university students: Violence among university students" had stated that internet has both positive and negative features just like all the other information technology tools. Peer-to-Peer cyberbullying is the most important example to give of the negative outcomes (Turan, N., Polat, O., Karapirli, M., Uysal, C., & Turan, S. G., 2011).

Cyberbullying in social media is very much happening. According to (Stephanie, 2015), cyberbullying on social media has greater impact towards teenager's depression. According statistics released in Malaysia and also other countries, social media become the famous platform for cyberbullying cases to occur.

Social Cognitive Theory can be applied to our research. Social Cognitive Theory by Albert Bandura states that learning occurs in a social context with a dynamic and reciprocal interaction of the person, environment, and behaviour. An individual's knowledge is obtained through observing others within the context of social interactions, experiences, and outside media influences. In other words individual learn from others either through observation, imitation or modelling.

In our study, online users are learning from each other through the comments and criticisms of others by online users where some are using inappropriate words leading to cyberbullying. With the global uptake of the internet and social media this has become an international problem. Australian schools have adopted a mandatory code of behaviour for internet users and some universities have similar codes, where sanctions and punishments are used where cyberbullying is uncovered. All types of bullying are cowardly behaviours, with the bully afraid of exposure. Reporting bullying is a first step and punishment is a strong disincentive for others who are thinking of modelling bullying behaviour. However, this is a complex issue as many young people being bullied are slow to report to teachers or authorities due to fear of social isolation or social shaming. There is the bully who also needs help to adjust to acceptable social behaviour and often overcome feelings of inadequacy and weakness. The use of Bandura's concept of self-efficacy could help explain this behaviour and provide possible strategies for overcoming this fear. He is a leading proponent of social cognitive theory, and his work has directly influenced the development of the entertainment education strategy.

Many articles and researchers use Social Cognitive Theory with traditional media like television. In our research, we will be applying this theory on new media especially online media.

Research Objective

1. To explore the types of cyberbullying experienced by University Tunku Abdul Rahman (UTAR) Kampar Campus students on social media.
2. To explore the attitudes of UTAR students towards cyberbullying on social media.
3. To investigate reaction/action/thoughts of UTAR students towards students who are victims of cyberbullying on social media.

Research Question

1. What factors underly a university student's intention to perform cyberbullying on social media?
2. What are the perceptions of UTAR students towards cyberbullying on social media?
3. What are the perceptions of UTAR students towards students who are victims of cyberbullying on social media?
4. What are the impacts on UTAR students who are victims of cyberbullying on social media?

Significance of Study

Nowadays the nature of modern technology is a double-edged, it's keep balancing between the risks and opportunities, manifests itself clearly in an emerging societal problem known as cyberbullying (Walrave & Heirman, 2011). Cyberbullying that happens on social media is always one of the hottest issues to be discussed among people because of the severity of the consequences. Children as young as 10 years old have committed suicide. Cyberbullying can often lead to other serious problem where the victim feels stressful, feel defenceless and powerless, feel exposed and humiliated, feel dissatisfied to self, feel vengeful and last but not least, feel suicidal (Gordon, 2018). Research conducted by Elizabeth

Whittaker & Robin M. Kowalski among the undergraduate students which contain 169 female and 75 male, it showing that most of the undergraduate students responded using the Internet between 1 and 6 hours a day (1–2 hours: 18.9%; 3–4 hours: 45.1%; 5–6 hours: 25.8%). When using the Internet, over 77% of them responds that they felt moderately to very safe using the Internet. The average age at which participants began using social media was 13.3 ($SD = 1.9$). What is needed is the percentage of students who have experienced cyberbullying.

We know people will use the internet as social media becomes an essential component of modern living. It is essential for our families, our friends, our children that they feel safe in using social media and are confident in responding to cyberbullying if it happens to them. Thus, our research can provide ways to resolve if they occur with this problem. Moreover, our research may contribute guideline for further research studies with diverse populations related to cyberbullying on social media. Nevertheless, our research will also provide a specific focus on the effects and responses of Universiti Tunku Abdul Rahman students towards cyberbullying and possible suggestions towards reducing cyberbullying. Interview will be conduct inside the campus to collect views and ideas from students regarding to cyberbullying. Last but not least, our research will focus more on Facebook because it is largest social media platform. According to the statistic provided by (Kallas, 2018), from March 2017 until March 31, 2018, the amount of Facebook active user was jumped from 1.94 billion to 2.20 billion. The rate of growth still continue to raise at 20 million active users per month and at the end of the year, the amount of Facebook active users may rise to 2.35 billion.

Chapter Two

Literature Review

Definitions

2.1 Social Media

Social media are the internet tools that allow people to share or exchange with others, information, idea, images, videos and documents through a particular network (Shabnoor Siddiqui, 2016). Nowadays social media are playing important roles in our daily life, with its services and convenient, it has changed the way we live. As well, social media is being used in many fields such as education, business, medicine, etc.

2.1.1 Type of Social Media

There are several types of social media that are widely used by people now. They have different use and purpose. Firstly, social networking sites. The term “social network” is often associated with Facebook, which is currently the most famous social network. Twitter and LinkedIn is also well-known. From the data shown in the Malaysian Communications and Multimedia Commission year 2017 internet users survey, Facebook was the most used by Malaysian and the percentages is 97.3%, follow by Instagram which is 56.1%, YouTube is 45.3%, WeChat Moments is 43.7% (Commission, 2017). Obviously some Malaysians use more than one site. The purpose of social networking is very simple and straight forward being the exchange of information with others. Users can post, share and response to each other’s content. From blog posts to infographics and beyond. In our research we will be more focus cyberbullying upon Facebook.

Secondly, Image sharing and messaging sites such as Instagram, Snapchat and Pinterest are widely use because it’s easily to use and visual content can get more attention

from others if compared to written content. Instagram is the second most used social media platform after Facebook, where users can record their daily lives, post photos with captions or even chat online with others while using it in other ways.

Thirdly, video sharing sites such as YouTube, Vimeo where YouTube is the most famous and oldest. Nowadays, YouTuber is one of dream job among youth. YouTube has evolved from a content sharing website to a platform for creating user-generated content (Holland, 2016). From the information published by Business Insider Malaysia, we know that YouTuber's income can up to approximately 16.5 million USD per year which is a very huge amount (Nathan McAlone, John Lynch, 2017). YouTube is widely use because it's very simple, you can access it anywhere or anytime as long as you got a mobile and internet connection. Video content also require less effort for viewers to process as you don't have to scroll or read, you just watch. Moreover, you may also post you comment or reactions to the video and discuss the video with other users.

Fourth, social blogging was used by people before Facebook remains popular. You can write anything you like on your personal blog. Famous blogging sites for now are Medium and Tumblr. Bloggers will post their daily life, share video or open up any discussion on any topic on their blogs. Social gossip claims that blogging will disappear as it is no longer trendy, however, there are actually still plenty of people is using it and it has evolved to bloggers providing comment or commentary upon the news.

Last but not least, social community and discussion sites like Reddit, Quora and Yahoo! Answer. These present an open forum, user can open up a topic inside then other users will share their opinion and comment about it.

2.1.2 Type of People on Social Media

There are various type of people that make up the world of social media. The way we present ourselves in person has now been greatly affected by the growth and extreme popularity of social networking sites (SNSs). People around the world are now part of an online community, whether it will be on Facebook, Twitter, eHarmony, Pintrest, etc. The way younger people go about their lives is completely different from past generations because we have the internet (Jimenez, 2014).

People's behaviour on social media can be influence by their gender, age, emotions, hobbies and etc. For an example, some people like to take selfie, share their daily life with others. It allows activist to be more out-going and post opinions and informative articles constantly on their social media platform. Blogger and traveller share their experiences about certain incident or their travel experiences to another country (Lichty, 2017). However, there are also people with negative intention who use social media as a place to express their thoughts biases, and discrimination against things and people they dislike.

2.2 Cyberbullying

Nowadays, the internet has created a new form of communication. Young generation are addicted to using electronic communication tools such as smartphone and laptop in their daily life. Those technology has bring us a big convenience and advancement in but unfortunately this technology also has a dark side and potential place for violence, victimization and oppression especially cyberbullying (Faryadi, 2011, p.24).

Cyberbullying is similar with traditional bullying, but it involving the use of electronic communication technologies and it can be done several of cyberbullying at the same time. Thus, cyberbullying can be defined as the harassment, bullying and violence through the use of computers, smartphone, social media tools and other electronic devices.

For example, cyberbullies can send harassment message to other or spread any false information or by using smartphone or other digital devices. They also created web pages, video and fake online account in any social media platform to making fun of others. With those digital devices, cyberbullies can upload any rumour status, video or sound recording in any time and any place and they can tag other to discuss it (Menesini & Nocentini, 2009, p.239).

According to the report done by Brien and Moules (2015), they also defined that cyberbullying has some similar characteristics with traditional bullying such as repetition and intention but they are different between cyberbullying and bullying because cyberbullying are anonymous, rapid and those victim cannot escape from it. Besides, when people are involved in sending harassment message and email about another person, they might not be aware of the seriousness of the problem.

In addition, cyberbullying can be done by individual or a group of people, cyberbully can happen at anywhere and at all time, in a house, in bedroom, the cyberbullies can be the person you know or it's a stranger. The victim of cyberbullying will live in constant fear or humiliation if they didn't know the cyberbullies (Safeguard children form cyberbullying, 2014, p.3).

2.2.1 Channel of cyberbullying

Cyberbullying can be done through several of channel: email, message and text wars, blogging and websites and any social media platform such as Facebook and twitter. With the help of digital device, those cyberbullying can be done in a huge number of case in a short time through those channel.

Besides, based on the survey that done by Cyber Security Malaysia (2014), they found that they are some common channels used for cyberbullying which are; Facebook,

Blogs, Short Message Systems (SMS), Phone Call, Hacking of online accounts, YouTube and Email.

2.2.2 Consequence of cyberbullying

According to Faryadi (2011), he defined that are some symptoms of victims of cyberbullying; anxious and have low self-esteem, sensitive and shy, do not have any friend to discuss the problem they face.

Besides, in the research of Hinduja and Patchin (2014), they defined that there are many negative outcomes with cyberbullying that reach into the real world. Those victims who experience cyberbullying will always feel depressed, sad, angry and frustrated. Cyberbullying also make them hurt both physically and mentally and take away the victim's confidence. In addition, there are some link between cyberbullying with low self-esteem, low academic performance, school violence and variety of social problem.

In addition, in the survey done by Cyber Security Malaysia (2014), they prove that the behaviour of a person can be change when they are facing cyberbullying. Those behaviour can be: Victim will look unusually and constantly upset, annoyed and confused after using the phone or computer, they do not want to communicate with other, reduced the usual social activities, academic performance of victim suddenly become lower and they will look depressed and low self-esteem.

2.3 Cyberbullying on Social Media

Internet is becoming a basic need in our daily life as the technology improves day by day. For instance, even toddlers who have not exposed to the real world of technologies have a better knowledge in handling a smart phone. Our children are absorbing the information that is too complicated for them to process and sort out from fiction as the consequences of technology exposure which is too early for them. Many children act and have a mindset that

they already have the knowledge about everything and try to act as adults, and it will lead to the imbalance between their mental and physical development which will have an effect on their cognitive gap. Children can be easily exposed to any negative elements in their growing environment as they struggle with understanding their own identity and place in their peer group and the wider society. Teenagers are experimenting with their identity and go through phase of rebellion where their willingness to disobey gets stronger. They want to be treated as adults but their intellectual and emotional development is still being formed. The peer group takes on a more powerful influence in their lives, and the desire to be accepted and popular are universal concerns. These teenagers set up cliques, and to find their senses of existence they start to do illogical things such as being judgmental about other kids, coming up with teasing statements about the kids and also cyber-bullying. Teenagers struggling with their own poor self-esteem, or with issues of power and strength, lash out at others via bullying as a way of reducing their own pain. Most of the teenagers has their own social media accounts since it is convenient to access Internet. When the pressure in facing the bully is very low, the invisible online cyberbullying also starts to increase without any restrictions. The percentage of the kid encountered cyberbullying on social media sites such as Facebook, Twitter, and MySpace is 42% (Shimeng, 2015).

At some point in their life, most of the people would have had encountered with bullying case at school level. But nowadays, teenagers experienced it at home level in the form of online harassment other than being bullied at school level. University students are not exempt. According to Jamie & Karen, 2013, it also evidently presented as a medium that can easily be used for online harassment, although the usage of social media increasing and become a daily aspect of university life as a communication tool to interact with their friends. Students who were experienced bullying in school are expected to recover from the bullying and when they are about to enter higher learning institute environment, they expected to start fresh in past

years. With the availability of social media enable cyberbullies to follow a student to university and perhaps go beyond although students recovered from past experiences.

2.3.1 Cyberbullying in Facebook

Facebook is the social media that most famous around the world and has the most user accounts. Facebook is used in a large variety of ways. With the purpose of maintaining communication with current friends and family, making new friends, exploring and exchanging opinion, a Facebook profile is created by most of the people around world. The communication is maintained by the user with others by updating status, uploading pictures, commenting on other user's posts, and sending private messages.

Other than that, Facebook also becomes a platform for people to use for cyberbullying nowadays. This is because since Facebook has been used widely by the people for the purpose of communicating to their friends and families. The bullies are able to find the victims and bully them in many ways as they are aware the victims are always loved to use Facebook as their most favorable social media. Besides, cyberbullying frequently happened through Facebook because the age restrictions on Facebook are not bothered. Children under age might not be able to handle the social media without parent guidance (TeenSafe, 2014). The victims harmed by the bullies mentally through Facebook either through spreading rumors about them, posting embarrassing pictures online, or threatening them (Sengupta & Chaudhuri, 2011). Many Facebook users feel under pressure to demonstrate their bravery, particularly on the web, make them more vulnerable and open to trolling. The trolling or abuse can be **in many ways**. Fake profiles can be used as tools for cyberbullying and fooling victims (TeenSafe, 2014). One of the incident which involves trolling which highlighted in newspaper article (Matt Broomfield, Wednesday 14 December 2016) the victim committed

suicide after being trolled for her weight. It appears the victim had cyberbullied by some fake Facebook profiles. The owner of the profile had photo-shopped the victim face onto a pig.

2.4 Cyberbullying on Malaysia University Students

The internet has become one of the most technology communication channels among university students. There is a 'dark side' of the online technology which carries harm to the public, such as pornography, drugs, violence, and particularly cyberbullying (Osman, 2009). According to the research of Lai (2018), Malaysia students need computer and internet for their studies and this make them to have a risk of involving cyberbullying. Moreover, students can easily surfing in the internet due to sufficient facilities in their study environment and it is free which may lead to get higher chance on cyberbullying. In addition, some Malaysia Colleges and Universities are conducting E-Learning study to allow students study their courses through network. Furthermore, there are several platforms for students to cyberbully on others, such as Facebook and Twitter, and also phone application like Watsapps and Wechat (Lai, 2018). According to the StopItcyberbullying.com, social media has become the domain platform for cyberbullying as the mean comments or insulting comments to the posts. Furthermore, Malaysia teenagers and youngster would like to gather to do any activities together according to their in-group interests. According to the survey in the research, Malay College and university students hit the highest rate of cyberbullying (74.3%), and following by 'bumiputera' which are Iban and Kadazan (65.6%), then Indian and Chinese, which are 52.3% and 43.8% respectively. Moreover, Facebook is the most reported cyberbullying cases, which is 65.7%.

2.4.1 Cyberbullying on UTAR Students

In this research, UTAR might be fall under the results because UTAR consists of multi races students. In year 2013, there is a suicidal case which was a UTAR student had

committed suicide due to friendship problem (lowyat.net, 2013). Although there is unclear information about the issue, the responses to the topic was being discussed and mentioned that no one helped him before he had committed suicide, they respondent of the forum said that the victim had claimed to be boycott and he could not communicate well with his friends. Moreover, the victim was still had been insulted by commenting the post by mentioning those mean terms like “stupid”, “idiot”, “he deserve it” and other after he found dead by the police. Besides of the lowyat.net, there is a Facebook page for UTAR students which named UTAR confession, it is allow users to post any content by text sometime with photo or video by anonymous.

The contents sometime included extremely bad and mean posts by those anonymous. For instance, there was a post in UTAR Confession that labeled under #K23325 which was putting a review on an event named Talent Time. The anonymous had criticized the emcee of the event with anger and wrote some mean sentences which considered personal attack. After all the bad reviews of in post, the anonymous still mentioned the emcee as the post only indicated girl emcee. Due to the gender mentioned in the post, there is a lot of students recognize her and spread the rumor about her whether they had or had not participated Talent Time. After that, the students who had been mentioned was disappeared in social media nearly a semester, and she lost her chances to be an emcee again for other event. After the post had approved and posted in the fan page, there were around 250 comments and most of them had agreed the statement given by the anonymous and jeer together to criticize the subject in the topic. There is one of action of cyberbullying among UTAR students, it is indirect but the impact was strong. In brief, this is the significance for the research to study the cyberbullying among UTAR students.

2.5 Social Cognitive Theory

Social Cognitive Theory (SCT) originated from the Social Learning Theory (SLT), which has a plenty verifiable foundation return to the late 1800's. Albert Bandura started distributing his work on SLT in the mid 1960's at first. In 1986, SCT was officially launched with Bandura's book *Social Foundations of Thought and Action: A Social Cognitive Theory*.

SCT expresses that learning happens in a social context with a moving and reciprocal interaction of the people, environment, and behaviour. A person's learning is obtained through watching others within the context of social interactions, experiences, and outside media impacts. Therefore, people learn from others either through observation, imitation or modelling. Besides, according to Jones, the mind is a functioning power that builds one's existence, specifically encodes data, performs behaviour based on values and expectations, and forces structure individually actions are the SCT's intense stress on one's cognition (Jones J.W., 1989).

Based on SCT, cyberbullying among Malaysia university students on social media can be analysed that online users are learning from each other through the comments and criticisms of others by online users where some are using inappropriate words leading to cyberbullying. People learn violent behaviours by being the victims of the aggressive behaviour is assumed in the cycle of violence hypothesis. This has become an international problem with the global is taking up the internet and social media. Besides, SCT connects the same basic principles as social learning theory (Bandura, 1986) which suggested that people learn not only through direct guideline but also by observing others' behaviors and the outcomes that follow (Bandura, 1977). Based on this principle, Malaysia university student must be observed others online users who comments and criticisms where some are using

inappropriate words leading to cyberbullying, then they encode images of the cyberbullying, redo those images, and be motivated to perform this behavior.

SCT has been used to clarify aggressive behaviours (Bandura. A, 1978; Bandura, Ross, & Ross, 1961) and can be applied to the study of cyberbullying by explaining how individuals learn to cyberbully which by observational learning and reinforcement. Many studies demonstrate a link between observing bullying and other aggressive behaviours and action of bullying behaviours. The motivational component is fixing to the outcomes that follow certain behaviors. Especially, people will probably participate in a conduct they have discovered that the outcomes are esteemed and fulfilling. Also, if the consequence of a specific behavior are more punishing and less reinforcing, people will be persuaded to keep away from taking part in that behavior (Latham G. P. & L.M. Saari, 1979). For example, Malaysia university student who are exposed to cyberbullying in social media are importantly more likely to bully others than those who are not exposed to cyberbullying in social media (Baldry, 2003). SCT had also being applied to study on moral behavior, documenting moral disengagement attitudes which can avoid self-condemnation when behavior is against the idea of moral values. These attitudes were used to study in traditional bullying and in cyberbullying from the offender's perspective. The research had shown the foundation of the study about integrative model complemented with moral disengagement attitudes from SCT by illustrated with figure 1. Figure 1 had explained how SCT had involved into the process towards to the behavior on bullying. SCT had represented the moral disengagement attitudes of the study of cyberbullying (DeSmet et al, 2014).

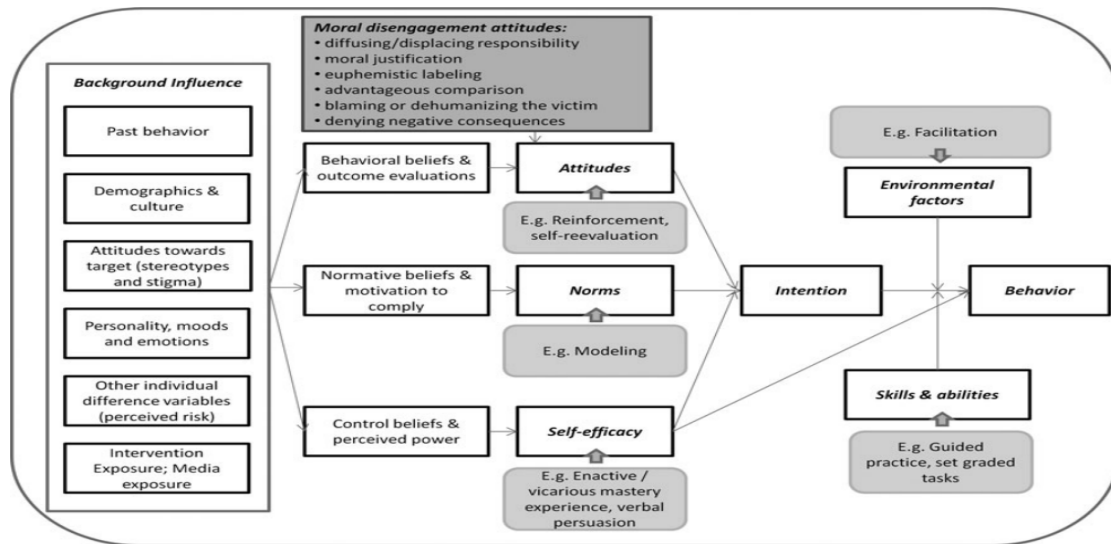


Figure 1. White box (Integrative Model), gray box(Complemented with moral disengagement attitudes from SCT), Rounded box with gray (methods for changing determinants is SCT) (DeSmet et al, 2014)..

SCT has becoming significant to the research such as cyberbullying which help in researching on cyberbullying in terms of exploratory, prevention, and reducing. The research in scholar about traditional bullying and cyberbullying with SCT started since 2013 until 2018.

Chapter Three

Research Method

3.1 Qualitative Research Method

Qualitative research is a type of scientific research that is widely used across discipline and around the world. Qualitative research mainly uses exploratory ways to investigate the answer to some question or issue. It is hard to define qualitative research specifically because there are various explanations and definitions by different scholars around the world. Qualitative research emphasizes seeking an explanation of a social phenomenon (Hancock, 1998). Qualitative research contributes to knowledge in obtaining culturally specific information about the values, opinions, behaviours, and social contexts of particular populations (Mack, et.al, 2005). Often qualitative research helps build an understanding of a situation and uncover the important issues, quantitative research is used to prove certain hypotheses.

In this study, the researcher wants to explore the kinds of cyberbullying that occurs at UTAR on social media in order to know what are the factors involved in cyberbullying in UTAR, and the perception and attitudes of students across the University Tunku Abdul Rahman towards the victims and the cyberbullying in UTAR. Also, it is to investigate the perceptions and feelings of the victims of cyberbullying in UTAR on social media.

Qualitative research method is the most appropriate when there is a limitation information of targeted objected or topic in order to answer the research question in terms of ‘what’, ‘how’, or why of a phenomenon, and it is useful for the researcher to understand the perception of students, victims and if possible the bullies in UTAR about cyberbullying on social media. In this study, there is a difficulty on categorizing the terms of the results from the respondents, qualitative research may be more appropriate when the information are need

to be flexible. Therefore, the participants have the chance to provide more elaborate and in greater detail, their experiences, feelings and opinions. By applying qualitative research in this study, respondents will have the opportunity to contribute to the study on cyberbullying.

3.2 Phenomenological Approach

Phenomenology is an umbrella form term for a group of qualitative methods. The phenomenological approach aims to explicate or to identify phenomena through how they are perceived by the people in a situation, In other words, this approach can define as gather details, information and perceptions through inductive, qualitative research methods, for example, in-depth interviews, discussion and observation, and represent the findings from the perspective of the research participants, which is their lived experience (Lester, 1999).

Phenomenology can help researcher to gain a deeper understanding of the nature of the meaning that people assign to everyday experiences. The phenomenological approach allows participants, through in-depth interviews, to elicit their own thinking and reactions after they have experienced or witnessed a cyberbullying case on social media.

3.3 Data Collection

3.3.1 In-depth Interviews

According to Moriarty (2011), interviews are very common data collection method in qualitative research method and are popular for collecting people's opinions and perceptions. As this research is a study about respondent's perceptions and their thoughts, actions, and reactions towards cyberbullying on social media, an in-depth interview can help the researcher gather rich information from the UTAR students.

It also provides a more relaxed atmosphere in the process of collecting data and information, interviewees will feel more comfortable in having a conversation with the

researcher and they are more likely to provide greater depth than just filling out a survey form (Boyce & Neale, 2006).

Semi-structured interviews are considered useful as they include some open-ended questions that allow the researchers the opportunity to explore the interviewee's opinion, ideas, of perception in more details towards the topic without introducing their own bias (Hancock, Ockleford & Windridge, 1998). Furthermore, the researcher can easily use issues that arise in the interview to encourage further discussion and elaboration of the question and to add encouragement when an interviewee has difficulty in expressing an opinion (Hancock, 1998).

In-depth semi-structured interviews may only be conducted once for an individual or group and take at least 30 minutes to complete. Researchers decide this time range to allow the interviewee to establish an environment of trust and mutual understanding and to review the content of the research study.

3.3.2 Interview Protocol

Before the interview has started, a set of interview protocol must be ready. According to Jacob and Furgerson (2012), interview protocol is not only design a list of interview question, it also requires informed consent. This is a voluntary agreement for participant to read and sign before starting the interview. This agreement will clearly state the aim of the research, how the data will be treated, how the results will be reported, benefits of participation, how their names omitted from the report and how exposure of their identity is protected. The interview cannot begin until the participants signs the agreement this indicating their willingness to be involved, and the researcher must respect a participant's right to refuse and refrain from trying to pressure the participant (Shahnazarian et.al, 2013).

Every interviewee will provide some basic information to the researcher in order to contact them to confirm the time of the interview. That information will be kept as private by the principal investigator and destroyed at the end of the research study. The interviews may start from friends and the people who are convenient to reach them, and then only go for random students in the campus. The researchers will attempt to reach the respondents at the foyer, after they agree to have the interview; the researchers only lead them to an empty class room to start the interview due to quietness of the class room.

The interview questions had fallen into several sections, the questions will be started to get basic information of the respondent such as Faculty, age and current year of study, such as “Hi, may I know which faculty you are studying?”, “How old are you?”, “What is your year of study in UTAR?”. There is no name to be required because it is not significant of this study.

The interview question may start with the question that related to the idea of cyberbullying with such example, “What do you know about cyberbullying?” followed by “What kind of cyberbullying have you witnessed or experienced?” the third question will be “Are you aware of any cyberbullying cases on Facebook?” Each answer will be explored by the researcher asking “can you tell me more”, “have you discussed this issue with your friends”, “how do you think other students at UTAR would answer?” and so on in order to get the perceptions of UTAR students towards the issues. Moreover, there would be another section fall under discussion which starts with questions such as “Do you agree that cyberbullying is creating a bad atmosphere on social media?” or “What are the main reasons that you think cyberbullying exists?” to identify possible factors of cyberbullying among UTAR students.

Towards the end of the interview if it has not arisen, the researchers will ask “Have you personally been involved with any cyberbullying cases on Facebook?” or by using more direct questions such as “Have you ever been insulted on social media?”, “How would you react to being cyberbullied?” or “Have you ever tried to bully someone on social media?” to examine how cyberbullying had affected the respondents.

Researchers may conduct a interviews consists of 10 to 15 questions for each respondent, and researchers will be use a notebook and audio recorder to record the progress and interviewee’s response for reference purpose. A coding system will be used, rather than using the participant’s name, in case the data should fall into the wrong hands and be used for purposes other than research.

3.4 Sampling

In qualitative research, researchers must be concerned with the level of depth of information rather than the number of participants who provide information. Mostly qualitative researchers will refer to a guiding principle of data collection which is data saturation, for example when the further data collection does not yield further knowledge it can be considered that saturation has been achieved (SBU, 2016).

The aim is to select a sample which will lead to an increased understanding of variations in the phenomenon to be studied. This research aims to explore the types of cyberbullying experienced (Harrasment/Flaming/exclusion or boycotting/outing/masquerading) by UTAR students, their feelings (anger/rage/sad/collapse/ignored/empathy), their attitudes (good/indifferent/bad), and their reactions towards towards cuberbullying on social media. The research targeted respondents shall be UTAR students (current or former students) and they own at least one social media account, especially Facebook; they would active and spend time (several hours) on the social media daily; they always communicate their friends

with any means (chat, assignment, activities, events, gathering, etc) by using social application, such as WhatsApp, Facebook Messenger and etc; With this, the research decides to focus on UTAR students Kampar campus, it is because UTAR student fulfills the criteria and it is convenience. Furthermore, there are no restrictions on their gender or ethnicity. This research may need 10 respondents from each Faculty of UTAR, the faculty included Faculty of Arts and Social Science (FAS), Faculty of Business and Finance (FBF), Faculty of Information and Communication Technology (FICT), Faculty of Science (FSc), and Faculty of Engineering and Green Technology (FEGT). The sample only consists of 50 respondents for the interview, due to the limited manpower and time constraint as the researchers may not reach enough of the sample for the interviews on time. The respondents need to be study at UTAR at least second year, because they may experience different things in their daily lifestyle at UTAR in the past year. The research pick 50 respondents as sampling to increase the accuracy of the result and the researchers may capable to complete the interviews in the duration given.

This study will be using non-probability sampling the pick the sample that mostly involved judgment. The method is accurate while it is used for certain issues, such as students who aware cyberbullying or experienced cyberbullying. Besides that, this method is suitable for researchers to study the valuable insight of particular sample (Showkat, 2017). From this research purposive sampling method would be used as chooses subjects who serve as informants for the research study (David, 2008). Furthermore, a purposive sample is selecting according to the characteristics of the targeted population and the study objectives. In this research, the criterion used is selecting UTAR students who are heavy users of social media. According to the social cognitive theory, the researchers believe that UTAR students are practicing collectivism, which they are grouping for any activities such as cyberbullying. Since, UTAR students might join the cyberbullying activities in the social media due to in-

group interests. Therefore, the researchers are not only looking for UTAR students who are social media heavy users, and also looking for UTAR students who are like to group for activities.

3.5 Thematic Analysis

Based on an article that published in 2006, thematic analysis is a step by step method used to do analysis in qualitative research. It involves identifying, analyzing and reporting patterns within data. It is a method that is very useful in doing qualitative research (Braun & Clarke, 2006).

Thematic analysis is very flexible and has the core skills needed by researchers to conduct all kinds of qualitative analysis (Holloway & Todres, 2003). It codes and categorizes data into themes by using similarities and differences. It also come in handy for the researcher who is a beginner and unfamiliar with complicated and more difficult forms of qualitative analysis.

It gives researchers a better look at the whole content and helps to improve the research outcome. Understanding and collecting diverse aspect of data are required by qualitative research and thematic analysis allows the researcher to investigate and identify how the current situations are influenced by participants' points of view. The flexibility of thematic analysis allows the researcher deal with different data sets collected at different times (Miles & Huberman, 1994) and is very useful in this study.

CHAPTER 4 FINDINGS AND ANALYSIS

4.0 Data Analysis

In this chapter we will discuss about the findings derived from our respondents who are from 5 faculties (FAS, FICT, FBF, FEGT & FSC). The results of this research basically come from the findings with additional sources that based on literatures. The main objective of this research is to explore the types of cyberbullying experienced by University Tunku Abdul Rahman (UTAR) Kampar Campus students on social media.

The qualitative methodology was used to conduct our interview is in-depth interview. Open-ended questions would be suitability design to interview our respondents for the research. Researcher choose to conduct in-depth interview is mainly because of the practice. The procedure requires us to collect, analyse, and interpret information through an interview with UTAR undergraduates.

In-depth interview allows getting related results to the research questions which suitable with the objective by obtaining relevant information. Next, the interview process's completion rate is high. The respondents are would not leave before completion of interview session, especially when conducting in-person interviews. The interviewer can get more qualitative data and explore answers with the respondents. Besides better insights than focus groups can discovered through in-depth interview. Furthermore, the in-depth interview conducted in order to allow the respondents to share their opinions which are differing from each other. The in-depth interview was conducted only after complete the extensive literature review then collecting information in answering to the questions that constructed by the researcher before the interview process.

4.1 Line by line Coding

Once the interview has done, the next step is to transcribe the data collections that were analyzed using line by line coding. Researchers decide to use line by line coding to continue analyzes the data by breaking down into separate ideas, perception or action. After that, researchers highlighted down any significant data in the process and decided to choose the theme from the content. While analyzing the data collected, researcher sometimes received different information with collective characteristics in different respondent. Due to the different thinking of different researchers, so the theme may different from the same source of collected data. Thus, researchers have used the common properties to group them under the same idea.

In other words, line by line coding is the way toward looking through line by line information to allot codes. The coding process includes the action of sending memo along the important or influential phrases which is connecting with each other and shapes outline where it is organizing the data become more plentiful to the researcher. Therefore, a memo may contain one or more paragraph. Rather than this, when various code appear similar and repeated, this shows a sign of the patterns emerging (Saldaña, 2013). Researcher will label that whatever content as code then transcribe and tape as well as interpret in the future. Line by line coding method is categorized as the findings of this research study to get result.

4.2 Codes

Codes in qualitative inquiry are a word or short sentence that transfers from the data. Those data can be the interview transcripts, journal, document, photographs, video, and website and so on. During the coding, the researcher will analyse and group the code into one category based on their characteristics. Besides, the researcher will thought out the meaning of the code and rename the characteristics that may differ from the codes to express the scope better. (Saldana, 2009)

4.3 Thematic analysis

Thematic analysis is a method that is common used in qualitative data analysis. It's focusing to identify the patterns of meaning across the dataset that provide the answer to the question. There are six step to approach the thematic analysis which are familiarisation with the data, coding, searching for themes, reviewing themes, defining and naming themes wan writing up.

First, the researcher need read, understand and familiar with the data. In this research, the researcher was interviewed the respondent through the audio recording and transcript as the interview script. After that the researcher will read go through the interview script one by one. Next, the researchers will generate the code to identify the information from the interview scripts that are relevant to answering the question. Next the researchers will examine the code and collecting the data to identify the significant of the potential themes. After identify the potential themes, researchers will checking the candidate theme against the dataset to define that there are relevant between data and theme and answering the research question. The next step, researchers will develop an analysis to determine each of the theme and deciding the name of each theme. Lastly, the researchers will weave analytic and data together and correlation analysis with existing literature. (The University of Auckland, n.d)

4.4 Results

4.4.1 Respondents Demographics

The characteristics of the respondents who participated in the research are summarized as below.

- The majority of the respondents were male which is 54% whereas the other gender is female which is 46%.
- In our select manner, researchers choose the student of FAS, FBF, FEGT, FSC, and

FICT as participant.

- Each of faculty contains 20% in the sample.

4.4.2 Key Themes

The results of the qualitative study are distributed into three main components:

1. To explore the types of cyberbullying experienced by Universiti Tunku Abdul Rahman (UTAR) Kampar Campus students on social media (**Refer to Table 1**).
2. To explore the attitudes of UTAR students towards cyberbullying on social media (**Refer to Table 2**).
3. To investigate reaction/action/thoughts of UTAR students towards students who are victims of cyberbullying on social media (**Refer to Table 3**).

<i>Theme (Percentage)</i>	<i>Sub-Theme</i>	<i>Related aspects</i>
Harassment 98%	Words attacking	Leaving negative comment, insult, damage reputation, harassment message, trolling, make judgement, keyboard warrior, personal attack, anonymous email, sarcasm, flaming, dissing, posting rumour
	Trick	Fake profile, fraping, outing, masquerading, edit on others photo and repost, cheating
	Expose Privacy	Cyberstalking, sharing private information, catfishing, exposing private information
	Bully	Exclusion, threaten, violent through online

Incomprehension 4%	Unfamiliar	Not sure, social media and online game

Table 1: Theme of perception towards type of Cyberbullying

Theme 1: Harassment: this theme consisted of three sub-themes, word attacking which using words to attacking or insult others, whereas the other sub-theme which is trick which refer to cheating to the victim and expose privacy which refers to exposing private information or secret to the third party through online. Thus it is 98% of the respondent's perception towards the type of cyberbullying.

Words attacking: Respondent stated that words attacking is kind of action that using words to attacking or insult others through online. It can be happen in vary of form such as comment as social media, email and message. In our interview, respondent B7 emphasizes that cyberbullying is using the negative words or sentence to insult others through online, as he said,

... They use the bad language to insult someone on Facebook or other social media platform.

In addition, respondent B8, she mention that cyberbullying is a comment to insult someone through internet.

...They might leaving a negative comment on someone's status and insult someone through online

Trick: Based on the interview, the respondents those harassment might be a trick which means cheating to the victim through vary of platform. Respondent A(Rahulb) mention that those people might creating the fake account to trick and hurt the victims with maliciously,

...intentionally attack someone with using that fake accounts, flaming other using that fake accounts.

Expose privacy: Expose privacy means that the detail of the victim such as personal information or secret was published by someone to the third party through online. As respondent E9 mention that the information of the victim might posted by someone through with maliciously and it might affect their reputation.

... they might post the victim personal information on social media and damage their reputation.

Bully: In our interview, respondent stated that cyberbullying might be kind of harassment that threat the victim with the unfair method. They might boycott the victim or threaten them through online. From the information of respondent B9 think that boycott is the most common cyberbullying cases that are happen today as he said that

...I think that nowadays the common type of cyberbullying is word attacking and boycott...

Theme 2: Incomprehension. Based on the interview we conducted, there are 4% of the respondents, their answer are not clearly because they are unfamiliar about the type of cyberbullying and some of them are confused with the question.

Unfamiliar: in this interview, the knowledge about the cyberbullying will affect the respondent answering the question. From the respondent E1, he was unable to confirm that are having what type of cyberbullying that are most common today as he mention,

...I not so sure...

Besides, because of unfamiliar with the cyberbullying, the answer of respondent A4 was out of topic. He answered that,

...Social media and online game...

Which didn't have any further explanation because unfamiliar with this issues.

<i>Theme</i> <i>(Percentage)</i>	<i>Sub-Theme</i>	<i>Related aspects</i>
Familiarity 86%	Witness	I have witnessed, disturbance, fake account, video uploaded, news, Youtube, Facebook, fake profile, rumors, photo edited, negative comment, UTAR, forum, suicide
	Experience	I had bullied, she criticized me
Discussion 48%	Yes	Seek truth, confront, comfort victims, friends and families, Youtuber incident, Schoolmates incidents, UTAR confession, popular cases, serious cases, suicide cases
	No	Common issue, rarely discuss, bad topic, no involvement, positive minded, own problem
Agreement 92%	Feelings	Scare, stress, psychology harm, embarrassed, peer pressure, give up, depressed, hatred, uncomfortable, unsecure
	Subculture	Trend, misuse platform purpose, bad influence, mislead young generation, lead to norms, non-maturity
	Avoidance	Give up social platform, quit using, switch platforms,

98%	Contribution	Attention seeker, jealousy, revenge, making fun, status, protect themselves, stress released
	Opportunity	Trend, technologies advancement, fake account, misuse speech freedom, high exposure
	Cogitation	educational level, different perspective, lack of maturity
6%	Attempt	Argument
	Direct	Apologize, unintentional
	No	Bad idea, never, not interested, put ownself on victims shoes, meaningless

Table 2: Theme of the attitudes of UTAR students towards cyberbullying on social media

Theme 1: Familiarity: This theme consisted of two sub-themes, witness which participants saw the incidents in terms of the progress, outcome, reason and others, whereas the other sub-theme which is experience that defined as participants had involved in the cyberbullying incidents such as being bullied or bullying people, sometime just follow the crowd and unintentional action. Thus, 86% of the respondents do notice and recognize the cyberbullying cases.

Witness: Responded claimed that they had seen several kinds of cyberbullying cases through different media platforms and social media platforms as well as they had seen how people cyberbullying the victims. As stated by respondent A2, he mentioned that he had witnessed people intend to disturb his friend by several fake accounts,

...I have seen...my friend...she keep get disturbed by a guy which has a quite numbers of fake accounts....

Besides that, respondent A2 also had said that the guy has also attacked his friend online

...it created just to attack my friend.

Besides that, the respondent A7 had stated that he had recognize on spreading inaccurate information online

...spreading secrets or rumors about other people online

Whereas respondent B2 recognize the cyberbullying by watching related video at Facebook which had been shared on his news feed.

...I have seen cyberbullying case on Facebook...there has many video share from my friends is about cyberbully...

Moreover, respondent B3 had seen a cyberbullying case of UTAR student

Yes, I have seen a cyberbully case happen and the victim is an UTAR students

From the information of the respondent C1, he was telling the story about his teacher that being uploaded recorded video about him acting silly things,

...my English teacher who had mental illness cyberbullied...upload a video of her doing stupid things in social media...was cyberbullied but the users...

From the information of the respondent C2, he stated Youtube and Facebook are the platforms that always occur cyberbullying cases.

...I have seen in Facebook and Youtube especially.

Whereas other respondents under category C had seen the cyberbully but never experience before as their answer is

Yes but no experience before

According to the respondents D4, he had seen mean comments on social media

I have seen a cyberbullying cases like they writing negative comment on Facebook.

For respondent E8, she had seen people carry out the cyberbullying to the social media is about blaming teammate on the assignment work progress,

...I have seen cyberbully...people who doing assignment...failed to produce quality work...so people normally will release their frustration onto the social media...people who worked with the person...share the same experience...

Experience: Experience is defined as whether respondents had involved any cyberbullying cases in terms of victims, offender or followers. However, for respondents B9, he committed that he had bullied other person, but he realized that this behaviour is not encouraging.

Actually I have bullied someone before, but I had realized this kind of behaviour is not encouraging

Besides that, respondents A8 has experienced being cyberbullied when study at middle school. She explained that the offender is one of her friends and she was criticizing respondent A8 on her blog and spread to the public.

...I had experience before when I was studying at middle school...she criticized me on her blog without my conscious by scolding me...people around me treated me differently...I was depressed at the moment...

On the other hands, there is still some of the sample respondents had no recognized any cyberbullying cases in their daily life. This might because they are rarely access to the social media or those kinds of incidents may not catch their attention.

From those statement showed that respondents referred to the cyberbullying mostly is from Facebook and Youtube, the kinds of the cyberbullying are disturbance, criticized by uploading video, commenting, and attacking people by using fake account on social media.

Theme 2: Discussion: Based on the interview conducted, the respondents are less likely to talk about cyberbullying is due to the reasons of the incidents is not encouraged to have the discussion or the incidents are not affecting them.

Yes: Respondents are willing to make discussion about cyberbullying to the close one.

No: Respondents are not willing to make discussion about cyberbullying to the close one.

Respondents who will discuss the cases when the cases are related to them, and they would also talk about critical cases such as committed suicide. Respondents under category E, D, and B are less likely to have the conversation about the cyberbullying, where else respondents under A and C are willing to have discussion about the incidents. Therefore, there is only 48% of them willing to discuss cyberbullying with the one they close to. Like respondent A7, he will discussing with his friends about cyberbullying is because they often see cyberbullying.

Yes, because the number of cases is increasing day by day

And for respondent A8, she was confronting to the offender for seeking the truth behind cyberbullying

I was confronting the offender...seek truth on the reason of her behaviour towards me...seeking the truth on my action that may offend her... I will choose to confront and solve the problem immediately.

According to respondent B2, He will discuss the incidents with his family

...I would also discuss with my family and they would give me opinion...They also advise me...don't simply share the information...

Furthermore, Respondent C5 would only discuss about the incidents while there is news reported about the critical situation.

...discussing about the reasons of cyberbullying victims committed suicide...in news report.

Besides serious cases, people would also like to discuss famous cases like viral spread at social media, like respondent C6 said.

...because of Youtuber Cody's incident.

Or the cyberbullying case had happened to the related person, such as respondent C7's schoolmates

...because of secondary schoolmate's incident.

On the other hand, there is several respondents would not like to discuss or rarely discuss about the cyberbullying cases. Respondent B7, he does not touch any related topic is because he has no face this kind of problem.

...because I didn't face this kind of problem...will not discuss with my family and friend...

Same as respondent B7, respondent A2 is also not discuss before due to he does not involve any cyberbullying cases.

...we personally did not experience this issue...never discussed about this case...

Also, like respondent C1, he stated that he does not discuss the incident is because that is not a good topic to talk with his good friends

...because this one is not good topic to discuss with my friend...

From the statement, we can see that respondent only willing to discuss cyberbullying is only when the case had brought out serious issue or it is a viral case until everyone notice it, but still, many of them are avoiding to talk about cyberbullying as they do not want to talk about negative topic with their intimate one.

Theme 2: Agreement: The term is emphasizes on knowing our respondents thinking whether they agree the incident would bring negative impact to the social media platform. In addition, there is only 92% of them agree cyberbullying would carry a bad impact to social media.

Feelings: Feelings is because people emotion will affected when cyberbullied on the social media platforms. Victims will feel all the negative emotion if they had involved in the cyberbullying cases. The respondent A4 said that depression would be caused and lead to committed suicide.

...it will let victim felling depressed...lead them to commit suicide.

Besides that, Respondent A5 also agree that this incident will affect a person feelings

...creating hate among people...may let a person feels down.

Respondent B1 said that people will afraid to use social media.

...due to kind of issues...make people afraid to use it.

In addition, Respondent B7 mentioned that cyberbullying will make someone feeling unsecure while using social media.

...made people feeling unsafety and uncomfortable when they are using the social media...

Subculture: subculture here refer to negative culture from the big society as it will allow people think that cyberbullying is form of trend in social media. From the information of respondent A6, he said that cyberbullying will mislead teenager on behaviour learning and they may cyberbully on other unconsciously.

...people will learn these kind of behaviour...especially for teenager...it can cause psychology harms towards others.

For respondent A8, she emphasizes that the act of offender is childish and their image towards other would be bad, and this kind of incidents would reduce the reputation of the social media.

...the act of the attacker and followers are childish...they have a bad personality...

Moreover, respondent C3 say that this kind of action will mislead the thinking of users at all age, particularly younger generation such as children and teenagers.

Cyberbullying will mislead the thinking of social media users...children or young teenager...

Also, she also stated that cyberbullying may make people think that is a trend for social media, so they may not notice their action is actually wrong and harm to others.

...they may think cyberbullying is a kind of trend...they would think that cyberbullying has no wrong and blindly follow the trend...

Avoidance: Avoidance here is meant to users might scare to cyberbullying and avoid using social media by any means. Respondent E2 and respondent E10 have the same statement about people will afraid to use social media

...social media absorb too much of negativity...let many people give up the social media platform...

...it causes people afraid to use social media and become next victim.

Besides that, respondent C1 think that this behaviour will impact people switching to other social media platform.

...huge impact which lead to user switch to different types of social media.

Still, there is some respondents think that cyberbullying does not bring much bad impact to the social media platform.

From the statement, we can see that respondents are more concern about users feeling, the general culture and avoiding using social media platform. Majority think that if cyberbullying is being ignore, it will gain a huge negative impact to the netizens and the social media platform in terms of psychology illness and economy crisis on social media.

Theme 2: Contribution. In the interviews we conducted, the data revealed that 98% of the respondents think that there is several reasons to reinforce the action of cyberbullying which falls under the sub-theme we grouped as “Intention”, “Opportunity” and “personality” and “cogitation”. In general, this theme involves the detailed positive content towards the contribution to the cyberbullying

Intention: In this content, intention mean as what is the purpose of offender to commit cyberbullying and why are the reasons they behave that way in the social media. From the information of respondent A2 and A3 that they are attention seeker in social media

...are attention seekers...someone who have some abnormal interest towards that victim...

...people that are seek for attention.

Moreover, according to respondent A6, he thinks that these offender try to release their real life stress to the social media by cyberbullying.

...cannot voice out their dissatisfactions through daily life...voice out their opinion through cyberbully...

In addition, Respondent B1 thinks that this is the act of revenge because the offender might felt unfair before, so they need to release the anger on social media

...might be bullied by others...feeling unfair...decided to revenge other through same action...

And this statement also supported by respondents B7 and B9. Furthermore, respondent B10 thinks offender cyberbully for status.

Money, status.

According to Respondent E4, cyberbully have been taken is due to jealousy.

...maybe they are jealous to victim.

Then, from the statement of respondent C1, offender are trying to make fun on other people in the social media,

...someone on is making fun of people...

From the above statement, most of the respondents have mentioned that most of the offender are cyberbullying other in order to fulfil their personal interest, release stress, personal satisfaction, revenge and fame.

Opportunity: It is referring to the external factor that allows people to conduct cyberbullying in social media. The opportunity would not just created by themselves, it a platforms and freedom to allow them to do so. The most mentioned was the technology advancement, there are several respondents had mentioned this reason to the contribution of cyberbullying, like respondent D2,

...constant use of technology among teens that borders the addiction...malicious gossips...go to an extreme extent just to humiliate someone...

At the same reason, Respondent D5 also said that technology bring convenience to do cyberbullying.

...the technology was bring a big convenience...use it with maliciously.

Capturing the same sentiments, respondent A8 said that trend has become an excuse for them to commit cyberbullying.

...people nowadays following trend, if majority do not like the statement, you yourself also follow them to disagree the statement...

Therefore, people nowadays would always misuse rights to commit cyberbullying as they are not intended to do, they are allowed to do.

Cogitation : It defined as the mind thinking of the current social media users especially cyberbullying offender. Their action will reflected their maturity level and education level to

the public. As described by respondent C3, there are different mind-set between the offender and the victims, therefore the conflict and bullied is exist.

Different individual perspective, you may think something is funny...but not for others...

As supported by Respondent E8, she also mention about the cyberbullying might be just a joke for the offender.

...the offender would not know what they are doing is actually cyberbullying... they may think is a joke...Jake Paul prank onto the Martini Twin...Martini Twin felt they were been cyberbullied...

From the statements, cyberbullying will be exist is due to several reinforcement to allow them to commit. There would be sound like cyberbullying is hard to control and minimize as offender is easy to access to the social media and do whatever they like by hurting other at social media.

Theme 3: Attempt. Attempt refers to the action or thinking to commit cyberbullying on other in social media platform. In the survey, researchers would like to know will the respondent notice they had commit cyberbullying on social media. This theme has contained 94%.

Direct: Respondent would personally committed cyberbullying on others in the social media Thus, there is one respondent had admitted that he committed cyberbullying to others due to argument on social media, which is respondent B9

Yes, like I mentioned before.

Followed by respondent C7, he also had committed cyberbullying on his school friends because of a small issue

Yes, because some small issue with my secondary school friend,

I type a letter for her on internet

Indirect: Indirect would be just a follower of the cyberbullying or they unintentionally committed cyberbullying towards the victims. And respondent E8 thought she is making joke to her friends, but there was cyberbullying, she immediate apologize if she had hurt her friends on the social media

I would not actually say that I actually bully because normally I will

harass them but at the end of the day I will ask them whether if they are

hurt or not. If they are hurt I would stop because normally people do not

know how others feel, so we have to ask them instead of asking yourself.

No: No mean they do not attempt to committed any cyberbullying on the social media and they would not try to committed cyberbullying as well. For the rest of the respondents, they denied attempting to committed cyberbullying due to moral values and they put sympathy onto the victims. Like respondent C3

No, because it is a bad idea to hurt people.

With those statements, most respondents would not like to committed cyberbullying on the social media.

<i>Theme (Percentage)</i>	<i>Sub-Theme</i>	<i>Related aspects</i>
Psychological Trauma	Stress	feeling stress about mental, feeling get hurts, commit suicide

100%		
	Fear	afraid to communicate with others, refuse to connect to society, afraid to make new friends, afraid to use the social media
	Low Self-esteem	Affect the victim confidence, reduce confidence, create annoying stuffs, do not has the courage to express themselves, doubt own self
Perception 100%	Feelings	Pity, not worth, innocent, feeling down, sad, depressed, stress, shaming, sympathy, insecure
	Action	Ignore, aware, think smartly
	Attitude	Don't take it seriously, stay strong, lost confidence, not refuse, physic trauma
Privacy 100%	Friend Acceptance	confirm friends who really trusted, don't share any private information, don't share your account password

	Information	reinforce the privacy of own information, think before commenting, don't send your nude, sexual or humiliating pictures to anyone
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Table 3: Theme of the reaction/feeling of UTAR students towards cyberbullying on social media

Theme 1 : Psychological Trauma : this theme consisted of three sub-themes, stress which is a state of mental or emotional strain or tension resulting from cyberbullying, whereas the other sub-theme which is fear which refers to victims afraid to use the social media affected by cyberbullying and low self-esteem which refers that cyberbullying will reduce self-confidence. The psychological trauma was contained 100% of the respondent.

Stress: Respondent stated that stress is a state of mental or emotional strain or tension on the victim. In our interview, respondent B1 emphasizes that stress is one of the same effects of different forms of cyberbullying on the victims.

...victim's mood, spread negativity, this will cause them feel depress...

Fear: The respondent believe that people will afraid to communicate with others, refuse to connect to society, afraid to make new friends and afraid to use the social media because of cyberbullying. As the information provided by Respondent A6, she think that the victims are made to be fearful through cyberbullying.

...the harassment means that the sending the message that are malicious which can affect the victim confidence and make theme fearful...

Low self-esteem: Low self-esteem is characterized by a lack of confidence and feeling badly about oneself. Respondent C5 respond that the cyberbully will reduce the victim confidence as he mention that,

... I think every forms of cyberbullying have the same effect which is hurting self-esteem of other people...

Theme 2 : Perception: Perception refer to the view of the respondent towards the victims based on their perception. The perception was contained 100% of the respondent.

Feeling: People must have some view on certain thing based on their perception and it will react their emotion. Thus, respondent D1 was sympathy towards the victim when we asking his perception.

...I feel sympathy on them because they do not have idea of this case...they are innocent people who does not aware of this cyberbully use their information and bully them online...

Besides, the respondent C1 also sympathy to the victim as he said that,

...I think for me what I feel is empathy and sympathy....I think they deserved second choice to be accepted in society because cyberbullying is not the end of everything. They have their own life to carry on and should not get affected...

Action: the respondent believe that those victim should take some action to against cyberbullying when they facing this problem. They should not be quite and bully by other. As the information provided by respondent B9, he think that the victims should be think smartly when they facing cyberbullying based on his knowledge.

...According to my experience, I think victims should think smartly. You

have been bullied by someone so you have to pay back, if you cannot fight

back only you run away...

Other than that, the respondent A4 emphasized that the victim should get the attention from public and once the public aware this issues and it can help them to solve the problem through the help of community.

...It's a serious issue, it should get attention from public, publics itself should

aware about it also...

Attitude: Attitude is the feeling or behavior to respond towards a certain situation. The attitude will influence the victim's action towards the situation. Respondent A5 respond that the cyberbully will reduce the victim confidence as he mention that,

...Strike victim's confident just because of one single comment, personal attack shaming on the victim through social media...

Theme 3 : Privacy: Privacy refers to the privacy of information of online users. This theme consisted of two sub-themes, friends' acceptance in social media and information. The Privacy was contained 100% of the respondent.

Friends' acceptance: The respondent emphasized that not to simply accept friend request in social media to avoid cyberbullying. Respondent E4 respond that,

...don't simply accept friend request from stranger and can set profile to private...

Information: Information refer to the information which is uploading by users oneself.

The respondent emphasized that not to lock or private the information in social media to avoid cyberbullying. Respondent B4 respond that,

...Don't always post your information on Facebook so others can track you online and cyberbully you...

CHAPTER FIVE DISCUSSION AND CONCLUSION

5.0 Types of Cyberbullying Experienced by Universiti Tunku Abdul Rahman (UTAR) Kampar Campus students on social media

Based on our finding, the research was identified to two theme which is harassment (98%) and incomprehension (4%). First, harassment in cyberbullying can be define as to use the technology to harass or harm to a child, teenager or a specific group of people without causing the physical harm. Unlike the physical harm, the harassment in cyberbullying is to use the verbal such as text, message, and video to abuse a person through online. This harassment normally is to exert their power to others and control the victim through their power (Nuccitelli, 2014). Respondent A5 stated that the type of cyberbullying that are most common today is words attacking such as leaving a negative comment which can hurt the person through mental and this are the most common type because everyone can easy to success to online and the they can hide their actual identify and verbal abuse others by using anonymous account.

...Hate comments, personal attack, through online forum website like sarahah, or any website that comment by using anonymous account...

Besides, there other respondent provided variety type of cyberbullying which under the harassment such as respondent E9, he stated sharing other personal information to the third party which intent to damage other's reputation is one of the cyberbully that most common today.

... Besides, they might post the victim personal information on social media and damage their reputation...

Through this research, we can defined the cyberbullying is kind of harassment which can occur from several form including harassment message, bad comment, anonymous e-mail, cyberstalking, trolling, and catfishing which intend to damaged other's reputation. (Johnson & Haralson, 2016)

The second theme in this research is incomprehension. In comprehension refer the respondent are unable respond the type of cyberbullying that are most common today because there are lack of the understanding about the victims or unable to understanding the question clearly. The respondent B4 stated that he not sure there are how many type of cyberbullying because he unfamiliar with this kind of issues.

... I not sure there are how many type of cyberbullying...

Besides, the respondent A4 was unable to answer and explain it property because he didn't understanding about the question and the statement was out of our topic.

...Social media and online game...

In this research, we found that the knowledge about the cyberbullying of the respondent will affect the quality of information they answer the question. In general, the poor understanding respondent were not as good as the good understanding respondent when they answering the question based on their own knowledge. The quality of poor understanding respondent's answer normally will be inaccurate, incomplete or missing of information if compare with the good understanding respondent because they are lack of information or knowledge with the topic. Thus, we can identify the level of understanding for the topic towards the respondent based on the quality of information they provided to us through our question. (Holmes, n.d.)

5.1 Attitudes of UTAR students towards cyberbullying on social media

The second element of the research finding involves the attitude of the respondents in UTAR towards cyberbullying on social media. The response includes the theme which is familiarity of cyberbullying cases that exists on social media which is 86%. This is because all our respondents are university students and they surely will use social media in order to be connected with their friends and family. Therefore, it could help us to identify how familiar is cyberbullying cases on social media to our respondents. Therefore, while conducting our research we tend to know what will be their answer for our question whether respondents are familiar with cyberbullying cases. Some of the respondents witnessed and some of the respondents have experienced cyberbullying cases on social media.

The second theme is discussion of cyberbullying cases with someone they are close to. 48% of our respondents mentioned that they have discussed about cyberbullying cases with someone they are close. The rest 52% are tend to keep silent because they feel like this cyberbullying cases are common issue and they do not have use of involving in it. According to researcher, many students might get themselves into anxiety situation, for instance, being make fun of or restricted them to use related technology (Li, 2005 & Prensky, 2011). Therefore, the university students do not want to get involved. But in real life, they should discussed more about cyberbullying cases with their peers because they are the one who have influence on their emotional, behavioural, and affective development. Moreover, they can help reduce anxiety level of the victims. Friends can advise or protect the victims in real life experience (Bukowski, 2001).

The third theme under this element is agreement on whether cyberbullying cases having bad impact upon social media or not. Under this theme there are 3 main aspects that the respondents said which are subculture, avoidance, and feelings. Most of the social media users are using the platform as place to be connected with people but when cyberbullying

cases happened they tend not to use that platform anymore and switch other platform. There is one respondent also mentioned that during our interview session. Social media should be useful platform for them during their university days not a platform they can become a victim of cyberbullying Respondent E2 and respondent E10 have the same statement about people will afraid to use social media

...social media absorb too much of negativity...let many people give up the social media platform...

...it causes people afraid to use social media and become next victim.

Meanwhile one of our respondent mentioned cyberbullying caused them to switch social media. Respondent C1 think that this behaviour will impact people switching to other social media platform.

...huge impact which lead to user switch to different types of social media.

The next theme is contribution. Contribution meant here are the factors that contribute to cyberbullying to happen. 3 main factors were identified which are the intention, opportunity, cogitation. Some of the users need attention and get it by behaving abnormal. The reasons why it happened are losing self-esteem, lacking self-confidence, doubtful on self-worth or feeling insecure. Some may look for positive attention in terms of praising, thankful or admired from others and create certain situation to fulfil their personal interests. Furthermore, they will try to get by any means regardless the quality of the attention, and so will evoke attention by making a scene in public, getting over-indignant about a matter, and causing heads to turn. Moreover, some seek out public sympathy by often complaining their daily problems. If they persist to keep their behaviour or goes beyond other common expectations, it can be a sign of an underlying mental health issue (Bullyonline, n.d). Thus, they believed that cyberbullying is one of the best opportunities to use to satisfy their needs.

Due to the more exposure of users' personal information, these kinds of people grab the opportunities to cyberbully the users of social media.

Last but not least, the actions of the respondent on being attempted to bully on social media. As the advancement of the technology people are using the technology in order to survive their life daily. The usage of social media among the university students especially are increasing. Some of the users are sometimes are not aware that they are committing cyberbullying without their consciousness. For example, indirect cyberbullying. Indirect cyberbullying includes commenting on user's posts on social media but the person who are commenting does not that their comments might have effect on the readers. Furthermore, for direct involvement in cyberbullying, they just involved in some heated argument and they have the initial idea to diss the person that they are targeted at. There is one respondent had admitted that he committed cyberbullying to others due to argument on social media, which is respondent B9

Yes, like I mentioned before.

5.2 Psychological Trauma/Perception and Privacy

The third element of the research finding is related to the reaction or thoughts of UTAR student towards the victim of cyberbullying. From the research finding showed above we can know that psychological trauma, perception and privacy are the 3 main themes, which contains 100% for all of them. From the information of the research, it shows that how respondents are thinking about towards the victims. The first theme psychological trauma consists of 3 sub-theme which are stress, fear and low self-esteem. This indicates the feelings of victim after facing cyberbully. Thus, researcher can use the result to do further research to find out a way to help victim get out from the trauma.

Furthermore, the second theme perception consists of 3 sub-theme too which are feelings, actions and attitude. This theme is discussing about the reaction of victim towards the cyberbullying. Most of the respondents is giving answer like pity, not worth, stress, depressed. Thus, respondents is also mention about ignore, aware and think smartly during the interview. These are the actions they will do if they are facing cyberbullying. Last but not least, attitude. As for this sub-theme, we have receive various of response like victim will lose lost confidence, physic trauma like what Respondent A5 respond that the cyberbully will reduce the victim confidence as he mention that,

...Strike victim's confident just because of one single comment, personal attack shaming on the victim through social media...

However, some respondents is also suggesting victims that they should have stay strong and don't take the things too seriously. There are 2 different kind of idea for this sub-theme.

Last theme is privacy. This theme consists of only 2 sub-themes which are friend acceptance and information. This part is related to the suggestion made by respondent on how to reduce cyberbullying cases. Respondent E4 respond that,

...don't simply accept friend request from stranger and can set profile to private...

By doing this, your online information can be protected because it only expose to the person you trusted.

5.3 Conclusion

Based on our research data analysis, we have exposed the common type of cyberbullying nowadays is harassment. Of all the cyberbullying action in certain harassment, our respondents would identify words attacking, trick, expose privacy and bully, but some of them may not understand the actual meaning of cyberbullying on social media. Online

harassment is confirm to be one of the worst kind of cyberbullying which is keep discussing among the people, the most reported cases is about harassment or threatening online (Robert, 2012), he had mentioned some keywords which are similar to our respondents' responses, such as trolling, making jokes, rumour spreading and sometime the disturbance to the girl can be considered as sexual harassment. Hence, it is important to common type of cyberbullying that happening among UTAR Kampar Students.

Besides, the attitudes of UTAR students towards cyberbullying on social media allow respondent understand that their understanding had led to their way of thinking and their actions. Respondent familiarity towards the cyberbullying would understand the level of concern of cyberbullying of the respondents. Thus, understand further actions of UTAR students towards cyberbullying on social media, it helps the student to understand about the significant on understanding cyberbullying cases and the behaviour of the offenders. Furthermore, it also allow students to recognize that the danger of not knowing or less concern on cyberbullying due to the frequency cases and the difficulty on cases rises on the social media.

Last but not least, the reaction/feeling of UTAR students towards cyberbullying on social media allows respondents to put themselves to have the same stands with the victims. This will make themselves concern the feeling of the victims of cyberbullying and less likely to attempt such action or behaviour on social media. It allow students understand that the situation of victims while getting cyberbullied and may carried their sympathy on the victims and would think their action before they react whatever they want to response on social media.

5.4 Suggestions to avoid cyberbullying on social media

Based on our research, the following actions can be done in order to reduce cyberbully cases:

- I. Student should have train their mind set and always perform a critical thinking when they are looking at an incident. They should not follow the trend blindly without knowing the true story behind the incident. Thus, they have to put themselves into other's shoes, what have been posted or commented by you might hurts someone's feeling even though you feel that it's just for joking or humorous.
- II. UTAR can organize events or education talk that are promote a culture of mutual understanding and an open-mindedness for diversity for online world. By joining the event and talk, students can learn that cyberbullying is not as fun as they think, and they might hurt someone's feeling with their "Jokes". Things can be getting serious and they will be charge under cyber law.
- III. Government and social media platform itself are also playing a vital role to reduce cyberbullying incident. Government can make advertisement on television to create awareness for public how serious is the consequence of cyberbullying, some victim end up commit suicide because they got nowhere and nobody to let them express their feeling. Thus, social media platform have to be aware about user's attitude and be fast when handling user's reporting like if the user is being harassment by anonymous or their user account is being hacked.

5.5 Limitation of Study

In completing this research, there are few obstacles we have been facing. First and foremost is there are limited time for us to collect data as qualitative analysis method requires the considerable investment of time to conduct the in-depth interview with each respondent and complete the transcript. Thus, due to each of the respondent have the different level of

proficiency in English, there will be some grammatical mistakes on their transcript, we have to help them to correct it and restructure the sentences. Moreover, some respondents will request to conduct interview in mandarin, this made our research is even more time consuming as we have to keep on repeating listen the audio to grasp or get hold the original meaning of the respondent then only we can translate it into English without changing the original meaning.

This research is entirely about cyberbullying, and some of our interview question is relate to some specific terms like type, perception, react, recommendation, agreement and etc. Everyone have the different idea on cyberbullying and so when we are doing finding and analysis, we have to be extra be careful to analyse on the data so we won't misuse or misunderstand what our respondent trying to tell us.

Last but not least, there are many cyberbully cases happened in Malaysia. However, there are only limited number of research is related to this issue. Thus, we have to use extra time to search for resources from other country and other scholar's journal to support our points and idea.

5.6 Recommendation

The further research may be conducted to identify the issue of cyberbullying on social media in UTAR. According to Dr. Qais Faryadi, cyberbullying can make someone lead to often physically weaker than their peers in the school or depressed and engaged in suicidal ideation much more often than their peers (Faryadi, 2011). This indicates how bad cyberbullying can bring to a person. In our research we found out that some of the students is not aware about the issue of cyberbullying, by identify the issue can help to clear the doubt of student regarding to cyberbullying.

Other than use only qualitative research method for our topic, we can also apply quantitative research method so we can examine the relationship between two variables of perception and the usage of SNS. The data obtained can be used to look for cause and effect relationships and therefore, can be used to make predictions based on larger sample population compared to focus group discussion.

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Appendixes

Interview Question

1. Can you briefly describe the different types of cyberbullying that are most common today?
2. How do these forms of cyberbullying differ from each other in terms of their effects on the victim?
3. Have you seen or experienced cyberbullying cases on social media?
4. Have you discussed cyberbullying cases with someone you are close to?
5. Do you agree that cyberbullying is having a bad impact upon social media? Would you please elaborate your answer?
6. What are the factors that you think contribute to cyberbullying?
7. Have you attempted to cyberbully anyone on social media?
8. What are your perceptions towards the victims of cyberbullying on social media?

9. If you were the victim, how would you react?

10. What steps would you recommend to Facebook users to avoid cyberbullying?

50 respondent's interview Transcript

FAS (10 Respondents) (A)

Respondent A (1)

Interviewer: So may we start the interview right now?

Respondent A (1) : Yes, ok.

Interviewer: Okay, so first of all i would like to mention that our topic is An Exploratory Study of CyberBullying Cases Among UTAR Kampar Campus Students the very first question of our interview is

Q1: Can you briefly describe the different types of cyberbullying that are most common today?

Respondent A1: Okay, from what I know there are several types of cyberbullying. For example harrasment, exclusion.....exclusiom for example they ignore their one of friends in social medias is also considered as cyberbullying...then another type is creating fake profiles to scam people..something like that

Q2: How to these forms of cyberbullying differ from each other in terms of their effects on the victims?

Respondent A1: Okay for creating fake profile cyberbullying cases I think they do this because their interntion is they are hiding their identity and they scam people maybe like scamming their money and for harrasment..they may flaming people, scolding people with bad words online and this will seriously damage the person reputation

Q3: Have You Seen or have experienced any cyberbullying cases on social media?

Respondent A1: I have seen cyberbullying cases on news but never experienced any cyberbullying cases so far

Q4: Have you discussed about cyberbullying cases with someone you are close to?

Respondent A1: Yeah sometimes with my good friends when I seen or read any cyberbullying cases.

Q5: Do u agree that cyberbullying have bad impact upon social media? Would You please elaborate your answer?

Respondent A1: Yes it may cause serious problem. I think the young kids and teenagers may experienced the bad impact if cyberbullying continues when they create a social media account and they do not aware of this cyberbullying cases. Their life might be in danger.

Q6: What are the factors do you think that contribute to cyberbullying?

Respondent A1: I think it is because of the constanly using of social media. This is because there are people who like to spend time on social medias..and this will expose them to the threats because the users provide their information on social media and this give opportunity for cyberbully to attack them.

Q7: Have you attempted to bully anyone on social media?

Respondent A1: No.

Q8: What are your perceptions towards the victims of cyberbullying on social media?

Respondent A1: If the people being cyberbullied, they might lost their self-esteem like become no confident. Apart from being emotionally damaged, they are also physically damaged as well.

Q9: If you were the victim, how would react?

Respondent A1: For me firstly I will block the person in social media...maybe I also will screenshot what they posted about me and show to my parents...and also if it is serious case I will report to police for further actions

Q10: The last question for our interview today is what steps would you recommend to Facebook users to avoid cyberbullying?

Respondent A1: I think those Facebook users should avoid simply accept friend request from someone you are not familiar with and block them if you found their profile is very strange.

Respondent A FAS (2)

Interviewer: So may we start the interview right now?

Respondent A (2) : Yes, ok.

Interviewer: Okay, so first of all i would like to mention that our topic is An Exploratory Study of CyberBullying Cases Among UTAR Kampar Campus Students the very first question of our interview is

Q1: Can you briefly describe the different types of cyberbullying that are most common today?

Respondent A2: I think the most common types of cyberbullying nowadays is creating fake accounts...intentionally attack someone with using that fake accounts, flaming other using that fake accounts.

Q2: How to these forms of cyberbullying differ from each other in terms of their effects on the victims?

Respondent A2: Erm I think those cyberbullying cause lost reputation or create annoying stuffs to that person

Q3: Have you seen or experienced cyberbully cases on social media?

Respondent A2: So far I did not experience yet but I have seen some case like my friend..a beautiful girl..she keep get disturbed by a guy which has quite numbers of fake accounts which does not accurate information because it seems it created just to attack my friend.

Q4: Have you discussed about cyberbullying cases with someone you are close to?

Respondent A2: So far not yet because we personally did not experience this issue and this issue is quite common issue nowadays so I never discussed about this case with someone I close to

Q5: Do u agree that cyberbullying have bad impact upon social media? Would you please elaborate your answer?

Respondent A2: So I think it will affect the users.because if they keep being cyberbullied, they will switch to other social media..they also feel stressed because the security of social media is very weak. So they will stop using that certain social media.

Q6: What are the factors do you think that contribute to cyberbullying?

Respondent A2: I personally think that the person who do those things are the attention seekers, someone who have some abnormal interest towards that victim the person targeting at. So I think this is the most common factor that contribute to cyberbullying.

Q7: Have you attempted to cyberbully someone on social media?

Respondent A2: So far not yet because so far I did not found anyone who I can cyberbully.

Q8: What are your peceptions towards the victims of cyberbullying on social media?

Respondent A2: I feel pity for them and gonna give them some advise or motivation in order to fight against the cyberbullies

Q9: If you are the victim, how would you react to?

Respondent A2: It depends on the seriousness level of the case...I will block the person on social media first...if the person keep try to cyberbully me I will report the person to police.

Q10: What steps would you recommend to Facebook users especially to avoid cyberbullying?

Respondent A2: I think they should avoid add people...someone who are strange and someone that you already know that person is very dangerous person if you add him...the Facebook users should avoid add this kind of people to avoid cyberbullying.

RESPONDEN FAS (3)

Respondent A FAS (3)

Interviewer: So may we start the interview right now?

Respondent A 3 : Yes, ok.

Interviewer: Okay, so first of all i would like to mention that our topic is An Exploratory Study of CyberBullying Cases Among UTAR Kampar Campus Students the very first question of our interview is

Q1. Can you briefly describe the different types of cyberbullying that are most common today?

Respondent A3: Keyboard warrior, spread rumour online

.

Q2.How to these forms of cyberbullying differ from each other in terms of their effects on the victim?

Respondent A3: Victim feel stressful, depressed, worst to worst they will commit suicide.

Q3. Have you seen or have experiences any cyberbully cases on social media

Respondent A3: Seen but no experience.

Q4. Have you discussed cyberbullying cases with someone you are closed to?

Respondent A3: Mother.

Q5: Do you agree that cyberbullying is having a bad impact upon social media? Would you please elaborate?

Respondent A3: Yes, social media platform is using for socialize, if this cyberbullying incident getting serious, government might take action to restrict online social media platform, then further research about social media will be harder.

Q6. What are the factors that you think contribute to cyberbullying?

Respondent A3: Low education, people that seek for attention.

Q7. Have you attempted to bully anyone on social media?

Respondent A3: No.

Q8. What are your perceptions towards the victim of cyberbullying on social media?

Respondent A3: They will feel stress, helpless and also mental hurt.

Q9. If you were the victim, how would you react?

Respondent A3: I'll just ignored.

Q10. What steps would you recommend to Facebook users to avoid cyberbullying?

Respondent A3: Put yourself into other's shoes, what you see from online might be not truth, don't follow the trend.

RESPONDENT FAS (4)

Respondent A FAS (4)

Interviewer: So may we start the interview right now?

Respondent A4 : Yes, ok.

Interviewer: Okay, so first of all i would like to mention that our topic is An Exploratory Study of CyberBullying Cases Among UTAR Kampar Campus Students the very first question of our interview is

Q1. Can you briefly describe the different types of cyberbullying that are most common today?

Respondent A4: Social media and online games.

Q2. How to these forms of cyberbullying differ from each other in terms of their effects on the victim?

Respondent A4: In social media people post bad comment that will affecting victim, in online gaming if victim is performing bad, people will speak vulgarities to victims.

Q3. Have you seen or have experiences any cyberbully cases on social media?

Respondent A4: Yes, for instance, if people comment on certain post that not supported by public, people will attack them.

Q4. Have you discussed cyberbullying cases with someone you are closed to?

Respondent A4:Yes.

Q5. Do you agree that cyberbullying is having a bad impact upon social media? Would you please elaborate?

Respondent A4:Yes, it will let victim feeling depressed, and might lead them to commit suicide.

Q6. What are the factors that you think contribute to cyberbullying?

Respondent A4:Personality, trend, certain topic.

Q7. Have you attempted to bully anyone on social media?

Respondent A4:No, in online gaming sometimes.

Q8. What are your perceptions towards the victim of cyberbullying on social media?

Respondent A4: It's a serious issue, it should get attention from public, publics itself should aware about it also.

Q9. If you were the victim, how would you react?

Respondent A4: Just ignored.

Q10. What steps would you recommend to Facebook users to avoid cyberbullying?

Respondent A4: Do not post harsh comment to others, take care of other's feeling.

RESPONDENT FAS (5)

Respondent A FAS (5)

Interviewer: So may we start the interview right now?

Respondent A5 : Yes, ok.

Interviewer: Okay, so first of all i would like to mention that our topic is An Exploratory Study of CyberBullying Cases Among UTAR Kampar Campus Students the very first question of our interview is

Q1. Can you briefly describe the different types of cyberbullying that are most common today?

Respondent A5: Hate comments, personal attack, through online forum website like sarahah, or any website that comment by using anonymous account.

Q2. How to these forms of cyberbullying differ from each other in terms of their effects on the victim?

Respondent A5: Victim felt how others think of them, influence how victim think of themselves.

Q3. Have you seen or have experiences any cyberbully cases on social media?

Respondent A5: Yes, seen and experienced.

Q4. Have you discussed cyberbullying cases with someone you are closed to?

Respondent A5: Yes.

Q5. Do you agree that cyberbullying is having a bad impact upon social media? Would you please elaborate?

Respondent A5: Yes, because creating hate among people on social media. One simply comment may let a person feels down.

Q6. What are the factors that you think contribute to cyberbullying?

Respondent A5: Either feel superior to other, they're feeling insecurity, they can attack people in anonymous.

Q7. Have you attempted to bully anyone on social media?

Respondent A5: No.

Q8. What are your perceptions towards the victim of cyberbullying on social media?

Respondent A5: Strike victim's confident just because of one single comment, personal attack, shaming on the victim through social media.

Q9. If you were the victim, how would you react?

Respondent A5: I'll think that is it I did something wrong, at the same time I'll feel sad.
Why they will do such thing to me?

Q10. What steps would you recommend to Facebook users to avoid cyberbullying?

Respondent A5: Don't think to can avoid, we ourselves have to mentally train. Ignore haters, they are judging people in general perception, for instance like Chinese is stingy, we should not take it seriously.

RESPONDENT FAS (6)

Respondent A FAS (6)

Interviewer: So may we start the interview right now?

Respondent A6 : Yes, ok.

Interviewer: Okay, so first of all i would like to mention that our topic is An Exploratory Study of CyberBullying Cases Among UTAR Kampar Campus Students the very first question of our interview is

Q1. Can you briefly describe the different types of cyberbullying that are most common today?

Respondent A6: Flaming and harassment.

Q2. How do these forms of cyberbullying differ from each other in terms of their effects on the victims?

Respondent A6: Flaming is an online fight by using rude comment to victim and it may cause victim to use verbal aggressive behavior such as curse or swear word to fight back through online. Victim will have grumpiness if they have been flamed online. While, harassment is a type of disturbing through online such as a people keep saying sexual word to a women. It may cause victim have depression if victim cannot handle well of this problem.

Q3. Have you seen or have experienced any cyberbully cases on social media?

Respondent A6: Yes, I have saw these type of cyberbullying through social media especially the comment of Facebook and Youtube.

Q4. Have you discussed cyberbullying cases with someone you are close to?

Respondent A6: No.

Q5. Do you agree that cyberbullying is having a bad impact upon social media? *Would you please elaborate?*

Respondent A6: Yes, because other people will also learn these kind of behaviour when they see it on social media especially for teenager and it can cause psychological harm towards others.

Q6. What are the factors that you think contribute to cyberbullying?

Respondent A6: In my opinion, cyberbullies cannot voice out their dissatisfactions through daily life so they choose to voice out their opinion through cyberbully.

Besides, stressful is also a reason to become cyberbullying because they have no place to release their stress.

Q7. Have you attempted to bully anyone on social media?

Respondent A6: No.

Q8. What are your perceptions towards the victims of cyberbullying on social media?

Respondent A6: Victims of cyberbullying on social media can be stressful and depression.

Q9. If you were the victim, how would you react?

Respondent A6: Tell to my friend

Q10. What steps would you recommend to Facebook users to avoid cyberbullying?

Respondent A6: Less comment on the controversy issue

RESPONDENT FAS (A7)

Interviewer: So may we start the interview right now?

Respondent A7 : Yes, ok.

Interviewer: Okay, so first of all i would like to mention that our topic is An Exploratory Study of CyberBullying Cases Among UTAR Kampar Campus Students the very first question of our interview is

Q1. Can you briefly describe the different types of cyberbullying that are most common today?

Respondent A7: Dissing and Fake Profile.

Q2. How do these forms of cyberbullying differ from each other in terms of their effects on the victims?

Respondent A7: Dissing is the act of sending or posting cruel information about your child online, to damage their reputation or friendships with others. It can also include posting material online such as photos, screenshots or videos. The cyberbully wants to put your child down, so draws attention to what they are saying about them to make other people think they're not cool. The cyberbully is usually someone your child knows. This can make it really upsetting.

Fake profiles can be created in order for a person to hide their real identity with the intention of cyberbullying your child. The cyberbully might also use someone else's email or mobile phone to cyberbully them. This would make it appear as if someone else has sent the threats. The cyberbully is afraid in case their identity is revealed, therefore they choose to use fake accounts. This usually means that the cyberbully is someone that your child knows very well, because if they didn't know them, the perpetrator wouldn't have to hide their identity.

Q3. Have you seen or have experienced any cyberbully cases on social media?

Respondent A7: Yes, for example, spreading secrets or rumors about other people online.

Q4. Have you discussed cyberbullying cases with someone you are close to?

Respondent A7: Yes, because it the number of cases is increasing day by day.

Q5. Do you agree that cyberbullying is having a bad impact upon social media? Would you please elaborate?

Respondent A7: Yes, I agree. Cyberbullying affects people from any age or walk of life, including children, teens and adults who all feel very distressed and alone when being bullied online. Cyber bullying can make you feel totally overwhelmed which can result in many feeling embarrassed that they are going through such a devastating time, and not knowing what support is available to them. Many children feel unable to confide in an adult because they feel ashamed and wonder whether they will be judged, told to ignore it or close their account which they might not want to do.

Q6. What are the factors that you think contribute to cyberbullying?

Respondent A7: Parents must always concern about their child activities during online to avoid them become one of the victim.

Q7. Have you attempted to bully anyone on social media?

Respondent A7: No.

Q8. What are your perceptions towards the victims of cyberbullying on social media?

Respondent A7: They will become quiet and reduce social interaction.

Q9. If you were the victim, how would you react?

Respondent A7: Share the story with my friends and family, to find a better solution, not to quiet and become scare.

Q10. What steps would you recommend to Facebook users to avoid cyberbullying?

Respondent A7: Don't let anyone threaten you. Some people might threaten you with posting offensive content that will expose something private. Don't send your nude, sexual or humiliating pictures to anyone.

RESPONDENT FAS A(8)

Interviewer: Hi there, we are going to conduct an interview or a survey on our FYP topic which is an exploratory study about cyberbullying at UTAR Kampar branch.

Interviewer: So may we start the interview right now?

Respondent A8 : Yes, ok.

Interviewer: Okay, so first of all i would like to mention that our topic is An Exploratory Study of CyberBullying Cases Among UTAR Kampar Campus Students the very first question of our interview is

Q1. Can you briefly describe the different types of cyberbullying that are most common today?

Respondent A8: Keyboard warriors. They only curse or scolding people behind the screen, they even create a post or a blog against a person for only scolding purpose.

Q2. How do these forms of cyberbullying differ from each other in terms of their effects on the victims?

Respondent A8: The victim may feel depress by asking why the people out there attack him or her. The victim may think he or she is doing what kind of mistake to lead others to scold him or her. This may also causes victim lose confident and doubt own self.

Q3. Have you seen or have experienced any cyberbully cases on social media?

Respondent A8: Yes, I had experienced before when I was studying at middle school. One of my friends who working as a blogger, and her blog mostly about criticize other person. I am one of the targets; she criticized me on her blog without my conscious by scolding me. After that, I felt people around me had treated me differently when I went to school. They were like staring at me, my friend is quite an influencer among us, so whatever she wrote on the blog, this will lead others change their thinking on me. I was depressed at the moment, but the misunderstanding between me and her were solved, I was feeling better and she would not mean to me anymore.

Q4. Have you discussed cyberbullying cases with someone you are close to?

Respondent A8: I was confronting the offender which is my friend who is the blogger and seek for truth on the reason of her behavior towards me. However, before that I would also ask my friends around on seeking the truth on my action that may offend her. Instead of

letting people gossip about the case, I will choose to confront and solve the problem immediately.

Q5. Do you agree that cyberbullying is having a bad impact upon social media? Would you please elaborate?

Respondent A8: It is surely bring out the bad impact, I agree what respondent A statement about the young generation. It also shows that the act of the attacker and followers are childish and they have a bad personality. It is really bad for the victim because the matter between the victim and the offender bring up to the public and being judged by strangers. Moreover, the victim has lost his or her privacy.

Q6. What are the factors that you think contribute to cyberbullying?

Respondent A8: Lack of maturity, like posted everything onto social media such as you fighting with someone but you posted the case to the public. Maybe they wanted others to agree their thinking or behavior towards some issue. Furthermore, people nowadays always following trend, if majority do not like the statement, you yourself also follow them to disagree the statement. They always think that being part of majority is norms.

Q7. Have you attempted to bully anyone on social media?

Respondent A8: No, because I was a victim before, therefore I would not join the action to hurting others.

Q8. What are your perceptions towards the victims of cyberbullying on social media?

Respondent A8: Maybe people just think it is just a social media, but they do not know that their actions are actually affecting the victim daily living. Cyberbullying causes depression is a real stuff; it is a fact not a myth.

Q9. If you were the victim, how would you react?

Respondent A8: Personal thinking is very important, one has to be calm down, if you try to fight back or denied the issue, you will just making the issue bigger. If you are the one who make up the post, delete it and thinking about your action. If is other posted to the public, confront the person privately to solve the problem.

Q10. What steps would you recommend to Facebook users to avoid cyberbullying?

Respondent A8: Yes, I agree about behave yourself and even you are the 3rd party of the issue, please do not get involved. If everyone behave that way, the issues will getting smaller. These actions will minimize the cyberbullying cases at social media.

RESPONDENT A9

Interviewer: Hi there, we are going to conduct an interview or a survey on our FYP topic which is an exploratory study about cyberbullying at UTAR Kampar branch.

Interviewer: So may we start the interview right now?

Respondent A9 : Yes, ok.

Interviewer: Okay, so first of all i would like to mention that our topic is An Exploratory Study of CyberBullying Cases Among UTAR Kampar Campus Students the very first question of our interview is

Q1. Can you briefly describe the different types of cyberbullying that are most common today?

Respondent A9: Comment bad thing on Facebook post, make judgement on other's
photo or post, edit on others photo and repost.

Q2. How to these forms of cyberbullying differ from each other in terms of their effects on the victim?

Respondent A9: Influence on victim's mood, spread negativity, this will cause them feel depress, strike victim's confident.

Q3. Have you seen or have experiences any cyberbully cases on social media?

Respondent A9: Seen, inside social media group, edited on people's photo and repost

Q4. Have you discussed cyberbullying cases with someone you are closed to?

Respondent A9: No.

Q5. Do you agree that cyberbullying is having a bad impact upon social media? Would you please elaborate?

Respondent A9: Yes, it's will be creating a bad atmosphere among social media, youth will follow the trend and attack the victims too.

Q6. What are the factors that you think contribute to cyberbullying?

Respondent A9: That's no responsibility that will bear by people even though they post comment like this, they think it is fun and they did nothing wrong in this incident.

Q7. Have you attempted to bully anyone on social media?

Respondent A9: No, but sometimes I think I am accomplice because I didn't help the victim.

Q8. What are your perceptions towards the victim of cyberbullying on social media?

Respondent A9: Their mind will be more depressed, sad, people who attack the victim will be increasing day by day.

Q9. If you were the victim, how would you react?

Respondent: Deactivate facebook account, people might forget the incident after a long time

Q10. What steps would you recommend to Facebook users to avoid cyberbullying?

Respondent A9: Don't simply judge someone, it's a bad cycle. Others will behave the same, it will creating a bad influence on social media.

RESPONDENT A10

Interviewer: Hi there, we are going to conduct an interview or a survey on our FYP topic which is an exploratory study about cyberbullying at UTAR Kampar branch.

Interviewer: So may we start the interview right now?

Respondent A10 : Yes, ok.

Interviewer: Okay, so first of all i would like to mention that our topic is An Exploratory Study of CyberBullying Cases Among UTAR Kampar Campus Students the very first question of our interview is

Q1. Can you briefly describe the different types of cyberbullying that are most common today?

Respondent A10: In my opinion, harassment, exclusion like boycott someone in a group, fake picture that post bad comment to someone's post.

Q2. How to these forms of cyberbullying differ from each other in terms of their effects on the victim?

Respondent A10: In the end the victim will depressed and committing suicide.

Q3. Have you seen or have experiences any cyberbully cases on social media?

Respondent A10: Of course, there's plenty of case. Like recent case, Ariana grande, people are putting blame on her because of her love issue.

Q4. Have you discussed cyberbullying cases with someone you are closed to?

Respondent A10: Didn't consider, because I am a positive minded person.

Q5. Do you agree that cyberbullying is having a bad impact upon social media? Would you please elaborate?

Respondent A10: Agree, because social media is an online platform for people to exchange information, by posting hurtful words and comment will cause other's to be depressed.

Q6. What are the factors that you think contribute to cyberbullying?

Respondent A10: Hatred, fame, status and money.

Q7. Have you attempted to bully anyone on social media?

Respondent A10: No.

Q8. What are your perceptions towards the victim of cyberbullying on social media?

Respondent A10: Victim depressed, most likely those victim are not able to reach out for help. Other will take advantage and continue bully him.

Q9. If you were the victim, how would you react?

Respondent A10: I will just call a group of friend to come out and seek for their help.

Q10. What steps would you recommend to Facebook users to avoid cyberbullying?

Respondent A10: Don't use Facebook, turn off comment, off post share.

FBF RESPONDENTS B (10)

RESPONDENT B(1)

Interviewer: Hi there, we are going to conduct an interview or a survey on our FYP topic which is an exploratory study about cyberbullying at UTAR Kampar branch.

Interviewer: So may we start the interview right now?

Respondent B1 : Yes, ok.

Interviewer: Okay, so first of all i would like to mention that our topic is An Exploratory Study of CyberBullying Cases Among UTAR Kampar Campus Students the very first question of our interview is

Q1.Can you briefly describe the different types of cyberbullying that are most common today?

Respondent B1: As I know cyberbully might be the action like leaving a negative comment about someone on internet

Q2. How to these forms of cyberbullying differ from each other in terms of their effects on the victim?

Respondent B1: It might hurt victim through the sentence and made them psychological trauma.

Q3. Have you seen or have experiences any cyberbully cases on social media

Respondent B1: No

Q4. Have you discussed cyberbullying cases with someone you are closed to?

Respondent B1: No

Q5. Do you agree that cyberbullying is having a bad impact upon social media?

Respondent B1: Yes, since the social media platform is convenience to us and due to this kind of issues it might make people afraid to using it

Q6. What are the factors that you think contribute to cyberbullying?

Respondent B1: Stressful, the person might feeling stressful in his daily life but no place to him to release his stress, so he decided to cyberbully others since we can hidden our self in internet and no one will know our actual identity. Second, the person might bully by others before through online and he feeling it's unfair to him so he decided to revenge others through same action

Q7. Have you attempted to bully anyone on social media?

Respondent B1: No

Q8. What are your perceptions towards the victim of cyberbullying on social media?

Respondent B1: Feeling they are pitiful because it's unfair to them cyberbully by others.

Q9. If you were the victim, how would you react?

Respondent B1: I will report it to the police to protect myself.

Q10. What steps would you recommend to Facebook users to avoid cyberbullying?

Respondent B1: Don't share any private information which important to us on any social media platform

RESPONDENT B(2)

Interviewer: Hi there, we are going to conduct an interview or a survey on our FYP topic which is an exploratory study about cyberbullying at UTAR Kampar branch.

Interviewer: So may we start the interview right now?

Respondent B2 : Yes, ok.

Interviewer: Okay, so first of all i would like to mention that our topic is An Exploratory Study of CyberBullying Cases Among UTAR Kampar Campus Students the very first question of our interview is

Q1. Can you briefly describe the different types of cyberbullying that are most common today?

Respondent B2: There might have harassment, cyberstalking, fake profile, outing and fraping

Q2. How to these forms of cyberbullying differ from each other in terms of their effects on the victim?

Respondent B2: First, the harassment means that the sending the message that are malicious which can affect the victim confidence and make them fearful. Second, the fake profile means that someone might use a fake account to cyberbully them and the person might be the person that victim know very well, so the victim will feeling stress and fear to communicate with others because he or she don't know the identity of that person.

Q3. Have you seen or have experiences any cyberbully cases on social media

Respondent B2: Yes, I have seen cyberbullying case before on Facebook. This is because I usually is using Facebook this social media application and I always saw that there has many video share from my friends is about the cyberbully. It can said that the cyberbullying case on social media is very common nowadays. It is easily for me to saw the case.

Q4. Have you discussed cyberbullying cases with someone you are closed to?

Respondent B2: Yes. I would always discuss with my friends when I saw these case happened on social media. We would share something that about the cyberbully case occurred around us. Besides that, I also would discuss with my family and they would give me opinions when I faced this cases in my life. And after I shared with my family, my parents

would start to concern about cases of cyberbullying. They also advise me that don't simply to share the information that is quite important to my friends.

Q5. Do you agree that cyberbullying is having a bad impact upon social media?

Respondent B2: Yes, I agree that cyberbullying is having a bad impact upon social media since the cyberbullying can't bring any benefit to us.

Q6. What are the factors that you think contribute to cyberbullying?

Respondent B2: They might want to get attention by others and get popular. Some do it because the people around them are doing it as well. If one does not do it, others who are doing it would think that the ones who are not doing it are incompatible with them, another reason for them to bully the ones who are not doing it. Some do it also because of they are jealous of you, so they would cyberbully the victims in order to damage their personal image.

Q7. Have you attempted to bully anyone on social media?

Respondent B2: No. This is no meaning and it just bring harmful to other people. It would damage your personal image when you attempted to bully anyone on social media.

Q8. What are your perceptions towards the victim of cyberbullying on social media?

Respondent B2: The victims of cyberbullying were scared when they faced it. The victims would not do anything on that situation. Also, the victims are innocent. Their reputation is damaged and criticized by outsiders. It would cause them feel more uncomfortable and afraid to face the situation outside. Can be afraid to go to school. Can be afraid to ride the bus. Can be afraid to use the school bathroom. Can be afraid of being alone in the school hallway.

Q9. If you were the victim, how would you react?

Respondent B2: I would inform my family and trusted friends first. Expressing what you're going through can make a huge difference to the way you feel, even if it doesn't change the situation. If the case is not so serious, I would do myself and don't care what others say. Concentrate on thinking about something else. If there is serious case to damage my reputation, I would keep the record of messages and report it to the police.

Q10. What steps would you recommend to Facebook users to avoid cyberbullying?

Respondent B2: First is save the evidence. You can capture or save the evidence when someone is trying to cyberbully you and pass it to someone who can help you and it can stop the cyberbully happen on time. Second, don't share your account password to anyone even someone you are closed to. Last but not least remove yourself from the cyberbully cases on social media, if nobody care it, the person who cyberbully other will feel boring and stop this action.

RESPONDENT B(3)

Interviewer: Hi there, we are going to conduct an interview or a survey on our FYP topic which is an exploratory study about cyberbullying at UTAR Kampar branch.

Interviewer: So may we start the interview right now?

Respondent B3 : Yes, ok.

Interviewer: Okay, so first of all i would like to mention that our topic is An Exploratory Study of CyberBullying Cases Among UTAR Kampar Campus Students the very first question of our interview is

Q1. Can you briefly describe the different types of cyberbullying that are most common today?

Respondent B3: I think most common today is commenting some negative comment to attack others on someone's social media platform.

Q2. How to these forms of cyberbullying differ from each other in terms of their effects on the victim?

Respondent B3: Those comment might bring trouble to the victims, it make them afraid to communicate with others and refuse to connect to society because he losing trust in people

Q3. Have you seen or have experiences any cyberbully cases on social media?

Respondent B3: Yes, I have seen a cyberbully case happen and the victim is an UTAR students

Q4. Have you discussed cyberbullying cases with someone you are closed to?

Respondent B3: No

Q5. Do you agree that cyberbullying is having a bad impact upon social media?

Respondent B3: Yes, since cyberbullying is a bad behaviour so it must bring some bad impact to every aspect and not only social media.

Q6. What are the factors that you think contribute to cyberbullying?

Respondent B3: They might copy others because they think it's a trend, and the safety of social media is not stronger so the cyberbullying can easy to happen.

Q7. Have you attempted to bully anyone on social media?

Respondent B3: No

Q8. What are your perceptions towards the victim of cyberbullying on social media?

Respondent B3: They might lost their confidence and live in fear in their daily life because of the cyberbully

Q9. If you were the victim, how would you react?

Respondent B3: I will tell the person I trusted like my parent, if the case more serious I will report to the police.

Q10. What steps would you recommend to Facebook users to avoid cyberbullying?

Respondent B3: I would recommend them don't attend any activities which related to cyberbully on Facebook, and don't accept any stranger's friend request.

RESPONDENT B(4)

Interviewer: Hi there, we are going to conduct an interview or a survey on our FYP topic which is an exploratory study about cyberbullying at UTAR Kampar branch.

Interviewer: So may we start the interview right now?

Respondent B4 : Yes, ok.

Interviewer: Okay, so first of all i would like to mention that our topic is An Exploratory Study of CyberBullying Cases Among UTAR Kampar Campus Students the very first question of our interview is

Q1. Can you briefly describe the different types of cyberbullying that are most common today?

Respondent B4: I not sure there are how many type of cyberbullying but for me cyberbullying is a people sharing someone's secret to others through online

Q2. How to these forms of cyberbullying differ from each other in terms of their effects on the victim?

Respondent B4: It might affect the victim afraid to go out and communicate, more seriously might have psychological trauma

Q3. Have you seen or have experiences any cyberbully cases on social media?

Respondent B4: Yes, I have seen lot of cases happen on social media especially one of the forum in Facebook

Q4. Have you discussed cyberbullying cases with someone you are closed to?

Respondent B4: We usually do not discuss this issues but we discuss it if the cases is serious.

Q5. Do you agree that cyberbullying is having a bad impact upon social media?

Respondent B4 Yes

Q6. What are the factors that you think contribute to cyberbullying?

Respondent B4: Sorry I didn't know the factors that are contribute to cyberbullying but I think that technologies is one of the factor that contribute to cyberbullying

Q7. Have you attempted to bully anyone on social media?

Respondent B4: No

Q8. What are your perceptions towards the victim of cyberbullying on social media?

Respondent B4: I think the victim are pitiful, they should not treat by others as a joke

Q9. If you were the victim, how would you react?

Respondent B4: I will close all my social media account and hiding at home

Q10. What steps would you recommend to Facebook users to avoid cyberbullying?

Respondent B4: Don't always post your information on Facebook so others can track you online and cyberbully you.

RESPONDENT B(5)

Interviewer: Hi there, we are going to conduct an interview or a survey on our FYP topic which is an exploratory study about cyberbullying at UTAR Kampar branch.

Interviewer: So may we start the interview right now?

Respondent B5 : Yes, ok.

Interviewer: Okay, so first of all i would like to mention that our topic is An Exploratory Study of CyberBullying Cases Among UTAR Kampar Campus Students the very first question of our interview is

Q1. Can you briefly describe the different types of cyberbullying that are most common today?

Respondent B5: There might be the harassment, fraping, exclusion, outing and masquerading

Q2. How to these forms of cyberbullying differ from each other in terms of their effects on the victim?

Respondent B5: Those forms of cyberbullying can cause them injury of their emotional, feeling stress about their mental, make them uncomfortable and reduce their confidence.

Q3. Have you seen or have experiences any cyberbully cases on social media?

Respondent B5: Yes, I have seen a case which is 18years old girl suicide because of the cyberbully

Q4. Have you discussed cyberbullying cases with someone you are closed to?

Respondent B5: Yes, I will discuss it with my brother sometimes

Q5. Do you agree that cyberbullying is having a bad impact upon social media?

Respondent B5: Yes, since the cyberbullying can causes someone suicide and they must bring an bad impact to the social media

Q6. What are the factors that you think contribute to cyberbullying?

Respondent B5: Family issues, the cyberbuler might want to get the attention from their parent. Second is they might jealous to the victim so they trying to lower the reputation of the victim through online. Third, they might copy from the friend who are cyberbully others because they think everyone is doing it, so it's no problem to them to doing the same thing.

Q7. Have you attempted to bully anyone on social media?

Respondent B5: Of course no! Because it's not good to bully others.

Q8. What are your perceptions towards the victim of cyberbullying on social media?

Respondent B5: I think that some of them should not choose suicide as the method to solve this problem because it's not worth

Q9. If you were the victim, how would you react?

Respondent B5: I will talk with my family, looking advice from the professional and report to the police

Q10. What steps would you recommend to Facebook users to avoid cyberbullying?

Respondent B5: Don't join and activities which are related with cyberbully on Facebook

RESPONDENT B(6)

Interviewer: Hi there, we are going to conduct an interview or a survey on our FYP topic which is an exploratory study about cyberbullying at UTAR Kampar branch.

Interviewer: So may we start the interview right now?

Respondent B6 : Yes, ok.

Interviewer: Okay, so first of all i would like to mention that our topic is An Exploratory Study of CyberBullying Cases Among UTAR Kampar Campus Students the very first question of our interview is

Q1. Can you briefly describe the different types of cyberbullying that are most common today?

Respondent B6: I think nowadays the most common type of cyberbullying is harassment and cyberstalking

Q2. How to these forms of cyberbullying differ from each other in terms of their effects on the victim?

Respondent B6: It made them no privacy and uncomfortable because their secret was sharing by others through online without their permission and receive the harassment message which are uncomfortable to them

Q3. Have you seen or have experiences any cyberbully cases on social media?

Respondent B6: No, because nobody telling me this kind of case to me

Q4. Have you discussed cyberbullying cases with someone you are closed to?

Respondent B6: No

Q5. Do you agree that cyberbullying is having a bad impact upon social media?

Respondent B6: Yes, it will made people uncomfortable when using social media.

Q6. What are the factors that you think contribute to cyberbullying?

Respondent B6: Maybe those people want to get attention from other and made themselves famous

Q7. Have you attempted to bully anyone on social media?

Respondent B6: No

Q8. What are your perceptions towards the victim of cyberbullying on social media?

Respondent B6: I think the victim are innocent because they didn't do any wrong thing but their reputation was damaged by others in this way

Q9. If you were the victim, how would you react?

Respondent B6: I will record the evidence and report it to someone who can help me to solve this problem

Q10. What steps would you recommend to Facebook users to avoid cyberbullying?

Respondent B6: I will recommend that don't care about the comment that are posted in Facebook. Second is if the cyberbullying is happen, directly report it and don't waiting it become serious.

RESPONDENT B(7)

Interviewer: Hi there, we are going to conduct an interview or a survey on our FYP topic which is an exploratory study about cyberbullying at UTAR Kampar branch.

Interviewer: So may we start the interview right now?

Respondent B7 : Yes, ok.

Interviewer: Okay, so first of all i would like to mention that our topic is An Exploratory Study of CyberBullying Cases Among UTAR Kampar Campus Students the very first question of our interview is

Q1. Can you briefly describe the different types of cyberbullying that are most common today?

Respondent B7: That might be the harassment message which made us uncomfortable and fear through online, second is they use the bad language to insult someone on Facebook or other social media platform.

Q2. How to these forms of cyberbullying differ from each other in terms of their effects on the victim?

Respondent B7: It might hurt the victim feeling and reduce their confidence, and afraid to make new friends

Q3. Have you seen or have experiences any cyberbully cases on social media

Respondent B7: I have seen some news about cyberbully cases on social media

Q4. Have you discussed cyberbullying cases with someone you are closed to?

Respondent B7: No, because I didn't face this kind of problem so normally I will not discuss it with my family or my friends

Q5. Do you agree that cyberbullying is having a bad impact upon social media?

Respondent B7: Yes, because it made people feeling unsafety and uncomfortable when they are using the social media such as Instagram and Facebook

Q6. What are the factors that you think contribute to cyberbullying?

Respondent B7: They might motivate by revenge because they are the victim of cyberbullying before, so they decided to use the same behaviour to revenge others. Second those people might want to get attention by their parent or their friend.

Q7. Have you attempted to bully anyone on social media?

Respondent B7: No

Q8. What are your perceptions towards the victim of cyberbullying on social media?

Respondent B7: I feel pity for them because their reputation has been damaged.

Q9. If you were the victim, how would you react?

Respondent B7: I would save the evidence immediately before anyone remove it and show it to the police and sue that person through the law.

Q10. What steps would you recommend to Facebook users to avoid cyberbullying?

Respondent B7: I would recommend that less comment on any Facebook user's status or comment and don't accept any stranger's friend request

RESPONDENT B(8)

Q1. Can you briefly describe the different types of cyberbullying that are most common today?

Respondent B8: They might leaving a negative comment on someone's status and insult someone through online

Q2. How to these forms of cyberbullying differ from each other in terms of their effects on the victim?

Respondent B8: It might reduce the victim's confidence and self-esteem and cause them avoid to communicate with others

Q3. Have you seen or have experiences any cyberbully cases on social media?

Respondent B8: No

Q4. Have you discussed cyberbullying cases with someone you are closed to?

Respondent B8: No

Q5. Do you agree that cyberbullying is having a bad impact upon social media?

Respondent B8: Yes, because it will make people unsafe when using it.

Q6. What are the factors that you think contribute to cyberbullying?

Respondent B8: They might copy from others. Second is they want to get attention by others

Q7. Have you attempted to bully anyone on social media?

Respondent B8: No, because it will hurt others' feelings and their reputation.

Q8. What are your perceptions towards the victim of cyberbullying on social media?

Respondent B8: I think they should ignore the comments that are posted on social media

Q9. If you were the victim, how would you react?

Respondent B8: I will tell my parent about this issue and I will remove myself from the social media platform because I don't want to see those comments anymore and looking for advice from the counsellor.

Q10. What steps would you recommend to Facebook users to avoid cyberbullying?

Respondent B8: I would recommend them not to accept anyone's friend request who are strangers because you don't know they are coming friendly or maliciously. Second is ignore any negative comments that are posted in Facebook.

RESPONDENT B(9)

Interviewer: Hi there, we are going to conduct an interview or a survey on our FYP topic which is an exploratory study about cyberbullying at UTAR Kampar branch.

Interviewer: So may we start the interview right now?

Respondent B9 : Yes, ok.

Interviewer: Okay, so first of all I would like to mention that our topic is An Exploratory Study of CyberBullying Cases Among UTAR Kampar Campus Students the very first question of our interview is

Q1. Can you briefly describe the different types of cyberbullying that are most common today?

Respondent B9: I think that nowadays the common type of cyberbullying is word attacking and boycott.

Q2. How do these forms of cyberbullying differ from each other in terms of their effects on the victims?

Respondent B9: Generally, these kinds of cyberbullying will cause mental problem and reduce their confident, if getting worse, this may lead to the particular person become less talker and do not has the courage to express themselves.

Q3. Have you seen or have experienced any cyberbully cases on social media?

Respondent B9: Actually I have bullied someone before, but I had realized this kind of behavior is not encouraging.

Q4. Have you discussed cyberbullying cases with someone you are close to?

Respondent B9: No, and this is the time I had the conversation which talk about this kind of topic.

Q5. Do you agree that cyberbullying is having a bad impact upon social media? Would you please elaborate?

Respondent B9: Yes, of course. It will create a bad culture that lead to the younger generation think that this kind of action has no wrong. So, they will group up to bully other who are weaker.

Q6. What are the factors that you think contribute to cyberbullying?

Respondent B9: Mental illness! I think that the person who committed bullied is maybe because he or she had once a victim of bully cases. This kind of person may carry the sense of revenge to the society and take the same action on others.

Q7. Have you attempted to bully anyone on social media?

Respondent B9: Yes, like I mentioned before.

Q8. What are your perceptions towards the victims of cyberbullying on social media?

Respondent B9: According to my experience, I think victims should think smartly. You have been bullied by someone so you have to pay back, if you cannot fight back only you run away.

Q9. If you were the victim, how would you react?

Respondent B9: I will look for a stand to fight back to the offender or find my friends to group up to fight back. Only in the situation if I am the right one, or else I will apologize.

Q10. What steps would you recommend to Facebook users to avoid cyberbullying?

Respondent B9: First, I think person who get cyberbullied is because that person is slightly different from the majority. Majority may think you are the abnormal person so they will try to attack you. However, if the person is proud about the differences, should ignore the harassment and build up self-confidence to show them cyberbullying is wrong and useless.

RESPONDENT B (10)

Interviewer: Hi there, we are going to conduct an interview or a survey on our FYP topic which is an exploratory study about cyberbullying at UTAR Kampar branch.

Interviewer: So may we start the interview right now?

Respondent B10 : Yes, ok.

Interviewer: Okay, so first of all i would like to mention that our topic is An Exploratory Study of CyberBullying Cases Among UTAR Kampar Campus Students the very first question of our interview is

Q1. Can you briefly describe the different types of cyberbullying that are most common today?

Respondent B10: Trolling is an act that use of insults or bad language on an online platform.
Catfishing is when a person steal another person identity.

Q2. How to these forms of cyberbullying differ from each other in terms of their effects on the victim?

Respondent B10: In the end some of them will commit suicide.

Q3. Have you seen or have experiences any cyberbully cases on social media

Respondent B10: Yes, I have seen some of my fb friend have been bullied.

Q4. Have you discussed cyberbullying cases with someone you are closed to?

Respondent B10: No, didn't encounter.

Q5. Do you agree that cyberbullying is having a bad impact upon social media? Would you please elaborate?

Respondent B10: Agree, because social media is for us to social with friends no to bully people or trolling people.

Q6. What are the factors that you think contribute to cyberbullying?

Respondent B10: Money, status.

Q7. Have you attempted to bully anyone on social media?

Respondent B10: No.

Q8. What are your perceptions towards the victim of cyberbullying on social media?

Respondent B10: Feeling down.

Q9. If you were the victim, how would you react?

Respondent B10: I'll just ignore.

Q10. What steps would you recommend to Facebook users to avoid cyberbullying?

Respondent B10: Don't simply accept friend request from strangers.

FSC RESPONDENTS C (10)

RESPONDENT C1

Interviewer: Hi there, we are going to conduct an interview or a survey on our FYP topic which is an exploratory study about cyberbullying at UTAR Kampar branch.

Interviewer: So may we start the interview right now?

Respondent C1 : Yes, ok.

Interviewer: Okay, so first of all i would like to mention that our topic is An Exploratory Study of CyberBullying Cases Among UTAR Kampar Campus Students the very first question of our interview is

Q1: Can you briefly describe the different types of cyberbullying that are most common today?

Respondent C1: Actually we can see there is alot types of cyberybullying....er what I know is stalking? Cyberstalking..other than that trolling...other than that posting rumours about others.

Q2: How to these forms of cyberbullying differ from each other in terms of their effects to the victims?

Respondent C1: If for the trolls or posting rumours or saying bad about people , I think it wont affect much..maybe it just their mindset, thinking like that. If for the cyberstalking, the stalker always wants to stalk their life, about everything. So this thing will affect the person in terms of their safety, which mainly will affected much.

Q3: Have you seen or experienced cyberbully cases on social media?

Respondent C1: For this kind case I do not have experienced before but I have seen the case which happened after I finished secondary school. The incident is where my English teacher who had mental illness cyberbullied. The attack upload a video of her doing stupid things in social media and she was cyberbullied by the users. And she still suffering from the case till now.

Q4: Have you discussed about cyberbullying cases with someone who you are close to?

Respondent C1: Actually I do not really discussed these things with my friends because this one is not good topic to discuss with my friends..so yeah I do not really discuss this topic with my friends.

Q5: Do u agree that cyberbullying have bad impact upon social media? Would you please elaborate your answer?

Respondent C1: From the perspective of social media user, yes...this cyberbullying does have huge impact which lead to user switch to different types of social media.

Q6: What are the factors do you think that contribute to cyberbullying?

Respondent C1: Yeah there is quite alot of factors can contribute to cyberbullying. First of all I think is personal problem. Sometimes the people do not like someone then we tend to disturb by posting something bad abt them..if the targeted got emotionally affected the attacker will get happy. Secondly is someone is making fun of people. We need to topic to make fun of...so the people will the victim..And one more is get more famous cyberbullying is one the way people use to become famous.

Q7: Have you attempted to bully someone on social media?

Respondent C1: No.I do not think so because I am not interested in doing so.

Q8: What are your peceptions towards the victims of cyberbullying on social media?

Respondent C1: I think for me what I feel is empathy and sympathy....I think they deserved second choice to be accepted in society because cyberbullying is not the end of everything. They have their own life to carry on and should not get affected.

Q9: If you are the victim, how would you react to?

Respondent C1: If I am the victim I tend to ignore the statements or attempt to attack me and keep remaining silent.

Q10: What steps would you recommend to Facebook users especially to avoid cyberbullying?

Respondent C1: The most important steps is to keep calm because the statements made is just to grab your attention and to attack you and we should analyse who is the person behind and do not take action in rush because it might affect our mentality.

Respondent C2

Interviewer: Hi there, we are going to conduct an interview or a survey on our FYP topic which is an exploratory study about cyberbullying at UTAR Kampar branch.

Interviewer: So may we start the interview right now?

Respondent C2 : Yes, ok.

Interviewer: Okay, so first of all i would like to mention that our topic is An Exploratory Study of CyberBullying Cases Among UTAR Kampar Campus Students the very first question of our interview is

Q1: Can you briefly describe the different types of cyberbullying that are most common today?

Respondent C2: I think harrasment, dropping message exposing their private information.

Q2: How to these forms of cyberbullying differ from each other in terms of their effects on the victims?

Respondent C2: Actually their feeling get hurts because of course nobody wants to get hurt by others.

Q3: Have you seen or experienced cyberbully cases on social media?

Respondent C2: Yes sure...I have seen in Facebook and YouTube especially

Q4: Have you discussed about cyberbullying with someone you are close to?

Respondent C2: No...because I feel that cyberbullying is not a good topic to discuss with my friends or my family members

Q5: Do u agree that cyberbullying have bad impact upon social media? Would you please elaborate your answer?

Respondent C2: For my opion I do not think that the social media do not have any bad impact but for the user yes I think

Q6: What are the factors do you think that contribute to cyberbullying?

Respondent C2: The user's personal interest..their interest on other's life...being busybody?.....their interest watching other's life getting ruined

Q7: Have you attempted to bully someone on social media?

Respondent C2: No

Q8: What are your perception towards the vicitms of cyberbullying on social media?

Respondent C2: First of all do not take it serious since the person who give comments on you..they do not actually know about the real situation..they just judge just based on what is happening on social media.

Q9: If you are the victim, how would you react to?

Respondent C2: Think optimistic towards issue...

Q10: What steps would you recommend to Facebook users especially to avoid cyberbullying?

Respondent C2: Try to not step into the case to make it much more serious..give a proper judgement or the best thing is not step into the issue.

RESPONDENT C3

Interviewer: Hi there, we are going to conduct an interview or a survey on our FYP topic which is an exploratory study about cyberbullying at UTAR Kampar branch.

Interviewer: So may we start the interview right now?

Respondent C3 : Yes, ok.

Interviewer: Okay, so first of all i would like to mention that our topic is An Exploratory Study of CyberBullying Cases Among UTAR Kampar Campus Students the very first question of our interview is**Q1. Can you briefly describe the different types of cyberbullying that are most common today?**

Respondent C3: What I know about the cyberbullying is there is many people attack one person at the same time.

Q2. How do these forms of cyberbullying differ from each other in terms of their effects on the victims?

Respondent C3: It will affect their mentality.

Q3. Have you seen or have experienced any cyberbully cases on social media?

Respondent C3: Yes, I had witnessed cyberbullying on social media about once a person being attacked on the social media, the others will join together to attack the person endlessly.

Q4. Have you discussed cyberbullying cases with someone you are close to?

Respondent C3: Yes, we will discuss what actually happen to that person.

Q5. Do you agree that cyberbullying is having a bad impact upon social media? Would you please elaborate?

Respondent C3: Cyberbullying will mislead the thinking of social media users, there is different generation using social media platform. Some of the users' maturity is low such as children or young teenager, so they may think cyberbullying is a kind of trend and they would think that cyberbullying has no wrong and blindly follow the trend and cyberbullying others.

Q6. What are the factors that you think contribute to cyberbullying?

Respondent C3: Different individual perspective, you may think something is funny and you posted into Facebook, but not for others, others may think the matter is bad and they started to comment and even is a mean comment towards you.

Q7. Have you attempted to bully anyone on social media?

Respondent C3: No, because it is a bad idea to cyberbullying someone.

Q8. What are your perceptions towards the victims of cyberbullying on social media?

Respondent C3: I feel sympathy towards them, they are just only wants to release their feeling or sharing their matter, but end up they were being attacked without any solid reasons.

Q9. If you were the victim, how would you react?

Respondent C3: I will delete post, manage my emotion and think on myself about whether my action is wrong or right. If I have the right to do such action, I will just manage my emotion and ignore the incident.

Q10. What steps would you recommend to Facebook users to avoid cyberbullying?

Respondent C3: It is impossible to avoid cyberbullying because you cannot control other people perception towards you, and you cannot control the action of the other people. So, just behave yourself and do the right things.

RESPONDENT C4

Interviewer: Hi there, we are going to conduct an interview or a survey on our FYP topic which is an exploratory study about cyberbullying at UTAR Kampar branch.

Interviewer: So may we start the interview right now?

Respondent C4 : Yes, ok.

Interviewer: Okay, so first of all i would like to mention that our topic is An Exploratory Study of CyberBullying Cases Among UTAR Kampar Campus Students the very first question of our interview is **Q1. Can you briefly describe the different types of cyberbullying that are most common today?**

Respondent C4: Harassment which is an intentional form of bullying by abusive or sent threatening message to the victims. Exclusion which is a deliberate act of excluding the victim from a conversation group especially in the social media. Cat fishing is when a person steal your identity for deceptive purpose.

Q2. How do these forms of cyberbullying differ from each other in terms of their effects on the victims?

Respondent C4: Prolong harassment can affect a person's wellbeing because the messages are mostly unkind and malicious which can give severe impact to their self-esteem and confidence and make them fearful. Exclusion may mentally affect the victim where they felt they are being left out and cause pain and fear buried within them.

Q3. Have you seen or have experienced any cyberbully cases on social media?

Respondent C4: Both also no.

Q4. Have you discussed cyberbullying cases with someone you are close to?

Respondent C4: Yes

Q5. Do you agree that cyberbullying is having a bad impact upon social media? Would you please elaborate?

Respondent C4: Yes, prolong or severe cases of cyberbullying in the social media may affect the person mentally and caused suicide cases if they can't withstand the pressure.

Q6. What are the factors that you think contribute to cyberbullying?

Respondent C4: The factors are Cyberbullies may affected by the peer pressure. They are over obsessed of power where they also want to be superior of others. Cyberbullies can't think logically and rationally the impact of their actions to the innocent victims

Q7. Have you attempted to bully anyone on social media?

Respondent C4: No

Q8. What are your perceptions towards the victims of cyberbullying on social media?

Respondent C4: Feeling of sympathy towards the victims because they deserve a much better and brighter life without cyberbullying.

Q9. If you were the victim, how would you react?

Respondent C4: I would react as nothing happen and live my life to the fullest in order not to let them overtaking me.

Q10. What steps would you recommend to Facebook users to avoid cyberbullying?

Respondent C4: Only add or confirm friends that you are really trusted with or at least know them in person from the reality world.

RESPONDENT C5

Interviewer: Hi there, we are going to conduct an interview or a survey on our FYP topic which is an exploratory study about cyberbullying at UTAR Kampar branch.

Interviewer: So may we start the interview right now?

Respondent C5 : Yes, ok.

Interviewer: Okay, so first of all i would like to mention that our topic is An Exploratory Study of CyberBullying Cases Among UTAR Kampar Campus Students the very first question of our interview is

Q1. Can you briefly describe the different types of cyberbullying that are most common today?

Respondent C5: Sarcasm of speech, picture or video towards a person on internet.

Q2. How do these forms of cyberbullying differ from each other in terms of their effects on the victims?

Respondent C5: I think every forms of cyberbullying have the same effect which is hurting self-esteem of other people.

Q3. Have you seen or have experienced any cyberbully cases on social media?

Respondent C5: Yes, but no experience before, I am a person not concerned about the comment on social media.

Q4. Have you discussed cyberbullying cases with someone you are close to?

Respondent C5: Yes. Because of discussing about the reasons of cyberbullying victims committed suicide in the cases reported by reporter in news report.

Q5. Do you agree that cyberbullying is having a bad impact upon social media? Would you please elaborate?

Respondent: Yes, cases of cyberbullying on social media may affect people afraid to share their feeling or words on it.

Q6. What are the factors that you think contribute to cyberbullying?

Respondent C5: The factors are the cyberbullies are thinking that just for fun but can't think logically and rationally the impact of their actions to the innocent victims.

Q7. Have you attempted to bully anyone on social media?

Respondent C5: No. I will think about other person's feeling by put myself in their shoes.

Q8. What are your perceptions towards the victims of cyberbullying on social media?

Respondent C5: There will be two situation. The first one, victims will not refute to the cyberbullies and endure on it personally. The second one, victims will refute to the cyberbullies and the cyberbullies will continue to bully which will probably cause the victims to committed suicide.

Q9. If you were the victim, how would you react?

Respondent: I would react as nothing happen and reduce the time on Internet.

Q10. What steps would you recommend to Facebook users to avoid cyberbullying?

Respondent C5: I think that the government should reinforce the law about freedom of speech and carry out punishment to the cyberbullies.

RESPONDENT C6

Interviewer: Hi there, we are going to conduct an interview or a survey on our FYP topic which is an exploratory study about cyberbullying at UTAR Kampar branch.

Interviewer: So may we start the interview right now?

Respondent C6 : Yes, ok.

Interviewer: Okay, so first of all i would like to mention that our topic is An Exploratory Study of CyberBullying Cases Among UTAR Kampar Campus Students the very first question of our interview is

Q1. Can you briefly describe the different types of cyberbullying that are most common today?

Respondent C6: Sarcasm of speech, picture or video towards a person on internet

Q2. How do these forms of cyberbullying differ from each other in terms of their effects on the victims?

Respondent C6: Physiological Pressure. Bully by others but cannot retort because do not know who is the person on internet

Q3. Have you seen or have experienced any cyberbully cases on social media?

Respondent C6: Yes but no experience before.

Q4. Have you discussed cyberbullying cases with someone you are close to?

Respondent C6: Yes because of the Youtuber, Cody's incident.

Q5. Do you agree that cyberbullying is having a bad impact upon social media? Would you please elaborate?

Respondent C6: Yes, cases of cyberbullying on social media may affect people afraid to share their feeling or words even they give up post anything on it.

Q6. What are the factors that you think contribute to cyberbullying?

Respondent C6: They are lack of sympathy toward other people.

Q7. Have you attempted to bully anyone on social media?

Respondent C6: No.

Q8. What are your perceptions towards the victims of cyberbullying on social media?

Respondent C6: They will feeling sad.

Q9. If you were the victim, how would you react?

Respondent C6: Try to release my pressure to someone beside me.

Q10. What steps would you recommend to Facebook users to avoid cyberbullying?

Respondent C6: Private my own information.

RESPONDENT C7

Interviewer: Hi there, we are going to conduct an interview or a survey on our FYP topic which is an exploratory study about cyberbullying at UTAR Kampar branch.

Interviewer: So may we start the interview right now?

Respondent C7 : Yes, ok.

Interviewer: Okay, so first of all i would like to mention that our topic is An Exploratory Study of CyberBullying Cases Among UTAR Kampar Campus Students the very first question of our interview is

Q1. Can you briefly describe the different types of cyberbullying that are most common today?

Respondent C7: Sarcasm of speech, picture or video towards a person on internet.

Q2. How do these forms of cyberbullying differ from each other in terms of their effects on the victims?

Respondent C7: Long Term psychological Trauma and Shadow

Q3. Have you seen or have experienced any cyberbully cases on social media?

Respondent C7: Yes but no experience before.

Q4. Have you discussed cyberbullying cases with someone you are close to?

Respondent C7: Yes because of secondary schoolmate's incident.

Q5. Do you agree that cyberbullying is having a bad impact upon social media? Would you please elaborate?

Respondent C7: Yes, cases of cyberbullying on social media may affect people afraid to share their feeling or words even they give up post anything on it.

Q6. What are the factors that you think contribute to cyberbullying?

Respondent C7: They think that cyberbullying is not a serious issue compared to killing people.

Q7. Have you attempted to bully anyone on social media?

Respondent C7: Yes, because some small issue with my secondary school friend , I type a letter for her on internet.

Q8. What are your perceptions towards the victims of cyberbullying on social media?

Respondent C7: They will feeling depressed and maybe will commit suicide.

Q9. If you were the victim, how would you react?

Respondent C7: Try to ignore it as it is not important.

Q10. What steps would you recommend to Facebook users to avoid cyberbullying?

Respondent C7: Private my own information.

RESPONDENT C8

Interviewer: Hi there, we are going to conduct an interview or a survey on our FYP topic which is an exploratory study about cyberbullying at UTAR Kampar branch.

Interviewer: Somay we start the interview right now?

Respondent C8 : Yes, ok.

Interviewer: Okay, so first of all i would like to mention that our topic is An Exploratory Study of CyberBullying Cases Among UTAR Kampar Campus Students the very first question of our interview is

Q1. Can you briefly describe the different types of cyberbullying that are most common today?

Respondent C8: Sarcasm of speech, picture or video towards a person on internet.

Q2. How do these forms of cyberbullying differ from each other in terms of their effects on the victims?

Respondent C8: Low self-esteem. There is a bad impact on their confidence

Q3. Have you seen or have experienced any cyberbully cases on social media?

Respondent C8: Yes but no experience before.

Q4. Have you discussed cyberbullying cases with someone you are close to?

Respondent C8: No.

Q5. Do you agree that cyberbullying is having a bad impact upon social media? Would you please elaborate?

Respondent C8: Yes, cases of cyberbullying on social media may affect people afraid to share their feeling and type out their words carefully.

Q6. What are the factors that you think contribute to cyberbullying?

Respondent C8: They learn the attitude of liberal speech from other countries.

Q7. Have you attempted to bully anyone on social media?

Respondent C8: No.

Q8. What are your perceptions towards the victims of cyberbullying on social media?

Respondent C8: They will feeling not understand by everyone.

Q9. If you were the victim, how would you react?

Respondent C8: Try to refute or finding other ways to solve it depend on situation.

Q10. What steps would you recommend to Facebook users to avoid cyberbullying?

Respondent C8: Reinforce the privacy of own information.

RESPONDENT C9

Interviewer: Hi there, we are going to conduct an interview or a survey on our FYP topic which is an exploratory study about cyberbullying at UTAR Kampar branch.

Interviewer: Somay we start the interview right now?

Respondent C9: Yes, ok.

Interviewer: Okay, so first of all i would like to mention that our topic is An Exploratory Study of CyberBullying Cases Among UTAR Kampar Campus Students the very first question of our interview is

Q1. Can you briefly describe the different types of cyberbullying that are most common today?

Respondent C9: Sarcasm of speech, picture or video towards a person on internet.

Q2. How do these forms of cyberbullying differ from each other in terms of their effects on the victims?

Respondent C9: No confidence anymore especially when posting anything on social media

Q3. Have you seen or have experienced any cyberbully cases on social media?

Respondent C9: Yes but no experience before.

Q4. Have you discussed cyberbullying cases with someone you are close to?

Respondent C9: Yes because of the Youtuber, Cody's incident.

Q5. Do you agree that cyberbullying is having a bad impact upon social media? Would you please elaborate?

Respondent C9: Yes, cases of cyberbullying on social media may affect people afraid to share their feeling and type out their words carefully.

Q6. What are the factors that you think contribute to cyberbullying?

Respondent C9: They carry out cyberbully without understanding the whole thing.

Q7. Have you attempted to bully anyone on social media?

Respondent C9: No.

Q8. What are your perceptions towards the victims of cyberbullying on social media?

Respondent C9: They maybe will commit suicide.

Q9. If you were the victim, how would you react?

Respondent C9: Ask some opinions from friend to solve it.

Q10. What steps would you recommend to Facebook users to avoid cyberbullying?

Respondent C9: Don't post something that will

FICT RESPONDENTS D (10)

Respondent D1

Interviewer : Hi there, we are going to conduct an interview or a survey on our FYP topic which is an exploratory study about cyberbullying at UTAR Kampar branch.

Interviewer: So may we start the interview right now?

Respondent E: Yes, ok.

Interviewer: Okay, so first of all I would like to mention that our topic is An Exploratory Study of Cyberbullying Cases among UTAR Kampar Campus Students the very first question of our interview is

Q1: Can you briefly describe the different types of cyberbullying that are most common today?

Respondent D1: The different types of cyberbullying online sexual harrasment...mentally abused..some sort of threathening to the people...cheating people money..online scam..I think these are the most common types of cyberbullying today.

Q2: How to these forms of cyberbullying differ from each other in terms of their effects on the victims?

Respondent D1: These types of cyberbullying differs from each other...I think like sexual harrassment..they stalk the girls victims online..always send sexual messages after that secretly take picture and disturbed their personla life...and then for mental abuse..always attaack words being keyboard warrior then they use the words hurt the feelings..make them to be mentally abused...make them do not wants to socialize with others because the victims scared that keyboard warriors will always attack them..so this is what I think

Q3: Have you seen or experienced cyberbully cases on social media?

Respondent D1: Yeah I have seen cyberbullying cases..most of them are mentally abused people..and those people are mentally abused people are from primary and secondary school students...most of them commit suicide and gone mentally disturbed for lifelong.

Q4: Have you discussed about cyberbullying cases with someone who you are close to?

Respondent D1: very rarely..I very rarely discuss about cyberbullying with someone I close to because most of these cases can be seen online on social media only..so if there is a case on social media then only I will discuss with someone I close to. And also most of us discussed about the types reasons and way to avoid cyberbullying generally..not about the certain cyberbullying case.

Q5: Do u agree that cyberbullying have bad impact upon social media? Would you please elaborate your answer?

Respondent D1: Yea I agree that this can be having bad impact upon social media because the thing that this kind of crime will bring bad effect to those new users of social media because they have seen this cases so they scared that they will be the victim or to some people will be scared to influenced to become keyboard warriors at the end

Q6: What are the factors do you think that contribute to cyberbullying?

Respondent D1: The factors do you think that contribute to cyberbullying are first one is the feelings that wants to get attention, second one is he wants to do for fun..I think these are most common factors for cyberbullying happened....because they doing this for fun only

Q7: Have you attempted to bully anyone on social media?

Respondent D1: Oh definitely not..I did not attempted to bully anyone on social media.

Q8: What are your perception towards the victims of cyberbullying?

Respondent D1: I feel sympathy on them because they do not have idea of this case...they are innocent people who does not aware of this cyberbully use their information and bully them online

Q9: If you are the victim, how would you react to?

Respondent D1: I think I will stand against them..because I think this kind of case should not continue anymore on social media...should stopped immediately..because those cyberbully only brave on computer online..behind the computer they do not brave enough....they just want to abuse people by online..they scared to socialize in real life..they just want to be a attention seekers

Q10: What steps would you recommend to Facebook users especially to avoid cyberbullying?

Respondent D1: Firstly not to put much private informations on social media...secondly always alert of these kind of people who likes to abuse people online..maybe block him..do not accept friend request from them...do not try to engage them because they do not care personal welfare of urs..then always do not afraid of people who cyberbully you..because they always want to be brave enough being keyboard warriors..but in real life they do not brave to engage face-to-face....he will become coward at the end...because he already use your private informations.

Respondent D2

Interviewer : Hi there, we are going to conduct an interview or a survey on our FYP topic which is an exploratory study about cyberbullying at UTAR Kampar branch.

Interviewer: So may we start the interview right now?

Respondent D2: Yes, ok.

Interviewer: Okay, so first of all i would like to mention that our topic is An Exploratory Study of CyberBullying Cases Among UTAR Kampar Campus Students the very first question of our interview is

Q1: Can you briefly describe the different types of cyberbullying that are most common today?

Respondent D2: It can occur through various platforms such as text messages, apps, forums, online on social media or gaming where people view and participate in. It includes sharing, posting or sending negative content about someone else

Q2: How to these forms of cyberbullying differ from each other in terms of their effects on the victims?

Respondent D2: Some of the victims can be affected in the form of emotions where they feel threatened which can lead to depression and sometimes to commit suicide. On the other hand, it can affect some through their identity. For instance, public will look down at that person when a negative statement is produced abt him/her although it's only a false statement.

Q3: Have you seen or experienced cyberbully cases on social media?

Respondent D2: No

Q4: Have you discussed about cyberbullying cases with someone who you are close to?

Respondent D2: No.

Q5: Do u agree that cyberbullying have bad impact upon social media? Would you please elaborate your answer?

Respondent D2: I don't know how it can affect social media but maybe parents will discourage their kids to not using that particular social media platform since it can be dangerous to them

Q6: What are the factors do you think that contribute to cyberbullying?

Respondent D2: First factor is constant use of technology among teens that borders the addiction for some. Many teens are hooked on texting, Facebook and Twitter..This exposes them to threats that are based on the every information that they provide on their homepage posting..Bullies can see what the other person is talking about and will make assumptions on that person. Next factor is malicious gossips where some want to go to an extreme extent just to humiliate someone.

Q7: Have you attempted to bully anyone on social media?

Respondent D2: No.

Q8: What are your perception towards the victims of cyberbullying?

Respondent D2:They will begin to feel insecure. Some will be brave enough to voice out and make a report if they are cyber bullied. However, some will feel scared to do so which will make them constantly think about it which can lead into depression and sometimes committing suicide.

Q9: If you are the victim, how would you react to?

Respondent D2: I would immediately tell my parents about it. Then I'll make a report at the police station and then to the anti bullying guideline then some school already have such as in Malaysia which is the "Talian Aduan Disipilin"

Q10: What steps would you recommend to Facebook users especially to avoid cyberbullying?

Respondent D2: Firstly, they should set a difficult password that nobody can guess what it is. Next is not to share any personal information of Facebook to someone who they are really not familiar with.. Besides that, they should not post too many pictures abt themselves or with family members because people tend to edit pictures in a sexual manner.

RESPONDENT D3

Interviewer: Hi there, we are going to conduct an interview or a survey on our FYP topic which is an exploratory study about cyberbullying at UTAR Kampar branch.

Interviewer: So may we start the interview right now?

Respondent D3: Yes, ok.

Interviewer: Okay, so first of all i would like to mention that our topic is An Exploratory Study of CyberBullying Cases Among UTAR Kampar Campus Students the very first question of our interview is

Q1: Can you briefly describe the different types of cyberbullying that are most common today?

Respondent D3: There are several types of cyberbullying..for example, exclusion, harassment, cyberstalking, creating fake profiles, craping, or maybe catfishing.

Q2: How to these forms of cyberbullying differ from each other in terms of their effects on the victims?

Respondent D3: All these types of cyberbullying maybe be slightly different but their impacts on the individual could be possibly same such as the person could be afraid of people might bullying them, depression which could leads to committing suicide.

Q3: Have you seen or experienced cyberbully cases on social media?

Respondent D3: Yes, I have seen alot of cases of cyberbullying cases on social media..The best example I could give is fake profiles and it is pretty traumatizing people...because they try to imitate others..the best example case that I have seen on social media is where my favourite make-up artist, Vidhya posted on her Facebook account about her cyberbullying where the fake-profiles tried to bully and it is the worst case that I have seen so far.

Q4: Have you discussed about cyberbullying cases with someone who you are close to?

Respondent D3: I have never discussed any cyberbullying cases. But I personally had experience where I had reported to police because of cyberbullying but I never discussed about it with someone I close it.

Q5: Do u agree that cyberbullying have bad impact upon social media? Would you please elaborate your answer?

Respondent D3: Cyberbullying does have bad impact upon social media because social media has become a very big platform to give us knowledge, information...instant information and also to have network but because of cyberbullying many people are taking chances...maybe I should find a different alternative because people are always like disclose their information does not feel safe to expose their information..so it does have bad impact upon social media.

Q6: What are the factors do you think that contribute to cyberbullying?

Respondent D3: I think the lack of attention but I believe this is actually start from home....people who do not get attention..people who are bad at school....people who turned down by others..people who do not get opportunities..they can be people who are always looked bad and do not believed by others...people who have personal issues can leads them to cyberbullying.

Q7: Have you attempted to bully anyone on social media?

Respondent D3: So far, I never attempted to bully anyone on social media but I am still being a keyboard warrior to certain issues that happened in Malaysia.

Q8: What are your perception towards the victims of cyberbullying on social media?

Respondent D3: I actually feel bad towards the victim of cyberbullying on social media because nobody expects to be bullied or nobody expects people to open up about their personal life..you know...people do not like being sabotaged..they do not enjoy it because they will get more depressed or maybe people will be like “Why these people do this to me?”..they lost trust on the people they trusted for so long

Q9: If you are the victim, how would you react to?

Respondent D3: I will go for a little bit of depression stage....fear.....but maybe with my family support..the situation might ease abit..so yeah I think I can go depressed if I am the victim of cyberbullying.

Q10: What steps would you recommend to Facebook users especially to avoid cyberbullying?

Respondent D3: One will be do not add people you do not know...keep your social media as private as possible...try do not enclose any information...any personal information..do not post too much pictures....instead keep the social media platform to share information...event,

story...not personal information..keep private the those personal information..try to be private on social medias.

RESPONDENT D4

Interviewer: Hi there, we are going to conduct an interview or a survey on our FYP topic which is an exploratory study about cyberbullying at UTAR Kampar branch.

Interviewer: So may we start the interview right now?

Respondent D4: Yes, ok.

Interviewer: Okay, so first of all i would like to mention that our topic is An Exploratory Study of CyberBullying Cases Among UTAR Kampar Campus Students the very first question of our interview is

Q1.Can you briefly describe the different types of cyberbullying that are most common today?

Respondent D4: Sharing someone private information to others, cyberstalking also of the cyberbullying which can hurt others.

Q2. How to these forms of cyberbullying differ from each other in terms of their effects on the victim?

Respondent D4: It will damage the victim's reputation, hurt their feeling and they might afraid to communicate with other.

Q3.Have you seen or have experiences any cyberbully cases on social media?

Respondent D4: I have seen a cyberbully cases like they writing negative comment on Facebook.

Q4. Have you discussed cyberbullying cases with someone you are closed to?

Respondent D4: Sometime I will discuss with my friend because sometime the cases there are very serious

Q5. Do you agree that cyberbullying is having a bad impact upon social media?

Respondent D4: Yes, because some of the social media user they might not posting any status anymore and they afraid will become one of the victim someday.

Q6. What are the factors that you think contribute to cyberbullying?

Respondent D4: They can use fake account to giving bad comment because no one know their identity, besides they might influence by the people around them have this kind of behaviour and they think it's very common now

Q7. Have you attempted to bully anyone on social media?

Respondent D4: No, because it will hurt others

Q8. What are your perceptions towards the victim of cyberbullying on social media?

Respondent D4: I think they will no privacy as I mention just now their private information might post by someone on social media and it affect their feeling because of those bad comment

Q9.If you were the victim, how would you react?

Respondent D4: I will avoid to use the social media anymore because I afraid those negative comment

Q10. What steps would you recommend to Facebook users to avoid cyberbullying?

Respondent D4: Don't post any private information on social media because others might use those information like photo or video to hurt you, and don't simply make friend with stranger through online because you won't know the actual identity of that person

RESPONDENT D5

Interviewer: Hi there, we are going to conduct an interview or a survey on our FYP topic which is an exploratory study about cyberbullying at UTAR Kampar branch.

Interviewer: So may we start the interview right now?

Respondent D5: Yes, ok.

Interviewer: Okay, so first of all i would like to mention that our topic is An Exploratory Study of CyberBullying Cases Among UTAR Kampar Campus Students the very first question of our interview is

Q1. Can you briefly describe the different types of cyberbullying that are most common today?

Respondent D5: I didn't know there have what type of cyberbullying and all I know about it is a people leaving a bad comment with maliciously.

Q2. How to these forms of cyberbullying differ from each other in terms of their effects on the victim?

Respondent D5: The victim might suffer by depression.

Q3. Have you seen or have experiences any cyberbully cases on social media?

Respondent D5: Yes, I have seen and cyberbully cases which are related to Malaysian YouTuber named Cody Hong and SongSeng

Q4. Have you discussed cyberbullying cases with someone you are closed to?

Respondent D5: Yes, I have discuss with my girlfriend because they should not cyberbully others and it's lower others reputation and they didn't care about the feeling of the victim.

Q5. Do you agree that cyberbullying is having a bad impact upon social media?

Respondent D5: Yes, as I mention just know the YouTuber was getting bully in YouTube and it made them stop posting any video or status on YouTube a few week.

Q6. What are the factors that you think contribute to cyberbullying?

Respondent D5: I think is technology, nowadays the technology was bring a big convenience to us but some of the people was use it with maliciously.

Q7. Have you attempted to bully anyone on social media?

Respondent D5: Sure not! It not a good behaviour to me.

Q8. What are your perceptions towards the victim of cyberbullying on social media?

Respondent D5: I think they must be stringer and don't because of those comment and affecting yourself reputation or suicide.

Q9. If you were the victim, how would you react?

Respondent D5: I will ignore those comment because those people are doing some meanness behaviour and I would not take it seriously.

Q10. What steps would you recommend to Facebook users to avoid cyberbullying?

Respondent D5: I think don't accept any stranger's friend request is the effective way to avoid cyberbullying.

RESPONDENT D6

Interviewer: Hi there, we are going to conduct an interview or a survey on our FYP topic which is an exploratory study about cyberbullying at UTAR Kampar branch.

Interviewer: So may we start the interview right now?

Respondent D6: Yes, ok.

Interviewer: Okay, so first of all i would like to mention that our topic is An Exploratory Study of CyberBullying Cases Among UTAR Kampar Campus Students the very first question of our interview is

Q1. Can you briefly describe the different types of cyberbullying that are most common today?

Respondent D6: School confession post, edit on people's photo and repost, fake news, following trend.

Q2. How to these forms of cyberbullying differ from each other in terms of their effects on the victim?

Respondent D6:Stress, sad.

Q3. Have you seen or have experiences any cyberbully cases on social media?

Respondent D6:Seen before, no experienced.

Q4. Have you discussed cyberbullying cases with someone you are closed to?

Respondent D6:No.

Q5. Do you agree that cyberbullying is having a bad impact upon social media? Would you please elaborate?

Respondent D6: Not really, less influence, fake news should be a more serious topic.

Q6. What are the factors that you think contribute to cyberbullying?

Respondent D6: Jealous, feeling fun, did it unintentional.

Q7. Have you attempted to bully anyone on social media?

Respondent D6: Not sure, maybe got. Did it unintentional.

Q8. What are your perceptions towards the victim of cyberbullying on social media?

Respondent D6: Don't take it seriously, make police report to protect self.

Q9. If you were the victim, how would you react?

Respondent D6: Just ignored, depends on how the incident go.

Q10. What steps would you recommend to Facebook users to avoid cyberbullying?

Respondent D6: Make report to Facebook system, seek help from friend, maybe will just ignore it.

RESPONDENT D7

Interviewer: Hi there, we are going to conduct an interview or a survey on our FYP topic which is an exploratory study about cyberbullying at UTAR Kampar branch.

Interviewer: So may we start the interview right now?

Respondent D7: Yes, ok.

Interviewer: Okay, so first of all i would like to mention that our topic is An Exploratory Study of CyberBullying Cases Among UTAR Kampar Campus Students the very first question of our interview is

Q1. Can you briefly describe the different types of cyberbullying that are most common today?

Respondent D7:Harassment text, victim insulted by chat, user on social media post comment towards victim, spamming bad message.

Q2. How to these forms of cyberbullying differ from each other in terms of their effects on the victim?

Respondent D7:These two has bring mentally affect, inconvenience to social media user and can lead towards depression.

Q3. Have you seen or have experiences any cyberbully cases on social media?

Respondent D7:Seen, posted on social media example like Facebook, didn't experienced.

Q4. Have you discussed cyberbullying cases with someone you are closed to?

Respondent D7:Not really.

Q5. Do you agree that cyberbullying is having a bad impact upon social media? Would you please elaborate?

Respondent D7:Yes, it will destroy the harmony atmosphere on social media, having bad experienced, social media also become an invalid platform that used to harm others.

Q6. What are the factors that you think contribute to cyberbullying?

Respondent D7:Freedom of user to speak out their opinions

Q7. Have you attempted to bully anyone on social media?

Respondent D7:No.

Q8. What are your perceptions towards the victim of cyberbullying on social media?

Respondent D7:Pity, hope they can stay strong.

Q9. If you were the victim, how would you react?

Respondent D7:Just ignored.

Q10. What steps would you recommend to Facebook users to avoid cyberbullying?

Respondent D7:Facebook filter out bad message, take legal action, or just block the users.

RESPONDENT D8

Interviewer: Hi there, we are going to conduct an interview or a survey on our FYP topic which is an exploratory study about cyberbullying at UTAR Kampar branch.

Interviewer: So may we start the interview right now?

Respondent D9: Yes, ok.

Interviewer: Okay, so first of all I would like to mention that our topic is An Exploratory Study of Cyberbullying Cases among UTAR Kampar Campus Students the very first question of our interview is

Q1. Can you briefly describe the different types of cyberbullying that are most common today?

Respondent D8: Facebook comment, anonymous email.

Q2. How to these forms of cyberbullying differ from each other in terms of their effects on the victim?

Respondent D8: Facebook post, tag the victims and scold them. Send private email and scold everyone.

Q3. Have you seen or have experiences any cyberbully cases on social media?

Respondent D8: Seen, always, Facebook more often.

Q4. Have you discussed cyberbullying cases with someone you are closed to?

Respondent D8:No.

Q5. Do you agree that cyberbullying is having a bad impact upon social media? Would you please elaborate?

Respondent D8: Agree, it will spoil someone's good name.

Q6. What are the factors that you think contribute to cyberbullying?

Respondent D8: People seek for happiness when scolding people, they might just follow trend and don't the truth story of the incident.

Q7. Have you attempted to bully anyone on social media?

Respondent D8: Not sure, might take part unintentional.

Q8. What are your perceptions towards the victim of cyberbullying on social media?

Respondent D8: Sad, depressed.

Q9. If you were the victim, how would you react?

Respondent D8: Will think why they do this to me? And also will feel sad.

Q10. What steps would you recommend to Facebook users to avoid cyberbullying?

Respondent D8: Should think ourselves is that we have did something wrongly? And also put yourself in other's shoes, don't simply to hurt others.

RESPONDENT D9

Interviewer: Hi there, we are going to conduct an interview or a survey on our FYP topic which is an exploratory study about cyberbullying at UTAR Kampar branch.

Interviewer: So may we start the interview right now?

Respondent D9: Yes, ok.

Interviewer: Okay, so first of all i would like to mention that our topic is An Exploratory Study of CyberBullying Cases Among UTAR Kampar Campus Students the very first question of our interview is

Q1. Can you briefly describe the different types of cyberbullying that are most common today?

Respondent D9: Facebook comment, threaten online users.

Q2. How to these forms of cyberbullying differ from each other in terms of their effects on the victim?

Respondent D9: Victim will feel disappointed to themselves, mental destruction, depressed or sad.

Q3. Have you seen or have experiences any cyberbully cases on social media?

Respondent D9:No.

Q4. Have you discussed cyberbullying cases with someone you are closed to?

Respondent D9:No.

Q5. Do you agree that cyberbullying is having a bad impact upon social media? Would you please elaborate?

Respondent D9: Yes, agree. Cyberbullying will affect someone to commit suicide, or other negativity and bad influence.

Q6. What are the factors that you think contribute to cyberbullying?

Respondent D9: Self-interest, following trend.

Q7. Have you attempted to bully anyone on social media?

Respondent D9:No.

Q8. What are your perceptions towards the victim of cyberbullying on social media?

Respondent D9:Sad feeling.

Q9. If you were the victim, how would you react?

Respondent D9:Totally ignore.

Q10. What steps would you recommend to Facebook users to avoid cyberbullying?

Respondent D9:Ignore them, try to do the right thing, think before do anything.

Interviewer: Hi there, we are going to conduct an interview or a survey on our FYP topic which is an exploratory study about cyberbullying at UTAR Kampar branch.

Interviewer: So may we start the interview right now?

Respondent D10: Yes, ok.

Interviewer: Okay, so first of all i would like to mention that our topic is An Exploratory Study of CyberBullying Cases Among UTAR Kampar Campus Students the very first question of our interview is

Q1. Can you briefly describe the different types of cyberbullying that are most common today?

Respondent D10: I am not sure got how many type of cyberbullying, but as I know cyberbullying is some violent action towards others that happened on internet.

Q2. How to these forms of cyberbullying differ from each other in terms of their effects on the victim?

Respondent D10: I think that it will affect the victim, it will reduce their confident, make their academic performance lower because they have lose their confident, they don't have confident to do anything.

Q3. Have you seen or have experiences any cyberbully cases on social media?

Respondent D10: Yes, I have seen some cyberbullying cases and it is on facebook.

Q4. Have you discussed cyberbullying cases with someone you are closed to?

Respondent: No.

Q5. Do you agree that cyberbullying is having a bad impact upon social media? Would you please elaborate?

Respondent D10: Yes, I agreed that that is a bad impact upon social media, because cyberbullying is a bad behaviour, so it might affect the people to affair to use the social media, they will worry that they will be next victim for the cyberbully.

Q6. What are the factors that you think contribute to cyberbullying?

Respondent D10: I think that the technologies is the biggest factor that contribute to cyberbully, because as you can see now everyone can have a computer and easy access to the internet, and also they can hide their identity to comment on other's status on social media, it will bring a big inconvenience.

Q7. Have you attempted to bully anyone on social media?

Respondent D10: No.

Q8. What are your perceptions towards the victim of cyberbullying on social media?

Respondent D10: they are pity, and if the things is getting serious they might commit suicide.

Q9. If you were the victim, how would you react?

Respondent D10: I will tell someone that I trust or report it to the police, or seek advice from some professional.

Q10. What steps would you recommend to Facebook users to avoid cyberbullying?

Respondent D10: I thinks that better we don't post any of our confidential information on facebook, because as you can see some of the users like to use check-in function on social media, so if the cyber bullies will use it to locate you and bully you.

FEGT RESPONDENTS E (10)

RESPONDENT E1

Interviewer : Hi there, we are going to conduct an interview or a survey on our FYP topic which is an exploratory study about cyberbullying at UTAR Kampar branch.

Interviewer: So may we start the interview right now?

Respondent E1: Yes, ok.

Interviewer: Okay, so first of all i would like to mention that our topic is An Exploratory Study of CyberBullying Cases Among UTAR Kampar Campus Students the very first question of our interview is

Q1. Can you briefly describe the different types of cyberbullying that are most common today?

Respondent E1: I not so sure, but I think posted bad comment on other's status might be as one of them.

Q2. How to these forms of cyberbullying differ from each other in terms of their effects on the victim?

Respondent E1:All form is having the same effect, end up they will feel sad.

Q3. Have you seen or have experiences any cyberbully cases on social media

Respondent E1:Seen, experienced before.

Q4. Have you discussed cyberbullying cases with someone you are closed to?

Respondent E1:No, because I think that it is my own problem.

Q5. Do you agree that cyberbullying is having a bad impact upon social media? Would you please elaborate?

Respondent E1:I feel that that's not much impact, because I don't have much knowledge regarding to this issue.

Q6. What are the factors that you think contribute to cyberbullying?

Respondent E1:cyber bully may have the bad experienced of being bullied by others, so they decide to behave the same.

Q7. Have you attempted to bully anyone on social media?

Respondent E1:No.

Q8. What are your perceptions towards the victim of cyberbullying on social media?

Respondent E1:Victim will have physic trauma.

Q9. If you were the victim, how would you react?

Respondent E1:I'll confess my feeling to someone else.

Q10. What steps would you recommend to Facebook users to avoid cyberbullying?

Respondent E1:Be caution on what we trying to say and do at online world.

RESPONDENT E2

Interviewer : Hi there, we are going to conduct an interview or a survey on our FYP topic which is an exploratory study about cyberbullying at UTAR Kampar branch.

Interviewer: So may we start the interview right now?

Respondent E2: Yes, ok.

Interviewer: Okay, so first of all i would like to mention that our topic is An Exploratory Study of CyberBullying Cases Among UTAR Kampar Campus Students the very first question of our interview is

Q1. Can you briefly describe the different types of cyberbullying that are most common today?

Respondent E2: bad comment on people's photo and any story, also consider as one.

Q2. How to these forms of cyberbullying differ from each other in terms of their effects on the victim?

Respondent E2: they will feel sad, hurt

Q3. Have you seen or have experiences any cyberbully cases on social media

Respondent E2: Seen, but no experienced

Q4. Have you discussed cyberbullying cases with someone you are closed to?

Respondent E2:No.

Q5. Do you agree that cyberbullying is having a bad impact upon social media? Would you please elaborate?

Respondent E2:Agree, because when social media adsorb too much of negativity, then will let many people give up the social media platform.

Q6. What are the factors that you think contribute to cyberbullying?

Respondent E2:Cyber bully might think that no one will know their identity, they can make fake account and being anonymous, thus they can simply criticise people whenever they want.

Q7. Have you attempted to bully anyone on social media?

Respondent E2:No.

Q8. What are your perceptions towards the victim of cyberbullying on social media?

Respondent E2:victim will have physic trauma, and if things is getting serious they will end up commit suicide.

Q9. If you were the victim, how would you react?

Respondent E2: I'll find out the cyber bully and settle the incident with him.

Q10. What steps would you recommend to Facebook users to avoid cyberbullying?

Respondent E2: Go to UTAR confession page to call out people don't behave cyberbully.

RESPONDENT E3

Interviewer : Hi there, we are going to conduct an interview or a survey on our FYP topic which is an exploratory study about cyberbullying at UTAR Kampar branch.

Interviewer: So may we start the interview right now?

Respondent E3: Yes, ok.

Interviewer: Okay, so first of all i would like to mention that our topic is An Exploratory Study of CyberBullying Cases Among UTAR Kampar Campus Students the very first question of our interview is

Q1. Can you briefly describe the different types of cyberbullying that are most common today?

Respondent E3: People who likes to follow the trend. They just follow and attack the victim blindly.

Q2. How to these forms of cyberbullying differ from each other in terms of their effects on the victim?

Respondent E3: they will feel sad.

Q3. Have you seen or have experiences any cyberbully cases on social media

Respondent E3: Seen, but no experienced.

Q4. Have you discussed cyberbullying cases with someone you are closed to?

Respondent E3: No.

Q5. Do you agree that cyberbullying is having a bad impact upon social media? Would you please elaborate?

Respondent E3: Agree, that's must be some bad influence, because social media got many users, if keep on happening this kind of issue, people might quit and parents will not allow children to use it.

Q6. What are the factors that you think contribute to cyberbullying?

Respondent E3: because they are facing some obstacles in real life, so they choose this way to express their feeling, they just simply scold people in online world.

Q7. Have you attempted to bully anyone on social media?

Respondent E3: No.

Q8. What are your perceptions towards the victim of cyberbullying on social media?

Respondent E3: victim will feel very sad, because victim just try to being back themselves.

Q9. If you were the victim, how would you react?

Respondent E3: I will just let the cyber bully continue his action, because I believe that eventually he will lose the interest to continue bullying me.

Q10. What steps would you recommend to Facebook users to avoid cyberbullying?

Respondent E3: Try my best not to post things that public dislike.

RESPONDENT E4

Interviewer : Hi there, we are going to conduct an interview or a survey on our FYP topic which is an exploratory study about cyberbullying at UTAR Kampar branch.

Interviewer: So may we start the interview right now?

Respondent E4: Yes, ok.

Interviewer: Okay, so first of all I would like to mention that our topic is An Exploratory Study of Cyberbullying Cases Among UTAR Kampar Campus Students the very first question of our interview is

Q1. Can you briefly describe the different types of cyberbullying that are most common today?

Respondent E4: People who like to make video, posted online, but people who don't like it will go and judge him and comment on him.

Q2. How do these forms of cyberbullying differ from each other in terms of their effects on the victim?

Respondent E4: they will feel sad.

Q3. Have you seen or have experienced any cyberbullying cases on social media?

Respondent E4: Seen, but not experienced.

Q4. Have you discussed cyberbullying cases with someone you are closed to?

Respondent E4:No.

Q5. Do you agree that cyberbullying is having a bad impact upon social media? Would you please elaborate?

Respondent E4:Agree, when people who are using social media see this kind of bully cases happened, they will feel scared and quit the social media platform.

Q6. What are the factors that you think contribute to cyberbullying?

Respondent E4: they feel not happy to someone and maybe they are jealous to victim.

Q7. Have you attempted to bully anyone on social media?

Respondent E4:No.

Q8. What are your perceptions towards the victim of cyberbullying on social media?

Respondent E4: They will feel very bad and sad.

Q9. If you were the victim, how would you react?

Respondent E4:Just ignored it.

Q10. What steps would you recommend to Facebook users to avoid cyberbullying?

Respondent E4: Don't simply accept friend request from stranger and can set profile to private.

RESPONDENT E5

Interviewer : Hi there, we are going to conduct an interview or a survey on our FYP topic which is an exploratory study about cyberbullying at UTAR Kampar branch.

Interviewer: So may we start the interview right now?

Respondent E5: Yes, ok.

Interviewer: Okay, so first of all i would like to mention that our topic is An Exploratory Study of CyberBullying Cases Among UTAR Kampar Campus Students the very first question of our interview is

Q1. Can you briefly describe the different types of cyberbullying that are most common today?

Respondent E5: Sarcasm of comment on social media, picture or video towards a person on internet.

Q2. How do these forms of cyberbullying differ from each other in terms of their effects on the victims?

Respondent E5: Same. Spoil the reputation of a person.

Q3. Have you seen or have experienced any cyberbully cases on social media?

Respondent E5: Yes but no experience before.

Q4. Have you discussed cyberbullying cases with someone you are close to?

Respondent E5: Yes because of the Youtuber, Cody's incident.

Q5. Do you agree that cyberbullying is having a bad impact upon social media? Would you please elaborate?

Respondent E5: Yes, create a bad environment on social media.

Q6. What are the factors that you think contribute to cyberbullying?

Respondent E5: There is no proper way to manage this problem.

Q7. Have you attempted to bully anyone on social media?

Respondent E5: No.

Q8. What are your perceptions towards the victims of cyberbullying on social media?

Respondent E5: They will feeling sad.

Q9. If you were the victim, how would you react?

Respondent E5: Try to refute the cyberbullies

Q10. What steps would you recommend to Facebook users to avoid cyberbullying?

Respondent E5: Not to release any unsure information.

RESPONDENT E6

Interviewer : Hi there, we are going to conduct an interview or a survey on our FYP topic which is an exploratory study about cyberbullying at UTAR Kampar branch.

Interviewer: So may we start the interview right now?

Respondent E6: Yes, ok.

Interviewer: Okay, so first of all i would like to mention that our topic is An Exploratory Study of CyberBullying Cases Among UTAR Kampar Campus Students the very first question of our interview is

Q1. Can you briefly describe the different types of cyberbullying that are most common today?

Respondent E6: Sarcasm of comment on social media, picture or video towards a person on internet.

Q2. How do these forms of cyberbullying differ from each other in terms of their effects on the victims?

Respondent E6: Effects are same. Spoil the reputation of a person.

Q3. Have you seen or have experienced any cyberbully cases on social media?

Respondent E6: No and also no experience before.

Q4. Have you discussed cyberbullying cases with someone you are close to?

Respondent E6: Yes because of the incident or topics in UTAR Confession.

Q5. Do you agree that cyberbullying is having a bad impact upon social media? Would you please elaborate?

Respondent E6: No, it help the social media become more interesting.

Q6. What are the factors that you think contribute to cyberbullying?

Respondent E6: They are too stress on academic that finding ways to release it.

Q7. Have you attempted to bully anyone on social media?

Respondent E6: No.

Q8. What are your perceptions towards the victims of cyberbullying on social media?

Respondent E6: It will depend on their personality.

Q9. If you were the victim, how would you react?

Respondent E6: Try to take legal action if necessary

Q10. What steps would you recommend to Facebook users to avoid cyberbullying?

Respondent E6: Think before commenting.

RESPONDENT E7

Interviewer : Hi there, we are going to conduct an interview or a survey on our FYP topic which is an exploratory study about cyberbullying at UTAR Kampar branch.

Interviewer: So may we start the interview right now?

Respondent E7: Yes, ok.

Interviewer: Okay, so first of all i would like to mention that our topic is An Exploratory Study of CyberBullying Cases Among UTAR Kampar Campus Students the very first question of our interview is

Q1. Can you briefly describe the different types of cyberbullying that are most common today?

Respondent E7: Sarcasm of video on social media, picture or video towards a person on internet.

Q2. How do these forms of cyberbullying differ from each other in terms of their effects on the victims?

Respondent E7: Same. Hurting self-esteem of other people.

Q3. Have you seen or have experienced any cyberbully cases on social media?

Respondent E7: Yes but no experience before.

Q4. Have you discussed cyberbullying cases with someone you are close to?

Respondent E7: No.

Q5. Do you agree that cyberbullying is having a bad impact upon social media? Would you please elaborate?

Respondent E7: Yes, affects the victim's reputation.

Q6. What are the factors that you think contribute to cyberbullying?

Respondent E7: They didn't think about it before commenting.

Q7. Have you attempted to bully anyone on social media?

Respondent E7: No.

Q8. What are your perceptions towards the victims of cyberbullying on social media?

Respondent E7: Lower their self-esteem.

Q9. If you were the victim, how would you react?

Respondent E7: Try to release pressure by telling others.

Q10. What steps would you recommend to Facebook users to avoid cyberbullying?

Respondent E7: Think before commenting.

RESPONDENT E8

Interviewer : Hi there, we are going to conduct an interview or a survey on our FYP topic which is an exploratory study about cyberbullying at UTAR Kampar branch.

Interviewer: So may we start the interview right now?

Respondent E8: Yes, ok.

Interviewer: Okay, so first of all i would like to mention that our topic is An Exploratory Study of CyberBullying Cases Among UTAR Kampar Campus Students the very first question of our interview is

Q1. Can you briefly describe the different types of cyberbullying that are most common today?

Respondent E8: For me, the type of cyberbullying the very common today is through the social media especially Facebook , Tweeter, Instagram and all these. So normally is on mean comment, like commenting on someone looks or the way they behave on their lives practically.

Q2. How do these forms of cyberbullying differ from each other in terms of their effects on the victims?

Respondent E8: For me, this form of cyberbullying would differ is on their victim mentality on the way of society to treat the victim. For example, if there is a person who said that the victim by body shaping the victim, you could see that other will body shaping the victim at the same time. Because there is someone who started the fire, people will continue to throw sticks to the fire and continue to harass them until the end. So, this is normally what cyberbullying does, if through the social media as it is an open platform, you could see that people will see the comments and when upon seeing the comments, they will begin to comment at the same time.

Q3. Have you seen or have experienced any cyberbully cases on social media?

Respondent E8: Yes, I have seen cyberbully cases in social media. Most of the time, the cases is about people who doing their assignment and they failed to produce quality work for the assignment, so people normally will release their frustration onto the social media and people who had worked with the person before would share the same experience.

Q4. Have you discussed cyberbullying cases with someone you are close to?

Respondent E8: Normally discuss the cyberbullying with the person who has affected. And if I do not close to them, I would not discuss with them, unless it is a very serious case, then I will actually discuss with the lecturer or their academy advisor, or the most is their parent.

Q5. Do you agree that cyberbullying is having a bad impact upon social media? Would you please elaborate?

Respondent E8: Yes, cyberbullying is bringing a bad impact on the social media. It is because actually social media main purpose is not actually to have this cyberbullying, but is actually to allow connection. Cyberbullying is a way to have bad connection and the bad implication of it could actually cause detrimental effect under the society.

Q6. What are the factors that you think contribute to cyberbullying?

Respondent E8: For me, cyberbullying is contributed because both side victim and also the offender would do not know what they are doing actually is cyberbullying. They may think it is a joke, take it for an example, Jake Paul has played prank onto the Martini twin. However, Martini twins felt that they were been cyberbullied online is because they did not know their factors, so there is a very good example.

Q7. Have you attempted to bully anyone on social media?

Respondent E8: I would not actually say that I actually bully because normally I will harass them but at the end of the day I will ask them whether if they are hurt or not. If they are hurt I would stop because normally people do not know how others feel, so we have to ask them instead of asking yourself.

Q8. What are your perceptions towards the victims of cyberbullying on social media?

Respondent E8: The victims of cyberbullying are normally people who are being bullied to the extent and they could not release this emotion out and because of this, many case of suicide would happen. So victims of cyberbullying are actually people who could not defend themselves as they are not talking face to face and normally they are being attacked by not one single person but multiple people online which do not know them sometime or are just friend of the offender.

Q9. If you were the victim, how would you react?

Respondent E8: If I am the victim of the cyberbullying, I will actually confront the person who cyberbullying me. If it is stranger, I would normally ignore them because I would know deep in my heart that they do not know me. So, if I am the victim of someone, offender which is my friend, I would actually confront to them and ask them why they do this.

Q10. What steps would you recommend to Facebook users to avoid cyberbullying?

Respondent E8: I will recommend Facebook users to actually before they write some mean comment or harass someone, they have to make sure that the victim or person that directed to actually knows that it is a joke, because if they do not notice that it is a joke, it would actually cause some emotional trauma to them.

RESPONDENT 9

Q1. Can you briefly describe the different types of cyberbullying that are most common today?

Respondent E9: I not sure there have what type of cyberbullying, but I know that cyberbullying is like someone using language to attack other in internet. Besides, they might post the victim personal information on social media and damage their reputation.

Q2. How to these forms of cyberbullying differ from each other in terms of their effects on the victim?

Respondent E9: They might psychological trauma, they will not trying to communicate with others, and they are refuse to connect with the social media because they scare they will see those news which are attacking them. If the case more serious, they might suicide.

Q3. Have you seen or have experiences any cyberbully cases on social media?

Respondent: I have seen a case happen on social media which are an UTAR student come from Penang suicide because of cyberbullying.

Q4. Have you discussed cyberbullying cases with someone you are closed to?

Respondent: I will discussed some cases which are popular and famous with my friend.

Q5. Do you agree that cyberbullying is having a bad impact upon social media?

Respondent E9: I agree that there are having a bad impact upon social media, because social media should be a platform to entertainment and made us comfortable, but I don't think it's suitable for us to attacking other through internet.

Q6. What are the factors that you think contribute to cyberbullying?

Respondent E9: The person who cyberbully other might think that they just make fun to others but they didn't think about the consequences would be serious, or they might dislike someone, but they don't want to tell him in person, so they decided to bully her through internet.

Q7. Have you attempted to bully anyone on social media?

Respondent E9: No, this is a bad behaviour and I will not trying to hurt others.

Q8. What are your perceptions towards the victim of cyberbullying on social media?

Respondent E9: The victim should not be cyberbully by others because they are no reason to treat in this way.

Q9. If you were the victim, how would you react?

Respondent E9: I will afraid to communicate with others and might have depression.

Q10. What steps would you recommend to Facebook users to avoid cyberbullying?

Respondent E9: I will avoid to state my personal information or secret on social media and I will remove myself to joining any cyberbully there are happen on Facebook.

RESPONDENT E10

Interviewer : Hi there, we are going to conduct an interview or a survey on our FYP topic which is an exploratory study about cyberbullying at UTAR Kampar branch.

Interviewer: So may we start the interview right now?

Respondent E10: Yes, ok.

Interviewer: Okay, so first of all i would like to mention that our topic is An Exploratory Study of CyberBullying Cases Among UTAR Kampar Campus Students the very first question of our interview is

Q1. Can you briefly describe the different types of cyberbullying that are most common today?

Respondent E10: There might be the sending harassment comment to someone and stalking other through online

Q2. How to these forms of cyberbullying differ from each other in terms of their effects on the victim?

Respondent E10: It might made them afraid to use the social media anymore and reduce their confidence.

Q3. Have you seen or have experiences any cyberbully cases on social media?

Respondent E10: I have seen a cyberbullying cases happen before on YouTube. And there are many people involved in this cases.

Q4. Have you discussed cyberbullying cases with someone you are closed to?

Respondent E10: Yes

Q5. Do you agree that cyberbullying is having a bad impact upon social media?

Respondent E10: Yes, because it causes people afraid to use social media and become the next victim.

Q6. What are the factors that you think contribute to cyberbullying?

Respondent E10: Maybe because of stress, the person who cyberbully might be happy because they feel that their stress has been release and they think it's an entertainment to them.

Q7. Have you attempted to bully anyone on social media?

Respondent E10: No

Q8. What are your perceptions towards the victim of cyberbullying on social media?

Respondent E10: I think they are pity because they will afraid to communicate with others once they cyberbully by others. And their reputation was getting lower because of cyberbullying.

Q9. If you were the victim, how would you react?

Respondent E10: I would ignore those harassment message until it disappear or report to the police as a warning to those people who trying to cyberbully me.

Q10. What steps would you recommend to Facebook users to avoid cyberbullying?

Respondent E10: Ignore those comment who are maliciously to hurt you, don't posted any private information on Facebook and don't simply accept any stranger's friend request.