Abstract

Teenage SNS cyber verbal abuse affect not only mental but also physical features of daily lives, bringing experiences of rage, demoralization and senses of outrage and humiliation. Juvenile SNS cyber verbal abuse may induce mental, physical in daily lives, as well as in school lives, critically harming the personality of a victim.

The thesis aims at contemplating causes and countermeasures of cyber verbal abuse in juvenile SNS language uses in such a mobility society.

Thus, observing the juvenile SNS usage state, the notion and types of cyber verbal abuse is proposed. Further, based on the context, causes and countermeasures of the juvenile SNS cyber verbal abuse are considered.

The thesis suggests the causes of juvenile SNS cyber verbal abuse in terms of SNS media feature, internal characteristic of the juvenile and educational aspect.

In addition, a campaign to eliminate school verbal abuse by the police, mentoring curriculum associated with each social institution and character education are revised in a societal manner, and langage education to prevent juvenile SNS verbal abuse in an educational manner as countermeasures against the juvenile SNS cyber verbal abuse.

Guiding an appropriate direction for juvenile SNS language use in the mobility society, the thesis would contribute to discover a meaning in educational and sociocultural aspects. Moreover, the thesis would contribute to counteracting against juvenile SNS verbal abuse and to an adequate guidance of juvenile language uses.

[Keywords] Mobile, SNS, Cyber Verbal Abuse, Law Enforcement, Crime Prevention

1. Introduction

Verbal abuse refers to communication inducing severe humiliation either by an individual or a community[1], and to linguistic expression to harm and assault identity of others, committing intentional insult, contempt, critics, belittlement, sarcasm, mockery, condemnation, threat, oppression and assault.

Verbal abuse, in accordance with ways to harm identities of others, condemns appearance, character and background, and is a malicious behavior expecting others to go amiss, a harassing behavior to make others raged or threatening behaviors taking an advantage of weaknesses and flaws of others[2].

Most victims of verbal abuse counteract passively, assuming their own fault as the causes or falling into hesitation due to fear and anxiety, rather than actively[3], and result in experiencing mental damage without any proper counteract against the abuses. Being consistently exposed to verbal abuse in conflicting situations, the assailant depicts oneself negative and hostile, being tied to such emotions, hence relies on verbal assaults, particularly focusing on self-concept of others, rather than objective logic - that is, a negative result[4]. Emotional verbal abuses may cause various psychological/mental damages, and even bring serious issues if the abuses are chronically neglected[5].
Likewise, verbal abuse induces serious damage to identity of others, thus influence not only psychological but also physical aspects of daily lives, bringing experiences of rage, demoralization and senses of outrage and humiliation.

Owing to technological development and commercialization of smartphones, people use SNS. Utilization of SNS helps formation of human interaction through its online platforms, enabling establishment of private networks. As use of mobile increases, communication with diverse people via SNS(Social Network Service), but without spatial and time constraints, has been enabled. Communication via mobile messengers is committed as Mediated Communication, a character of SNS communication. At this stage, SNS cyber verbal abuse is often easily generated.

The research aims at contemplating causes and countermeasures of juvenile SNS language uses in mobility society. First, juvenile SNS usage state would be observed and the notion and type of cyber verbal abuse would be proposed. Then, based on the context, causes and countermeasures of juvenile SNS cyber verbal abuses would be considered.

2. Juvenile SNS Language Use State

SNS(Social Network Service), an online service enabling network establishment among people with shared activities and particular interests, has emerged as a sociological and academic hot potato, recently, - for example, Facebook and Twitter. SNS with functions of disclosure of personal information, network establishment and its disclosure, posting opinions and information, and mobile support, has its distinctive characteristics, and their each aspect obtains attention from different perspectives. SNS is placed at the center of controversies due to its consequences and issues. SNS serves functions to generate and spread social issues, to share experiences via expansion of human network and cultivation of quantitative·qualitative performance by collective power, hence is superior over other media. In a situation, which 100.0% of Korean juveniles are using the Internet, juvenile SNS addiction will significantly be discussed. According to the data from the National Statistical Office[6] and the Ministry of Gender Equality and Family[7], 77.2% of 10-19 juvenile was in over-reliance on smartphone and used SNS. In particular, middle and high school students utilized SNS at a high ratio. Furthermore, juvenile with over 200 acquaintances connected through SNS was 21.6%, and their purposes to use SNS were seeking for information and pleasure, and friendship. As SNS performs interaction with others and allows self-expression simultaneously, thus its relationship function is clearly distinct. Such a function is closely linked to the development stage of the juvenile who value peer relationship[8].

It is notable that the linguistic life of the juvenile is mainly held in SNS. SNS is a private space, but is accessible by anyone. Within the space, the juvenile presents their private characteristics, communicate with others and diverse linguistic cultures. Such a SNS feature interlocks with dynamic and progressiveness of the juvenile, hence their writing and images are disclosed to the society and affect on daily lives of their own and others.

3. Notion and Types of Cyber Verbal Abusing

Cyber verbal abusing refers to insulting, slandering, or spreading false information to others via online bulletin boards, chatrooms, email, and others. This kind of action is also called as ‘Flaming’. Flaming is defined in various ways, but its definition is described as constantly discussing in an extreme, mocking way, and this is typically accompanied with insults, personal attack alongside expressing rude and extreme hostility[9].

Cyber verbal abusing is being considered as a less-severe issue since this issue is included in the same context with minor issues like encountering explicit content and other inappropriate activities instead of hacking virus spreading, personal information hacking spam email spreading, cyber gambling and other major cyber-crimes[10]. However, this
notion only makes sense to the verbal abusing part.

Cyber-crimes are divided into multiple factors, and typical cyber-crimes like hacking virus spreading, personal email hacking spam email spreading, cyber gambling, cyber theft, piracy, cyber sexual assault, cyber slander, cyber verbal abusing are also included. In a bigger array, crimes can be divided into new types of terrorism-related hacking crime, property asset fraud and burglary in cyberspace, old-fashioned cyber assault and related violent crimes, and sexual assault along with slandering.

In the bigger array context, verbal abusing can be defined as a behavior related to violence crime, and has three different kind of variations. The first one is simple insult, second is spreading rumors or false information, and the last one is committing sexual harassment via posting obscene conversations or sexually inappropriate posts. In other words, according to the first variation, the term 'cyber verbal abusing' only includes the hostile concept the insults and inappropriate language connotes. However, if cyber verbal abusing is defined in a larger array, this can be interpreted as cyber assault, which means that the second and third variation can also be discussed in the same criterion. Therefore, cyber verbal abusing turned out to be a severe act of crime which cannot be considered as a minor problematic behavior if we interpret this kind of behavior with a larger array rather than a smaller array.

4. Causes and Countermeasures of Juvenile SNS Cyber Verbal Abuse

This chapter would monitor causes and countermeasures of juvenile SNS cyber verbal abuses.

4.1. Causation of juvenile cyber verbal abuse

Juvenile SNS cyber verbal abuse tends to occur due to several reasons. Causation of juvenile SNS cyber verbal abuses can be categorized into undeniable nature of the social network service, environmental reasons, and interpersonal reasons, and lastly educational reason. These reasons will be examined throughout following clause.

4.1.1. Natural trait of SNS media

1) Anonymity and Disinhibition

Within the subject of cyber verbal abuse, one of the most frequently mentioned cause of the problem is cyber anonymity. Anonymity of cyberspace not only brings down self-consciousness but also interferes with self-regulation causing disinhibition.

2) Lack of Control within Cyberspace and Insufficient Punishment

Once the information gets sent out to the unspecified individuals, according to the principle anyone can have access to the information has been released. Due to the open nature it is hard to regulate cyber verbal abuse. On top of that due to anonymity of the cyberspace it is not only hard to pinpoint the suspect. Since cyber verbal abuses do not have direct correlated with physical abuses therefore the awareness of the abuse is comparably lower than other crimes. Since cyber verbal abuses are considerably small compared to other matters, police perform passively towards the matter. Also, if the victim fails to gather up the evidence it is hard to advance forward with the case. Moreover, in reality due to the lack of investigators it is hard to expose the criminal.

3) Relation between Internet Usage Time and Possibility of Being Exposed to Potential Violence

The fact that accidental cyber verbal abuse happens is a proof that those who spend majority of their time online and internet addicts have higher expose rate to violence and exposure has direct correlation with cybercrime rate.

4.1.2. Socio-environmental reasons

1) Manifest in Group Identity

Although cyberspace is created to share different opinions the truth is that it attracts those with similar perspectives and mindset and excludes those with different thoughts.
Cyber verbal abuse happens due to the friction caused during the elimination process within the cyberspace.

2) Cyber Cultural Environment

Cultural aspect of internet is one of the causations of cyber verbal abuse. Cultural norms within the cyberspace has crucial effect on users. If Juveniles, spend most of their time online. They will be influenced by all the criticisms and comments from cyberspace. Which will eventually lead to potential cyber verbal abuse.

3) Individual Attitudes and Lack of Ethical Sense

Increased usage of internet will slowly reform not only one’s attitude towards cyber verbal abuse but also increase their chance in partaking in cyber verbal abuse. Since cyberspace has a notion of artificial environment, meditated society, lack of realization of reality, it decreases user’s understanding of severity of cyber verbal abuse. Therefore, Individual attitudes and lack of ethical sense can be considered one of the main causes of cyber verbal abuse.

4.1.3. Cyber verbal abuse caused by personal characteristics of juvenile

Juvenile’s personal characteristics and has close relationship with cyber verbal abuse.

1) Fun and curiosity

Cyber verbal abuses are often caused due to simple curiosity and for lack of fun. Juvenile tend to view cyberspace as a play area. Therefore instead of using it for web searching and for work, they tend to use the internet for gaming purposes. However, once they get addicted to the environment where there is no restriction juveniles will act based upon their emotions. Also, this will lead them to commit a cyber-crime without them knowing. Existing researches reviled that some hackers tend to hack solely base on curiosity without any guilt cyber sexual harassments are caused in order to entertain certain users.

2) To boast Oneself

Those who frequently go through cyber verbal abuse often lack in self-confidence, lack in achievement, therefore they suffering from inferiority disorder. The concept of boasting undermines the idea of exposing their ego to the public in order to relieve their inferiority.

3) Release of Daily Stress

Cyber verbal abuse can be seen as a reaction created while exposing and releasing stress. There are lack of sense of reality in cyberspace and it is meditated society users us cyber verbal abuse as a scapegoat to release their stress and tension. Therefore, cyber verbal abuse can be seen as a way to release juveniles stress and tension.

4) Lack of Self-Control

Out of all the categories accidental and impulsive reasons take up the majority of the reason for the cyber verbal abuse. Regarding the data ability to control oneself is directly correlated to cyber verbal abuse[11].

4.1.4. Cause derived from educational aspects

The cause of juvenile SNS cyber verbal abusing can also be approached in the educational aspect as well.

First of all, home education and parent-related aspects are related to educational aspect. The modern society can be described to be in a severe state of lacking home education due to parents’ aspirational value, change of family structure, and increase in number of dual-income families. Due to these changes, if juveniles do not receive efficient amount of home education from their parents along with lacking proper household environment, then these juveniles have potential to expose their extremely unstable mentality, desire via SNS.

The linguistic environment of all families inflict substantial influence to children and juveniles’ development. Inappropriate language environment within families can act as a crucial cause to juvenile delinquency and violent behavior, and especially among linguistic environment within the family, if insults were involved during parent-child communication, these experiences can negatively affect juveniles and cause them to commit
cyber verbal abusing. On the other hand, juveniles’ experience of being insulted by their parents can be the major cause of causing juvenile SNS cyber verbal abusing.

Besides this, parental monitoring and juvenile SNS cyber verbal abusing is strongly connected. According to C. Kim and K. Rim[12], one of the major causes of negative factors which affect juvenile deviation is lack of parental monitoring and lack of communication. Like this, parent-related aspects and home education is strongly connected to juveniles’ problematic behaviors.

Also, lack of linguistic education at school along with home education and family-related aspects can also be a cause of calling juvenile SNS cyber verbal abusing.

4.2. Solutions for counteracting to juvenile SNS cyber verbal abusing

This clause will attempt to propose the solution for counteracting to juvenile SNS cyber verbal abusing by approaching this issue through an educational aspect and a social aspect.

4.2.1. Solutions when approaching issue via educational aspect

In order to counteract to juvenile SNS cyber verbal abusing, home education must be properly conducted by parents to juveniles. Parents must conduct home education along with setting an example to juveniles with firm values so that juveniles can develop the emotion of caring and respect.

Along with home education, education regarding proper language must be conducted at school as well based on home education and practical education. For this, there is the need to seek solutions for developing teaching programs targeting juveniles to conduct proper language and cultivate humanistic knowledge. Furthermore, debate sessions for juveniles’ self-reflection of their rhetoric is required so that they can fix their mistakes and apply their new attitude into action. Along with these requirements mentioned above, schools have to conduct language and characteristics education in a more systematic method and endorse juveniles to have a more considerate and cooperative attitude.

4.2.2. Solutions when approaching issue via social aspect

In the social aspect, juvenile SNS cyber verbal abusing must be countered with a full collaboration between social organizations along with related activities. Also, cyber ethics education sessions need to be conducted in collaboration with the government, social organizations, media organizations, and more so on.

For example, the police and related law enforcement agencies need to conduct guidance campaigns for exterminating school verbal violence to multi-cultural family children in collaboration with schools and other related social organizations in a regular basis. Along with collaboration programs, there is the need for juveniles to be warned about juvenile SNS cyber verbal abusing and the legal punishment for related acts. To continue, there are some speculations that there is also the need for social organizations over all fields to collaborate and create programs like proper language sessions so that juveniles can realize the importance of proper conversation themselves and indicate the problems and dangers of cyber verbal abusing.

Besides this, student-to-student or student-to-social organization mentoring sessions for preventing SNS cyber verbal abusing can also be a meaningful solution. Also, schools and social organizations regardless of their field affiliation must collaborate and initiate a basic and regular personality education on a society level.

5. Conclusion

To conclude, this research has classified the cause of juvenile cyber verbal abusing into cause derived from the characteristic of SNS, sociological cause, juvenile’s internal characteristic-related cause, and educational cause. Also, this research also scoped on solutions to juvenile SNS cyber verbal abusing in educational and social aspects.
Juvenile SNS cyber verbal abusing inflicts a critical damage to the victim’s personality, and this can affect not only the victim’s school life, but also incur psychological and physical problems.

Hereupon, there are expectations for this research to be able to contribute in providing guidance to juvenile’s appropriate language culture, and counteracting to juvenile SNS cyber verbal abusing.

6. References

6.1. Journal articles


6.3. Additional references


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