WHAT SCHOOL INSTITUTION CAN LEARN FROM MULTI-PLAYER ONLINE GAMES DEVELOPMENT AND IT CHALLENGE FOR PUPILS

Mohd. Norma Sampoerno[1], Maratun Saadah[2]
[1]UIN Sulthan Thaha Saifuddin Jambi
[2]Universitas Jambi
Email: mohdnormasampoerno@uinjambi.ac.id, maratunsaadah@unja.ac.id

Abstract

This study aims to analyze verbal violence against female adolescents playing multiplayer online games in Jambi City from a sociolinguistic perspective. Communication features in multiplayer online games often involve verbal violence, especially against female players who are considered to have less playing skills than male players. This study is a qualitative phenomenological study with a qualitative approach. Data were obtained through interviews and focus group discussions. Data were analyzed using the NVIVO12 analysis tool. This study shows that patronizing and criticizing behavior is common among FF players, both against male and female players. Verbal violence results in changes in player behavior. Currently, the Jambi City Government does not have a specific instrument to address the problem of verbal violence among adolescents, especially those aged 10 to 14 years.

Keywords: Female Players; Free-fire games; Multiplayers online games.

Abstrak

Penelitian ini bertujuan untuk menganalisis tindak kekerasan verbal pada remaja perempuan pemain game online multiplayer di Kota Jambi dari sudut pandang sosiolinguistik. Fitur komunikasi dalam game online multiplayer sering kali melibatkan kekerasan verbal, terutama terhadap pemain perempuan yang dianggap kurang memiliki kemampuan bermain dibandingkan laki-laki. Penelitian ini merupakan penelitian kualitatif fenomenologi dengan pendekatan kualitatif. Data diperoleh melalui wawancara dan diskusi grup terpumpun. Data dianalisis menggunakan alat analisis NVIVO12. Penelitian ini menunjukkan bahwa perilaku menggurui dan mengkritik banyak terjadi di kalangan pemain FF baik terhadap laki-laki maupun perempuan. Kekerasan verbal mengakibatkan perubahan perilaku pemain. Saat ini, Pemerintah Kota Jambi belum memiliki instrumen khusus untuk mengatasi permasalahan kekerasan verbal di kalangan remaja, khususnya yang berusia 10 hingga 14 tahun.

Kata kunci: Kekerasan Verbal; Pemain Perempuan; Permainan Free Fire.

A. INTRODUCTION

Multi-Player Online Games (MPOG) have become increasingly popular in recent years, providing an engaging social experience for players of all ages, genders, and backgrounds. These games offer players the opportunity to connect with others, collaborate on objectives, and immerse themselves in virtual worlds. The growing popularity of MPOG reflects their ability to bring people together and foster a sense of community among diverse player bases.

MPOG are popular because they provide a sense of competition and challenge. Players strive to outperform opponents in strategy games or sports simulations, pushing themselves to improve and come out on top. MPOG brings together players from various backgrounds who can remain anonymous. This anonymity can lead to a form of communication known as verbal abuse, as described by Nuccitelli(2012). The abuse can be directed towards both team members and opponents, with some instances specifically targeting female players (Cote, 2017; Gray et al., 2017; Holt-Lunstad et al., 2010).

According to recent studies, the prevalence of verbal abuse against female gamers in multiplayer online games is quite high. A 2020 survey found that 79% of female gamers reported experiencing harassment while playing online, with the most common forms being verbal abuse (e.g., insults, threats) and unwanted sexual comments (Lopez-Fernandez et al., 2019; McLean & Griffiths, 2019). Another study revealed that 41% of female gamers have considered quitting online games due to the toxic environment. These statistics highlight the significant impact that verbal abuse can have on female players' engagement and participation in the gaming community(Nexø & Kristiansen, 2023).

The MPOG challenge is expanding, as the game lacks a feature to filter out players who are under the age of 17. It is important to ensure that only players who meet the age requirement are allowed to access these elements. MPOG games typically have an age limit of 17 years old due to the presence of mature content, including blood, violence, sexual themes, and the ability to purchase virtual goods.However, the statistical report does not include data on MPOG users under the age of 17, particularly those of school age.

Multiplayer online games played by students, particularly adolescents, have become a significant area of concern. This vulnerable population is at higher risk of experiencing the detrimental impacts of verbal abuse within these gaming environments(Dr. Sonia George, 2021). The psychological and social development of young female players can be deeply affected by the pervasive toxicity present in these online communities, which may hinder their engagement and participation in these games(Beres et al., 2021). Adolescent female players may be especially vulnerable to the detrimental effects of verbal abuse, as they navigate the complexities of identity formation and social integration during this critical developmental stage.

Recent research on the experiences of female gamers in online multiplayer games has highlighted the prevalence and impact of verbal abuse within this context. Studies have consistently demonstrated that female players are more likely to encounter harassment, hate speech, and unwanted sexual comments while engaging in online gaming(Kavanagh & Brown, 2020).

Research on the detrimental impact of verbal abuse experienced by female students in multiplayer online games is limited and requires deeper exploration. While existing studies have highlighted the prevalence of such abuse(Lopez-Fernandez et al., 2019; Vilasís-Pamos & Pires, 2022), more in-depth investigations are needed to fully understand the nuanced and far-reaching consequences faced by female students(Chapman & Rich, 2018). Further research should examine the specific forms of verbal abuse against female students who play the Free Fire game, under what conditions verbal abuse occurs and what factors drive it and how verbal abuse impacts female players, both from the speaker and the speaker.

By taking the research location in Jambi City, this study will analyze how verbal abuse occurs against female students in Jambi City who play the Free Fire game, under what conditions verbal abuse occurs and what factors drive it and how verbal abuse impacts female players both from the speaker and the speaker. Sexual violence does not only occur physically(Utami, 2020), inappropriate speech can leave a mark and also have an impact on the development and growth of

children, especially adolescent girls. The results of this study can be a policy recommendation for stakeholders to prevent, anticipate and minimize the occurrence of verbal abuse against adolescent girls in Jambi City.

This study begins with a simple idea; the emergence of the online gaming industry is followed by various social and particularly sociolinguistic problems, especially among school-age children. This research can serve as a reference for stakeholders in developing language educational policies to prevent, anticipate, and mitigate the occurrence of these impacts.

B. RESEARCH METHOD

This research is a qualitative phenomenological study that attempts to explore and understand individuals' gaming experiences, especially in terms of how they perceive and make sense of verbal abuse phenomena. A phenomenological study would allow researchers to gain deep insights into the subjective experiences of female players who have encountered verbal abuse in online gaming spaces.

Given that the aim of this study was to find out about the development of people's perceptions and experiences of verbal abuse in online multiplayer games, the method of data collection should allow gamers themselves to talk about their experiences. Therefore, and in order to obtain generalizable results from a large and diverse group that is sufficiently representative of gamers, the method chosen for data collection was an online questionnaire. Questionnaires are a suitable method for collecting large enough data to be generalizable in a short period of time.

The questionnaire in this study consisted of two types of questions: closed-ended questions, with answer choices given to respondents, which allowed researchers to access measurable data, while open-ended questions, where respondents could use their own words, offered more insight into what was being studied. However, the problem with creating a questionnaire that can be answered anonymously and shared online is that there is no way to know or control who is responding to the questionnaire or whether they are being honest.

The questionnaire was created and distributed to the informants through in-depth interviews and Focus Group Discussions. The selection of informants was carried out through purposive sampling aimed at FF player students aged 10-14 years. This study uses qualitative data obtained through interviews and FGDs. The analysis stage begins with data transcripts in the form of interview and FGD results. The transcription process is carried out by dividing based on informants, this is done in order to obtain comprehensive data for each informant. The results of the qualitative data analysis study through N-VIVO.12 were carried out to describe / visualize the conditions of early adolescents who are students in Jambi City regarding their experiences with verbal abuse in FF games.

C. RESEARCH RESULTS AND DISCUSSION

1. Research Results

Studies on understanding verbal in online games have been widely conducted by academics from various scientific backgrounds, such as psychology (Balci & Salah, 2014; Brick et al., 2022; Mao, 2021; Tan & Chen, 2022), computer security and law (Deng & Li, 2021; Jagayat & Choma, 2021; Threadgall & Horsman, 2019), including studies that specifically discuss human behavior in using computers (Festl et al., 2019; Mihan et al., 2015; Rehm, 2008), as well as communication studies researchers (Crouch et al., 2012; Elias-Lambert et al., 2015).

Regardless of the subject of the study, research on verbal abuse starts from the same phenomenon, namely communication between players. Multiplayer games are played by many users connected through communication. During the game, players must coordinate with each other to win the game and the longer the game starts, the more communication is established, not infrequently the tension in the game creates a very emotional situation. So that studies from communication science need to be explored.

This research will be built first by identifying how the forms of verbal harassment that occur in FF games among adolescent students in Jambi City in general. This aims to obtain a comprehensive picture of how the variations of

verbal violence and the extent to which these forms of violence occur refer to the Culpeper pattern of incivility.

The visualization of the project map on NVIVO.12 below shows that insults are the most dominant form of verbal abuse carried out, received and heard by male and female FF players in Jambi City. Furthermore, there are harsh words such as negative expressions, criticism and patronizing behavior. The form of insulting sentences made is aimed at the player's ability to play FF, related to mastery of game strategy. While negative expressions are directed by players to their teammates with low performance to express their annoyance and anger because of the defeat they experienced.
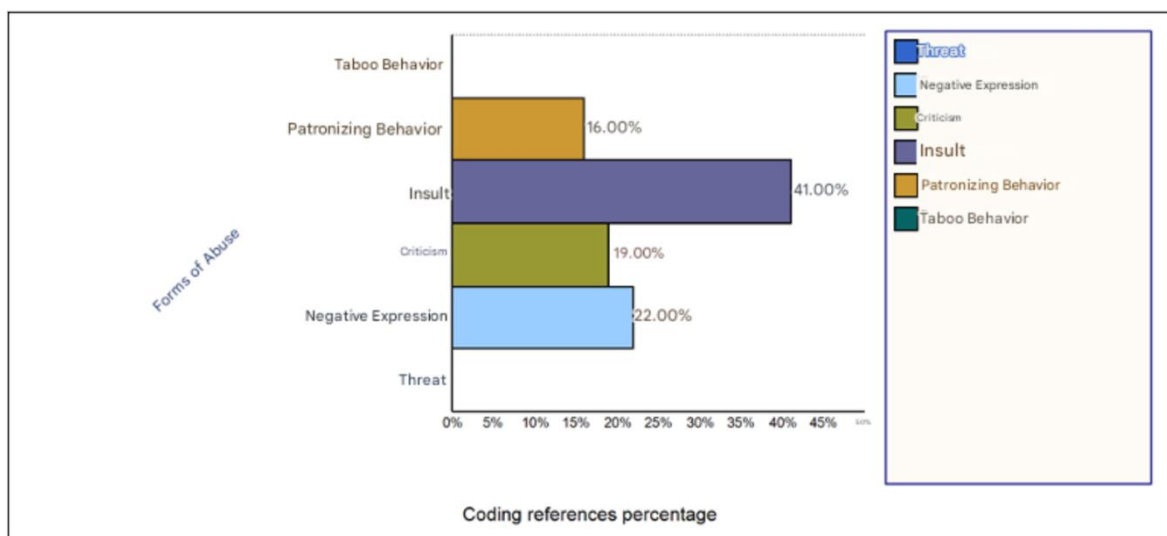

Figure 1. Project map visualization

This project map visualization also shows that there is patronizing behavior and criticism carried out and received by FF players. Both forms of verbal abuse are interconnected because players receive sharp criticism for their poor performance, which is then followed by patronizing attitudes. Sociolinguistics sees this phenomenon as a form of interaction carried out to show the superiority of players to other players in terms of playing ability. The defeat experienced is always charged to players who have lower abilities.

Furthermore, the violence resulted in changes in the players' behavior. Uniquely, this study found that verbal violence not only made players feel angry and hurt by the inappropriate words directed at them. Players also considered that the insults and criticisms were deserved because of their weaknesses in playing.

This normalization in sociolinguistic studies is considered a form of awareness of one's position among social structures.
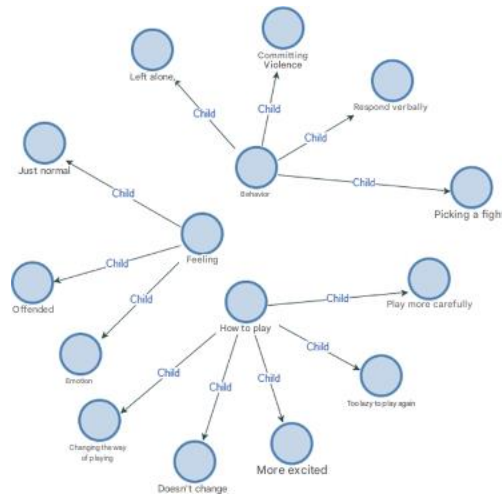
Figure 2. The impact of verbal abuse on adolescents

2. Discussion

Early adolescents are vulnerable to experiencing a crisis of self-confidence, especially for those who grow up in an environment that does not support or even blames, criticizes and insults their mistakes. Dube et al.'s study (2023) shows that in recent years research shows that perpetrators of verbal violence against children are those closest to them, namely parents, mothers and teachers. Currently, with the rise of online games played by adolescents outside school hours, the potential for increasing perpetrators of verbal violence against children is an anonymous actor who is likely the same age as them.

Furthermore, despite experiencing a fatal defeat in a fierce game, no player received or committed verbal violence in the form of taboo behavior and threats as reported by previous studies. Students in Jambi City did not commit acts of verbal violence that were more severe than insults, negative expressions, criticism and patronizing behavior. While taboo behavior and threats did not occur. This is a moment for the Jambi City Government as the implementer of education at the Elementary and Junior High School levels to anticipate the occurrence of more severe forms.

Thus, some of them consider the criticism and insults as positive input. They become more active and enthusiastic in practicing and playing FF to improve their skills and prove that they can be better. This enthusiasm shows that early

adolescents in Jambi City have positive thoughts and are open to criticism. Although some of them do not want to play again with the same person, they still play with other people in general.

However, the recipient of the harsh words tends to want to respond with similar harsh words. Even if they know each other, they want to follow up the dispute into physical interaction, such as fighting one-on-one and challenging them in the real world. This is thought to happen because players who are great and have good performance in playing FF, do not necessarily have the strength and physical ability. Changes in the way humans communicate and interact encourage changes in dominance in communication between them. Teenagers who have a weaker physical figure than others can easily dominate communication in the FF game because of their ability in playing strategy. The connotation of "nerd" or nerd is currently still attached to teenagers who are quiet and busy filling their time on their gadgets, it is not surprising when they become skilled FF players.

This study also found that verbal abuse occurred in the form of patronizing behavior and criticism carried out and received by FF players. Furthermore, these forms of verbal abuse are interconnected because the players receive sharp criticism for their poor performance, which is then followed by a patronizing attitude. Sociolinguistics sees this phenomenon as a form of interaction carried out to show the superiority of players to other players in terms of playing ability. The defeats experienced are always to players who have lower abilities. This violence results in changes in player behavior. Uniquely, this study found that verbal abuse not only makes players feel angry and hurt because they are burdened with inappropriate words directed at them. Players also consider that the insults and criticisms are deserved because of their weaknesses in playing. The normalization of harsh words among teenagers is dangerous for the continuity of politeness in speaking for the younger generation.

The problem of verbal abuse among teenagers, especially those aged 10-14 years. In community pediatrics, this age is an early stage of transition from childhood to adulthood. During this period, children will experience significant changes including physical, cognitive, emotional, social and how they interact with

the world. This condition, if not anticipated, will result in disruption to child growth. So, the government needs to intervene in the form of educational policies.

The Jambi City Government until this analysis was conducted did not have a special instrument to target the problem of verbal abuse among adolescents, especially those aged 10-14 years. In community pediatrics, this age is an early stage of transition from children to adults. During this period, children will experience significant changes including physical, cognitive, emotional, social and how they interact with the world. This condition, if not anticipated, will result in disruption to child growth. So, the government needs to intervene in the form of educational policies, especially through the curriculum.

D. CONCLUSION

Based on the results of the study, it is known that insults in the form of verbal abuse are the most dominant ones carried out, received and heard by FF players in Jambi City, both male and female. Furthermore, there are harsh words such as negative expressions, criticism and patronizing behavior. The form of insulting sentences made is aimed at the player's ability to play FF, related to mastery of game strategies.

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