

Cyberbullying And It's Trauma Among Mobile Legend Gamers In Kendari (Trauma Discourse Analysis)

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Abstract

The purpose of this study is to describe the trauma experienced by Kendari Mobile Legends players due to cyberbullying. The research employs the trauma discourse theory proposed by Indradjadja and Zaumseil. This study's data was collected through interviews with Kendari Mobile Legends players conducted by researchers. In an interview with eight gamers who played the Mobile Legends game, queries pertaining to bullying and its traumatic effects were posed. This investigation employed a qualitative-descriptive approach. In the meantime, the data analysis technique involves presenting, describing, interpreting, and concluding the data. The results revealed that the gamers exhibit trauma symptoms, as indicated by their responses. Among the symptoms of trauma they experienced were a sense of shock and disillusionment as a result of the inappropriate remarks they heard during a game. The other symptoms are dread and concern that they will be subjected to additional cyberbullying. As a sign of their inability to embrace it, gamers frequently reflect on the cyberbullying incident and its origins. Consequently, they become more readily offended, irritable, and whiny. In the meantime, their commonplace feelings of safety and security transform into inner turmoil and hopelessness, revealing their reluctance to exist or live. Based on the results of the analysis, it can be concluded that, as a consequence of cyberbullying, Mobile Legend players in Kendari experienced all symptoms of trauma.

Keywords: cyberbullying, gamers, mobile legend, trauma discourse

1. Introduction

It is currently impossible to separate the internet from our daily existence. People can obtain a wealth of information, knowledge, and entertainment via the internet. Through the internet, individuals amuse themselves with many kinds of activities, and one of them is playing games. This online game seems to be the most popular type of game among adults, teenagers, and even young children who are still developing mentally (Al Fuad & Helminstah, 2017). Different from conventional games, online games offer several advantages, such as portability (mobility), accessibility (generality), and simplicity (Jeong & Kim, 2009). Besides, with the rise in popularity of mobile devices, mobile game development has been swift, and mobile gaming participation has increased. Moreover, its distribution is becoming more and more dependent on social media (Xie, 2018).

Among mobile games, Mobile Legend is the most popular game (Atmoko & Ellyawati, 2021). It is categorized as an online multiplayer battle arena (MOBA). In Indonesia, this game has successfully attracted netizen attention to play because of the features provided in the game, such as its avatar, message, and buying and selling of online characters in one application (Mawalia, 2020). It is played by 5–10 players in one game. As a team sport, it requires excellent cooperation and coordination between teammates. Communication plays a crucial role in achieving the objective of winning the game (Spyridonis et al., 2018). It is expected that team members can effectively communicate, make new acquaintances, and socialise across international borders.

Occasionally, however, an issue arises during the game because a team member is insufficiently qualified, mishandles buffs, performs poorly, or does not assist teammates. These circumstances led to the loss of the contests. In conclusion, to communicate the disappointment, cyberbullying exists. The perpetrators use the conversation box to make impolite and humiliating comments to other team members (Notar et al., 2013).

1.1 Theoretical Framework

A. Cyberbullying in Social Media

The growth of interaction on social media can lead to negative effects such as intimidation. This phenomenon occurred massively, particularly among young people (Nurfarhanah et al., 2019). Cyberbullying is the repeated and deliberate use of technology to harass, harm, degrade, or intimidate another individual. (Mitsu & Dawood, 2022) Cyberbullying creates a situation in which victims receive constant negative messaging via the internet and social media from bullies (Stepanian, 2019 ; Indrayani & Johansari, 2019). It occurs via digital technologies such as mobile phones, laptops, and tablets. It also occurs via text and applications, as well as online in social media, forums, and gaming platforms where individuals can view, interact with, or exchange content. Cyberbullying is the sending, uploading, or dissemination of unfavourable, harmful, or malevolent content about another person. It can involve disclosing sensitive or private information about another person, which could result in their humiliation or disgrace. (Mitsu & Dawood, 2022)

Cyberbullying in the *Mobile Legends* game typically involves the use of verbal abuse, regardless of whether it is related to the gamers' aptitude or not (Rini, 2023). Cyberbullying through verbal abuse related to a player's talent can take the form of inappropriate language, such as the use of animal names, insulting parents, or direct insults such as stupid or idiot. Some gamers who experience cyberbullying view it as a normal aspect of gaming (Arrasyid, 2020). In certain instances, those who do not embrace it will experience trauma.

B. Trauma Discourse Analysis

In general, trauma is a psychological tension resulting from unfortunate events or experiences. Trauma is an emotional reaction to tragedies such as natural disasters, traffic accidents, abduction, violence, and abuse (Pratama, 2023). A person who has experienced trauma will be tormented by feelings, memories, and anxiety associated with the traumatic occurrences. Trauma is the sensation you have when you are experiencing disappointment and sadness. Trauma is also used to describe situations in which a person is shocked by a voice or other concept that reminds them of a traumatic event. Typically, the concepts associated with trauma explanations revolve around anxiety, shock, terror, memorials, and images associated with these emotions. In translating the concept of trauma and delineating extreme suffering, fear-related intrusive memory is a crucial element. (Andermahr, 2016)

"Trauma discourse" is when the linguistic mechanism exposes an evaluation of the speaker's traumatic experience. The objective of this concept is to identify the discourse mechanisms that speakers employ when relating traumatic experiences and to determine the role that specific language elements may play in the construction of trauma discourse. (Matei, 2013)

There are numerous trauma symptoms that individuals experience (Zaumseil & Indradjaja, 2014)

1. Description of Horrific Occurrences

Someone is expected to experience this form of trauma after experiencing an unforgettable, extreme situation. Unexpectedly, their daily life of security transforms into insecurity, inner restlessness, and fear of life, while others describe themselves as being in a weak, disoriented state of mind and express a wide range of fear-related emotions, including shock, fear, and intense horror.

2. Failure to Recover as Excruciating Suffering

Among the symptoms of this trauma are: (1) an extended period of illness; (2) the individual's mind is not at ease and has begun to wander; and (3) hesitance and sentiments of no longer wanting to exist or live. On the other hand, some individuals experienced anguish and dread due to hidden family tensions.

3. Extreme Suffering and Lack of Motivation as a Discourse on Total Suffering

The patients of this trauma were no longer able to ignore the painful and terrifying events that they had experienced. As a result of losing everything, the agony was described as total misery. Due to their intense psychological duress, they have been completely unmotivated for months. They had no will or desire to survive. Despite discussing a number of narratives of suffering in interviews, they were also traumatised.

4. Weeping Sickness as a Discussion of Extreme Suffering

This symptom was described by the patient as a sobbing illness. They described the psychology as confused and the mental state as compromised and feeble since that time. On the other hand, they also struggle to control their emotions, exhibiting "weeping spells." Another individual characterised her emotions as heart-trembling and unsettling, followed by memories of catastrophic events. They sensed an inner instability that caused them to cry at the slightest provocation.

5. Reasonable Fear and Concern as Trauma-Related Discourse

People with this syndrome used the term trauma to refer to both intense distress and a reasonable fear or concern and caution or risk. Their own trauma is defined as a sensation of persistent anxiety regarding the possibility of tomorrow. They used trauma terminology to refer to their fear that the incident would still occur, which is trauma-related emotions.

Several scholars have conducted research on *Mobile Legend* cyberbullying (Arrasyid, 2020), (Rini, 2023), trauma discourse (Stepanian, 2019), and (Matei, 2013). These studies are qualitative and descriptive and support the current study. In contrast to previous research, this study attempts to identify the symptoms of trauma experienced by

Mobile Legend gamers due to cyberbullying. Eight gamers as informants (later to be initialled A, B, C, D, E, F, G, and H, respectively) choose to answer the cyberbullying question on purpose.

2. Method

The study applied descriptive qualitative research as defined by Hancock (2009), which tries to explain social phenomena in which the data is in words and contains the traumatic condition experienced by eight Mobile Legend gamers in Kendari. The gamers were asked several questions related to their feelings after getting bullied. Then their answers were analysed as follows:

Presenting the data, the researcher presented data that collected from the result of interviews with Mobile Legend gamers in Kendari:

1. Describing the data, the researcher explained the context of the situation used on the topic and the interactions in which trauma discourse described.
2. Interpreting the data, the researcher tries to interpret the data based on the theory of trauma discourse on the aspects of symptoms
3. Concluding the data.

3. Findings and Discussion

Trauma Discourse among Mobile Legend Gamers in Kendari

Eight Mobile Legend players from the UHO E-Sport community in Kendari were questioned about cyberbullying and its trauma. The results of the interview are listed below.

Question number one : Since when have you been playing the mobile game Mobile Legend online?

In response to the question, three informants stated that they have been playing Mobile Legend for five years, three for four years, and the remaining for one year. The length of time influences the lightness or severity of the anguish caused by cyberbullying. The more time the gamers spent their in playing the online games, the tendency of getting bullying from other gamers is also high. (Hidayati et.al, 2022)

Question number two: Describe a negative incident you encountered while playing Mobile Legend.

All respondents experienced cyberbullying as a negative event. Some of them answered that they lost because the member of the team " has less cohesion team building". This situation occurs because there is a skill gap between game players so that the chance of winning the match becomes smaller. Ideally, game player members should be more solid because when members of the team play a collaborative video game, they need to have cooperation and challenging goals while they enjoy the game (Keith et al., 2018)

Question number three : One of the disagreeable incidents is cyberbullying; could you give an example and describe the type of cyberbullying you have encountered?

Three informants (A,B, and G) report experiencing cyberbullying in the form of "hurtful and rude words" during the game via the chat box and after the game via the column photo remarks. According to A and B, the cyberbullying took the form of an order to cease playing games: "don't play games," and "if you don't know how to play games, don't play." Then, Informats A,B,D, and H were also tormented by being given animal names, such as "dog" and "pig." In the meantime, the other informants were subjected to cyberbullying in the form of insulting terms against their ability to think, such as "stupid, foolish, idiotic, and brainless." The other type of bullying they experienced consisted of parents-related insults, such as "I hope your mother dies tomorrow," "This is orphans," "illegitimate children," and "is your mother a whore?"

The aforementioned data indicates that there are four types of cyberbullying that are commonly experienced by informants: (1) harsh or hurtful words; (2) orders to stop playing Mobile Legend games; (3) naming animals; (4) criticising cognitive abilities; and (5) insults involving parents. Overall, the informants reported experiencing more than one type of cyberbullying and tended to experience almost all types. Those bullying in form of swear words appeared as as result emotional impact on the gamers when they are angry or depressed because of many of them have a tendency to curse or use profanity language (Fandi & Mardijono, 2022)

Question number four : How did you react to cyberbullying in Mobile Legend? Did you fight back, or did you simply remain silent?

In response to this question, informants (D and E) stated that they did not fight back and simply remained silent. On the other hand, informants B,E, and F claimed that they fought back, but their resistance was ineffective, so they remained silent and let it happen.

According to the trauma discourse theory of Indradjaja and Zaumseil, one of the symptoms of trauma is the description of oneself as weak or helpless.(Zaumseil & Indradjaja, 2014) The data above shows that there are two informants who do not fight at all and simply accept bullying. This indicates that they experience one of the symptoms of trauma, namely weakness or helplessness. (Zaumseil & Indradjaja, 2014). In line with statement, Cao & Lin (2015) argue that the victim of cyberbullying tend to show antisocial as their respond to the bullying particularly for the male gamers. Moreover, as a victim, they prefer to suffer silently and reluctant to complain to others (Susan et.al, 2011)

Question number five : Do you feel normal during or after experiencing cyberbullying in Mobile Legend, or is there a sense of shock or something else? If so, please describe this shock and other emotions.

From question number 5, there were six informants (A,B,D,E,F and G) respond the question by saying that they felt a feeling of shock. They were surprised at the harsh words, inappropriate words, and unkind prayers they received were only because of a game. On the other hand, informant E also explained that no one has ever done cyberbullying as bad as Mobile Legend. A and G were feeling of shock because they felt they had played well but were still being bullied. In addition to feelings of shock, there were feelings of emotion or anger, sadness, hurt feeling of tired represented by the sentence "feeling don't want to play anymore." by informant C. Those feeling is categorized as one of symptom contained in the Trauma Discourse theory of Indradjaja and Zaumseil.

The data above shows that six informants experienced symptoms of trauma and feelings of shock. In addition to the feeling of shock, there are other feelings besides the feeling of shock found in the data, with the second highest order after the feeling of shock and the feelings of emotion or anger experienced by 3 informants, followed by feelings of sadness or hurt experienced by 2 informants, and feelings deterred from playing again by 1 informant. This shows that in addition to being surprised, the dominant feelings are emotional or angry feelings experienced by the informants when experiencing unpleasant events, namely bullying in games or cyberbullying.

Question number six: Do you feel anxious while playing or after playing Mobile Legend? If so, please describe this sensation and the reason behind it.

There are six informants (A,B,C,D,G,and H) who respond to this question. The following worries are reflected in their responses: afraid to get the team to talk about being rude again, afraid of being bullied again, afraid of meeting a toxic team again, anxious when wanting to play again, thinking about bad words received, afraid of playing with friends for fear of being bullied again, and afraid of being insulted again in class.

Based on this symptom, namely worries, trauma is described as a feeling that spreads worry based on the risk of future threats (Zaumseil & Indradjaja, 2014). In the data above, six out of eight informants felt or experienced symptoms of trauma, where they felt worried that they would experience the events they feared would happen again.

Question number seven : If you feel apprehensive while playing Mobile Legend or after playing, please explain why?

Four informants felt uneasy due to cyberbullying, as indicated by their responses "for fear of getting harsh words again" (informant H), "thinking about what scolding will be received" (informant B), "fear of meeting the toxic team" (informant D), and "afraid that someone will suddenly say harsh words or bullying with the intention of hurting" (informant A). In addition, Informant C felt apprehensive and used Mobile Legend as thought-provoking material. Informant 5 feels uneasy when playing with peers who are afraid of disappointing their friends. The final response from informant G was that he felt not only uneasy but also so nervous that he was frightened of losing.

According to informants' descriptions of the event, there appeared to be no distinction between the event's characteristics and their subjective reaction to it.(Zaumseil & Indradjaja, 2014) The experience was fundamental to the setting. In the face of an extreme circumstance, they united as one organism. After cyberbullying, the gamers' world changes abruptly and significantly, and their normal feelings of safety and security are replaced by unexpected unease. This is contrary to their hopes of finding pleasure in Mobile Legend, but the transformation creates a fear of playing among the players.

Question number eight : If you experience intense fear during or after experiencing cyberbullying in Mobile Legend, please provide an explanation.

In response to question number eight, informants (A, B, D, and H) concur. They feared being harassed again because it hindered their ability to think strategically during games. They were also afraid of being insulted or reprimanded, so they turned off the chat and mic features and deleted photos on Mobile Legend to avoid being criticised again. They were also afraid of being reprimanded by more skilled peers, so they prefer to play alone. In contrast, informant 3 stated that he did not experience terror, but that the effects of cyberbullying caused him to lose interest in Mobile Legend and she became more cautious. In the meantime, informant E responded that the dread he felt was not too intense, while informant F did not experience fear.

Five out of eight informants exhibited or experienced trauma symptoms, which include intense anxiety. (Zaumseil & Indradjaja, 2014) However, two other informants experienced fear, but not intense terror. Where Informant 5 stated that her fear was not acute, Informant C responded with the word "caution," which is synonymous with alert. The word "caution" implies that the informant indirectly feels dread and no longer wishes to experience the effects of cyberbullying. In addition, the informant attempts to distance himself from Mobile Legend by using the phrase "less interested in Mobile Legend." Last is the response of Informant E, who also experiences dread, although it is less intense.

Question number nine : Do you experience profound disappointment during or after experiencing cyberbullying in Mobile Legend? If so, please explain how and why you feel this way.

There are five informants who are dissatisfied with cyberbullying because cyberbullying perpetrators have the courage to bully with harsh words just because of a game (A), because it can damage a person's mental health (F), because games are a way for them to relieve stress instead of adding to it (C), and because they are not good at games (G). A and B, on the other hand, responded that they experienced a profound sense of disappointment due to abuse in the game itself.

Trauma refers to feelings of dissatisfaction brought on by irreparable or irreparable losses that cannot be repaired or restored as before. (Zaumseil & Indradjaja, 2014) In addition, Indradjaja and Zaumseil identify two categories of disappointment as trauma symptoms: disappointment and deep disappointment. According to the data presented above,

there are five informants who experienced trauma symptoms, two of whom experienced trauma symptoms with profound disappointment.

Question number ten: Do you find it difficult to maintain emotional control after experiencing cyberbullying in Mobile Legend? Like being more petulant and sensitive to slights? If so, can you elucidate how and why this occurred?

Six of the eight respondents (A, B, C, D, G, and H) agreed with the tenth query. She was weeping and deleted the game because she couldn't take it anymore (informants H), as one example of the difficulty of controlling emotions, as described by numerous informants. C and D share a similar sentiment, which they describe as having caused them to lose interest in playing and cease playing because it was difficult to control their emotions. On the other hand, three informants (A, B, and G) who experienced cyberbullying and felt readily offended.

According to the data presented above, six out of eight respondents find it challenging to control their emotions. Three of the informants are sensitive to slights. The sensation of being offended arises when someone makes a joke about them, when they are praised, or when they are laughed at. On the other hand, B's ability to weep increased. The inability to control these emotions induces easy weeping or crying. This whine has its own characteristics, namely crying at the slightest provocation (Zaumseil & Indradjaja, 2014) as demonstrated by B, who sobs simply out of fear of losing the game. Six out of eight respondents found it difficult to regulate their emotions after experiencing cyberbullying, while two said they were able to do so. In some cases, there is a tendency of increasing levels of bullying overtime when teenagers experience difficulties of controlling their emotions (Kellerman et al., 2013).

Question number eleven : After experiencing cyberbullying in Mobile Legend, what is on your mind? Do you feel like your mind is unpleasant and scattered?

Five informants (A,B,C,D, and G) provide identical responses. They claim that experiencing cyberbullying in the game causes them to continually reflect on it and feel uneasy. I was so confused. I was so angry that I wanted to reprimand them and even strike them. I cannot stop considering it (B). E and F, on the other hand, considered methods to eliminate and stop cyberbullying behaviour and toxic players.

According to the data presented above, five out of eight respondents continue to consider and feel uneasy about cyberbullying. In this case, all five informants experience trauma symptoms, including disorganised thoughts and discomfort, which are included in the concept of not recovering (Indradjaja & Zaumseil, 2013, p. 273) On the other hand, disorganised thoughts are trauma symptoms. It refers to something that is difficult to describe because it contains multiple meanings or emotions. This indicates that the informant who used the word "confused" finds it difficult to articulate her emotions, which is why she employs the term.

Question number twelve : After experiencing cyberbullying in Mobile Legend, do you feel despondent or still enthusiastic about life? Please explain why.

Five informants (A, B, D, and G) reported that it was true that they felt hopeless and lost their enthusiasm because they viewed games as a source of amusement when they were tired and lonely, but that the contrary occurred: "I am very depressed after receiving such cruel treatment in the game. On the other hand, the statement of hopelessness caused by cyberbullying led to suicidal thoughts, as stated by informant 7: "Yes, because of the bullying, I thought I wanted to kill myself because there was no good entertainment anymore" In the meantime, despite enduring cyberbullying, E and F maintain a positive outlook on life.

The data indicates that five out of eight informants feel hopeless and lose their enthusiasm due to their expectations or hopes for cyberbullying, where they hope to distract themselves from real-world problems by playing games, namely Mobile Legend, but on the contrary, the existence of cyberbullying in Mobile Legend adds to the informants' problems and burdens. This describes the despair of the informants as a complete loss of motivation (Zaumseil & Indradjaja, 2014), where both in the actual world and in the game world, they do not receive the expected entertainment. According to B, the informants endure greatly because they no longer have a secure location. In addition, in the data presented above, G's despair was conveyed in his answers by describing the loss or absence of all his motivation, to the point where he felt compelled to end his life. In this instance, the informant felt or experienced trauma symptoms, including loss of motivation. On the other hand, two male informants who had experienced cyberbullying reported that they were still enthusiastic about life. This data suggests that male informants either tend to conceal their emotions or find it challenging to feel traumatised.

Question number thirteen: After experiencing cyberbullying, do you fear playing Mobile Legend again?

Five respondents (A,B,C,F, and G) responded that they were afraid to play again due to their fear of meeting people who are good at playing and being called a burden again, their fear of meeting toxic people, their fear of playing with friends or other people, and their fear of playing in a high rank due to the prevalence of bullying. Two other informants (D and E) disagreed with the statement. In contrast, informant C stated that she is not afraid, but simply wishes to avoid the game. The data above indicates that five out of eight informants experienced anxiety trauma symptoms. Fear is a symptom of trauma because, in general, informants frequently mentioned the word fear in relation to trauma. (Zaumseil & Indradjaja, 2014 :269). Where they fear meeting people who are good at playing because they will be labelled a burden, where they fear meeting toxic people, who in this instance are cyberbullying actors, and where they fear playing at a high rank because at a high rank cyberbullying occurs frequently. In order to avoid cyberbullying, informant 2 must participate on an account with a low level or rank due to the impact of this fear. In addition to his

previous response that he is not fearful and simply wishes to avoid this game, C wishes to demonstrate that he is not afraid of cyberbullying but still wishes to avoid cyberbullying itself. This is evidenced by his response that he wishes to avoid the Mobile Legend game, i.e., all aspects of cyberbullying, Mobile Legend being a device or location whose communication features facilitate cyberbullying. If informant E avoids everything related to cyberbullying, this indicates that he or she has been traumatised by cyberbullying in Mobile Legend. According to these data, the gamers do avoidance in which avoidance is categorized as one of symptom of trauma (Pineles et al., 2011) The following is an overview of the trauma symptoms experienced by gamers.

Table 1. Symptoms Of Trauma Experienced By Gamers

Informants	Symptoms								
	Inner Unrest	Weak/ Helpless	Shock/ Stunned	Worry	Intense Fear	Hesitation About Want Exist	Uncomfortable Mind	Disappointment	Difficult to Control feelings
A	✓		✓	✓	✓	✓	✓	✓	✓
B	✓		✓	✓	✓	✓	✓	✓	✓
C	✓	✓		✓		✓	✓	✓	
D	✓	✓	✓	✓	✓	✓	✓	✓	✓
E	✓	✓	✓	✓	✓		✓	✓	
F		✓	✓	✓			✓	✓	
G	✓		✓	✓	✓	✓	✓	✓	✓
H	✓			✓	✓	✓	✓	✓	✓

4. Conclusion

Mobile Legend players experience traumatic discourse due to cyberbullying. Those who have played the game for an extended period of time feel more traumatised than those who have not. The type of bullying that has the greatest impact on informants is bullying that involves the use of derogatory language and the victim's parents. According to the trauma discourse theory of Indradjaja and Zaumseil (2013), the symptoms experienced by gamers are inner unease, weakness/helplessness, shock/stunnedness, fear, reluctance to exist or live, an uncomfortable mind, disappointment, and difficult to control emotions. The first symptom is the dread experienced by gamers who fear receiving harsh words or insults in the future. The second symptom is exemplified by the fact that victims of bullying or cyberbullying do not retaliate and instead remain mute. The third symptom is their astonishment at the perpetrators of cyberbullying, who have the guts to harass for the sake of a game. The fourth symptom is represented by the gamers' fear of competing against a qualified team. They fear being tormented and being regarded as a burden. In addition, they fear competing at a high rank or level because of the prevalence of bullying. In order to avoid abuse or cyberbullying, they must create a new account with a low level and prefer to play alone. The fifth symptom is characterised by desperate actions, such as a lack of motivation to live and suicidal thoughts. They believe they do not have access to a secure and entertaining environment. The sixth symptom is represented by their actions of continuing to consider cyberbullying and how to eliminate noxious individuals or cyberbullying perpetrators. The seventh symptom is illustrated by the fact that cyberbullying perpetrators are disappointing and difficult to control. The players find it difficult to conceal their sorrow, which manifests as whining, sensitivity, and anger.

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