



Narrative Inquiry: Capturing the Experiences of Cyber Sexual Harassment on Telegram Media

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Abstract. *The Task Force for the Prevention and Handling of Sexual Violence (PPKS) at the University is the implementation of Minister of Education and Culture Regulation No. 30/2021. The PPKS Task Force has identified a significant increase in reports of sexual violence cases that have occurred in the campus environment over the past two years, particularly in the online realm through telegram media. The objective of this narrative inquiry research is to use the story of participant's experience to understand the patterns of the emergence of sexual harassment in victim's experiences. The research respondents were two individuals who were victims and reporters of sexual violence in the PPKS Task Force in 2024. This research was conducted in April 2024. The results indicated that Telegram could become as application media which is used by the perpetrator to approach the victim. Telegram provides the option of self-destruct features, chatbots, and the ability to hide phone numbers, which are not available in other chat media applications such as WhatsApp. These features are used by the perpetrator to approach the victim, adversely affecting the victim's ability to ascertain the perpetrator's identity when experiencing sexual violence. The circulation of sexually explicit images to those of a more explicit nature is used to intimidate victims. The psychological impact of such actions is inevitable. It is evident that there is a necessity for the implementation of comprehensive sexual violence prevention education and a greater focus on the perils of cyber-sexual harassment, particularly in relation to the utilization of Telegram features.*

Keywords: *Sexual Harassment, Cyber Sexual Harassment, Telegram, Media, Narrative Inquiry*

1. Introduction

The World Health Organization (WHO) defines sexual harassment as 'any unwelcome sexual advance, unwelcome request for sexual favours, verbal or physical act or gesture of a sexual nature, or other behaviour of a sexual nature that can reasonably be expected or perceived to cause offence, humiliation or intimidation to the person[1]. Now, sexual harassment does not only happen in physical space, but also in cyberspace such as social media. The advancement of the internet and social media has created a new environment for sexual harassment[2][3]. In addition, social networks are crucial for supporting to create a social support system and forming a social and sexual identity [4]

The speed of development of digital platforms and tools, as well as the emergence of new ways to share personal information in various forms, makes it difficult to summarise in one theoretical definition what online sexual harassment entails [5]. Numerous behaviours fall under the category of online sexual harassment, including demands for sex, image-based harassment, compulsion for sexual purposes, and hate speech [6]. Sexual harassment has a high prevalence among young people, especially cyber harassment, and workplace harassment, and it is important to realise that young women are more likely to experience harassment, even more so if they do not have a partner or are of LGBT orientation [7]

Some of the reasons teenagers utilize social media are to engage in sexual kinds of self-introduction, express themselves creatively, and improve their peer status [8][9]. During lockdown, sexual harassment has moved from public spaces to social networks [7]. One of example, stalking, a repeated pattern of unwanted and unwarranted harassing behaviour directed by one person in a way that causes fear, anxiety or distress: obscene, threatening, annoying or silent phone calls, being followed or spied on, receiving inappropriate proposals on the internet or social networks[10] Regarding mental health effects and sexual violence experiences are associated with suicidal thoughts and suicide attempts, anxiety, depression, post-traumatic stress disorder, low self-esteem, and antisocial behaviour [11][12]

Telegram is one of the media used by teenagers because it can be used anonymously, makes aggressive behaviors easier to adopt. This is because not only a false sense of privacy anonymity, but also no temporal and/or geographical boundaries and communication occurs indirectly, making it easier to establish relationships, especially with strangers [13] Then, young people can share sexual information as a way to explore sexual identity is an ever-present habit - for example through direct conversation; it is a normative behavior, which enables the development of sexual expression [14]

The impact of the development of social media that provides space for sexual harassment, especially for teenagers, the author wants to conduct a narrative investigation related to how sexual harassment occurs through Telegram. By capturing experiential reflections from each individual's story, this research helps to better understand the phenomenon of cyber sexual harassment. Especially, the harassment that occurs in Indonesia, considering that Indonesia is a fairly high social media user. There are 139 million social media user identities in Indonesia as of January 2024 or equivalent to 49.9% of the total national population [15]

2. Literature Review

The U.S. Equal Employment Opportunity Commission (EEOC) defines sexual harassment as "unwelcome sexual advances, requests for sexual favours, and other verbal or physical conduct of a sexual nature constitutes sexual harassment when submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment; submission to or rejection of such conduct by an individual is used as the basis for employment decisions affecting such individual; or such conduct has the purpose or effect of unreasonably interfering with an individual's work performance by creating an intimidating hostile or sexually offensive work environment." Sexual exploitation and abuse occur against a beneficiary or member of the community. Sexual harassment occurs between personnel/staff and involves any unwelcome sexual advance or unwanted verbal or physical conduct of a sexual nature. Both sexual exploitation and abuse and sexual harassment are human rights violations based on gender discrimination, intersecting with all forms of social inequalities; both expressions of, and contributors to, structural power inequalities.

Cyber-sexual harassment can be simply defined as "sexual harassment that primarily occurs over the internet". It is an act of violence that mainly targets females. Online sexual harassment can occur through different mediums; chat rooms, social network sites, messaging, e-mails, advertising, automatic linking or spams. Most of sexual harassment acts takes one of these forms; 1) gender harassment (verbal or graphic) in which harasser use gender-humiliating comments or sexual remarks or images, 2) online sexual attention using direct personal communication to convey sex-related messages, 3) sexual coercion through pressuring the victims to obtain sexual cooperation[16], [17]. Unfortunately, online sexual harassment cannot be tracked easily since the perpetrators in many cases is anonymous. In addition, although sexual harassment is a social phenomenon that can occur anywhere during daily communication, the online virtual harassment made the victims accessible wherever they go and at any time[18], [19]

3. Methodology

Study Design And Context

The main focus of this research is to collect narrative inquiry data on a small scale through the experiences of a small number cyber-sexual harassment victims[20]. This research explores how people frame, remember and communicate their experiences in narrative form[21]. Based on these aims, narrative inquiry design is appropriate as it can capture the experiential reflections of each individual's story[22]. Then, it helps better understand the phenomenon of cyber-sexual harassment from victim's story[23]. The results can be co-constructed with knowledge to find the meaning behind participants' stories[24]. This research was conducted in June 2024.

Narrative Inquiry

In the social sciences, narrative inquiry is a research method with a long history[25][26], [27]. In fact, the term of narrative inquiry was first used by Connelly and Clandinin in 1990. They added narrative as a research method[28]. Narrative inquiry captures knowledge that has been built up through social relationships, time and place, with a person as the source[29]. This condition of a person includes the feelings, the expectations, the reactions in the environment[28]. In addition, narrative inquiry is a qualitative research method. It involves understanding people's experiences across dimensions of time and place[29]. Essentially, narrative inquiry follows two paradigms: interpretive and critical. It explores how people construct meaning from their experiences in social contexts, emphasising a dialectical stance between researchers and participants to gain deep insights[30].

Participant

Participants who reported incidents of cyber-sexual harassment to the PPKS Task Force in 2024 were purposively selected to participate in this narrative research. In the selection process, the researcher prioritised their eligibility to participate in this research. They had to be someone who had previously experienced cyber-sexual harassment, particularly in 2024 (January-May). This is very essential as the purpose of this study is to explore the experience of cyber-sexual harassment from the victim's perspective. This is because it could be traumatic or uncomfortable for the victim. The selection of participants is also based on the counselling process that the victim has gone through, so that the victim has gone through a psychological recovery process or in the sense that the victim is a survivor.

Furthermore, the selection of participants is, of course, based on their willingness to participate. Only those who consented were included in this research. All two participants, Joni and Juju, are pseudonyms in this study. Joni, a male student in his mid-20s at a university. The other participant, Juju, is a postgraduate student in her mid-20s. The research has been authorised by the Ethics Committee of the State University of Malang with No.19.07.2/UN32.14.2.8/LT/2024.

Narrative Tool

The researchers used in-depth narrative interviews to obtain stories about the experience of cyber-sexual harassment from the victim's perspective. This interview focuses on the victim's experience from the beginning of getting to know the perpetrator, through the experience of the cyber-sexual harassment event, to the victim's response in dealing with the event. This interview emphasised the comfort of the participants so that they could tell their stories freely and openly using their own language. In addition, the form of the interview was different for each participant; Joni conducted face-to-face interviews, while Juju was more comfortable conducting interviews through online media.

Each interview lasted between 15 and 20 minutes. During these interviews I tried to minimise my personal reactions so as not to influence the story. The interviews were also conducted with the agreement that the interviews would be recorded using a digital voice

recorder. In addition, the researcher took brief notes to help understand the context of the participants' stories[31]. Once the data had been collected, I began the narrative analysis by carefully transcribing the interviews and reading the transcripts several times. During process of retelling the stories obtained from the participants, the researcher began to make connections between place and time in order to find the meaning behind the stories of the participants. Then, the researcher used a cross-case analysis technique, which aims to organise the complexity of the stories into themes and sub-themes in order to find similarities and differences between the stories[32]. The findings were then linked to related research literature.

4. Discussion And Findings

FINDINGS

The Told Stories

In this section the researcher retells the participant's narrative of the experience of cyber-sexual harassment. The narrative includes experiences from the beginning of getting to know the perpetrator, the flow of communication between the participant and the perpetrator to the event of cyber-sexual harassment.

Juju's Story: Initial Communication with Perpetrator

Juju, met someone via telegram in February 2024. The account that contacted Juju claimed to be a student at a private university majoring in the Faculty of Medicine in Malang. Juju, set the settings on her telegram account to privacy so that her name and mobile phone contact number could not be seen by other telegram users. She received her first message via telegram from the perpetrator, who addressed Juju by her nickname. This telegram user introduced himself as a man named Wildan. With the name of the greeting conveyed by the perpetrator, Juju felt familiar and assumed Wildan was a friend from high school or a college friend. The perpetrator also started a conversation with Juju about daily activities and asked about scholarships. Juju replied that she was one of the recipients of a scholarship from the Ministry of Education and Culture.

"I thought he was an old friend from school or college. Hmm...it's because he knew my nickname, so I also responded to his message on the telegram..."

Cyber-Sexual Experiences on Telegram

The conversation became more specific, such as asking for a photo. The perpetrator asked Juju to send him a post a picture (PAP) photo. Juju felt there was something strange about the of the request from the perpetrator. However, because the perpetrator kept asking, Juju felt reluctant to refuse. In addition, Juju believed that this man was one of her friends from school. Then Juju sent an Instagram profile picture. In a very short time, less than 24 hours, the perpetrator sent edited photos with vulgar nuances via direct message. Juju felt very sad and surprised that her photo had been edited by the perpetrator. She felt that she had never been photographed in the pose sent by the perpetrator.

"He asked me to send the PAP. At first, I didn't want to, but because he asked me so repeatedly, I finally sent it [Instagram profile picture]. The photo I sent was fully dressed"

Experience of being Threatened

Meanwhile, the perpetrator used this opportunity to threaten Juju that he would distribute the photo if she did not pay 10 million or Video Call Sex (VCS). As a result, Juju was always crying and responding to the perpetrator out of fear that her picture would be spread. Juju assumes that the perpetrator asked for 10 million because he knew Juju had received a scholarship. She regretted giving out this information. Juju received a new message from

another Telegram user who claimed that her vulgar photo had been posted on a porn site. He sent Juju a screenshot of the photo and also offered to help Juju. Juju found this rather odd. Here was someone who suddenly offered to help and who knew Juju. This user said that he had got Juju's contact number from the porn site. Subsequently, Juju contacted the Sexual Violence Prevention and Handling task force to report the incident. She was provided with counselling services to facilitate her psychological recovery.

“He threatened to spread it [edited photos]. I panicked! He gave me a choice: send him 10 million or video call sex with him. At that time, I was advised by my lecturer to contact the PPKS task force.”

Joni's Story: Initial Communication with Perpetrator

Joni, has been using Telegram since July 2023. Apart from Telegram, Joni is also a user of other apps like Whatsapp, Tinder, Instagram and Bumble. Joni often used these to get to know new people. On the Telegram application, Joni said that he had joined at least 3 anonymous or chatbot features. He feels that communicating with strangers via Telegram can reduce her stress level when writing his dissertation. He also feels that these activities can fill his leisure time. The introduction between Joni and the perpetrator was quick. It started with introductions such as gender, age, and background. They asked each other about their activities in general. Soon after, the perpetrator, who claimed to be a woman, 21 years old, from Bandung, asked Joni to exchange information about mobile phone contacts and Instagram accounts. Joni sent the information to the perpetrator, although he had some doubts. The perpetrator then took a screenshot of Joni's Instagram account and followers. The perpetrator confirmed that it was indeed Joni's account. At the same time, Joni felt that something was wrong. But he remained positive.

“I've been using Telegram to meet strangers since last year. I do it [chatting in chatbot features] because I want to connect with many people. In addition, in my opinion, it is a way of reducing stress and is a good way of spending my leisure time’

Cyber-sexual Experiences on Telegram

The short introduction and exchange of information about contact numbers and Instagram were over. Then the perpetrator suddenly sent a photo in general, still with clothes on. The perpetrator also asked Joni to do the same. Joni was quite surprised, but because there was seduction from the perpetrator, he ended up making a video call without wearing underwear. During the video call, the perpetrator did not show his face (only in the dark). After Joni ended the video call, the perpetrator sent vulgar photos of Joni through her telegram. Joni soon realized that he had walked into the perpetrator's trap. Joni then tried to find and open the perpetrator's Instagram account that he had received earlier. The profile picture that had been on Instagram was no longer there.

“When she sent me vulgar photos, I felt something was wrong, and she also asked me to undress over a video call. Then she sent me screenshots of my naked photos”

Experience of being Threatened

The perpetrator threatened Joni to send some money so that his vulgar photos would not be shared on social media. Furthermore, the perpetrator actually sent Joni's vulgar photos to several Instagram accounts that he had previously screenshotted. Joni received information that there were 2 of his colleagues (followers) who had been sent vulgar photos via Instagram direct message. Realizing this, Joni immediately sent money to the perpetrator twice. This condition was used by the perpetrator to blackmail Joni. He felt very disadvantaged both financially and psychologically. Joni said that his vulgar photos have only reached his friends. Joni's family is unaware of this incident. He hopes that her family will never find out

about this. Joni perceived that he had been subjected to extortion and filed two police reports. However, the police have yet to take further action on his case. Consequently, Joni sought assistance from the Sexual Violence Prevention and Handling task force, which offered him access to counselling services as a potential solution to her situation.

“This person threatened to spread my photo if I didn't send the money. She spread my photo through Instagram direct messages. I was forced to send her money. I reported the incident to the police, and made contact with the task force,”

DISCUSSION

In this study, the researcher recounted the experiences of the participants in the context of cyber-sexual harassment. In the course of the data analysis, the researcher employed the participants' narratives as a collective corpus, addressing interlinked themes and sub-themes. This is the outcome that emerged from the cross-case analysis technique[32]. The results demonstrated that two themes emerged from the collection of stories, including the initial encounter with the perpetrator, the experience of cyber-sexual harassment, and the threats received from the perpetrator of cyber-sexual harassment.

Mode of Cyber-Sexual Harassment

Sexual harassment has a serious impact on the victim. Not only physically, but also mental and behaviour in the future[33][34][35][36]. In fact, sexual harassment has entered the world of education. Universities are one of the places where sexual harassment occurs. The university is the most common location with 27% of the cases. There were 45 types of sexual violence (88%), namely rape, molestation, sexual harassment, psychological violence, expulsion from school (10%), and female victims experienced more discrimination when the cases involved sexual activity or physical violence. [37]. Technologies such as media and smartphones have reshaped the communication landscape for young people, especially those people, aged between 14 and 34[38]. Furthermore, the various technologies that exist today not only make it easier for people to connect with each other but also raise issues around sexual harassment in cyberspace[39][40].

The results indicate that telegram can be a technological tool for cyber-sexual harassment (CSH) perpetrators. The perpetrators use features on Telegram to hide their identity, such as account names and contacts. This allows them to approach their victims more easily. The anonymous or chatbot feature is one of the features often used by perpetrators[41]. The results also show that CSH can occur when victims choose to respond to the perpetrator by starting to send self-identifying information, such as gender, age, origin and daily activities. The perpetrator in fact conducts a brief observation to assess the potential victim. For example, Juju was one of the recipients of an education scholarship. She described her condition with the stature of a scholarship recipient. This made it easier for the perpetrator to further extort the participant. Furthermore, the provision of personal photos and social media accounts can be ammunition for perpetrators in carrying out cyber-sexual harassment on participants. In fact, providing this photo can have an impact in the future. The online domain, in reality, requires a digital literacy skill for its users. If users do not have these skills, they will be vulnerable to CSH[42][43].

Overcoming Strategies to Address Cyber-sexual Harassment

Several strategies to overcome CSH, one of which is the presence of the PPKS Task Force at the university. This task force began to appear with the emergence of Ministry of Education and Culture Regulation No 30/2021[44]. The results indicate that the participants consider the PPKS task force to be one of the centres to report the incidents of cyber-sexual harassment experienced. Other things that we can identify is the seduction or temptation to send personal identity to the perpetrator. The participants should have been realising the vulnerability of sharing personal data in cyberspace, but in fact, the participants did not think critically. In

fact, this can have a psychological impact on victims such as anxiety and depression[44]. The blended learning programme can be one of the alternative mitigation solutions in dealing with CSH victims[45].

Nevertheless, a comprehensive set of interventions to prevent CSH still needs to be done. The participants' lack of knowledge regarding the mode of CSH perpetrators may be one of the causes of experiencing CSH in the campus environment. As an educational tool, the PPKS task force is able to design comprehensive and massive CSH prevention education through the education system and media. The material content in it can be in the form of real case examples both from the news and educational materials to reduce sexual violence from the Ministry of Education and Culture.

5. Conclusion

CSH perpetrators utilise technological advances to approach victims. Social media users should already be aware and vigilant about giving personal identities to other people we don't know. The perpetrators who already have the information of these victims in fact take advantage and do criminal acts by squeezing the victims. The mode of CSH perpetrators could be used as reference material and education for the prevention of sexual violence so that in the future it is expected to reduce the number of CSH, especially in the campus environment.

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