

CYBERCRIME EXPERIENCE'S IMPACT ON WOMEN'S EMOTIONS: A CASE STUDY IN PENANG

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ABSTRACT

According to reports, 73% of women worldwide are cybercrime victims due to the consumption of social media. Cybercrime incidents have various effects on female victims, including emotional, relationship, and educational consequences. This study aims to investigate the emotional effects of cybercrime among the female victims. Ten women who were victims of cybercrime were selected for in-depth interviews using snowball and purposive sampling. This study employed the qualitative approach; the data was analyzed using content analysis. The results show that cybercrime involving instances of cyberbullying and fraud was the most prevalent among respondents, at 21.4%. The emotional effects of cyberbullying and fraud include sadness, trauma, embarrassment, stress, depression, frequent crying, anxiety, distraction, anger, fear, depression, loss of trust, always thinking negatively, lack of self-confidence, and becoming a hater. This study provides information about the emotional impact of cybercrime on women who use social media. This study suggested that government agencies and related organizations should consider the potential dangers posed by social media, which could negatively impact the emotional and psychological health of young women.

Keywords: *Cybercrime, victims, female emotions, social media*

INTRODUCTION

Today, social networks are becoming an integral part of people's lives and are fostering new modes of communication. Malar (2012); Siti Kharteeny & Zulkifli (2022) note that the freedom to communicate in social networks raises concerns about the network's misuse in various ways. The misuse of social media has raised safety concerns for users, particularly women. Ika Destiana et al. (2013); Andersen & Soderqvist (2012); Johari & Raja Shahrina (2014); Thelwall & Vis (2017) report that women's online activities, such as sharing personal information, uploading pictures, uploading videos, and uploading significant things have exposed them to

the cybercrime environment. According to Tandon and Pritchard (2015), 73% of women worldwide have been victims of cybercrime because of their use of social media. Cybercrime is not a current crime, as it has been identified and recognized as a problem since the 1970s (Shakti & Dhanoa, 2011). In 1978, the first spam e-mail was identified, and in 1982, the first virus was installed on an Apple computer. Meanwhile, cybercrimes that often occur today are fraud, damage or modification of computer programmers or data, theft of information, copying software illegitimacy, cyber gambling, bullying, pornography, hacking, the spread of viruses and many more in line with the rapid development of social media (Ibrahim et al., 2021; Vadza (2011); Nadia, 2017; Guan & Subrahmanyam, 2009; Asiah et al., 2015; Rohani & Tan, 2012; Rosly, 2007; Mohd Dahlan & Ida Shafinaz, 2010). Cybercrime risk among young women is influenced by factors such as trusting, rarely investigating, sharing personal information, uploading images and videos, and engaging in social media activities (Md. Kamruzzaman et al., 2016). Among the factors that make women vulnerable to the risk of cybercrime are their propensity to share things that they find enjoyable, such as uploading photos (Maznah, 2014). According to a 2013 study by the Pew Research Centre, sixty per cent of women enjoy sharing photos on social media, putting them at risk for cybercrime. The act of uploading photos can be risky for them, as cybercriminals can use the images for various purposes. Among them is hacking the victim's photo, changing it, and transforming it into a seductive or pornographic image to threaten, bully, slander, shame, or utter obscene words to the victim (Wan Hassan et al., 2015; Smith et al., 2008).

Cybercrime has varying effects on everyone. Previous researchers such as Wan Hassan et al. (2015); Bridging Refugee Youth & Children Service (2009); Ogilvie (2010), Omoteso (2010) and Schneider et al. (2013) discuss studies on the effects of cybercrime on victims and explain that cybercrime leaves adverse effects, especially from a psychology and emotion, such as sadness, depression, fear, becoming angry, emotional stress, isolation from society, easy to cry, low self-esteem, problems in social relationships, and becoming dependent. A study by Patchin and Hinduja (2012) also explains that cybercrime affects the victim's academic performance, with cybercrime victims experiencing a decline in academic performance, skipping classes, and cheating on exams. In the meantime, Steinkuehler and Williams (2006) found that cybercrime affects interpersonal relationships. However, this study only focuses on the emotional impact suffered by victims of cybercrime. Emotion refers to a sudden occurrence caused by an individual's experience, such as fear, surprise, or happiness, or a sensation of love, such as pain, desire, or hope (Nuur Syafiqah & Najah Nadiah, 2020). This study, therefore, investigated the effects of cybercrime experiences on the emotions of women who were victims of cybercrime.

LITERATURE REVIEW

Cybercrime in Malaysia

Cybercrime began in Malaysia around 1991, that is when the government promoted the Multimedia Super Corridor (MSC). In this country, there have been a lot of cases of cybercrime, and one organization that studies cybercrime is the Malaysia Computer Emergency Response Team (MyCERT). Table 1.0 shows MyCERT classifies cybercrime into nine categories: content-related, spam, intrusions, denial of service, fraud, intrusion attempts, malicious code, cyber harassment, and vulnerability reports as cybercrime incidents (MyCERT, 2023). According to the table, fraud was the cybercrime with the most extensive number of incidents between 2017 and 2021. In 2017, 3,821 fraud cases were reported, which increased to 7,098 in 2021. This represents a rise of 3,277 cases in only five years.

Table 1.0: Cyber Crime Incidents (2023)

Bil	Incidents	2017	2018	2019	2020	2021
1.	Spam	344	342	129	146	102
2.	Intrusions	2,011	1,160	1,359	1,444	1,410
3.	Cyber Harassment	560	356	260	596	417
4.	Vulnerability reports	60	92	91	117	69
5.	Intrusion attempts	266	1,805	104	116	159
6.	Denial of service	40	10	19	16	22
7.	Malicious code	814	1,700	738	593	648
8.	Content related	46	111	298	170	91
9.	Fraud	3,821	5,123	7,774	7,593	7,098
A total of incidents		7,962	10,699	10,772	10,790	10,016

MyCERT's list of cybercrime incidents demonstrates that this crime is extremely severe and significantly impacts social media users. Each year, many cybercrimes are reported, but the actual number is likely higher because some crimes go unreported. Cybercrime results in enormous losses for victims. In the first three months of 2019, according to the Ministry of Communications and Multimedia, cybercrime incidents resulted in losses of RM67.6 million across the state. The three highest cases of cybercrime were recorded, namely call fraud which caused a loss of RM26.8 million (773 cases); online purchase fraud caused losses of RM4.2 million (811 cases) and African scams caused losses amounting to RM14.9 million (371 cases) (Star Online, 2019). During the period between January and October 2017, the Commercial Crime Investigation Department of the Royal Malaysian Police reported 8,313 instances of cybercrime in this country. According to the statistics, cybercrime is a very seriously crime that affects the global community, including users in Malaysia. Cybercrime has emerged as a new criminal culture in the global

community due to the exploitation of social media (Muhamad Asyraf et al., 2013; Asiah et al., 2015; Yar, 2012). Cybercrime is a serious threat, particularly to women, who are frequently the victims of cyber love crimes known as African scams and online purchases. The occurrence of cybercrimes demonstrates that this is a significant issue in society.

In addition, MyCERT under Cyber Security Malaysia reported that cyber fraud incidents receive the greatest number of complaints annually compared to other cybercrimes (Berita Harian Online, August 13 2019). MyCERT received a total of 3,127 cyber fraud-related complaints between January and July of 2019. In addition to 1,805 intrusions and 1,700 malicious code complaints, cyber fraud accounted for the maximum number of complaints to MyCERT in 2018 with 5,123. Cybercrime complaints include data fishing (phishing), employment fraud, African scams, love scams, lottery fraud, and online transactions involving the sale and purchase of products.

Statistics on Cybercrime Against Women In Penang

The incidence of cybercrime reported by the Contingent Police Headquarters in Penang has been increasing yearly. The number of reported cybercrime cases increased from 715 in 2018 to 895 in 2019. From January to 10 March, 2020, there were a total of 231 reported cases of cybercrime. The statistics for the year 2020 show an increasing incidence of cybercrimes, with a cumulative total of 231 cases reported within the first two months. Due to the increasing incidence of cybercrimes, it is crucial to conduct this study in the state of Penang (Contingent Police Headquarters, Penang, 2020).

There are six categories of cybercrimes committed against women in Penang such as personal data protection, social media, telecommunications fraud, e-financial fraud, love scams, and online shopping (Tables 2.0 and 3.0). Tables 2.0 and 3.0 reveal that telecommunications fraud is the most common cybercrime against women, with 275 cases in 2019 compared to 229 in 2018. The second most prevalent crime in 2019 is love scams, with 120 cases compared to 117 in 2018. In 2019, there have been as many as 71 instances of online purchase fraud, up from 48 in 2018. The Commercial Crime Investigation Department's annual report indicates that all three cases have increased annually.

Table 2.0 also reveals that Chinese women were the victims of the most cybercrime in 2019, with 271 cases compared to 181 cases for Malay women. Chinese women also appear to be the most frequent victims of cybercrime in 2018, with 243 cases compared to 126 for Malays (Table 3.0) (Contingent Police Headquarters, Penang, 2020).

Table 2.0: Cybercrime Types Committed Against Women in Penang in 2019

Types of cybercrime	Race				
	Malay	Chinese	Indian	Others race	Total
Protection of personal data	-	1	-	-	1
Social media*	3	-	-	-	3
Telecommunication fraud **	89	166	13	7	275
E-finance fraud ***	13	10	1	2	26
Love Scam	45	62	4	9	120
Online Purchase Fraud	31	32	4	4	71
Total	181	271	22	22	496

(Source: Contingent Police Headquarters, Penang, 2020)

Note: This data is a record stored by the Police Contingent Headquarters, Penang and not published.

Note:

*Social media crime – scam/hacking of Facebook/Instagram/WhatsApp and other social media to spread images or videos – the purpose is to humiliate, embarrass and bully the victim.

**Crimes of telecommunication fraud – Scammers deceive through phone calls for example confessing from PDRM, Bank Negara, LHDN, SPRM and so on with the aim of threatening and getting money from the victim.

***E-financial fraud – Credit card fraud, online purchase fraud, scammers build websites selling fake products to obtain victims' banking information.

Table 3.0: Cybercrime Types Committed Against Women in Penang in 2018

Types of cybercrime	Ethnics				
	Malay	Chinese	Indian	Others	Total
Protection of personal data	-	-	-	-	-
Social media	1	1	2	1	5
Telecommunication fraud	61	145	19	4	229
E-finance fraud	5	6	1	0	12
Love Scam	38	69	9	1	117
Online Purchase Fraud	21	22	3	2	48
Total	126	243	34	8	411

(Source: Contingent Police Headquarters, Penang, 2020)

Note: This data is a record stored by the Police Contingent Headquarters, Penang and not published.

Table 4.0 shows the cybercrimes that occurred against women in Penang by age category in 2019 and 2018. According to statistics from the Contingent Police Headquarters in Penang, Chinese women were the victims of 243 cybercrimes in 2018 and 271 cybercrimes in 2019. In 2018, there were 70 instances of cybercrime committed against Chinese women between the ages of 31 and 40. In contrast, in 2019, 76 cases of cybercrime were committed by Chinese women aged 51 and older. The second highest rate of cybercrime is committed against Malay women, with 126 cases in 2018 and 181 cases in 2019. A report from the Contingent Police Headquarters in Penang indicates that cybercrime was most prevalent among Malay women aged 51 and older in 2018, with 36 cases. In 2019, most Malay women who were victims were between the ages of 31 and 40, with 50 cases, and between 21 and 40, with 49 cases. In addition, a total of 34 cases of cybercrime were reported by women from the Indian race for the whole of 2018 and there was a decrease of 12 cases compared to 2019. While women of other ethnicities had only eight cases reported in 2018, this number increased to 22 in 2019.

Table 4.0: Cyber Crime Statistics against Women in Penang by Age group in 2018 and 2019

Age	Malay		Chinese		Indian		Others Ethics	
	2018	2019	2018	2019	2018	2019	2018	2019
15 – 20	8	8	9	12	2	0	0	1
21 – 30	29	49	42	53	7	11	4	5
31 – 40	28	50	70	68	12	2	2	9
41 – 50	25	35	58	62	8	2	2	4
51 >	36	39	64	76	5	7	0	3
Total	126	181	243	271	34	22	8	22

In summary, the statistics released by Contingent Police Headquarters, Penang show that incidents of crime against women increased from 2018 to 2019. Based on these statistics, the study of cybercrime against women is very important to study since young women often become victims of cybercrime.

Impact of Cybercrime on Women's Emotions

Cybercrime behavior has a wide range of effects on the victim, including impacts on education, relationships, emotions, and psychology. This study focuses just on the emotional impact of cybercrime on women who have been victims. Cyberbullying is a common form of cybercrime that frequently affects social media users. The Pew Internet and American Life Project found that 39 per cent of social media users experienced some form of cyberbullying (Grube, 2012; Ybarra & Mitchell, 2004). Among them is the dissemination of images and videos for bullying, defamation, embarrassment, and the use of abusive and vicious language via text messages (Wan Hassan et al., 2015; M.Law et al, 2012; Smith et al., 2008). Cankaya and Tan (2010) discovered that internet addiction factors contribute to cyberbullying, which is frequently reported via Facebook (67.6%) (Institute of Youth Research Malaysia, 2017).

Cyberbullying is carried out, for instance, by giving negative comments to other users, leaving psychological effects such as sadness, depression, fear and anger, stress, anxiety, isolation from society, low self-esteem, social relationship problems, and being anxious, depressed, aggressive, and hurtful (Wan Hassan et al., 2015; Bridging Refugee Youth & Children Service, 2009; Schneider et al., 2013). Cyberbullying includes writing negative words to other people, spreading false information about the victim, uploading images and videos for the purpose of bullying, slandering, and embarrassing the victim (M.Law et al., 2012; Smith et al., 2008).

The Institute for Youth Research Malaysia (IYRES), (2017) enumerated ten consequences of cyberbullying for victims, particularly women. Table 5.0 demonstrates that most victims of abuse explain that they are environmentally sensitive, as stated by 30.23%. The Malaysian Ministry of Health (KKM) (2019) describes the characteristics of a sensitive person as passive, worried, everything is wrong, worried, serious, harbouring feelings, disliking social interaction, isolating oneself, anxious, easily touched, and fast to sulk. According to Omoteso (2010), victims of bullying are typically passive, silent, cautious, and prone to crying, which makes them susceptible to cyberbullying. Moreover, according to IYRES (2017), cyberbullying victims experience emotional alterations such as rapid anger and rage (25.96 %). The emotional changes that occur are a result of the victim's attempt to relieve the pressure of his or her emotions. In the meantime, up to 22.55 % of bullying victims feel unsafe when using the internet and social media. This demonstrates that cyberbullying is so traumatic that it causes the victim to feel insecure.

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Table 5.0: Effect of Cyber Bullying for the Victim

Effects on Victims of Cyber Bullying	Percentages (%)
Be sensitive to the environment	30.23
Experiencing emotional changes (anger and irritability) or emotional tension	25.96
Feeling insecure while surfing the Internet	22.55
Looks anxious when receiving a text message or email	19.27
Experiencing behavioral changes	18.42
Isolating myself from family, acquaintances, and gatherings	14.51
Experiencing changes in sleep or having disturbances during sleep	14.01
Avoid using computers/mobile phone	11.52
Have a change in appetite	10.52
Attempted suicide due to stress	1.21

(Sources: Institute for Youth Research Malaysia (IYRES), 2017)

In addition, the report reveals that 19.27 % of victims get anxious when receiving texts or emails, 18.42 % undergo behavioral changes, and 14.51% isolate themselves from friends, family, or during social gatherings. In the meantime, 14.01 % reported experiencing changes in sleep or experiencing sleep disturbances, 11.52 %t avoided using computers or mobile phones, and 10.52 V experienced changes in appetite. The biggest impact experienced by victims of cyberbullying is suicide attempts due to stress, as stated by 1.21 V. According to Wan Hassan et al. (2015), if cyberbullying is not adequately addressed, it will have serious consequences for the victim, including suicide. In the study by Hinduja and Patchin (2009), 8% of bullying victims attempted suicide, fled away, and did not want to attend school. According to Lieberman and Cowan (2011), cyberbullying victims have nearly twice the likelihood of attempting suicide. The Department of Children, Schools, and Families (2009) reports that some cyberbullying victims use illegal substances to cope with the emotional effects of cyberbullying. Cybercrime is not limited to cyberbullying; numerous other incidents involving women and influencing their emotions also constitute cybercrime. Moreover, the incident affects not only the victims of cybercrime, but also their family members and closest acquaintances (Button et al., 2014).

METHODOLOGY

This study takes an inductive approach for data collection and analysis by identifying the emotional effects cybercrime victims' experience. The respondent's emotions can be derived from the respondent's tone of voice, the way the respondent answers queries, and gestures such as sadness, crying, anger, etc. Respondents were chosen using purposive sampling to select only those who met the intended criteria (Colonus, 2006). In this research, only women who are social media users and have

been victims of cybercrime were chosen as respondents. This study applied the snowball sampling technique, in which the first respondent's recommendations were used to recruit the next participant (Suriati et al., 2012). The researcher has obtained the cooperation of a key informant and introduced to other respondents who have experience as cybercrime victims. As this is a qualitative study, the researcher selected only ten (10) participants for in-depth interviews regarding the emotional impact of cybercrime on their lives. The justification for selecting only ten respondents is pertinent for a phenomenological study, for which Creswell (1998) suggests interviewing five to twenty-five respondents, and Morse (1994) suggests interviewing at least six respondents. The outcomes of in-depth interviews are analyzed and interpreted using techniques of interpretation, reflection, and content analysis. Next, the data are cited to illustrate the discussed aspect, which is how cybercrime effects the emotions of women who have been victims of crime from the informant's (respondent's) perspective. The research data is analyzed qualitatively and through content analysis. The study also prioritized research ethics, such as obtaining the respondent's consent before they filled out the survey form and maintaining the respondent's confidentiality, i.e., not displaying their personal information such as their name, age, and place of residence (Suriati & Norhayati, 2018). To safeguard the informant's privacy, this study replaces the respondent's real name with titles such as Respondent 1 (R1), Respondent 2 (R2), Respondent 3 (R3), etc. In addition, respondents are assured that the information they provide will not be made public and will only be used for research purposes.

RESPONDENT DEMOGRAPHICS

The demographics of the ten respondents studied are displayed in Table 6.0. Respondents are women between the ages of 21 and 29 years old. Three respondents had a Sijil Pelajaran Malaysia, while five had a degree. The study also reveals that respondents used a few social media platforms, including Facebook, WhatsApp, WeChat, Twitter, Instagram, and Telegram. Nonetheless, Facebook and WhatsApp are the most popular social media platforms among all respondents. Respondents are from diverse socioeconomic backgrounds, including students, the self-employed, teacher, self-employed, customer service officer, and custom officer, who are also among the study's respondents.

Table 6.0. Respondents are women between the ages of 21 and 29 years old

Respondent	Age	Education level	Social Media Used	Socio-economic Activities
R1	24	Degree	Facebook, WhatsApp, Wechat, Twitter	Student
R2	24	Degree	WhatsApp, Wechat	Self-employed
R3	23	Degree	Facebook, WhatsApp, Wechat	Teacher
R4	26	Sijil Pelajaran Malaysia	Facebook, WhatsApp, Wechat	Saleswoman
R5	28	Diploma	Facebook, WhatsApp, Instagram, Telegram	Customer service officer
R6	22	Sijil Pelajaran Malaysia	Facebook, Whatsapp	Saleswoman
R7	24	Sijil Tinggi Pelajaran Malaysia	Facebook, WhatsApp, Wechat, Twitter	Self-employed
R8	21	Sijil Pelajaran Malaysia	Facebook, WhatsApp, Instagram	Student
R9	29	Degree	Facebook, WhatsApp, Wechat	Custom officer
R10	27	Degree	Facebook, WhatsApp	Student

FINDINGS AND DISCUSSION

Cyber Crime Experience on Women's Emotions

The study found that cybercrime left various emotional effects on the respondents, among which they felt angry, traumatized, ashamed, regretful, hurt, sad, disturbed, deceived, disappointed and worried about the cybercrime incident they had experienced (Table 7.0). This finding is supported by Malar (2012), who stated that cybercrime leaves victims with scars and trauma. Koutomanis et al. (2015) also elucidated that cybercrime, such as making negative comments about others, can influence the victim's mental and physical health. Cybercrimes such as being deceived while making online purchases being slandered, bullied, and insulted, among others, caused respondents to experience emotional distress (Table 7.0). Table 7.0 demonstrates the evidence relating to the respondents' experience with cybercrime and its emotional impact.

Table 7.0: Cybercrime Experience and Emotional Effects on Respondents

Respondents	Cybercrime Experience	Emotional Effects on Respondents
R1, 24 years	Respondents who purchased baju kebaya online were defrauded. She purchased an abundance of 18 baju kebaya for RM1080.	The respondent was extremely angry dissatisfied, and disappointed with the cheating dealer.
R2, 24 years	The respondent was victimized by cyberbullying after refusing to be his Facebook friend's lover. Respondents were also insulted and humiliated after asking questions on one of the popular cooking pages on Facebook.	After being victims of cyberbullying, respondents experienced trauma, sadness, humiliation, and emotional distress. The respondent also experienced months of depression because of slander. Due to excessive stress the respondent experienced depression, wept regularly, and took sedatives during this phase.
R3, 23 years	The respondent experienced being subjected to online harassment, slander, and insults by her classmates, who accused her of wanting to seize her lover, causing a misunderstanding between them.	Respondents experience extreme distress, anger, sadness, anxiety, constant optimism, and a loss of confidence.
R4, 26 years	The respondent become a victim of irresponsible users who uploaded and spread pornographic recordings using her Facebook.	Respondents felt ashamed and depressed to face other people, as many believed she were spreading pornographic material.
R5, 28 years	The respondent receives pornographic links from Facebook friends.	The respondent became afraid to open the link shared with her.
R6, 22 years	Respondents are invited to engage in sexual activity while chatting online. There are also male friends who showed his private parts to respondents via video call.	The respondent became afraid, disturbed, and worried about the sexual harassment that happened to her.

R7, 24 years	Hackers use the photos and names of respondents to create fraudulent Facebook and Instagram accounts. This account is used to defraud other people.	Respondents faced prolonged trauma and felt worried when she accessed the social media.
R8, 21 years	The respondent was cheated while making an online purchase.	Online shopping becomes a terrifying and traumatic experience for respondents. Respondents are also depressed and lack trust in any form of online commerce because she believes that all sellers on the internet are frauds.
R9, 29 years	The respondent was bullied by a Facebook friend who pretending to want to get to know her and spread to other friends that she is a slut and enjoys treating men	The respondent had anger against a friend who had bullied her. She has a negative mindset because she believes that her friends regularly speak ill of her.
R10, 27 years	Respondents were victims of fraud four times while buying goods online.	Even if the online vender is a friend of the respondent, respondents are hesitant to trust them.

Table 8.0 displays the types of cybercrimes that have an emotional impact on respondents. The study shows that the most frequent cybercrimes that occur to respondents involve being cheated and cyberbullying, as stated by three respondents for each category. The incident of being cheated leaves an impact on the respondent's emotions such as anger, dissatisfaction, frustration, fear, trauma, depression, sadness, and loss of faith. Those who were bullied reported experiencing trauma, sadness, shame, emotional stress, depression, frequent crying, worry, disturbance, anger, fear, constant negative thinking, loss of self-confidence, and transformation into haters. Two respondents indicated that they had been defamed and suffered from emotional disorders such as trauma, sorrow, shame, stress, depression, frequent crying, disturbance, anger, sadness, fear, constant negative thinking, and loss of self-confidence. While each respondent claimed to be a victim of cyberbullying, hacking, receiving obscene or pornographic links, and sexual harassment, none of the claims were verified. Those in this category experience emotional effects such as being disturbed, worried, furious, sad, afraid, constantly having negative thoughts, losing self-confidence, experiencing trauma, and feeling insecure about using social media. Consequently, the study discovered that cybercrime has numerous emotional effects on the victim.

Table 8.0: Types of Cybercrime an Effect to Emotional

Types of Cybercrime	Effect to Emotional	Total	Percentage (%)
Cheated	Anger, dissatisfaction, disappointment, fear, trauma, depression, sadness, and loss of faith	3	21.4
Bullied	Trauma, sadness, shame, emotional stress, depression, frequent crying, anxiety, distraction, anger, fear, constantly negative thinking, loss of self-esteem, and change into a hater.	3	21.4
Slander	Trauma, sadness, shame, emotional stress, depression, frequent crying, disturbed, angry, sad, afraid, always thinking negatively and losing self-confidence	2	14.3
Verbal abuse	Disturbed, angry, sad, afraid, always thinking negatively and losing self-confidence	1	7.1
Identity theft	Frustrated, embarrassed, lingering trauma, feeling unsafe to use social media	2	14.3
Receive pornographic links	Fear, worry	1	7.1
Sexual harassment	Afraid, disturbed, worried	1	7.1
Hacked	Trauma, feeling unsafe to use social media	1	7.1
Total		14	100

*Note: The number of respondents refers to respondents who have been victims of cybercrime. There are respondents who are victims of more than one category of cybercrime.

Description of the Emotional Impact to Respondent

In the interviews, the cybercrime incidents that occurred are described in more depth. For instance, Respondent 1 complained about being defrauded while making an online purchase. The respondent claimed that the clothing she purchased was not as advertised, and that the seller gave her many reasons for the delay in delivery. Only

four of the eighteen pairs of baju kebaya she ordered were delivered. The incident caused the respondent's anger and dissatisfaction with the seller who had deceived her. According to Respondent 1:

"I purchased 18 baju kebaya on Instagram for my cousin's wedding. All the items cost RM1080, excluding shipping. Initially, she stated that she would continue to post after I deposited the money. But after two weeks she has not posted. Every day I follow up with her, she gives lots of excuses: the car breaks down, the child is ill, the car crashes, she wants to give birth in the hospital, attend the KEMAS course, etc. When I insisted on mailing the package, I requested the tracking number, but the system delivered "no record found," indicating that she provided a false tracking number. After one week, only four items of clothing were posted. She posted baju kebaya in the wrong size. When I asked for a refund because I was dissatisfied, she became angry and said, "Do you remember that I paid a tailor for nothing? It's easy to get a refund." I am extremely angry and dissatisfied with the seller" (Respondent 1, aged 24 years).

Whereas Respondent 2 reported feeling traumatized, depressed, and ashamed due to Facebook bullying. The respondent becomes a victim of cyberbullying just when she asked an absurd question on a popular Facebook cooking page. The respondent also claimed she was the victim of slander by a man who wanted to make her as his girlfriend but slandered her when she refused. This respondent's emotional state was deeply impacted by the cybercrime that was committed against her, as she was forced to deactivate Facebook account, lock herself in home for weeks, and experience long depression. The respondent took sedatives in order to relieve the immense emotional pressure she was experiencing as a result of cyberbullying. According to her, after being insulted on Facebook, she was traumatized, sad, and humiliated. According to Respondent 2:

"In my case, I was insulted for asking, "Can we drink water with ants in it?" but it had an extreme impact on me. When someone insults my mother and father, I am traumatized and overcome with sadness. I had to deactivate Facebook because I was unwilling to view their comments. I locked myself in the house for a week because the comments they made to me recurred in my mind, caused me extreme stress. I have also been slandered by men who like me. When I refused to be his girlfriend, on Facebook, he posted negative comments about me. I was depressed for months and crying every day. I had to take sedatives due to my extreme emotions" (Respondent 2, age 24).

In different situations, Respondent 2 also explained that he had been the victim of slander when a Facebook friend steal her photo and changed it to a pornographic image in order to embarrass her. The respondent revealed to the researcher with a sorrowful expression while lowering his head and clenching his fingers. This

respondent's response plainly indicates that she is disappointed by the slander levelled against her. The fear of becoming a victim of hacking and slander has caused Respondent 2 to cease posting photos and status updates on Facebook. According to her:

"it's embarrassing when a friend believes the gossip that I am is a bad girl "I always assume they have a negative opinion of me" (Respondent 2, age 24).

The dialogue above shows that the respondents feel deeply disturbed, furious, sad, afraid, constantly pessimistic, and lack self-confidence. Respondent was also ashamed of her companion, who believed the slander that had been spread about her. Cybercrime has a psychological impact on the respondent because she constantly believes that others have a negative opinion of her.

Respondent 4 shared the same emotions, expressing sadness and humiliation for having been hacked. Her Facebook account was hacked, and the individual uploaded a pornographic video using her account and spread the video to the Facebook contacts. The action caused respondents to be slandered because they thought it was the respondent who spread the video. This causes the respondent to feel embarrassment and disappointment, and to believe that her peers always view her negatively. According to Respondent 4:

"...I am ashamed and dismayed by the actions of irresponsible users who uploaded pornographic videos to my Facebook and shared them with others." I'm embarrassed when my friends stare at me suspiciously" (Respondent 4, age 26).

Respondent 3 also expressed similar emotions by explaining:

"...I am very sad because my own friend's slander and insult me on social media." She should have conducted an investigation before slandering me, instead of continuing to post these embarrassing status updates. Some of our classmates believe this gossip; they ignore me, don't want to speak with me, and I know they constantly talk about me behind my back" (Respondent 3, 23 years old).

According to the dialogue above, the offender was dissatisfied with the respondent, who purportedly stole her lover and caused her to be slandered on social media. As a result of discontent, the offender sent a message to her Facebook and WeChat accounts mocking the respondent. On her WeChat account, the perpetrator also posted a status cursing the victim, which could be viewed by their mutual acquaintances. The actions of her companion embarrassed the respondent to face other friends.

In addition, Respondent 6 stated that the man who wanted to meet her had sent the sexual messages, which made her uncomfortable. The event prompted respondents

to be more selective when choosing friends on social media, for the same time to ignore comments or messages from strangers, particularly men. According to Respondent 6:

"... I was extremely disturbed by the man who sent me sexually messages. I am also hesitant to accept the friendship of new people and to respond to messages from strangers, particularly men" (Respondent 6, 22 years old).

Studies show that cybercrime has diverse emotional impacts on respondents. This finding is supported by Ogilvie's (2010) study, which found that cybercrime can cause victims to experience fear, anxiety, and threat. According to Ogilvie's again, victims of cybercrimes such as cyber stalking (cyber stalking) initially do not cause disturbance to the victim being spied on. However, the frequency with which social media users are spied upon causes victims fear and anxiety. Respondents who have been victims of cybercrime are less to upload photos, are more cautious when purchasing online, and are more hesitant to make acquaintances on social media, particularly with males. They also reduce the activity to prevent a reoccurrence of the incident and to alleviate their apprehension.

CONCLUSION

This study examined the emotional effects of cybercrime on women who have been the victims. According to studies, cybercrime victims experience a range of negative emotions, including fear, stress, frustration, shame, anger, and sadness. The effects of this emotional disturbance can have a negative impact on the respondent's well-being, such as being humiliated to meet new people, deactivating social media accounts, stopped making online purchases, no longer opening shared links, and didn't longer uploading social media photos and statuses. The actions of the respondents show that cybercrime has an important impact on the well-being of users in the digital age. The mental health of respondents is also affected by cybercrime, as there are respondents who experience anxiety, take sedatives due to extreme emotions, and suffer from prolonged depression. Some women may not be extremely emotionally affected by being the victim of a crime, but someone else suffer so much emotionally that they must take sedatives. In addition, victims of cybercrime may experience worse, such as suicide. Cybercrime must be prevented because it not only affects women's mental and emotional health, but also their quality of life. This study shows that social media offences have violated the rights of other users to utilize social media freely and joyfully. Contribution of this study is to help women to be aware of the dangers of social media which can have a major impact on their mental and emotional health. The study can also serve as a guide for the government and non-government institutions to develop effective policies and measures to prevent the increase of cybercrime in the community.

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