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Effects of Cyber Bullying on the Youth: A Case Study of Lahore Students

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Abstract

Cyber bullying is becoming major concern especially when social media is booming and the increase amount of usage of social media. To explain this phenomenon, theoretical frame work "Spiral of silence" theory is used in this research article. The survey was distributed to university students and to perform the survey 300 sample size of university students were chosen. The results were analyzed using Percentage method. Results indicated that university students who were victimized by cyber bullying experiences Harassment, threats, body shamming and hateful comments. Most of the cyber bullying victims are girls. The researcher was able to find how bullying affect mental health of youngsters. The researcher was also able to determine that cyber bullies is not always suicide is not ended up at suicide. The researcher also recommended that government should give awareness about bullying laws and it should be discuss in institutions as well.

Key Words: Cyber Bullying, Online Harassment, Mental Health, Body Shamming, Bullying Laws

Introduction

Social media has rapidly taken over our lives. Spending time on social media has become popular activity among youth over the last decade. Youth love to connect the world through social networking sites like Facebook, Twitter, Instagram and Skype. Social media has now become vaster medium; many app developers have introduced fun feature applications like TikTok and Snapchat. Social media has introduced many new terms which includes blogs, Vlogs and Digital content. It gives platforms to many people out there who can show their talent on them. Digital jobs are now become popular among youth which includes influencers, vloggers, content creators, fashion bloggers etc. They all are source of entertainment and income but not all people get appreciation, not all of people got healthy mindset. Some people get bullied by several people.

Cyber bullying is when you get offended statements or get harassed from individual or group of persons on the internet; it includes body shamming, sexual remarks, threats and hate speech. Cyber bullying comes in different forms; verbal bullying, Fraping, Fake profiles and trolling etc. This study seeks to describe effects of cyber bullying among youth and how they deal with it. This study aims to investigate to what extent cyber bullying effect the student's life. "Cyber bullying is bullying through the use of technology". (Duhaime's Law dictionary) "Cyber bullying is often defined as bullying using electronic forms of contact" (Smith, et al., 2008).

Posting pictures and videos have become trend now among youth. Posting their tiniest information on the internet has become habitual. This can cause trouble sometimes. It can cause harassment, bullying and threats. Not only girls but boys also face bullying sometimes. Relying too much on technology and misuse of technology to harass can affect the mental state of mind.

Statement of the problem

This research was taking on because of increasing trend of cyber bullying. Social media plays vital role in access to gain information and entertainment but youth today are being bullied. Social media may affect your physical health at the same time mental health. Not only adults but children's are also facing cyber bullying. Body shaming

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and blackmailing have become major problem now. "In addition to problems with their academic performance, adolescents who are bullied are also sometimes deeply and negatively affected in terms of their healthy social and psychological development" (Brequet, 2007).

"Also, some studies have shown that the bullying prevention and intervention strategies already developed and in the literature are not only ineffective, but can actually exacerbate the problem" Background of the study

The researcher selected this topic to discover the positive and negative aspects of social media which leads towards cyber bullying, as social media is used by every individual now in the source of entertainment. Researcher chooses this topic to identify how cyber bullying affects the mental state of youth, how it affects their life, their studies and in order to get rid of it what they do?

Researcher chooses survey method for this study because researcher wanted to know the point of views of cyber bullied individually. Survey research is used to extract point of views, attitudes, verdict of and individual or group of persons. The total population of this study accommodates students in Lahore.

Youth and Cyber Bullying

Cyber bullying has become biggest problem for the youth especially on Instagram and TikTok where you can post pictures and videos. Cyber Bullying has been prevailing in the world for a long time and it is growing day by day. Harassing over the phone, on social media application verbally is common nowadays and suicide has become more convenient way to get rid of it.

"According to a study done among 25 countries, Pakistan takes 22nd place for the highest rate of cyber bullying. Pakistan has been included in the list of fastest growing countries that are using internet which is why cybercrime is increasing" (Kanza, 2021).

"According to (The Digital Rights Foundation (DRF)), based on the statistics collected via their Cyber Harassment Helpline, Punjab accounts for the bulk of the cases concerning cyber-bullying in Pakistan".

"Pakistan's first harassment helpline has received around 763 complaints made in the form of phone calls. According to the report, Facebook is the platform through which individuals faced the highest amount of harassment followed by other social media platforms such as Instagram, WhatsApp, IMO, Twitter and others" (Haider, 2017)

Most of the female don't want to get their issues or reports registered with the FIA due to family pressure and societal restrictions.

Rabi Pirzada (Pakistan Female Singer)

Rabi Pirzada's compromising videos went viral on social media. She has bid farewell to the showbiz industry amid controversy surrounding her compromised images and videos.

Neelum Muneer (Pakistani Actress)

Neelum Muneer's Dance video was leaked on social media, someone she knew who did it apparently.

Samara Chaudhry (Pakistani Model)

Days after the Rabi Pirzada scandal surfaced, another Pakistani Model private pictures and videos have leaked online. Samara Chaudhry's number of her private videos leaked on social media.

FIA and Cyber Bullying

FIA is a law enforcement agency that abhorrence Cyber Crime which provides state of the art of digital forensic services.

"Federal Investigation Agency (FIA)'s cyber-crime wing has registered, a total of 8,500 complaints regarding online women harassment in the year 2018 and 2019. According to an official document, in Punjab FIA received more than 5,500 complaints pertaining to cybercrime, including hacking, identity theft, cyber-bullying, cyberstalking, financial fraud, digital piracy, intellectual property rights violation, electronic terrorism and extortion" (Pakistan Today, 2019).

Role of Parents and Cyber Bullying

Here the big question arise what role parents play in this? Parents need to be the first secure place where bullies children's go to but unfortunately most of the children's hide from them due to fear of their reaction. They think telling them make things worse. Majority of the parents had never spoken to their children's about this issue. Parents mostly tend to harsh react. Parents need to be supportive during this time and make your children's comfortable so that they can talk about it.

Objectives of the Study

Following are the objectives:

- To examine who is more affected by cyber bullying among girls and boys.
- To find out the effect of social media on the students.
- To find out preventive measures.
- To determine why university students end up at the victim of cyber bullies.

Significance of the Study

Social media has created new and dangerous wave of cyber bullying, conflict and sexual sophistication among youngsters. The main aim of this study is to examine negative aspects of social media, effects of cyber bullying, to discover social control over youth. To find out all the answers regarding cyber bulling issue. The elementary aim of this study to come up with preventive measures and how youngsters need to be save. The main motive of this research to determine why youngsters become cyber bullies then hopefully youngsters and school students will prepare them and deal with it effectively when it does occur.

"Cyber bullying is the use of inappropriate words, behavior, whether indirectly or directly, and whether written, verbal, physical or through displays of or use of imagery, symbols or otherwise, to intimidate, torment, threaten, harass or embarrass others, using the Internet or other technology, such as mobile telephones" (Papersowl, 2020).

Cyber bullying consist of several categories; Harassment, Hacking, Data theft, Fake Profiles, Trolling and Fraping etc.

Literature Review

"A literature review is a "comprehensive study and interpretation of literature that addresses a specific topic" (Aveyard, 2010).

Agatston et.al (2007) conducted a research on student's perspective on cyber bullying which explained the purpose of the study was to acquire a better understanding of the effect of cyber bullying on students. A total no. of 148 middle and high school students were asked during focus group held at middle and high school in a public school district. Students were divided by on the basis of gender. Researchers found out that student's response during the focus groups suggest that females particularly view cyber bullying as a problem, but they do not discussed at school and students do not see the school as helpful source. Researchers conclude the result with recommendations that school should direct cyber bullying through several policies and information .Schools should include cyber bullying preventive strategies and include lessons that observe behavior (Agatston, Kowalski, & Limber, 2008).

Slonje and Smith (2008) explained in this article, cyber bullying has recently emerged as a digital form of bullying and harassment. 360 youngsters from 12 to 20 years were surveyed to explore the nature of cyber bullying at Swedish school. Through four categories of cyber bullying email, text messages, phone call, video clip and picture, youngsters were examined. There was an important prevalence of cyber bullying in lower secondary school with very few differences of gender. The collision of cyber bullying was recognized as highly negative for video clip and picture bullying. Cyber bullies most often chose to either tell peer groups or no one at all. Findings are discussed to find out similarities and between cyber and traditional bullying (Slonje & Smith, 2008).

Dehue et.al (2008) describe in this paper, survey on the ubiquity and nature of cyber bullying by youngsters and the parental perceptions. Two questionnaires has been prepared, one for students and one for their parents, were sent to students and parents. The results indicate that about 16% of the youngsters had involved in bullying

through the social media and text messages and about 23% of the youngsters had been victims of cyber bullying. Youngsters mostly react to cyber bullying by avoiding it, or by bullying the one who bully them (Dehue, Bolman, & Völlink, 2008).

Aricak et.al (2008) explains further research on aggression and bullying. So far the gap between the advancement in technology and the lack of study on cyber bullying suggests that more research is needed to understand this form of bullying. They research on 269 secondary school Turkish students for cyber bullying. The result shows boys were more bullied than girls. When they faced cyber bullying, 25% of the students reported telling their friends and family and 30.6% of the students found active solutions (ARICAK, et al., 2008).

Hinduja and Patchin (2010) describe in this article, that some high-profile cases have more experienced with bullying and suicidal ideation. In 2007, researchers conducted a survey of internet use and experiences on a random sample of 1,963 middle schools. Students who have experienced cyber bullying, had more suicidal thoughts. The result determines that youngster's behavior such as aggression and belligerence must be taken seriously both at home and university. Result suggests that suicide prevention is important within inclusive bullying response program implemented in universities (Hinduja & Patchin, 2010).

Olweus (2012) describe in this paper that several assert about cyber bullying in the media and anywhere else are greatly exaggerated. Denying these asserts it seems this article discovered that cyber bullying is a low prevalence case which has not increased nor created new victims and these results are supported two large samples of scholars, from the USA and Norway. It is further argued effects of cyber bullying have not received much serious attention by researchers (Olweus, 2012).

Whittaker and Kowalski (2014) explained in their research, a flow of research of cyber bullying have been witnessed in recent years. In this article, three studies have been examined universal rates of cyber bullying among college and university, how cyber bullying occurs, researcher particular focus was on social media, Study (1) concluded texting and the most commonly place used for cyber bullying is social media. Study (2) found that aggressive comments affect perceptions of cyber bullying (Whittaker & Kowalski, 2015).

Lowry et.al (2016) describe in their research the considerable increase in social media usage has challenged traditional media and shifted an interpersonal communication from the physical world converted into virtual space. Unfortunately, virtual communication can be also used for negative intentions such as harassment and cyber bullying, which is the main purpose of this paper. Former research on cyber bullying, containing 135 articles, has improved the understanding of why individuals mostly students or adults engage in cyber bullying. However, our study directed towards two gaps in this literature: One is how the information technology inhibits cyber bullying and second is why people are socialized to take part in cyber bullying (Lowry, Zhang, & Wang, 2016).

Zhao et.al (2016) explains in their research due to intensify use of social media cyber bullying is acquired more and more attention. Cyber bullying may lead to negative impact on student's life and even caused suicide attempt. To stop cyber bullying the researcher said one effective solution is to automatically detect bullying content, supported appropriate machine learning and natural language processing methods. In this article, researcher proposed representation of learning substructure specific to cyber bullying (Zhao, Zhao, & Mao, 2016).

Watts at.al (2016) describe in their research with the more prevalent use of technology, the ubiquity of cyber bullying has increased. Researchers created this article to raise awareness of this ongoing trend of cyber bullying among youngsters. Google Scholar, and reference lists from key studies were also used to assemble relevant studies adding in this review. Procedures were included such as monitoring online interactions, reporting, and legal actions to address cyber bullying in all areas of education. Researcher recommended future research should look over if educational programs lead to reduce cyber bullying, high rates of reporting, and how cyber bullying change social media trend.

Theoretical Framework

"In your thesis or dissertation, the theoretical framework is where you discuss and define theories relevant to the research. You explain the key concepts, models and assumptions that guide your project, and show that your work is grounded in established ideas". (Sarah Vinz, 2020)

This study analyzes the effects of cyber bullying on the youth, most of the people tend to isolate themselves due to fear of blackmailing and threats therefore this study applies Spiral of Silence theory.

Spiral of Silence

"The spiral of silence theory proposed by the Elisabeth Noelle- Neumann referred to a political science and mass communication theory. It states that a social group or the society might isolate, exclude members due to members opposite opinions. This specifies that the individuals have a fear of isolation. This fear of isolation consequently leads to remain silent instead of voicing opinions".

Relation with Theory

This theory applied to this in a way that due to fear of isolation and threats cyber bullies tend to be quite. Due to fear and lack of trust on parents they mostly hide it from them. They do not report to FIA and Police due to fear. They tend to isolate themselves. Victims of cyber bullying are afraid to speak up for being shamed. Even those who are not victims cannot support the fellow victims because they have minority opinion as compared to confrontational majority. The spiral of silence may have little predictive power in the new media territory. Spiral of silence helps to explain why youngsters are unable to tell or speak when bullied. Victims become isolated as they have no one to seek help from. Especially, in our society where cultural and social norms are consider more important rather than youngsters safety and mental state.

Research Questions

RQ1: what are the prevalence rates of cyber bullying among youngsters?

RQ2: what are the Parents views on cyber bullying?

RQ3: Do students prefer to report the case?

RQ4: What type of strategies do cyber bullies adopt to report the case?

RQ5: Do parents support their children's who are being bullied?

Research Methodology

"The process used to collect data and information for the purpose of making business decisions". (Business Dictionary)

Research Design

Research design referred as framework of research methods and techniques chosen by a researcher. The design allows researchers to leash on in research methods that are suitable for the subject matter.

In this article the researcher has chosen survey method for data collection. The researcher has conducted quantitative approach in order to satisfy the objectives of this article.

Population

"A group or class of concepts, subjects, variables, or phenomena is called population".

Population of this article involves Lahore based university students. The population of this research chosen by keeping targeted audience in mind. Total population of this research contains students of age 18 to 24 years.

Sampling Technique

"A sample is a subset of the population that is representation of the entire population". (Wimmer and Dominick) "n.d."

Non-Random Purposive Sampling

Purposive sampling includes respondents, subjects, or elements selected for specific characteristics or qualities and eliminate those who fail meet the criteria (Wimmer and Dominick, n.d).

In this article purposive sampling has been selected for the sample of Lahore based university students. As the sample of research are specific and particular age students having access to social media sites.

Sample Size

"The sample size of a survey most typically refers to the number of units that were chosen from which data were gathered". (Lavrakas, 2008)

The researcher will focus on 200-300 students as a sample as cyber bullies are particular population and covering all of them is not possible.

Tool for Data Collection

Survey Method

A survey method referred as research method used for collecting data. A large amount of information or data can be collected through survey method. Survey method includes questionnaire, telephone interviews, mail surveys and internet surveys.

Researcher will use "Questionnaire" type of survey method to collect the data. Questionnaire has designed to find out the information and desire data. Questionnaire is consisting of open-ended and closed-ended questions. Mostly it is based on closed-ended questions.

Statistical Tool

Statistical tool defined as a set of methods and procedures which is used for organizing, summarizing and interpreting the information.

Researcher will use "percentage method" to find out the result of collected data.

Operational Definition

An operational definition defined how the researcher decides to measure the variables and want you to understand the term of this article.

Effects

state of being influenced, mental changes

Youth

the time between childhood and adulthood, from dependence to independence

Cyber

practice of defending computers, mobiles and social media platforms.

Bullying

seek to harm, threat and harassment, to abuse or blackmailing

Variables

The empirical counterpart of a construct or concept is called a variable. (Wimmer and Dominick) "n.d."

Variables are basically concept. Anything that has a quality and quantity that varies. There are two types of variables which includes independent (being changed or controlled), dependent variables (being tested and measured).

In this article independent variable is cyber bullying which is an act and by bullying victims are getting affected and Dependent variable is youth which is being affected.

Result Presentation

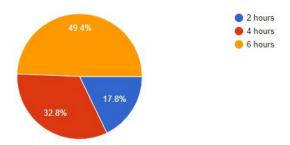
This chapter includes the basic purpose and aim of the study, the method of data analysis, the results of research questions and the result of this study. This chapter also reports the results of the survey which is conducted and survey respondents were 314.

What Cyber Bullying Means to you?

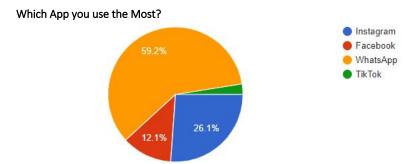


Graph 1: shows a researcher said for 56.1% students it is harassment, for 31.2% it is threats and for 7.6% it is body shamming.

How Many Hours do you Spend Social Media?

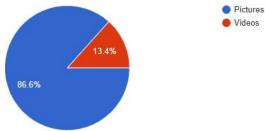


Graph 2: show a researcher said that 49.4% students spend 6 hours on social media, 32.8% spend 4 hours and only 17.8% students spend 2 hours on social media.



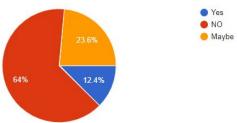
Graph 3: show a researcher said that 59.2% of students use WhatsApp, 12.1% of students use Facebook, and 2.61% use Instagram most.

What Type of Content you Post on Social Media?



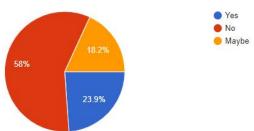
Graph 4: show a researcher said that 86.6% students post pictures and 13.4% post videos on social media.

Have you ever been Cyber Bullied?



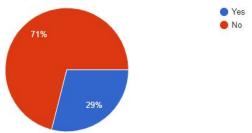
Graph 5: show a researcher that 64% of students said no, 23.6% of students said may be, they don't want to disclose it and only 12.4% said yes.

If you have ever been Cyber Bullied did you Tell about it to your Parents?



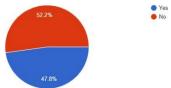
Graph 6: shows a researcher that 58% of students said No, they do not tell their parents, 23.9% of students do tell their parents.

If you have ever Bullied did you Report it to Police or FIA?



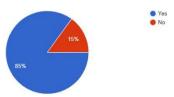
Graph 7: show a researcher that 71% of students said no, they do not report it and 29% of students said yes they do report it.

Do Parents Regulate the Online Activities of their Children's?



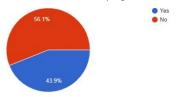
Graph 8: shows a researcher 52.2% of people said no, parents do not regulate their online activities of their children and 47.8% of people said yes they do regulate it.

Do you Think Children's don't tell their Parents due to Fear of their Reaction?



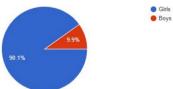
Graph 9: shows a researcher that 85% of children's do not tell their parents due to fear of their reaction and 15% of children does tell them.

Do you think Parents have open Conversation about Bullying with their Children's?



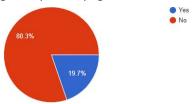
Graph 10: shows a researcher said that 56.1% of students said no, parents do not have open conversation with their children and 43.9% of students said yes, parents do have open conversation with them.

Who is most Likely to be effected by Cyber Bullying?



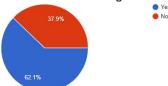
Graph 11: shows a researcher said that 90.1% of girls who is more likely to be affected by cyber bullying and 9.9% of boys who is less affected by cyber bullying.

Do Adults are well Aware of Laws against Cyber Bullying in Pakistan?



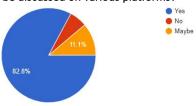
Graph 12: shows a researcher said that 80.3% of adults are does not aware of laws against cyber bullying in Pakistan and only 19.7% of people are aware of laws.

Do you think Parents Support their Children's who are being Bullied?



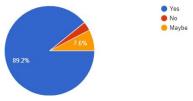
Graph 13: shows a researcher said that 62.1% of parents do support their children and 37.9% of parents do not support their children who are being bullied.

Do you think cyber bullying should be discussed on various platforms?



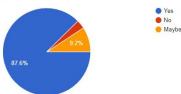
Graph 14: shows a researcher said that 82.8% of students said yes it should be discuss on various platforms and 11.1% of students said no it shouldn't be discuss on various platforms.

Do you Think it Should be Mandatory to give Awareness about Cyber Bullying in Institutions?



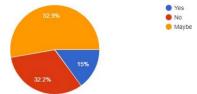
Graph 15: shows a researcher said that 89.2% of students said yes it should be mandatory to give awareness about cyber bullying in institutions and 7.6% of students said maybe.

Do you think Cyber Bullying affect your Mental Health?



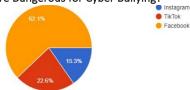
Graph 16: shows a researcher said that 87.6% of students said yes cyber bullying affect mental health and 9.2% of students said maybe.

Do Cyber Bullies always Ended up at Suicide?

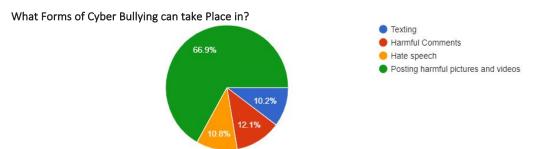


Graph 17: shows a researcher said that 52.9% of students said no and only 15% of students said yes they always ended up at suicide, 32.2% of students said no and only 15% of students said yes they always ended up at suicide.

Which Social Networking Site is more Dangerous for Cyber Bullying?



Graph 18: shows a researcher said that 62.1% of people think Facebook is more dangerous, 22.6% of people think TikTok and only 15.3% of people think Instagram os more dangerous site for cyber bullying.



Graph 19: shows a researcher said that 66.9% of people said posting harmful pictures and videos form of cyber bullying take place more, 12.1% of students said it can cause by harmful comments and 10.8% of students said it is take place due to hate speech.

What do you think why most of the Cyber Bullied did not Report it to the Police/FIA?

Researcher gets mixed responses on this open-ended question. Few are below:

- Because of social unacceptability of this crime, they don't want to make the cyber bullied person be known publicly and less awareness of laws as well. Secondly, I think police itself is less trained to handle such case smartly. They themself might use harsh words against the victim.
- Unawareness and as our police is incompetent so people tend to rather stay quiet than to file a report, as the procedure is time consuming and our justice system is pretty much flawed.
- Mostly people due to the fear of bad social talks and also feel insult.
- Because of families people think the reputation of their family will be down after that in most of the cases,
- They did not have enough evidence or they threatened the person being bullied not to report it. The
 person being bullied got afraid of the reaction he/she might get from their parents or the society.
- Police itself creates a bundle of problems and irrelevant questions which are itself bullying to the person.
 People hesitate to take the legal actions just because of the negative behavior of legal authorities. Second main reason is that people don't have proper awareness regarding the procedure or reporting such kind of issues.

Open ended questions resulted mixed suggestions and answers most of them are blaming police as they failed to provide protection and justice, and most of them are not even aware of laws against cyber bullying and most of them said government should take responsibility towards this issue and provide laws and awareness about cyber bullying.

Another reason for not reporting it to police OR FIA is fear of shame and society. Some of them said parents do not support their children.

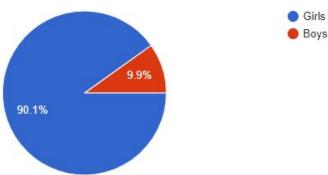
Analysis of Research Questions

First research question refers to what are the prevalence rates of cyber bullying among youngsters? While second research question refers to what are the Parents views on cyber bullying? Now third research question refers to do students prefer to report the case? While fourth research question states that what type of strategies do

cyber bullies adopt to report the case? And a fifth research question state that do parents support their children's who are being bullied? Keeping in view these research questions above data was collected and analyzed.

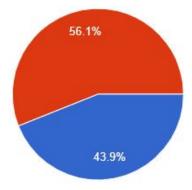
Results of Research Questions

What are the Prevalence Rates of Cyber Bullying Among Youngsters?



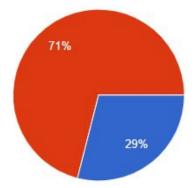
Researcher said that prevalence rate among girls is 90.1% and among boys it is 9.9%.

What are the Parents Views on Cyber Bullying?



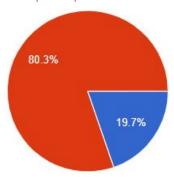
Researcher said that 56.1% of parents believe to have open conversation with their children and 43.9% of parents do not believe to have open conversation with their children.

Do Students Prefer to Report the Case?



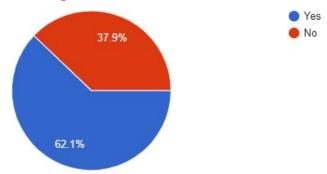
Researcher said that 71% of students do not prefer to report and only 29% of students prefer to report.

What Type of Strategies do Cyber Bullies Adopt to Report the Case?



Researcher said that 80.3% of cyber bullies do not know the strategies to report and only 19.7% of cyber bullies knows the strategies and want to report it.

Do Parents Support their Children's who are being Bullied?



Researcher said that 62.1% of parents who support their children who are being bullied and 37.9% of parents do not support their children.

Discussion about Result

Our research focuses on effects of cyber bullying on the youth through many forms. Researcher selected Lahore city to collect the data. In this research, researcher find out that prevalence rate of cyber bullying among youth is 50% in which girls are most likely to be more affected than boys. Girls face more hateful comments and harassment than boys. In Pakistan people do not report bullying cases and 71% of students agreed on that.

52.2% of people think that parent's do not regulate the online activities of their children. About 85% of children do not tell their parents about bullying due to fear of their reaction. About 56.1% of parents do not have open conversation about bullying with their children. 80.3% of youngsters are not aware of laws against cyber bullying in Pakistan. 82.8% of students think that cyber bullying should be discussed on various platforms. 89.2% of students think that it should be mandatory to give awareness about cyber bullying in institutions. About 87.6% of student's mental health is affected by cyber bullying. 62.1% of students think Facebook is most dangerous site for cyber bullying.

Conclusion

This article study aims to find out the effects of cyber bullying on youth of Lahore city. Researcher wants to investigate the effects of social media on youth and how important role it plays in their life. Researcher wants to find out how much youth are aware of laws against cyber bullying in Pakistan.

Result of this research proves that cyber bullying creates huge effect in youngsters' lives and social media play crucial role in their lives, students don't want to report it to FIA or Police as they don't trust them or most

of the people done trust them with justice. Some students don't tell their parents due to fear of isolation and society's pressure and some of them are ended up at commit suicide.

Five research questions are developed in this research and these research questions are accepted through the survey mostly respondents said they do not know about cyber bullying laws and how to report it, parents do support their children's who are being bullied, prevalence rate of cyber bullying in girls is more rather than boys.

Suggestions and Recommendations

- Researcher wants to suggest that parents should monitor online activities of their children.
- Government should give awareness about cyber bullying and their laws to report it.
- Police should fulfill their responsibilities towards bullies' justice.
- Youngsters should not be hesitating to report the case to FIA or police.
- Cyber bullying should be mandatory to discuss in universities or schools.

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