

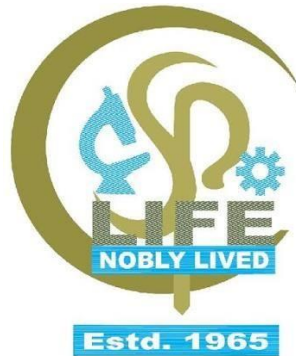
Disorders of Communication: Trolling as a Problematic Social Media Practice

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Declaration

I do hereby declare that the project report is the record of genuine research work done by me under the guidance of Ms. Deepa George, Assistant Professor, Department of English, St.Paul's College, Kalamassery.

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Certificate

This is to certify that the project work **Disorders of Communication: Trolling as a Problematic Social Media Practice** is a record of the original work carried out by Christy Telesper under the supervision and guidance of Ms. Deepa George, Assistant Professor, Department of English, St.Paul's College, Kalamassery.

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Chapter 1

Introduction

Troll studies are of great importance in the twenty-first century. Social network applications such as Facebook, Instagram, WhatsApp, Twitter, etc., have a great influence on people today. They help people to express themselves about current problems and also their artistic expressions. But the effect of these trolls on the lives of different people is different. Some do it for fun but for others with serious reasons. But its effects are different at different levels.

In the age of racist, sexist and political trolling on the Internet, we are all guilty of sharing them just for laughs, often without thinking too much of those at the receiving end. But, the worst type is trolls that attack people with disabilities. And we witnessed one of the worst cases when a Kochi man with hearing and speech difficulties, Eldho, was photographed and shared online after falling asleep due to fatigue a few years ago.

Trolling is a game about identity deception, although it is played without the consent of most players. The troll tries to pass as a legitimate participant, sharing the common interests and concerns of the group. Members of the newsgroup, if they know about trolls and other identity deceptions, try to distinguish between real and trolling publications and judge that a poster is a troll, and make the offending poster leave the group. Trolls have negative intentions, wishing harm, or at least discomfort to the audience. Being trolled is becoming a victim, being caught in the hangover, and being the target of another person's joke. (Bergstrom) Internet trolls are a class of geeks whose *raison d'être* is to participate in ruthless teasing/flaming or morally risky jokes. These acts are often delivered in the most spectacular terms and often in the most ethically offensive terms possible (Coleman 101). Trolls are people who act as trolls and speak as trolls and trolls as trolls because they have chosen to adopt that identity (Phillips 505).

Online trolling is a specific example of a deviant and antisocial online newsgroup in which the deviant user acts provocatively and outside of normative expectations within a particular community; Trolls seek to obtain responses from the community and act

repeatedly and intentionally to cause disruptions or cause conflicts among community members. Throwing insults through private messages in multiplayer games, shameful classmates in group chats, or posing as users on IRC channels exemplifies the increasingly strict overlapping of social networks and personal life. The rapid pace with which digital media platforms introduce new possibilities for interpersonal interaction complicates this socio-technical context, and along with the evolution of interaction rules and situational rules of etiquette, new ways of bothering, harassing or abusing each other arise in line.

In the English media, trolling has become a placeholder for a surprising variety of practices (Hardaker 224), ranging from teasing or making fun of each other for fun (O'Neil) until interrupting large online communities (Pao), and from participating in large-scale harassment campaigns (Allaway) to posing as multiple identities that participate in extremist activities (Zavadski). Andrew Whelan (41) argues that the term "troll", both as a noun and a verb, is widely appropriated by the media and is used repeatedly to maintain various moral panics about the abuse of network communications. The incorporation of this term into the inventory of popular media narratives has resulted in overly simplified explanations of very different and problematic social media practices. On the other side of the explanatory spectrum are the thorough attempts of academic researchers to find a solid definition for these practices, often to counter the populist sensationalism of media panic (Jane 532). Some examples testify to the variety of possible approaches to the subject.

Troll studies help people express their feelings. As social networks provide a wide range of freedom, people can use it to any extent. Now trolls are the face of democracy and the power of people. Through trolls, people express their feelings and anger against social practices such as corruption and other issues. There is someone who fears trolls. That in itself speaks about the power of trolls and how it affects society and people's thinking patterns. Day by day the number of trolls increases. This tells how much people care and believe in this way of expressing things.

There are many groups of trolls that extend day by day and grow with great power. The growing power of troll groups says about the importance of trolls in this modern era.

Somewhere in the expression of emotions. Troll is voice a without voice and for someone else, it is simply fun. The truth is that trolls have had a great impact on society and people, but somewhere it bears the face of bullying and has also become a weapon to attack others. Defining the practice itself, either as an essential component of the early Internet culture or as a consequence of the technological limitations imposed by computer-mediated communication, seems to be a fairly simple task. Definitions of terms such as trolling, flaming or spam are removed directly from the communities in which they are used, interpreted by academics who are sometimes part of these same communities, and it was theorized as activities that contribute to online sociality or as symptoms that indicate the mediated appearance of antisocial deviation. With the popularization of Internet access, the multiplication of online platforms, the advent of social networks and the broadening of the spectrum of possible forms of network participation, the definition of trolling become a problematic issue in itself. As Claire Hardaker pointed out, "particularly within social media and social media circles, it is possible to find widely divergent denotations and uses that make the creation of any clear definition [of trolling] almost impossible" (202). The dispersion of trolling among online communities, user bases of platforms and network audiences has resulted in two diametrically opposed epistemologies. Approaches to this type of practice in social networks: on the one hand, the effort to find a minimum definition of trolling that can be applied in all disciplines and contexts; On the other hand, the option of accepting differences and focusing on pragmatic explorations of what happens in socially particular contexts. The definition effort is best represented by the work of O'Sullivan and Flanagin on what they call "problematic messages." In their article, the authors regret the lack of "precise conceptual and operational definitions of" flaming "(O'Sullivan & Flanagin 69), which leaves the discussion of problematic practices to popular opinion and the media of communication, resulting in anxieties and the moral panic over the Internet. O'Sullivan and Flanagin write clearly in reaction to existing academic literature, that they consider too technologically deterministic to generalize about the different practices of social networks and define them as antisocial, offensive, hostile or aggressive (72). They recognize that

seemingly hostile messages may be motivated by both antisocial attitudes and pro-social functions, the authors propose to base their definition of practice on the context in which it occurs, backed by attention to ethnography and about how users articulate local norms.

Now one-day trolls are used to discuss the religious issue as the best way to represent things. Trolls discuss various topics such as politics, religion, discrimination, and other issues. In addition, trolls are very useful to better understand social conditions and the relevance of social problems. The political economy of the Internet favors freedom over control, facilitated by technologies that magnify the anonymity of racist protagonists. The ideology of the Internet has long been savored with attachments to freedom without limits, unlimited interactions magnified by the strong ideological and legal commitment of the United States (USA) with freedom of expression without restrictions. The particular configuration of Internet activity, which places billions of lonely people before their screens, interacting effectively with anyone they choose, improves the psychological dimensions of anonymity, disconnection and inhibition, particularly when we find people whose personalities agree with the Dark Triad or Tetrad (Buckels et al.). This last combined personality-oriented feature of web trolls has emerged as the most significant parameter in the growth of hate on the Internet.

The identification of personality traits associated with hate speech producers has created a triadic association between different personality traits, including the psychological attributes of manipulation of the behavior of others), and psychopathy (lack of empathy). While in the outside world these traits can occur independently, in digital space they appear along with an ominous narcissism (passionate fixation on oneself), Machiavellianism (the enjoyment obtained from manularity). A fourth feature, often identified in conjunction with others (hence the tetrad), is sadism, the enjoyment of cruelty through inflicting pain on others. The search for objectives online has been called "trolling" (Stein 2016). Trolling has become an omnipresent part of the web experience for anyone of any celebrity (or even anyone based on their appearance, dress or opinions). He began his life when social networks for the first time made it possible to anonymously identify and harass other

people. The heart of trolling has been the 'Politically incorrect' (Pol) dashboard of the '4chan' website, essentially an old-style bulletin board based in the US. UU. That allows people to publish ideas completely anonymously and then see where they run (Hine et al.). / Pol /, which serves as a zero zone for the emergence of cyber hatred in the period of social networks, has been the space for the development of aggressive memes, for the capture and purpose of Pepe the Frog, a meme that affirms dominance of White Power online (Koebler)

There are strategies to avoid the attempts of the main Internet providers to develop automatic devices (bots) to block racial hatred (Pearson). In addition, it has been the birthplace of the Alt-Right hashtag and the cyber group, publicly identified as openly racist when U.S. Democratic presidential candidate Hillary Clinton denounced the nascent movement in the U.S. presidential elections in 2016 (Chan). "4chan", among its many other features, has published a dystopian set of "rules for the Internet", which reflects the language of the player and the self-improvement narcissism of its many users. All these highlights the importance of troll and troll studies, which is a more important branch of study in this 21st century. The objective of this project is to establish the influence of trolls in the modern era.

Chapter 2

Trolling as a Social Media Practice

Trolling is defined as creating a disorder on the Internet by starting controversies or annoying people by posting inflammatory or off-topic messages in an online community. In essence, social media traffic is someone who says something controversial to get momentum from other users. An active user of social media probably experiences trolling in one way or another. The most significant trolling happens on YouTube. In each comment thread there are users who say something like "this video sucks", "you don't know what you're talking about" or the classic "five people need to check their brains!" referring to the number of people who did not like that video.

Trolling happens a lot on sites like Facebook, Instagram, and Twitter. Facebook is particularly difficult when holding national or international events. Joining a conservative or liberal Facebook page is like joining a literal boxing game. There are endless arguments about the offer, and comments from both sides trying to get a boost from the other often appear in threads. However, it should be noted that trolling does not mean just because there is discussion.

Trolling, along with a shifting constellation of related or overlapping terms (flaming, spamming, cyber-bullying, online harassment, social media abuse, and so forth), belongs to the wider domain of social media practices that resulted from the popularization of Internet access and participatory digital media platforms. As Lee Rainie and Barry Wellman point out, the intense socially networked activities of digital media users, which include countless ways of creating, sharing, ranking and discussing content, inevitably imply a certain degree of personal disclosure, and easily lead to occasions for surveillance and sousveillance, "...many internet users are leaving considerable digital footprints, advertently and inadvertently, for others to follow. And follow they do. [...] Not only are other users 'creeping' and 'stalking' each other, but also governments and large organizations have the capacity to surveil individuals" (80)

Trolls even affect the current affairs of the country and the state. Most trolls are

primarily aimed at celebrities and politicians. A troll will use shock value to advance arguments in conversations, commonly on Facebook threads and other online public discussion platforms like Twitter. An internet troll stirs up drama and abuses by inciting hatred, bigotry, racism, misunderstanding clearly, or simply quarrels among others. Trolls like a large audience, so they frequent blog sites, news sites, discussion forums, and game chat. Trolls are successful in environments where they are allowed to give a public opinion.

A study published by the University of Manitoba, Canada found that trolls display the personality traits of narcissists, psychopaths, and sadists. They enjoy the suffering of others and feel no remorse or empathy for their victims. Serious trolls are exempt from criticism and logical arguments. No true troll can reason, no matter how sound the logical argument is. Trolls are generally considered separate from the social order. They do not abide by courtesy or common courtesy rules. Trolls consider themselves socially superior take responsibility and energy from your insults and anger. The only way to deal with an online troll is to ignore it or remove its ability to post online.

Internet trolls can be found where online users interact with each other. Trolls are very common on news sites. Many online news sources now avoid open commenting features because many internet trolls use this site to post offensive comments in response to news articles. There are different styles of trolling, and some do not fully follow the general trolling approach.

Railings are one of the simplest, but fastest, methods of trolling. Like pop-punk music, derailment will actively engage many people in the troll paradigm. The Devil's Advocate, named for the rhetorical method he uses, is a style that gives the troll an opposite view from most on the forum or in the thread. It is argued that, as a technique or style, most veterans do not practice the defamatory trolling style, but it is a simpler form of trolling that most teenage trolls learn before embarking on complex large-scale trolling techniques. It is simply an insult to the poster a person is targeting and ruining their image. Freestyle trolling has been used almost religiously since the birth of Facebook, which consists of a quote or post that seemed pointless to catch and catch Facebook 'friends', followed by an intentional

storm of idiocy, which caused that the troll was finally being blocked.

There are only three reliable ways to deal with trolls, all of which focus on reaching your audience, harnessing their power, and getting the attention they seek. For a casual or exhilarating online troll, completely ignore human posts. While it is difficult for most users to let the troll have the last word, this tactic manages to liquidate the casual troll shots. If many people report the troll, this will often encourage moderators to take action. Ask moderators to post the troll online. This generally means that the troll is kicked out of the system or blocked by an IP address.

There also exists the phenomenon of state-sponsored trolling or digital harassment by critics. Thousands of social media accounts, operated by people and robots used to escalate the attack, attack a person who would like to criticize a regime or a political figure. Interestingly, the person is accused of being a foreign agent and a traitor. Memes and cartoons are used to insult the target. The language of comments, posts, and tweets is often abusive. The general idea behind the campaigns is to give the target a sense of public anger at their work and opinions, but also to reject the target's voice while thousands of digital voices vibrate.

In less authoritarian states, where voting still makes sense, trolling operations often stem from election campaigns. In Ecuador, Rafael Correa created a troll army for the 2012 elections and continued to use it after his victory. In the Philippines, Rodrigo Duterte hired trolls to work on his 2016 presidential campaign and has since placed some of the most prominent in government positions. In India, the Bharatiya Janata Party maintains an "information technology cell" with thousands of members receiving daily instructions on what issues to promote and who to contact.

It's hard to understand why social media platforms do little, if any, to stop trolling campaigns. Twitter and Facebook will remove posts and comments containing death and rape threats, but not insults, treason charges, or suggestions that a journalist on the payroll of a spy agency is hostile.

Future Institute makes some suggestions on how social media can help, but they are

not very helpful. For example, it says that a network could ask users to create bot accounts to identify them as such, which farms would be understandably reluctant to troll. It also suggests that social media companies somehow detect and identify state-linked accounts, a whale game that is as difficult to play as it is useless.

Empowering abusive campaign goals is the easiest and most useful. For example, the network should pay special attention to a dozen similar abusive traffic. Users should be able to disable comments to specific posts and temporarily disable tagging, otherwise, trolls are too easy to control. And if bots are to be flagged, it should be up to the networks to spot them.

In India, we can find two different sections in two different laws that can be applied to trolls, which makes trolling a criminal act, but if the comments posted by trolls only have a few ingredients mentioned in the articles. Section 66A of the IT Law, 2000, that is, the penalty for sending offensive messages through the communications service etc. is imprisonment for a period of three years and with a fine. Section 66A of the IT Act of 2000 was enacted as an antidote to harassment, with antiphishing and antispam provision. If the troll writes something that is not offensive or the police feel that it is not offensive, then Section 66A would not apply. A recently added Section 354A (iv) of the Indian Penal Code (IPC) states that if anyone(while passing through) makes a "sexually colored statement" he/she would be guilty of sexual harassment and will be penalized for either report for a period of one year, or a fine, or both. In India, if abusive trolls come with sexually explicit statements, the troll can be arrested without a warrant and prosecuted.

Online trolling is a specific example of deviant and antisocial online behavior in which the deviant user acts provocatively and outside of normative expectations within a particular community. Trolls seek to elicit responses from the community and act repeatedly and intentionally to cause disruption or trigger conflict among community members.

Chapter 3

Troll as Victimization

A new generation attracted to the Internet cannot imagine a world without sources of information. A computer revolution creates an infinite world in which interesting commercial, commercial, communication, etc. exchanges take place. The effect of cyber social media. Social media itself has become a platform for open discussions and the enlightening world is widespread and, above all, all other media that facilitate the growth of cyber media. The usefulness of the computer worlds is multifaceted. Includes entertainment, informative, educational, purpose, etc. Many aspects of the Internet have had far-reaching results. They include important trolls to open the public's eyes to various social, political, gender, linguistic and cultural issues. Dotted satire, on the contrary, is the general nature of trolls. Sometimes it focuses on the heartless defamation of individuals in power and work. Ideas that spread orally on the Internet can be the cause of social transformations. It can correct corrupt people, change society's negative attitude towards the disadvantaged, criticizing the disease through Internet trolls. His disruption of social, cultural and political practices is significant in shaping a new perspective in society. The attempt here is to discover the concept of the tunnel and its importance in the cybernetic world of Kerala. Trolls offer a public space for open criticism and satire. Sometimes it can attack people mercilessly, but generally, they have a wider range of uses. It has become instruments of social change when used in brighter positive aspects. Sometimes it is used to dismantle sacred images and images that are actually beyond criticism. But the anonymous aspect of the virtual world opens the possibility to the ridiculous and crystal-clear ridicule. Troll is defined as someone who causes disorder on the Internet by initiating topics or upsetting people by posting messages of inflammatory, external or off-topic content in an online community with the intention of encouraging readers in an emotional response or an interruption otherwise another topic is often discussed for your own enjoyment.

The ethnological exploration of the word "troll" comes in the early 1980s or earlier. But the troll English noun goes in the standard sense of an ugly or giant dwarf until 1610

and derives from the Norse word "troll" giant or demon. Trolls are antisocial, controversial, and slow creatures in Scandinavian folklore and children's stories that annoy travelers. Currently, the word trolling is used to describe the fishing technique of a trawl or slow bait from a moving boat, but trawling describes the general commercial activity of the fishing net. Eventually, the contemporary use of the word appeared on the Internet in the late 1980s. In Chinese, trolling is called mù bù (literally: "white eye"), which can be described simply as "eyes without pupil", in the sense that while the pupil of the eyes is used for vision, the white part is used of what the eye cannot see, and trolling involves nonsense that speaks blindly on the Internet, completely ignoring sensitivity or being rude with the situation at hand, like eyes without pupils. Data bay is an alternative term (literally: "white putrefaction"), which describes a completely illogical and insane work done to upset others.

The term "troll" can mean a number of different things, but basically, a troll is someone who aims to "please" at his own expense. They are people who claim to be someone who is not - they create people who you think are true, but they know they are false. The humorous trolls are fun, satirical, fair, educational, fun, exciting, provocative, offensive, and irreproachable. Trolls sometimes function as a modern version of the clowns who played a significant role in the drama genre. They tear and exploit human weaknesses to tell the truth. Internet trolls are generally hidden behind anonymous accounts and fake usernames. They are actors in the cyber world and target anonymous Internet users. Trolls are commonly used today to manipulate public opinion. So companies use that aspect of trolls to make an impact. Sometimes this creates ruthless play, taking away human weaknesses and exploiting them.

Kerala was formerly known as the "country of the gods" but now is the time to rename "Kerala - the land of tunnels". These are the radical changes seen in the cyberspace of Kerala. The numerous trolls groups in Malayalam provide ample evidence of the rise of online satire and virtual attacks. Word-based SMS gives way to trolls that include word pictures, moving pictures. And so begins a new tradition of cyber-destruction and satire. Malayalam Troll, Chalu International Union, Samskaram Arshabharatha, Cyber Rollers,

etc. The celebrity groups are trolls.

Malayalam Trolls is one of the most viewed trolls in Malayalam where trolls are created by editing cliché scenes and popular movie dialogue. Innovation and differential thinking is the soul of those tunnels that are most effective. The images given below will surely explain. Chalu International Union is the group of trolls appointed by Roshan Thomas to initiate trolls that are free of poverty, ambiguity, gender inequality, caste discrimination, etc. The ICU is now known for its huge number of followers and wider acceptance. Below are some trolls produced by the ICU. Too many trolls in Malayalam reveal the growing demand from the online community for strong criticism against all kinds of problems in society. The changes that can be implemented with the use of trolls are evident when we analyze Kerala's political situation. Political leaders and celebrities are always subject to Internet trolling. Politically motivated trolls have the potential to even distort public opinion. Troll Victims Growing troll phenomena can affect individuals' personalities. It can lead to social and psychological asthma. But when it focuses on the general weaknesses of society, it will enhance the constructive dimension that generates social well-being. Troll victims are people whose position or status can be treated as a critic. The traditional media had a well-structured frontier for criticizing politics and its leaders. But new multimedia widgets do not have strictly limited rules and regulations in the field of satire or mockery. So trolls are treated as a rusty tool in the modern cybernetic world. Victims of the trolls in contemporary Kerala society come primarily from politics. Previously their authority and excellence have been doubted, but today all aspects are at the heart of observation. But many believed that the best way to deal with the troll problem was to ignore it. But overall the relevance of tunnels is increasing in a revolutionary world of information as a tool to protest in a way of ridicule, derision, and sometimes provocation.

When we see racist, sexist, and politically trolleys on the Internet, we are often guilty of sharing them for laughter without thinking too much about the people they get. However, the worst kind of trolls attacks disabled people every day. And we witnessed one of the worst examples of sharing and sharing photos online after Elchi, a deaf and talking

coach, fell asleep fatigued a few years ago. The Malayalam movie *Vikruthi* does not adequately reflect the severity of the problem but does draw pictures of the trollers and receivers. Eldho (Suraj Venjaramoodu) and his wife Elsy (Surabhi Lakshmi) are deaf. Eldho spent two nights in the hospital where he hospitalized his daughter, then returned to the Kochi subway to sleep on the spot. Travel companion Sameer (Soubin) mistook Eldho's photo by clicking on it online to mistake it for being drunk. Both lives change, with this incident.

Trolls are much more ruthless than celebrities when there are often people who make fools of themselves online by ordinary people, as in the case of the El Dole and Malayali policemen who suffered a stroke in the Delhi metro. Many netizens share it with ecstatic motifs, and *Vikruthi* draws the perfect image appropriately layered. How these "naively" clicked photos capture people's reputations, and also how "photographers" aren't always "villains." As they say, it is the result of a child setting fire to play. While we are interested and trained to deal with modern devices, who is reflecting on the ethical side? *Vikruthi* is a representation of this sad situation.

Little quantitative evidence is available to date on the impact of trolling on victims' online and offline behavior. Instead, the literature usually focuses on case studies, anecdotal evidence, and self-reporting by victims about how they have been affected by trolling. This may provide useful information in the form of detailed reports on the impact of trolls on human behavior, but a high-level study based on a larger and more robust dataset would be welcome to better understand whether these influences can be generalized by population. One difficulty in assessing consequences is that, in much of the literature, no distinction is made between trolling and cyberbullying, terms that are sometimes used interchangeably or separately to refer to similar online abusive behavior. Online trolling seems to elicit similar reactions in victims of offline bullying although it has been suggested that online behavior may have a more lasting and widespread impact than offline behavior. (Park et. al). A suggested reason for this, as presented in the UK Girls and Boys Attitudes Survey (Girlguiding) is that while trolls tend to be anonymous, their actions are public and leave

their victims exposed to great auditions. The data collection and sampling approach adopted for this study appears to be reasonably robust, and efforts are made to ensure that participants are fully informed and that data is collected consistently. The data were disaggregated by age and sex, to better guarantee representation. However, given that the causes of cyberbullying were self-reported, there is a danger that the study participants misinterpreted or misinterpreted these. Commonly reported symptoms of trolling victims include increased emotional distress and shame, and an increased risk of clinical or sub-clinical symptoms (such as depression, anxiety, and stress disorder- post-traumatic). Several of the studies considered in this OER report similar behavioral influences, including substance abuse, shame, humiliation, low self-esteem, paranoia, withdrawal from social life, and adverse effects on personal relationships (such as for example, with other family members, intimate partners) The evidence from these studies consists primarily of literature reviews, interviews, and qualitative and quantitative surveys. As these findings have overlapping themes, there is some evidence that these problems are common among victims. There is some quantitative data to support these findings in Ofcom's 2017 report on adult media use and attitudes, although a more in-depth study would be welcomed. Ofcom found that 44% of over 1,000 respondents who use social media agreed that they are discouraged from posting content because of the potential for comments or offensive responses. As a result, confidence in social media content has decreased slightly (compared to the previous year's survey). A national survey specifically dedicated to the prevalence and impact of trolling would be a useful tool to further develop these initial findings. In reviewing the literature as a whole, a number of factors emerge that seem to influence the impact of trolling on its victims. These include the victim's perception of themselves; your understanding of the troll; the interaction of these two feelings in terms of the power dynamics they create between a troll and a victim; and the context in which the trolling takes place. Perceptions of power appear to be very important in terms of the magnitude of the effects on victims' behavior.

They find that attention-seeking behaviors stimulate trolling activities, for example,

they show greater resistance to online trolling, meaning that they do not experience the same negative health outcomes (Maltby). Victims most directly threatened by online trolling extend offline threats (for example, rape threats, death threats, posting personal data online or threats to friends and family), or belonging stricter groups who are more likely to be socially powerless (such as Muslims or women, for example) (Maltby). A great example of this kind of direct threat is revenge pornography, where videos of sexual acts are posted online to humiliate former sex partners. This type of online abuse is highly personal and is often associated with direct offline threats, such as harassment and domestic violence. The consequences of this kind of behavior can be very serious: shame and humiliation; changed relationships with others; reputational damage; loss of employment prospects; blame the victim; withdrawal from social life and low self-esteem and paranoia ”(Henry and Powell,).

Even when victims show relatively high levels of psychological resilience, they can still change their online behavior in response to trolling. A study of bloggers in Germany, Switzerland, the United Kingdom, and the United States, common responses to trolls included research comments on paper threads, self-censorship ("keeping a low profile online by not posting on" hot topics) ", Increase the language or not promote your blog to a wider audience) and, in some cases, withdraw completely from social networks (Eckert). More evidence comes from an opinion poll of 293 self-identified women players recruited through online forums, blogs, and local social media (Fox and Tang) which examined women who had been sexually harassed in games video online. Respondents to this survey reported that 19 responses refer to completed surveys only, and that data were disaggregated by age. It is unclear what types of questions were used, making it difficult to gauge to what extent they might be leading.

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withdrawing from spaces where bullying and indifference were encountered by gaming organizations involved in the abuse they received. In addition, even those who are resistant to trolls can change their behavior in response to threats directed at others (for example, family members or those within their communities). A notable example is Anita Sarkeesian,

who received a significant amount of online abuse after posting a series of online videos in the United States entitled "Troops Against Women in Video Games." Ms. Sarkeesian decided to speak out against the abuse she personally experienced, rather than practice self-censorship. However, he canceled a talk at Utah State University because the institution received a threatening email from an anonymous source that the person would "attack the Montreal Massacre style" on attendees and students and staff at the Women's Centre nearby (Braithwaite). Another important outcome was the effect of trolling on the victim's home life. In Barlow and Awan (2016), Awan comments on how the constant blockage of ugly comments and Islamophobia left her emotionally drained, and her family begged her to stop writing opinion pieces. In fact, those within the victim's support network can encourage withdrawal. Mantilla's evidence review with GamerGate and other cases of gender trolling illustrate some examples of this. Kathy Sierra moved into their homes, for example, after trolls sent packages to her house to show they knew where she lived.

Trolls are creative and will inspire in the victim's mindset. Avoid this situation because any apparent manifestation of suffering can make them think they are winning. Producers like to control it, so the best thing to do is ignore them. They may lose interest quickly if they do not achieve the desired result.

The advantage of facing anti-social behavior online compared to offline behavior is that you can use technology to combat it. Effective steps can disable anonymous posts in the comments sections. However, the difficulty of this option is that in the first place, by blocking trolls, you also block discussions between your community online. You can also consider changing opinions, banning violators, and reporting the worst offenders to the authorities (people involved in phishing may commit a crime under the Malicious Communications Act).

Fear of judgment can do things that we didn't do when we were in the company. Anonymous's use of the Internet can lead to the worst aspect of human nature. It can be allowed to express the character that keeps social tabs and rules under control.

We have over 20 years of web experience around the world and play on how to

identify and manage anti-social behavior online. In the past ten years, the nature of the way we interact with each other has changed dramatically online social networks and mobile technologies that provide unlimited access to them. There are now more reporting tools on social media platforms, and an ongoing discussion on the role and responsibilities of high-tech companies and governments may be needed.

In addition to taking practical steps to stay safe online, it is important to remember that your online profile is only part of yourself. The dwarf is completely unknown to you and cannot reach your inner heart despite repeated seizures and abuse.

Legal framework and trolling

In India, we can find two different sections in two different laws that can be applied to trolls, criminal acts with trolling but if the comments published by the trolls have very few comments mentioned in the articles.

Section 66A of IT law, 2000, i.e. the penalty for sending offensive messages through the communications service, etc. Anyone who sends, through an IT resource or communication device, any information that is seriously offensive or of a threatening character can be punished by imprisonment for a term of three years and with a fine. It is an informed but available offense. Section 66A of the IT Act, 2000 was enacted as an anti-stalking, anti-phishing, and anti-spamming provision, but now it seems vague, ambiguous and easily misused. The terms used as pity and discomfort in criminal law have no clear meaning.

If the troll writes something that is not offensive or if the police believe it is not offensive, then Section 66A would not apply. New section 354A (iv) of the Criminal Code of India (IPC) states that if a man (even by trolling) makes a “sexual color observation” he would be guilty of sexual harassment. He is sentenced to imprisonment for one of the two reports for a period of one year, or to a fine or both.

In India, if abusive trolls write or have threatening comments or comments with sexual comments, they can be arrested without a warrant and prosecuted.

Trolling is the crime subset of online abuse, trolls are the new generation of

cybercriminals who propagate the "hate cybercrime". While some may argue that trolling is not a pure crime, but the fine line combined with consequences such as attracting victims to suicide, due to trolls comments, sometimes takes offense. Netizens must understand and learn that the anonymity of detecting trolls and the law when it reaches them will only appear behind

Chapter 4

Trolls- Variegated in Form

An Internet troll is a member of an online social community who deliberately tries to disrupt, attack, offend, or generally cause trouble within the community by posting certain comments, photos, videos, GIFs, or some other form of online content.

You can find trolls all over the Internet — on message boards, in your YouTube video comments, on Facebook, in blog comment sections, and everywhere else that has an open area where people can freely post to express their thoughts and opinions. Controlling them can be difficult when there are a lot of community members, but the most common ways to get rid of them include either banning/blocking individual user accounts (and sometimes IP addresses altogether), reporting them to authorities, or closing off comment sections entirely from a blog post, video page or topic thread.

Regardless of where you'll find internet trolls lurking, they all tend to disrupt communities in very similar (and often predictable) ways. This isn't by any means a complete list of all the different types of trolls out there, but they're most certainly some of the most common types you'll often come across in active online communities.

The insult troll is a pure hater, plain and simple. And they don't even really have to have a reason to hate or insult someone. These types of trolls will often pick on everyone and anyone – calling them names, accusing them of certain things, doing anything they can to get a negative emotional response from them – just because they can. In many cases, this type of trolling can become so severe that it can lead to or be considered a serious form of cyberbullying.

The Persistent Debate Troll loves a good argument. They can take a great, thoroughly researched, and fact-based piece of content, and come at it from all opposing discussion angles to challenge its message. They believe they're right, and everyone else is wrong. You'll often also find them leaving long threads or arguments with other commenters in community comment sections, and they're always determined to have the last word – continuing to comment until that other user gives up.

The Grammar and Spellcheck Troll are the people who always have to tell other users that they have misspelled words and grammar mistakes. Even when they do it by simply commenting with the corrected word behind an asterisk symbol, it's pretty much never a welcomed comment to any discussion. Some of them even use a commenter's spelling and grammar mistakes as an excuse to insult them.

When controversial topics are discussed online, they're bound to offend someone. That's normal. This is the Forever Offended Troll. But then there are the types of trolls who can take a piece of content – often times it's a joke, a parody or something sarcastic – and turn on the digital waterworks. They're experts at taking humorous pieces of content and turning them into an argument by playing the victim. People really do get upset by some of the strangest things said and done online.

The Show-Off, Know-it-All Or Blabbermouth Troll is a close relative to the persistent debate troll, the show-off or blabbermouth troll is a person who doesn't necessarily like to participate in arguments but does love to share his or her opinion in extreme detail, even spreading rumors and secrets in some cases. They love to have long discussions and write lots of paragraphs about whatever they know, whether anyone reads it or not.

Unlike some of the more intelligent trolls like the debate troll, the grammar troll, and the blabbermouth troll, the profanity and all-caps troll is the guy who has nothing really of value to add to the discussion, spewing only F-bombs and other curse words with his caps lock button left on. In many cases, these types of trolls are just bored kids looking for something to do without needing to put too much thought or effort into anything. On the other side of the screen, they're often harmless.

There's always that one contributor to a Facebook status update, a forum thread, an Instagram photo, a Tumblr post, or any other form of social posting who just says "lol" or "what" or "k" or "yes" or "no." They are the One Word Only Troll. They're certainly far from the worst type of troll you meet online, but when a serious or detailed topic is being discussed, their one-word replies are just a nuisance to all who are trying to add value and

follow the discussion.

Exaggeration trolls can sometimes be a combination of know-it-alls, the offended, and even debate trolls. They know how to take any topic or problem and completely blow it out of proportion. Some of them actually try to do it to be funny, and sometimes they succeed, while others do it just to be annoying. They rarely ever contribute any real value to a discussion and often bring up problems and issues that may arguably be unrelated to what's being discussed.

The Off-Topic Troll is that person who posts something completely off-topic in any type of social community discussion. It can be even worse when that person succeeds in shifting the topic and everyone ends up talking about whatever irrelevant thing that he or she posted. You see it all the time online – in the comments of Facebook posts, in threaded YouTube comments, on Twitter and literally anywhere there're active discussions happening.

Lastly, there's the dreaded spammer troll. This is the troll who truly could not care less about your post or discussion and is only posting to benefit himself. He or she wants you to check out his or her page, buy from his or her link, use his or her coupon code, or download his or her free ebook.

Chapter 5

Conclusion

There might be several motivations for engaging in antisocial behavior: out of boredom, for fun or to vent. Bad moods may play a role in how a person later acts. Negative mood correlates with reduced satisfaction with life, impairs self-regulation, and leads to less favorable impressions of others. Similarly, exposure to unrelated aversive events (e.g., higher temperatures or second-hand smoke increases aggression towards others. An interview study found that people thought that malicious comments by others resulted from “anger and feelings of inferiority”.

Nonetheless, negative moods elicit greater attention to detail and higher logical consistency, which suggests that people in a bad mood may provide more thoughtful commentary. There are studies on how affect influences prejudice and stereotyping. Both positive and negative affect can increase stereotyping, and thus trigger trolling. Still, we expect the negative effects of negative mood in social contexts to outweigh these other factors.

Circumstances that influence mood may also modify the rate of trolling. For instance, mood changes with the time of day or day of the week. As negative mood rises at the start of the week, and late at night, trolling may vary similarly. “Time-outs” or allowing for a period of calming down can also reduce aggression – users who wait longer to post after a bout of trolling may also be less susceptible to future trolling. Thus, we may be able to observe how mood affects trolling, directly through experimentation, and indirectly through observing factors that influence mood.

That people can be influenced by environmental factors suggests that trolling could be contagious – a single user’s outburst might lead to multiple users participating in a flame war. Prior work on social influence has demonstrated multiple examples of herding behavior, or that people are likely to take similar actions to previous others. Similarly, emotions and behavior can be transferred from person to person. More relevant is work

showing that getting downvoted leads people to downvote others more and post content that gets further downvoted in the future.

Psychological studies show trolls tend to be male, show higher levels of psychopathy traits — low levels of empathy, guilt and responsibility for their actions — and higher levels of sadism traits, the enjoyment of causing others physical and psychological pain. Trolls are also motivated by what psychologists call "atypical social rewards". Generally, people are motivated by creating a positive social environment (typical, positive social rewards). But trolls show a higher motivation to achieve negative social rewards, like creating social mayhem and disruption.

One area to change behavior might be to teach trolls to become more empathic, in particular, targeting their low levels of affective empathy. There's strong evidence structured empathy training improves people's empathy. Unfortunately, interventions targeting psychopathy and more severe, clinical empathy deficits are far more complex. Most mental health experts say psychopathy cannot be cured. However, as trolls show higher levels of nonclinical psychopathy traits (not enough to meet criteria for a clinical disorder) interventions may be more successful. One psychopathy intervention that has previously indicated success in reducing antisocial behavior and criminal activity is the decompression model.

Here, people are rewarded for every positive, prosocial behavior (behavior that benefits another), with the aim of increasing and reinforcing good behavior.

Not all trolls exhibit traits like low affective empathy or psychopathy. Some may simply be motivated by negative social rewards, like creating mayhem. And creating mayhem motivates the troll to keep going back for more. Due to the addictive nature of rewards, there may be an addictive element to trolling. So, other strategies that have been applied to addictive behaviors (for instance, internet addiction) could be used to modify trolls' behavior. Cognitive behavior therapy (or CBT, a talk therapy that targets negative thoughts, emotions, and behaviors), self-help treatment groups, group therapy, and even family therapy are all effective methods for treating addictions, particularly internet

addictions. Clients learn to monitor and identify thoughts that trigger addictive behaviors and actions. And early stages of therapy focuses on behavior and abstinence from situations that induce the problem behavior.

Unfortunately, we don't know if these methods will stop trolling. In the meantime, here are some guidelines based on psychological research on how we can manage it: **1.** If trolls are rewarded by creating social mayhem, then it's best to not feed the trolls. Try not to reinforce their behavior by reacting. If the troll knows they have succeeded in disrupting the social environment in some way, this will reinforce their behavior. **2.** Psychopathy is generally associated with a lack of a fear of punishment. So, punishing the trolling behavior might also prove ineffective. **3.** Reward good behavior. By rewarding good behavior, we will see more of it.

This study is quite relevant to the student community as students who have smartphones generally enjoy trolls and some even may become trolls. An understanding of the psychological implications of the trolls will enhance positive behavior among the student community. Young people ought to know how to deal with an online troll. They should never forward on a video, comment or message *attacking someone else*. They shouldn't be tempted, no matter how 'funny' or 'interesting' the troll might be. If someone is sending messages which are hurtful, unkind or inappropriate then the best course of action is to block that user.

Trolling is a dangerous game, and anyone can be a victim of it. It may get out of hand. This platform can create a monster. So the need of the hour is to remain responsible to society and people around.

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